



QQI COURSES LEARNER HANDBOOK

Rev 2

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1 WELCOME

Welcome to Usafety – We are a leading Irish provider of quality professional development training. We focus on delivering specialist training in the areas of Health and Safety to include training in Manual Handling Instruction, People Handling Instruction, Health and Safety Awareness, Health and Safety Representation and Health and Safety at Work.

We hope you will enjoy your time at the training centre and would like to draw your attention to the following information.

1.1 Emergency Situations

- In the unlikely event of a fire or other emergency, please follow your trainer's instructions carefully and leave the building in an orderly fashion using the nearest exit. Do not wait to collect personal belongings.
- Fire exits are clearly marked – the main entrance door.
- The meeting point is McDonagh's Car Park.
- Ensure you sign in and out at Reception each day

1.2 Health and Safety

- Please ensure you sign the attendance sheet as soon as you come into the training centre as this will allow us to account for everyone in the event of an emergency.
- The training rooms are used by a variety of different groups. Please leave all rooms tidy and remove all personal belongings when you are leaving the room.
- If you have any health and safety concerns please contact your trainer or administration staff in Usafety.

1.3 General Information

- We have a canteen in the training department. Tea/Coffee is provided by Usafety however, lunches can be brought in to the canteen and stored there. There is a coffee shop next door to Usafety that provide a range of hot and cold meals. Water will be provided during training programmes.
- Smoking is not allowed anywhere in the building. We ask that you smoke outside the building and are careful when disposing of cigarette butts.
- Males/female toilets are located just off the main training room.
- Mobile phones MUST be switched off during class times. If you need to keep your phone on for emergencies only, please put on 'silent' and leave the room if taking a call.
- Parking spaces are limited however, there is street parking in the industrial estate.

2 USAFETY MISSION STATEMENT

Our mission will help us succeed and meet our personal and business goals. Our mission is to impart knowledge to learners in a caring, equal, and friendly environment which recognises individual needs. We will do this by providing accurate information, consistently in a format which encourages individual growth.

We aim to deliver accredited training and non-accredited training to an equal standard of excellence. Usafety training programmes are designed to challenge, stimulate, and promote the personal and professional development of learners with a focus on encouraging all learners to reach their full potential.

Our quality system is designed to help us achieve this mission and our learners are assured by it. After all they are our customers and they deserve no less.

1.1 Our Core Values

- 1. Put People First** – At Usafety we always put people first- at the centre of our work. Listening to our learners is where it all starts. Knowing their life experiences, journeys and needs allows us to continually improve our training and quality.
- 2. Be Fair and Objective- At Usafety we strive to be fair and objective in our dealings with staff, trainers, contractors, learners and our clients.** We believe that by creating a caring, nurturing and open environment drives us to encourage our learners and trainers/staff to achieve the best they can achieve for themselves.
- 3. Respect:** This encompasses integrity, fairness, listening, co-operation, responsiveness and perceptiveness. We treat our learners, staff and trainers as equal partners.
- 4. Passion:** We try to be bold, innovative and creative in our teaching methodology. Our trainers have a passion for the work they do and in turn this enables learners to maximise their own individual potential. We are authentic and consistent- there is a connection between what we say and what we do. We aim to be personal and share our own experiences as part of our teaching methodology.
- 5. Reliable** – While we are committed to ensuring we are diverse and continuously improving, we always remain reliable when it comes to the quality of our programmes, our excellent service, and our complete transparency.
- 6. Be open and accountable:** At Usafety we share information about the nature and outcomes of our work, and accept full responsibility for our actions.

2.2. We support Learners by:

1. Providing professional education environments and provide a rich range of services, supports, resources and assessments to suit all learner requirements.
2. Delivering knowledge, skills and attitudinal objectives of all educational programmes in a holistic and inclusive framework.
3. Assessing learners through fair and consistent assessment tools, where we can provide evaluation for learner growth and skills improvement.

3 INFORMATION FOR QQI COURSES

QQI is the Quality and Qualifications Ireland, the National body for making awards on the National Framework of Qualifications (NFQ). You can get additional information on QQI online at www.qqi.ie. The NFQ was introduced in 2003 as a system of ten levels, based on standards of knowledge, skill and competence, which incorporates awards made for all kinds of learning, wherever it is gained. School, further education and training (QQI) and higher education and training (DIT, universities, HETAC) awards all included. There are 10 levels in total and these levels indicate how advanced your award is and also progression routes you can take in the future. You can get additional information on the NFQ online at www.nfq.ie.

4 COURSE REGISTRATION FORMS, DEPOSITS AND PAYMENTS

- Once you apply for a place on a QQI course Usafety will send you a Registration Form (via Microsoft Forms). Once filled in “press” submit.
- You must complete ALL relevant fields and should ensure at a minimum the following information:
 - Name
 - Contact details
 - Date of Birth
 - PPS Numberas these are needed to register you for your QQI award.

Please complete the Payment Details section, giving the name of the organisation and a contact name within the organisation if you are not paying for the course yourself. Usafety facilitates payment by instalment for all its training programmes. Deposits are required to confirm your place on all courses and details of deposits are available by emailing accounts@usafety.ie. If you are paying by instalment, you must first agree a payment plan and then you can pay for your course on a weekly basis. All course fees **MUST** be paid in full by the final day of your course. If you are not paying by instalment, then all course fees are payable in advance. By signing a booking form you are agreeing to our Terms & Conditions. We accept electronic payment.

5 GETTING STARTED

Morning Courses begin at 9:30am and afternoon Courses begin at 1:30pm though we recommend you confirm times with your tutor.

We provide training manuals for all our courses so generally all you need to bring is paper and pen for taking notes. You will also receive a detailed copy of the course syllabus. We break mid-class for 15 minutes when you can help yourself to tea or coffee in the canteen.

6 CONTACTING LEARNERS

We use emails and text message alert to contact learners. We also encourage learners to set up a group “whats ap”, which is a useful forum for keeping in contact with fellow learners during the programme. Usafety usually suggest a class representative who will contact the lead trainer with questions etc. from the group.

7 STUDYING FOR THE AWARD

For every QQI Special Purpose Award you hope to achieve, we suggest that you allocate a minimum additional 20-30 hours study time outside of class time. The amount of time you need to study will vary from person to person

8 LEARNER SUPPORTS

Throughout your course, you can contact your Trainer and the Training Manager at Usafety for advice and assistance. If you need additional support with your studies, please discuss this with your Trainer. We can offer individual and small group tutorials when possible to ensure you have the maximum opportunity for success in gaining certification. If you need additional time to complete assessment work, discuss this with your Trainer who can advise you, as assessment deadlines differ from course to course.

You are welcome to use Usafety computers in our main Administration Building (Unit 2B- adjacent to training room- Unit 1). Please contact the Office Administrator for more information. There is no cost for photocopying (once documents are under 20 pages and thereafter it will be at the discretion of Usafety). Usafety have a strong commitment to the environment and therefore encourage electronic material to replace hard copies, however, we understand the need for some learners to use hard copy material.

9 EQUALITY & DIVERSITY FOR LEARNERS POLICY STATEMENT

Usafety strives at all times to promote equality and cater for diversity within its programmes. We are committed to supporting the right of staff, trainers and learners to work and study in an environment which is free from all forms of workplace bullying and harassment. Please bring any issues regarding equality directly to the attention of the Management Team.

10 USAFETY POLICIES

Usafety have a range of policies that govern how we plan, deliver and assess our training programmes that have been agreed as part of our registration with QQI. Policies can be viewed at in our Quality Manual (available in our offices).

Our Policies include:

- Governance and Management
- Admissions Policy
- Public Information and Communications
- Programme Development, Delivery & Review
- Teaching and Learning
- Access, Transfer and Progression Policy
- Fair & Consistent Assessment of Learners
- Self-Evaluation of Programmes and Services
- Data Protection & GDPR

11 DATA PROTECTION AND GDPR

Usafety fully respects your right to privacy and any personal information which you volunteer will be treated with the highest standards of security and confidentiality, strictly in accordance with the Data Protection Acts, 2018 and with the requirements of the General Data Protection Regulations (GDPR). You should not use our website, Facebook or Twitter accounts unless you understand and agree with the ways in which we collect and process your personal information. If you have any queries regarding this, please contact us on 091 485580. All queries regarding Data Protection compliance should be directed to the General Manager or the Training Manager. Please read our Privacy Statement for full details – available on our website.

12 USAFETY POLICY ON ASSESSMENT

Usafety has a series of QA policies and procedures to ensure the validity, authenticity, and reliability of the assessment process within our programme delivery.

The integrity of the assessment process is protected by a wide range of checks and controls, administered by both internal and external staff, to promote fairness and consistency of learning achievement within suites of programmes, and across the organisation, in terms of custom and practice. There is in place a systematic series of feedback measures, designed to encourage internal analysis and reflection on all areas of programme assessment, with the aim of promoting increased best practice in terms of ensuring that programme assessments remain fit for purpose, and current to industry and work-related standards.

In addition, Usafety have in place rigorous procedures that incorporate Internal Verification and External Authentication of learner assessment activities to ensure this process is fair and consistent and in keeping with national standards. At all times, Usafety's assessment of learners will be consistent with the guidelines laid down by QQI and our own internal standards.

13 WHAT IS ASSESSMENT

The purpose of assessment is to ensure learners meet the required standards as specified in course syllabus. A variety of assessment techniques are applied, depending on the requirement of the syllabus. They include: assignment, skill demonstration and examination (written). QQI courses have different assessment criteria. Your Course Trainer will explain these to you in detail and provide you with written Assignment Briefs and the Marking Scheme for your course. Please feel free to discuss any aspect of the assessment process with your Trainer or the Training Manager. It is important that you try to submit assignments as per the agreed schedule however, if you are having any difficulties or need additional time, please discuss an extension of the submission deadline with your Trainer.

14 SUBMISSION OF LEARNER QQI ASSESSMENT

- 1 All assessment work should be emailed as PDF. A shared link to one drive will be issued prior to assessment submission date.
- 2 All Assessment Portfolios must contain a Learner Declaration, completed, signed (and scanned into document) and dated by the learner confirming that the work submitted for assessment purposes is their own.
- 3 Learners should submit their completed portfolios to Usafety by the submission deadline date, and sign the submission sheet as proof of submission.
- 4 All learner assessment work must be submitted within 1 months of the completion date of their course.

15 APPLICATION FOR AN EXTENSION TO AN ASSESSMENT SUBMISSION DATE

In the event of extenuating circumstances that may prevent you from submitting course assignment on the agreed submission date the following procedure is required.

1. The learner must request an extension in writing in advance of the submission date and give this to the course trainer who should decide whether or not to grant the extension.
2. You must adhere to new agreed submission date if extension is granted.
3. New submission date must be within two weeks of original submission date. Please note that there is a 100% attendance requirement for all QQI courses. You must sign in at each class to confirm your attendance as we cannot submit assessment work for learners who do not reach the 100% attendance requirement.

16 RPL AND EXEMPTIONS

Learners who have completed other QQI awards or hold certification from alternative awarding bodies relevant to your course are advised to provide USafety with copies of certificates and course syllabus. Each application for recognition of prior learning or an exemption is individually assessed and you may be able to use certificates or previous work experience to help you gain an award. Please note that QQI will only accept awards that are no older than five years for the purpose of gaining an exemption.

17 RETURN OF ASSESSMENT WORK

Assignments and examinations used in the assessment are not returned to learners and are disposed of in a secure manner.

18 RECEIVING YOUR AWARD

Once your work has passed both Internal Verification and External Authentication, you will be notified of your result. However it may some time before we receive your actual certificate from QQI. Certificates are posted to each learner. It is the Learners responsibility to ensure that Usafety have been provided with a relevant/current postal address. We cannot take responsibility for lost certificates. All certificates will be issued via registered post.

19 LEARNER APPEALS PROCESS

There is an Appeals Process for QQI certification. You have 14 days from the receipt of your results to appeal the grade you have achieved. All appeals must be made in writing and there is a cost of €50 per appeal. If your appeal is upheld, your fee will be returned in full. All assessment work must remain at Usafety if you are making an appeal. Please contact the Training Manager for further details.

20 USAFETY TERMS AND CONDITIONS OF BUSINESS

All Usafety courses are run on a part-time, flexible basis. Usafety requires all learners to pay in full in advance for all QQI courses. If there is an agreement made between the learner or an organisation to pay on completion of the course, then a non-refundable deposit is required in advance. The balance of all course fees can be paid on a weekly basis and all fees must be paid in full on the final day of the course.

20.1. Booking Courses:

- To book a training course, please complete an application form. This will be sent to you on request. Email info@usafety.ie. You should submit your completed form online.
- Once application is received an invoice will be issued to your organisation or to the learner. Deposits can also be made by cheque or electronic transfer.
- Confirmation of your place on each course can only be made once the appropriate deposit has been paid.
- The balance of your course fees can be paid on a weekly basis over the course duration and all fees must be paid in full by the final day of the course. You can arrange a payment plan (if you are a learner who is not being funded by an organisation) and there are no additional costs for paying by instalment.
- Paying for your Course:
 - I. Organisation funding

An invoice will be issued to your organisation with agreed payment terms. Payment can be made electronically or by cheque.
 - II. Individual learner paying

You can pay for your course by cash, postal order, cheque or electronically. You can also pay using your debit card or credit card (Visa, Mastercard, American Express) at CTEC. Please note that only payments of €50 or more can be paid using this method and a surcharge of €3 per payment is applied. •

You can book your course and pay the deposit or the full course fee on our website using your debit card or credit card (Visa, Mastercard, American Express) at CTEC. A surcharge of €3 per payment is applied to all online payments. Please note that instalment payments cannot be made via our website.

Usafety are aware that individual circumstances may change. If you cancel your course a minimum of 5 working days before the start of your course, your deposit will be refunded in full within 14 working days of the course start date. Please note that all course cancellations MUST be made in writing to avail of this service. Usafety will not refund course deposits where learners fail to give less than 5 working days written cancellation notice or for courses where learners have partial attendance. In certain circumstances and with Usafety approval, learners may be allowed to transfer their deposit to an alternative course commencing within six months.

Complaints can be made verbally or in writing and to any staff member.

Complaints

In event that you wish to lodge a complaint, please first discuss with your trainer or contact the Training Manager on 091 485580 or info@usafety.ie

Stage 1 – Informal

A complaint can be made informally to any member of staff, who will discuss the complaint with the learner and attempt to resolve.

Learners will be notified of the required time to investigate or remedy the issue. The staff member receiving the complaint will attempt to resolve the complaint immediately

Details should be recorded on the course/module report.

Stage 2 – Formal Complaint

If a complaint cannot be resolved informally or if the learner feels that an informal complaint will not address the issue, then the complaint should:

- Be submitted in writing within 5 working days of initial contact or the issue arising to the Training Manager.
- It should provide a detailed account of the issue.

- The Training Manager will contact the learner within 5 working days to acknowledge receipt of the complaint and outline the course of action to be taken.
- Training Manager will undertake an investigation of the complaint.
- The investigation may take different forms depending on the nature of the complaint. This process is completed within 10 days of receipt
- When the investigation is complete the learner will be notified of the outcome in writing.
- Where the learner is not satisfied with the outcome, they can make a request for a final review to be carried out.
- The request for a review must be submitted in writing to the Appeals and Review Committee within 10 working day of the outcome.
- Appeals and Review Committee will be appointed to carry out the review. The decision from this review will be final.