



LEARNER
HANDBOOK





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

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I. About us

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, approximately 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 Iarnrod 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.

Online

www.Safety.ie

You can find our whole range of courses, schedule for these courses, contact information, materials and resources available to you the Learner; as well as information pertaining to our Occupational Hygiene services and equipment sales, hire and servicing.

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 qualified and 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
- ❖ PHECC
- ❖ Institute of Acoustics
- ❖ IOSH
- ❖ SOLAS CSCS
- ❖ City & Guilds



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

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



II. Learner Protection and Wellbeing

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 by upper-management, the outcome will be made known to the individual concerned.

Health and Safety

The wellbeing of all learners, 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 for full day courses, are provided when training is held at Shorcontrol Safety facilities.

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 in relation to processing, requesting and receiving certification for completed courses.
- ❖ All training documents will be retained at Shorcontrol Safety, located in Naas Industrial Estate, Naas, Co. Kildare.

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.

III. Program Entry and Advancement

Registration

All registrations for courses will be handled through one of our sales representatives. This helps ensure that you are booking the right course as well as give you the opportunity to discuss any inquiries or supports needed during the program.

All payments for courses must be provided upfront, except for in instances where there is an agreed credit terms with yourself, or your company, and Shorcontrol Safety.

To see the full terms and conditions related to payment, processing and cancellation please visit our website's [Terms & Conditions](#) page.

Language Requirements

Unless otherwise specified all courses are taught in the English language, all learners will be expected to be proficient in the English language, both oral and written. To access courses leading to an QQI level 5 or 6 program, or equivalent, you must be either a native speaker or at a level B2 or above on the Common European Framework of Reference for Language (CEFRL), or its equivalent.

Certain courses may be offered in languages other than English (i.e. Romanian, Spanish, Polish, Japanese, etc.); it is critical that any questions regarding language is communicated to Shorcontrol Safety at the time of booking. Shorcontrol Safety will try to make any reasonable accommodation for learners whose English may not be proficient enough for the classroom. Please see the section below *Reasonable Accommodation and Additional Supports Available to You* for more information.

Access and Transfer Policy

Shorcontrol Safety will do all that is reasonably practicable in ensuring that you the learner can gain access to the wide variety of courses that we offer. Our policy is to ensure that all entry requirements are clear, decision on the allocation of places on programmes is transparent, and all applicants are treated fairly in an equal and consistent manner. Appropriate entry requirements are specified for each course or program and can be found on our website at www.safety.ie.

Learners should maintain and update their own qualifications portfolio. This is especially important as certification may be accrued over time at through other training organisations.

Shorcontrol Safety will do all that is reasonably practicable in to aid in providing evidence and support of qualifications, certifications and credits obtained through our programs when such requires are made by other companies and third parties at the learner's request. This is primarily designed for instances in which learners have decided to pursue further training with another company and/or education provider.

Recognition of Prior Learning

Policy

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

In most to all cases, the recognition or prior learning will be used to allow learners to gain access to courses which require previous knowledge or 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 learner must hold prior to entry into a program will be determined by the accredited governing body which has either designed and/or approves and accredits the course.

Any current or potential learner 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 learners 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.

National Framework of Qualifications and QQI Courses



CLASSES OF AWARD

- ▲ **Major Awards:** named in the outer rings, are the principal class of awards made at a level
 - ◀ **Minor Awards:** are for partial completion of the outcomes for a Major Award
 - ◆ **Supplemental Awards:** are for learning that is additional to a Major Award
 - ◆ **Special Purpose Awards:** are for relatively narrow or purpose-specific achievement
 - **Professional Awards:** are for occupation-orientated qualifications including apprenticeships
- *Please refer to NCCA website, ncca.ie/en/junior-cycle/

IRISH REGISTER OF QUALIFICATIONS

- For more information on
- Qualifications
 - Providers
 - Courses
- visit www.irq.ie

The Irish National Framework of Qualifications (NFQ) is a 10-level system used to describe qualifications in the Irish education and training system. The NFQ allows individuals to compare qualifications with aims to better help in the decision making of what programme or course to attend, knowing that it will be recognized at home and abroad.

Quality and Qualifications Ireland (QQI) oversees the promotion, development, maintenance and review of the NFQ system of levels relating different qualification or awards to one another. Any course found on our site which has the QQI logo and NFQ level number associated are courses we are authorized to deliver and award to learners.



Progression for Learners

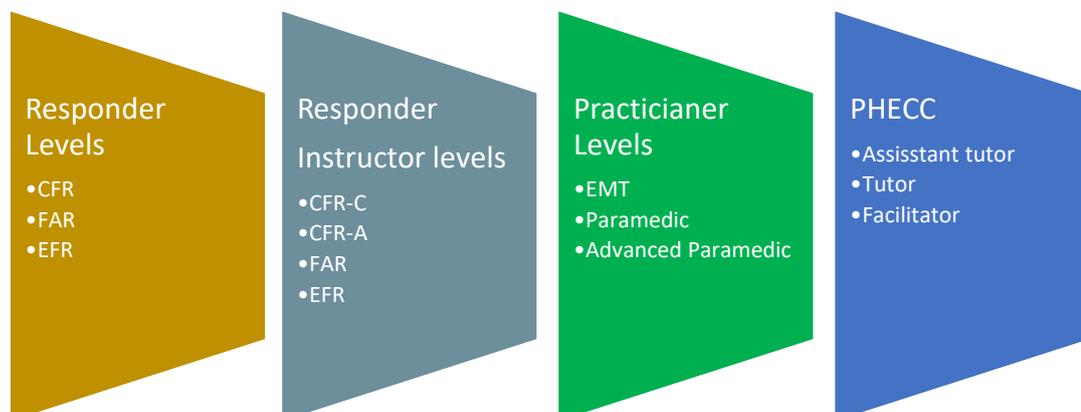
Depending on which course you are on or wish to pursue in the future, Shorcontrol Safety wishes to allow learners the opportunity to progress their current skills and knowledge.

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.

PHECC Progression

PHECC Pathway Progression for Learners



IV. Learning and Training Environment

The Classroom and 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 coursework home with you.

Remote and Blended Learning Training

Many of 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 Microsoft Teams.

We are also offering Blended learning where learners 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 either remote or 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 either remote or 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).

Live-Remote Training Requirements

Live-remote courses allow for individuals to participate in courses where the tutor is broadcasting live from their location using the internet. In order to create a digital classroom learners who register for courses that are offered in live remote format will be expected to adhere to the following requirements:

- ❖ Have access to a computer or smartphone which is compatible to use Zoom or Microsoft Teams
- ❖ Must have access to broadband internet connection or 4g mobile coverage.
- ❖ Video camera/webcam, microphone and speakers/headphones
- ❖ Learners must have their cameras activated at all times throughout the course, except for during break periods
- ❖ Learners must be willing and able to have their microphone activated in order to communicate with the tutor and/or participate in small or whole group discussion and exercises

Learner Participation and Discussion

Whether the classroom is digital or in-person, we would like to encourage you to engage yourself in the learning environment while attending a training course.

Actively participating by either asking questions, giving personal examples and/or discussing material with tutors and your fellow Learners will help foster an environment that will give the best chance of coming out of the program with the knowledge and skillset outcomes desired.

Reasonable Accommodation and Additional Supports Available to You

Any learner who may require reasonable accommodation or supports is encouraged to request the specific assistance needed at the time when they book the course with Shorcontrol Safety. This ensures that such supports will be prepared and in place for you at the start of the course.

Reasonable accommodation and additional supports, both during the course and the assessment, may include but are not limited to:

- ❖ Interpreters
- ❖ Courses taught in foreign language
- ❖ Dyslexia supports (extended time with material)
- ❖ Literature and course materials in other languages
- ❖ One-to-one session with instructors
- ❖ Extended submission deadlines
- ❖ Scribes/readers
- ❖ Sign language interpreters
- ❖ Rest periods
- ❖ Use of assistive technology

Available Learner Services

Learners may utilize any of the following additional services which will aid in their learning experience and progression:

- ❖ Personal certification progression review
- ❖ Copy of previously issued certification
- ❖ Evaluation forms to offer feedback on improving the learning experience
- ❖ Administration services

V. Assessments

Practicals and Exams

Every course we run has a different assessment method. Learners 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.

Practicals:

- ❖ Observation by assessor of Learner performing drills, skills and/or scenarios
- ❖ Observation by assessor of Learner designing, developing and delivering training program

Theory:

- ❖ Multiple choice
- ❖ Short answer
- ❖ Assignments
- ❖ Project Portfolio

Health and Safety Direction

Many of our courses consist of hands-on learning and practicals incorporated into their lesson plans. These courses require extra care and precaution when it comes to the health and safety of you the learner. It is paramount that during these exercises that all safety instruction and direction given by the Tutor is adhered to. This ensures the safety of yourself, fellow learners, tutors, our staff as well as members of the public.

Grading

The pass mark of each type of assessment will vary but you will be informed of the pass mark prior to beginning the exam. In most cases where an exam or practical element completes the course work; you will be informed of a provisional grade on the same day which the course officially ends.

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. All assessment will have model answers developed for the assessor to work from, this aids in ensuring there is consistency and fairness in marking.

Verification and Monitoring

Shorcontrol Safety has implemented robust internal verification procedures which are aimed at applying consistency of assessments across all courses. All QQI and PHECC courses, as well as a majority of other course assessments will also be verified by an external authenticator to ensure there is consistency and fairness in marking.

Assessments, verification and results panel reports are regularly monitored and reviewed by our staff, management as well as the Academic and Quality Assurance Committees whose purpose is to ensure that assessments are fair, consistent and valid across the range of courses offered by Shorcontrol Safety.

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 and Issuing Certification and Awards

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 tutor's inability to accurately relay an exact date which the learner will receive confirmation as to whether they pass or fail a course. The Learner will be made aware -of these instances when booking the course.

For the vast majority of courses, once the course has been paid for in full, Shorcontrol Safety will immediately issue out the certificate. Certificates will be sent to the company or individual who has booked the training on receipt of payment.

VI. Appeals, Protections and Communication

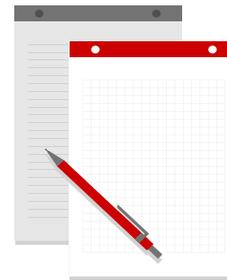
Appeals Policy and Procedure

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 final decision made by the Assessor or Tutor, you may further appeal your assessment grade or result by submitting your appeal in writing to either the Head of Training and Development or the General Manager.
- ❖ Written appeals should contain the following:
 - Your name
 - Date(s) of course
 - Score received
 - Reason that score should be further reviewed or overturned (use as much detail as possible)
 - Contact information



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 as well as the learner of the error and final outcome of the corrected result or decision within 10 business days of receiving the written appeal.

All written appeals will be reviewed by the Academic and Quality Assurance Committees.

Repeats

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

Course Cessation and Learner Protection Policy

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.

Feedback and Evaluation Forms

All Learners will receive a feedback and evaluation form in their learner packs. They will be analysed and reviewed by the Academic Committee, the Quality Assurance Committee, as well as individual administrators and members of management on an ongoing basis.

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 management and will implement immediate action to remedy the situation if it hasn't already been remedied.

Individuals may also submit a complaint by contacting us by email, phone or in-person. All complaints are taken seriously and will be used as an opportunity to improve our service. Complaints are reviewed regularly by upper management, the Academic and the Quality Assurance Committees as part of their regularly scheduled meetings.

Useful Links

www.safety.ie

www.qqi.ie

www.phecit.ie

www.iosh.ie

www.cityandguilds.com

www.nebosh.org.uk

www.solas.ie

www.ioa.org.uk

www.bohs.org

www.lloydsbritish.com

www.rospa.com

www.ipaf.org

www.cif.ie

www.safety-store.ie

Contact Details

Tel: +353 (0) 45 898 198

Fax: +353 (0) 45 899 836

Tel: 1800 723389

Email: info@safety.ie

