9. PUBLIC INFORMATION AND COMMUNICATION

Craol communicates with the public, with stakeholders and internally within the organisation in a variety of ways. Information available to the public is posted on the Craol website, while information relating to upcoming modules may be posted on local Craol station websites or through local media outlets.

Craol operates a system of transparency, clarity and regular updating in relation to information communicated both within the organisation and to various stakeholders. The Craol Coordination Committee are responsible for regularly monitoring and evaluating communication practices and checking accuracy of information. Craol will make available information as necessary and/or on request.

9.1 Public Information: on Craol website.
- Craol's Mission Statement and Core Objectives.
- Contact details of organisation.
- Research carried out on community radio, national and international
- Names and roles of Coordination Committee members.
- Craol station membership criteria, costs and application form.
- BAI funding training, both QQI and non QQI accredited.
- Station Directory.
- News.
- Events.
- Craol achievement awards.
- QQI accredited modules and awards offered.
- Details on Learner Pathway from admission to certification for Craol QQI modules
- Access, Transfer and Progression Policy
- Recognised Prior Learning Policy
- Trainer Registration form.
- Job vacancies.
- Station Directory.
- Start-up information for intending Craol stations.
- Data Protection Statement/Cookie Policy and GDPR Data Request Form.

9.2 Learner Information Table

Learners can access information about Craol modules on the Craol website and in the Learner Handbook. Information regarding learner supports, modules, awards and QQI accreditation includes:

	Learners Information	Information available	Where	Who for
1	**Modules available**	List of current modules.	Craol website and station website.	Prospective learners, local communities.
2	**Awards**	Awards available and where they fit on NFQ Framework Name of awarding body.	Craol website. Learner Handbook	Prospective and current Learners
3	**Access, Progression**	How to avail of	Learner Handbook	Prospective and current

			learners
	and Transfer Routes	Access, progression and transfer routes.	Orally from trainer. NFQ Framework	
4.	Recognition of Prior Learning	How to apply for RPL	Craol and local station website. .	Prospective learners.
5.	Learner Pathway	Learner process, from applying for a module to certification process.	Craol website. Orally from trainers.	Prospective and current learners.
6.	Protection of Enrolled Learners (PEL)	Supports put in place for learners in the event of the organisation being unable to complete the module.	Quality Assurance Manual. Learners Handbook. Trainers Handbook.	Current learners.

9.3 Publication of quality assurance evaluation reports.

Summary reports of internal and external evaluations are produced and used for ongoing quality assurance guidelines and to measure qualitative and quantitative indicators in relation to appropriateness of modules offered, delivery methods, learner satisfaction and completion/award figures. This information is reported back to trainers and Craol stations and used during CPD training to improve delivery of modules.