

Learner Handbook & Procedures

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Welcome to Shorcontrol Safety

Dear Learner,

Welcome to your training course and to your Learner Handbook. Here at Shorcontrol Safety, we are proud to deliver premium training and well-designed courses to meet your needs.

Our staff are here to address any queries you might have at any time and would be delighted to help. Our policies and procedures set out the details of a wide variety of situations which may arise. Please feel free to get in touch if you need clarity regarding them.

Finally, we hope you enjoy your learning experience at Shorcontrol Safety and that you are helped to improve your skills and knowledge in a practical way to further your success in the workplace.

Sincerely,

General Manager

Where are we



Shorcontrol Safety is located in Naas Industrial Estate, Naas, Co. Kildare, Ireland.

EIRCODE: W91 KFW1

Public Transport

Train: Naas is served by the Sallins Train Station, approx a 25 minute walk to our training centre. The Arrow Train Services departs from Heuston Station, Dublin. The Arrow also departs from Portlaoise going in the Kildare Direction. Please see Iarnród Eireann for timetable information.

Bus: Bus Eireann have a public Bus Service which stops directly outside the entrance to the Naas Industrial Estate from both Dublin and Kildare Directions. Please contact Bus Eireann for details.

Parking

Free parking is available at our premises in Naas Industrial Estate.

Mission Statement

Shorcontrol Safety Ltd aims to become the best safety training organisation in Ireland, delivering both accredited and non-accredited courses to customers and learners to the highest professional standards. A culture of direct and open communication is maintained and a healthy environment of mutual trust and respect exists between staff, tutors and learners.

Learning Agreement

We hope that you have an enjoyable and productive learning experience with Shorcontrol Safety.



To ensure this, we promise to:

- ❖ Treat all learners equally and with dignity and respect.
- ❖ Deliver courses to the highest standard possible by competent trainers.
- ❖ Assist all candidates with literacy difficulties.
- ❖ Respect your privacy and comply with our obligations under the Data Protection Acts 1988 and 2003 and the General Data Protection Regulation (GDPR).
- ❖ Do all that is reasonably practical to ensure the health, safety, and overall wellbeing of learners while they are located at Shorcontrol Safety facilities.
- ❖ Carry out fair assessments in accordance with our 'Fair and Consistent Assessment of Learners' Policy.

As learners, we ask that you:

- ❖ Attend your training course and be punctual.
- ❖ Treat other learners equally, and with dignity and respect.
- ❖ Treat equipment and buildings with care and respect.
- ❖ Complete your course work within the deadline unless agreed otherwise with the trainer.
- ❖ Comply with the course assessment rules.
- ❖ Pay for the course in advance of training.



Company and Course Accreditations

Shorcontrol Safety is an approved training company to the following organisations;

- ❖ QQI
- ❖ Institute of Acoustics
- ❖ IOSH
- ❖ Solas CSCS
- ❖ City & Guilds

We also partner with a number of other organisations to allow us run the following accredited programmes at our site;

- ❖ NEBOSH
- ❖ CITB
- ❖ British Occupational Hygiene Society
- ❖ Lloyds British
- ❖ RoSPA
- ❖ Allmi
- ❖ IPAF
- ❖ Water jetting Association
- ❖ Institute of Cemetery & Crematorium Management



Equality Statement

Shorcontrol Safety and its staff are committed to treating every interaction between its staff, learners, tutors, subcontractors and visitors with fairness, dignity and respect regardless of their: gender, civil status, family status, sexual orientation, religious belief or lack of religious belief, age, disability, race, skin colour, ethnicity, national origin or membership of the Traveller community.



Those individuals who feel that they have been bullied or discriminated against in any way are encouraged to report such behaviour to a member of staff.

Concerns will be handled confidentially and following an investigation, upper management the outcome will be made known to the individual concerned.

Health and Safety

The wellbeing of all delegates, tutors and members of staff are paramount to the training environment we supply our clients. Great care has been taken to ensure that all training activities, whether at a Shorcontrol Safety controlled venue or off-site at a client's location, are administered in a safe and welcoming environment.

If you notice any item of concern related to the health and safety of yourself or other classmates, we ask that you inform the tutor or a member of staff immediately.



Learner Comfort

Here at Shorcontrol Safety we take your comfort as a learner very seriously. If there is anything we can assist you with the staff are at hand to help. We will provide support and help with any issues arising due to safety, literature problems, interpreters or other requests that you the learner may require. The learner must feel that if they have any issues they should inform their tutor.



Complimentary refreshments (snacks, tea, coffee) and lunch are provided when at one of our locations.

Data Protection

Procedure

- ❖ Shorcontrol Safety takes your privacy very seriously and has implemented policies and procedures that ensures your personal information is kept securely. Personal information is only used in order to facilitate training programs and to allow us to issue certificates on completion of our courses.
- ❖ By supplying this information, you are implicitly agreeing to Shorcontrol Safety submitting this information to the relevant awarding body.
- ❖ All training documents will be retained at Shorcontrol Safety, located in Naas Industrial Estate, Naas, Co. Kildare.

Some of Your Rights

- ❖ Right of access: You have a right to access to your Personal data. You may also request a rectification of inaccurate Personal data, or to have incomplete Personal data completed.
- ❖ Right to be forgotten: You may request the erasure of your Personal data in cases where:
 - the data is no longer necessary;
 - you choose to withdraw your consent;
 - you object to the processing of your Personal data by automated means using technical specifications;
 - your Personal data has been unlawfully processed
 - erasure is required to ensure compliance with applicable laws.
- ❖ Right to restriction of processing: You may request that processing of your Personal data be restricted in the cases where:
 - you contest the accuracy of the Personal data
 - Shorcontrol Safety no longer needs the Personal data, for the purposes of the processing
 - you have objected to processing for legitimate reasons.
- ❖ The right of data portability: to obtain and reuse your personal data for your own purposes across different services.
- ❖ The right of objection: You may object to the processing of your personal data when it is used for direct marketing purposes.

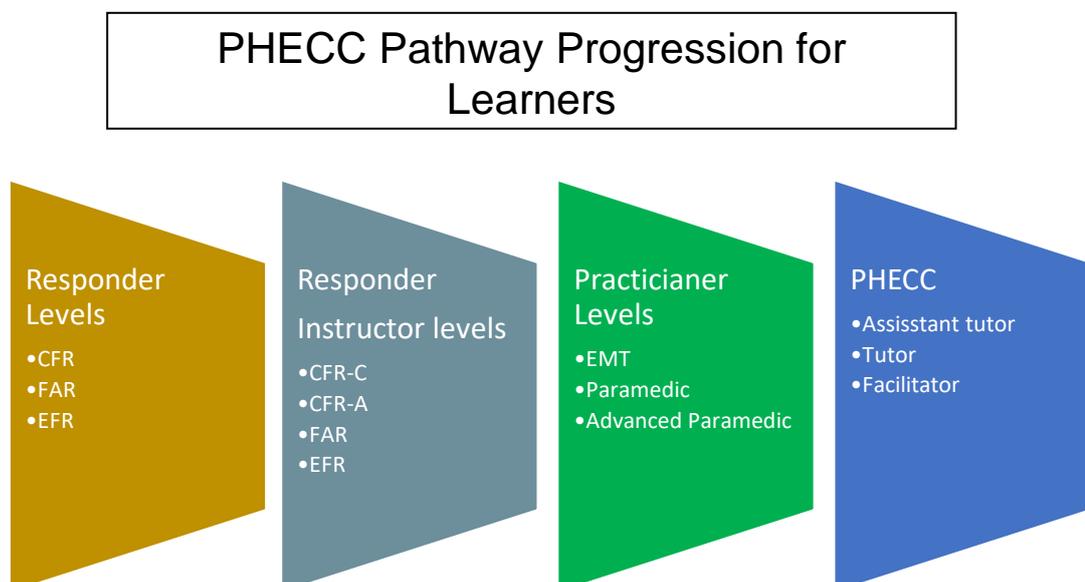
Progression for Learners

Depending on which course you are on or wish to pursue in the future, Shorcontrol Safety wishes to allow delegates the opportunity to progress their current skills and knowledge.

If you would like to know how to progress your skills and knowledge past what is being offered in this course, please do not hesitate to inquire with the tutor or a member of the sales team. Information may also be found on our website which allows individuals to research what other programs we offer and what programs are available, outside of our organisation, which will aid you in your progression.

These programmes will award the learner with accredited qualifications to advance their education. Where these accredited programmes do not exist, Shorcontrol Safety will satisfy the needs of the learner with inhouse programmes until it gets approved accreditations.

For example:



Recognition of Prior Learning

Policy

Shorcontrol Safety will make every reasonable effort to aid in recognising a learners previous training and experience.

We will accept previous experience as a provision of credits earned towards training so long as it is approved by the accredited governing body that administers the award.

Procedure

Any course which contains pre-requisites or requirements which a delegate must hold prior to entry into a program will be determined by the accredited governing body which has designed and accredits the course.

Any current or potential delegate who wishes to access higher level learning, which contains pre-requisite requirements, will be required to provide evidence of successfully taking and receiving the appropriate award for the relevant requirement.

When appropriate, tutors may assess a delegates prior learning skill and knowledge pertaining to the course for which they are currently taking.

No prior experience or learning credits will be recognized as RPL for PHECC or Solas Safe Pass training courses.

Remote Training and Blended Learning

Our traditional training courses have been adapted so we can now deliver through the digital environment with live online webinars using common digital platforms like Zoom and MS Teams.

We are also offering Blended learning where delegates can start their training on the digital platform and then attend a practical session and assessment where needed.

In accordance with our Blended Learning Policy:

- ❖ All programs of blended learning training will be subject to the same applicable policies, procedures, and quality processes which all other training offered by Shorcontrol Safety must adhere to.
- ❖ All programs of blended learning training will be subject to the same academic standards set forth by any relevant accredited governing body which the training is affiliated with. (PHECC, City & Guilds, QQI, IOSH).

Resources

Shorcontrol Safety will ensure that all rooms used for training will be assessed to ensure that they are adequate for the courses it will be used for.

Shorcontrol Safety will do all that is reasonably practical to modify standard arrangements to meet the needs of individuals learners in accordance with the *Equality Policy*.

Training equipment is assessed by Shorcontrol Safety to ensure that they can accommodate the training program for which it is being used for.

Our training rooms are used by a number of different groups so we ask that you remove all personal belongings when you are leaving. We do not have student storage facilities, so you must bring your work home with you.

Additional Supports

A delegate who requires additional supports must make the request known to Shorcontrol Safety at the time in which they book the course with the company.

Assessment; Practicals and Exams

Every course we run has a different assessment method. Delegates will have to have an understanding and competency in a subject to pass the course.

Assessment can take the form of a Theory Exam and/or Practical Assessment. All Assessment material will be consistent and relevant to the course and its subject matter.

The pass mark of each type of assessment will vary but you will be informed of the pass mark prior to beginning the exam.

All courses which Shorcontrol Safety is authorized to administer for on the behalf of third-party governing bodies will have their assessment method designed by said governing body.

Shorcontrol Safety will implement robust internal verification procedures which are aimed at applying consistency of assessments across all courses.

Plagiarism

Plagiarism occurs when a candidate uses work belonging to someone else without acknowledging the fact that it is not the candidate's own work. Using other people's work is prohibited and will result in a violation of regulations and therefore penalties.

Assessment Results

In some cases, Learners will receive confirmation as to whether they pass or fail a course on the last day of said course or program. On request, the tutor will issue a letter of attendance which will state the provisional grade.

However, for some courses, assessments may have a submission date which occurs after the last day which the course or program concludes. In this case, learners will be informed of the date which they will receive confirmation as to whether they have passed or failed the course.

In some instances, the course or program's assessments must be sent to the awarding body for grading and verification; this may result in Shorcontrol Safety and its tutors inability to accurately relay an exact date which the learner will receive confirmation as to whether they pass or fail a course.

For the vast majority of courses, once the course has been paid for in full, Shorcontrol Safety will send out the certificate. Certificates are issued to the company that has booked the training on receipt of payment.

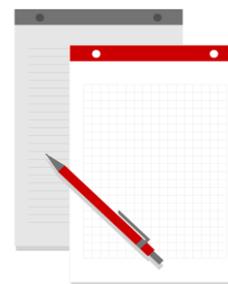
Appeals Policy and Procedure

When you have been given confirmation as to whether you have passed or failed a course on the last day of the course, you may appeal any results decision with either the Assessor or the Tutor who is instructing your course.

The outcome of the appeal, decided by the Assessor or Tutor will be considered final.

According to our Appeal Policy:

- ❖ If you do not accept the decision made by the Assessor or Tutor you may further appeal your assessment grade or result by submitting your appeal in writing.
- ❖ Written appeals will be accepted by either Shorcontrol Safety's Head of Training and Development or General Manager.



In the event of an error or the successful appeal of a result or decision which alters the learners pass or fail status for the course; Shorcontrol Safety will inform the relevant awarding body and the learner of the error and final outcome of the corrected result or decision.

Repeats

On the majority of courses it is possible for delegates to repeat the programmes or the part of the programme which they have referred on. Should a delegate refer on a programme they will be briefed on the best course of action to take with regards to repeating the course

Feedback/Evaluation Forms

All Learners will receive a feedback and evaluation form in their delegate packs. They will be reviewed by the Head of Training at Shorcontrol Safety.

Feedback forms allow us to improve the service we provide. We value your responses. We ask for feedback from both learners and tutors.

We also encourage you to provide informal feedback to your tutor at any point during the programme.

Complaints Procedure

Learners can complain immediately to the trainer on a course or on the evaluation form. The complaint form will be reviewed by the General Manager and will implement immediate action to remedy the situation, if it hasn't already been remedied.

All complaints are taken very seriously and are used as an opportunity to improve our service. Complaints are reviewed regularly by management at quarterly and annual meetings.

Course Cancellation

In the event that Shorcontrol Safety eliminates or cancels part or all of a course or programme, we will facilitate the transfer of credit, when applicable, and fees of the learner to another program provider, of which offers the same or similar program.

In the event that this cannot practically be implemented by Shorcontrol Safety, all monies paid towards fee's will be reimbursed to either the learner or the entity which initially provided monies on behalf of the learner.

Contact Details

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