



ANDERLIFT SAFETY SERVICES LTD.

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LEARNER HANDBOOK





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1.0 COMPANY PROFILE – A BRIEF HISTORY

Welcome to Anderlift Safety Services....

Anderlift Safety Services Ltd. was formed in November 2002. The company is an Irish owned private company limited by shares. Anderlift Safety Services Ltd. is a nationwide provider of Health and Safety Training and Consultancy to both Industry and the Public Service.

We provide QQI certified programmes on the National Framework of Awards. We currently provide Health and Safety Representation, Manual Handling Instructor, Safety and Health at Work and Training Delivery and Evaluation at Levels 5 and 6 on the Award system. We have been Fetac Accredited since 2006 and are currently in the process of reengaging with QQI.

We are a PHECC (Pre Hospital Emergency Care Council) Accredited Institution and can provide the First Aid Response and Refresher (FAR) programmes and full certification for same.

While the company was formed in 2002, the expertise involved in the company spans a far wider period. Our General Manager, Patricia O’Leary has been involved in Health and Safety Training for over 25 years and in that time has been the liaison person with retainer contracts for a wide range of clients. Our Training Manager, Oliver Carroll having served 20 years in the Naval Service (much of it in a training role) has spent the past 20 years providing training and consultancy services to clients nationwide. These key personnel have been with Anderlift Safety Services Ltd. since its inception in 2002. Since then a further 4 full time trainers have also joined the organisation and we currently employ the services of a further 9 contract training and consultancy personnel.

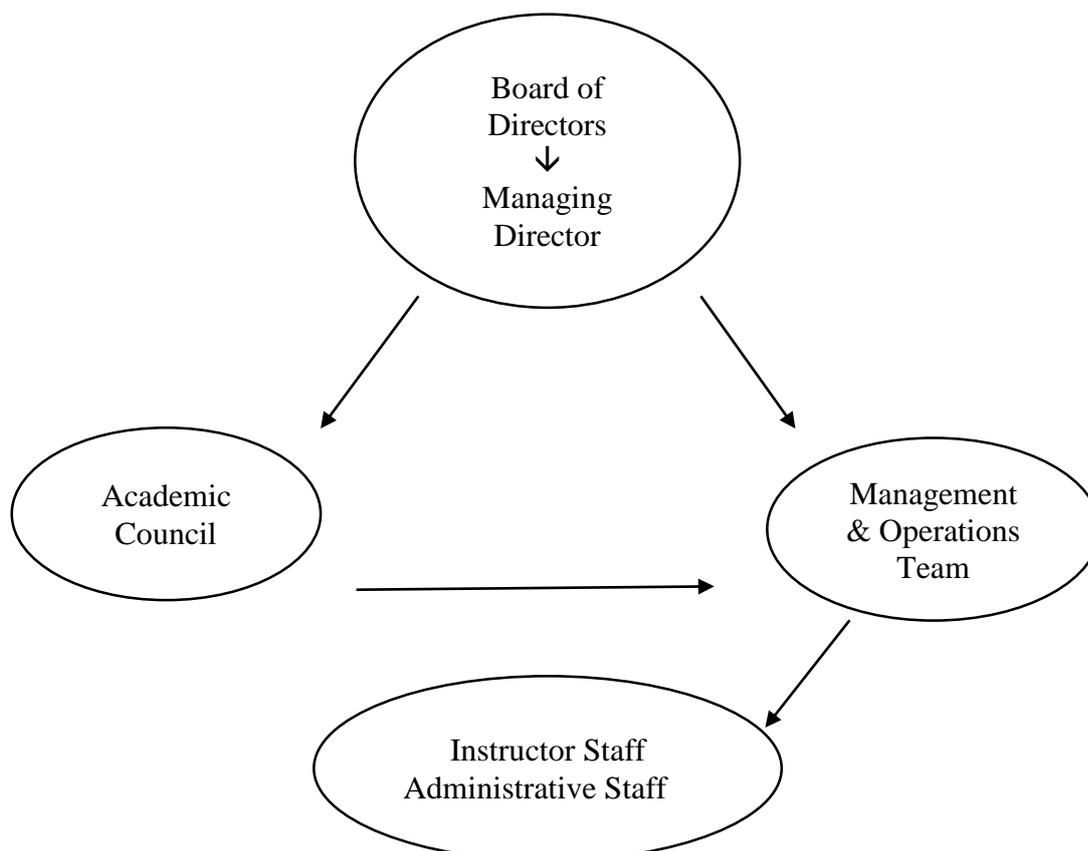
Since commencing business as a training and consultancy provider, Anderlift have developed a wide and varied database of private and public sector clients. Much of our work now comes from repeat business with our established clients, as well as from referrals from satisfied companies who have recommended our services.



Company / Tutor Accreditations / Achievements

- We have been Fetac Accredited since October 2006 and are currently in the process of reengaging with QQI
- Our Consultants are all members of the Institute of Occupational Safety and Health (IOSH) and members of the Irish Institute of Training and Development. (IITD)
- Our Forklift Instructors are RTITB Registered
- We are now a PHECC Accredited Training Institution. Our First Aid Response Instructors are registered with PHECC.
- We are past winners of several IITD National Training Awards. We are very proud of these awards, which ranged from Outstanding Achievement Award to Overall Category Awards winners and these are reflective of our commitment and innovation in training in the health and safety sector.
- Our Training Manager, Oliver Carroll was himself a past recipient of a Pierce Walsh Training Award for his innovation in the field of developing health and safety training programmes.

Figure 1 – Governance Structure





2.0 LEARNER CHARTER

Introduction

Anderlift Safety Services is committed to ensuring a high standard of training across all programmes, for PHECC, QQI and mainstream provision. We are further committed to putting the quality of learner experience at the centre of our operations - underpinned by our Quality Assurance Policies and Procedures, guiding learners and staff from learner information and entry stage to final assessment and submission for awards.

This Charter highlights the need for co-operation and collaboration between Anderlift staff and the learners participating on our programmes. In order to foster an inclusive, open and effective learning environment both groups have expectations that need to be understood and achieved.

Expectations of Learners

Learners participating on an Anderlift Safety Services training programme can expect:

1. A Course programme that matches the advertised course outline and criteria, delivered to a high standard and meeting all current legal and awarding body requirements.
2. A highly qualified, experienced and motivated Anderlift Staff, with the necessary resources to ensure a rewarding and practically beneficial learning experience.
3. A learning environment that places a strong emphasis on quality assurance and continuous improvement.
4. An emphasis on learner support and mentoring at all stages of programme participation.
5. Specific Briefing, Instruction and Guidance in relation to all elements of programme assessment - with appropriate learner supports and reasonable accommodation built in for participants, as necessary.
6. An understanding, acceptance and compliance by Anderlift with all relevant Equality and Diversity Legislation and Approved Codes of Practice, as applicable to the training environment.
7. Opportunity, both formal and informal, to provide feedback on their learning and programme participation experience.



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8. A fair, impartial, transparent and student - focused system for dealing with complaints and appeals from learners, with a commitment to effective and timely resolution - including, where necessary, the involvement of independent expertise and adjudication.
9. A confidential approach, with robust supporting and protective systems, to dealing with personal learner information and data, in line with current Data Protection legislation.
10. A safe and well maintained physical learning environment, meeting all current Health and Safety requirements, as well as an environment that strives to minimise risks to the psychological well-being of both learners and staff.

Expectations of Anderlift Safety Services

Anderlift Safety Services expect that Learners participating on our training programmes will:

1. Familiarise themselves and comply with all relevant course briefing information and joining instructions, as necessary.
2. Show respect for Anderlift Tutors, Staff and other Learners and fully engage, as requested, with the requirements of their chosen programme.
3. Prepare for Programme Assessment as advised by Anderlift Tutor Staff and submit all assignment work in a timely manner.
4. Be honest in the submission of all assignment and other assessment work, ensuring that the work is that of the learner alone, free from plagiarism and other potential malpractice and subject to Learner Statement of Authorship, as directed.
5. Engage fully with all Mentoring and other Learner supports available, so that course involvement and performance levels are enhanced.
6. Report in a timely manner to Anderlift Management any negative training or programme delivery issue or experience that occurs, so that effective, local and early resolution can be sought and achieved.
7. Provide honest and accurate programme feedback information to Anderlift, as requested.



8. Not be involved in inappropriate behaviour that may adversely affect the physical or psychological well-being of other students or staff or adversely affect the general learning environment.
9. Engage respectfully with the Company complaints and appeals procedures - giving full and honest information to the process.

Conclusion

Anderlift Safety Services believe that with a shared spirit of collaboration and a positive approach, appropriate balance can be found to facilitate both learner and company expectations. This will improve the overall quality and benefit of the learner experience and maintain the professional standing of the company.

Anderlift Safety Services is committed to developing a friendly, inclusive, open and progressive training environment. The consistent and supportive involvement of learners on all programmes is vital to ensuring that this goal can be achieved and maintained.



3.0 ACCREDITED TRAINING COURSES

As well as a full range of Anderlift certified programmes we also currently offer a range of both QQI and PHECC accredited programmes, as listed on our website (www.anderlift.ie)

3.1 Who are QQI and what do they do?

QQI are Quality and Qualifications Ireland and they are an independent State agency responsible for promoting quality and accountability in education and training services in Ireland.

Primarily their role is to:

- Maintain the 10 level National Framework of Qualifications
- Set standards for awards made on the National Framework of Qualifications
- Review the effectiveness of quality assurance in further and higher education and training providers in Ireland
- Validate education and training programmes.
- Makes awards in the further education and higher education sectors

For more information on QQI go to <https://www.qqi.ie>.

3.2 Who are PHECC and what do they do

Established in 2000, PHECC (**Pre-Hospital Emergency Care Council**) is an independent statutory organisation responsible for implementing, monitoring and further developing the standards of care provided by all statutory, private and voluntary ambulance services in Ireland.

It is also responsible for conducting examinations at six levels of pre-hospital care, the control of ambulance practitioner registration and the publication of clinical practice guidelines. They also oversee all Recognised Institutions providing all levels of First Aid training in Ireland

For more information on PHECC go to <https://www.pecit.ie>



4.0 ELIGIBILITY CRITERIA

1. All course candidates must have reached the age of 18 prior to the course commencement date.
2. Participants will require a good level of English, both oral and written. The minimum standard required of personnel for whom English may not be their first language is set at level B2 on the Common European Framework of Reference for Languages. Evidence of competence and certification to this standard will be demonstrated by means the IELTS (International English Language Testing System)
3. Our Manual Handling Instructor Programme (QQI level 6) requires participants to have a reasonable level of physical fitness in order to successfully complete practical elements of the programme, including assessment.
4. There is currently no specific requirement for participants to have completed a previous programme of training at a similar or lower level on the NFQ.



5.0 RECOGNITION OF PRIOR LEARNING (RPL)

Statement of Arrangements in Place at Anderlift Safety Services Ltd.

Anderlift Safety Services Ltd. are aware of the significance of “prior learning” as a means of enabling candidates to access and participate successfully on specific QQI programmes in areas where they may have already acquired relevant knowledge or skills. The existence of “Prior Learning” will be recognised and discussed with prospective course participants at the enquiry and entry stages to programmes. Due to the short duration of our programmes, “Recognition of Prior Learning” will not confer any special privilege or advantage on prospective course participants.

All participants undertaking QQI and PHECC programmes with Anderlift Safety Services Ltd. will complete programmes in full, regardless of prior learning achievements, and will be required to complete all aspects of course assessment, as specified. We appreciate however that it is likely that candidates with “prior learning” experience and knowledge will perform at a high level on our programmes and often, although not always, achieve grades of a higher than average level on assessment.



6.0 LEARNER SERVICES AND SUPPORTS

Policy Statement

Anderlift Safety Services Ltd. understand the importance of supporting Learners so that the learning experience and participation on our certified programmes is enhanced. Across our range of programmes, Anderlift provide comprehensive support to ensure that our learners can perform to their best and achieve positive outcomes from participation on programmes. This approach includes embracing the concept of reasonable accommodation, as necessary in relation to learners with specific physical or learning needs, in so far as is practicable. It also provides for a complaints and appeals system to ensure that learners can raise issues of genuine concern and seek satisfactory solutions.

6.1 Learner Complaints Policy and Procedures

Learner Complaints Policy and Procedure

Anderlift are committed to providing a positive and safe learning and working environment for students and staff. We commit to upholding the concepts of fairness and consistency within the teaching and learning process at all stages and we encourage and lead our staff to hold the highest standards achievable in this regard.

We recognise the right of Learners in particular to make either informal or formal complaint in specific and genuine circumstances.

Grounds for Learner complaint can be made in relation to:

- An honestly held belief that they have been treated unfairly at course entry or during participation or assessment stage of a programme.
- Dissatisfaction in relation to course facilities or training schedule or arrangements
- Behaviour or attitude of Course Tutor staff or other learners



- Specific issues or concerns in relation to learner supports or accommodation of particular individual needs

It is Anderlift policy to encourage learners to firstly seek informal and timely resolution of complaints through direct contact with Anderlift office or Tutor staff. Anderlift believe that the majority of issues complained of can be resolved in a spirit of collaboration “locally” without a need for matters to be escalated.

The General Manager of Anderlift Safety Services is the responsible person for managing the company complaints and appeals procedures.

Learner Complaints Procedure

Informal Procedure

1. In a situation where a learner wishes to make a complaint they should, in the first instance raise the relevant complaint or concern at local level and seek informal resolution. This may involve direct communication with a course tutor, if this is possible, so that the relevant matter can be addressed and satisfactorily resolved.
2. The informal process can also involve contact by the complainant with the General Manager of the company, who will make every effort to assist and mediate a satisfactory resolution to any complaint made, without the need for a formal process.
3. Resolution to a complaint that is kept at an informal level will normally be achieved within 5 working days of being raised. This will allow sufficient time for adequate mediation, necessary action to be implemented and review by all parties to the complaint.



Formal Procedure

1. Where the informal procedure does not satisfy the complainant, a formal complaint can be made in writing to the General Manager within 1 week of the conclusion of informal proceedings.
2. The General Manager, with assistance, as necessary, from the Training Manager and other relevant tutor or administrative staff will investigate the complaint.
3. The General Manager may seek external advice and expertise where the nature or gravity of the complaint merits such an intervention. Advice of the Academic Council may also be sought as part of the complaint investigation process.
4. Where the complaint is not considered valid, the process will conclude and the complainant will be informed in writing of the outcome of the investigation.
5. Where the complaint is fully or partly upheld and recommendations and actions required, these will be documented and implemented without delay.
6. All parties relevant to the complaint will be fully updated on the outcome of the complaints investigation and a full written report of the complaint proceedings will be made available for review to the Board of Directors and the Academic Council.

6.2 Policy and Procedure for Learner Appeals, Review and Re-check

Policy

Anderlift Safety Services are committed to ensuring that the experience of Learners will be positive and rewarding, from course entry and participation, through to assessment, verification and awarding of results, and certification.



Anderlift understand and accept that, in limited circumstances, a learner may wish to appeal a decision made by Anderlift Safety Services in relation to programme assessment or may wish to avail of a recheck or review facility.

Definitions

Appeal - A formal request from a learner that a decision made by Anderlift Safety Services at assessment stage should be referred to Senior Management Level for alteration or reconsideration.

Re-check - Means an administrative mechanism of checking (for a second time) the specific marks and grade awarded to a learner for a particular assessment module or stage and checking again both the calculation and accuracy of recording of such marks/grade.

Review - Means the re-consideration of an assessment decision. This can be completed by the original assessor, by an alternative competent person or a by a specially convened group.

Procedure for Re-Check of Learner Marks or Grade Awarded

1. A learner may request a re-check of an assessment result (Marks/Grade) awarded on the narrow grounds that is believed by the learner that an error in calculation may have occurred.
2. The learner will make the request in writing or electronically within 7 days of having received the grade result in question.
3. The re-check of marks and grade will be conducted by a suitably qualified Anderlift Tutor/Assessor, appointed by the General Manager or Quality Assurance Manager.
4. The Learner will be informed either in writing or electronically of the re-check findings within 7 days of the re-check being requested.



Procedure for Review of Awarded Grade

1. A learner may seek review of an awarded grade based on one or more of the following grounds:
 - A belief that the Anderlift rules or instructions issued to learners on the assessment process have not been properly applied or implemented.
 - A belief that Anderlift failed to take into account compassionate or other factors surrounding learner supports or Reasonable Accommodation that it should have considered.
2. A written request for review will be made by the learner within 7 days of receiving a specific assessment result/grade.
3. The request will be in writing and must state the grounds on which the review is sought, together with evidence to support the request.
4. The General Manager, with the assistance and direct involvement of the Training Manager and course tutor will arrange to meet with the learner and allow them to view the assessment script(s) submitted, together with the allocated marks awarded for the specific assessment work, based on the designated marking scheme.
5. The review can at this stage if requested by the learner, facilitate the involvement of a competent and qualified third party to carry out an independent review of the assessment marks awarded to the learner.
6. Following this review of the assessment materials in question, the learner will either:
 - a. Accept the marks/grade awarded and withdraw from the review process



- b. Request that their case be brought to appeal status where a full academic committee will be asked to adjudicate on the case.

Procedure for Learner Appeal

1. The learner can appeal the outcome of the review stage on the specific grounds that they believe the review did not adequately address concerns raised.
2. The request for learner appeal will be in writing and will be submitted within 7 days of the conclusion of initial review.
3. The request for appeal must state the grounds for appeal and supply evidence in support of the request.
4. An Appeals Review Committee will be convened to determine the outcome of the appeal and shall comprise of;
 - Anderlift Safety Services Training and Quality Assurance Manager and General Manager
 - Academic Council Member (Chair)
 - Independent Subject Matter Expert (External Tutor/Assessor)
5. The learner may address the appeal committee on the circumstances of the appeal and may be accompanied by an advocate of their choice.
6. The chair will ensure that all present at the appeal meeting will be updated on the progression of the case to date and will seek relevant input from both the learner and others present in order to arrive at a fair and just decision.
7. A decision on the learner appeal will be made by the appeals review committee. A collective decision by majority vote will apply. In the event of a tie the Chair will have a casting vote.



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8. The learner will be informed (in writing or electronically within 7 days) on the outcome of the appeal. The decision of the appeals committee will be final, subject to the accepted legal rights of the learner.

General Manager Details are:

Patricia O’Leary, General Manager

Anderlift Safety Services Ltd., 10 Boland Industrial Estate, Fitz’s Boreen, Mallow Road,

Cork

patricia@anderlift.ie

021-4559180

T23 TK44

Management and Monitoring

Full details of all appeals handling and disposal are logged in the complaints and appeals register and controlled by our General Manager and reviewed annually.

Anderlift Safety Services Ltd. may engage the services of an external subject matter expert to adjudicate on a particular assessment result, if general rechecking of work submitted and marking systems applied do not result in a satisfactory resolution of a specific appeal.

6.3 Assessment Deadline

The Assessment Deadline relating to the project submission for the QQI programmes is calculated at four weeks from the date of receipt of brief. In relation to the project brief you have received, the submission deadline for your completed assignment will be issued to you during your programme.

If a compassionate consideration arises in relation to your submission deadline requirement you should contact Anderlift at the earliest possible opportunity prior to the submission deadline.



All submissions can be forwarded by email to lorraine@anderlift.ie or by post to: Lorraine O'Hare, 10 Boland Industrial Estate, Fitz's Boreen, Mallow Road, Cork T23 TK44

6.4 Reasonable Accommodation Policy Statement and Procedure

Policy Statement

Anderlift Safety Services understand our responsibilities under current Equality Legislation and are fully committed to providing our training services to a diverse range of learners, some of whom may have additional needs due to physical limitations, medical or related issues. In all cases where reasonable accommodation is required, Anderlift Safety Services will engage proactively with learners and clients to put in place effective measures that will enhance learner experience and programme participation.

Reasonable Accommodation Procedure

1. Anderlift Safety Services will require prospective learners to inform the company of any reasonable accommodation and additional support requirements in advance of course commencement. This process is facilitated on our current course confirmation and booking form for learners.
2. Learners may submit additional information in relation to reasonable accommodation requirements, if necessary, either orally, in writing or electronically to the Senior Anderlift Administrator prior to programme commencement.
3. Anderlift General Manager, with the assistance of the Training and Quality Manager and relevant course tutor will review each reasonable accommodation request to ensure that the accommodation can be met and that where arrangements are put in place, they will not confer any specific advantage or disadvantage on the learner.



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4. Anderlift Safety Services reserves the right to request supporting evidence (medical certification or otherwise) before committing to any specific accommodation measures for learners.
5. Accommodation in relation to programme assessments will be kept to a minimum to ensure the integrity and validity of the assessment process.
6. All learners, irrespective of accommodation or additional supports put in place, will be required to demonstrate achievement of learning outcomes at assessment stage in order to gain programme certification.
7. Anderlift management, administrative and tutor staff will ensure that any disclosures made by learners relating to reasonable accommodation requests are handled confidentially - ensuring that both respect for the learner and professional discretion are maintained throughout the process.

6.5 Compassionate Consideration

Anderlift Safety Services Ltd. will consider “compassionate consideration” issues at all stages of the learning process. We will consider the rescheduling of assessment arrangements and deadlines for submission to facilitate learners who, through no fault of their own, require compassionate consideration.

The following factors are examples of situations which would merit compassionate consideration, subject to confirmation and clarification:

- A physical Injury or Emotional trauma arising prior to project assessment submission deadline or prior to other scheduled written or practical examination.
- A physical disability, disabling condition or other incapacitating illness affecting the learner.
- Recent bereavement or serious illness of close family member or friend
- Accident



- Domestic Crisis
- Other extenuating circumstances. (To be defined)

Anderlift will consider the specific nature of each compassionate request made and will decide (on the basis of evidence) on fair procedure relating to each case. Anderlift are aware of the need for flexibility in terms of compassionate consideration and will balance this need for flexibility with the essential requirement to maintain the integrity and fairness of the assessment process.

6.6 Repeat of Assessment

Anderlift Safety Services Ltd. will continue to work towards ensuring that all learners can achieve a satisfactory or higher level of success at the assessment phase of our programmes. Should a participant fail to achieve a pass grade at least on a particular programme assessment, Anderlift will be open to allowing the participant involved to repeat a specific assessment in order to achieve a pass grade at no extra cost. This arrangement will be subject to maintaining the overall integrity of the assessment process, while at the same time ensuring that participants can be facilitated in their efforts to successfully complete our programmes.

6.7 Policy and Procedure for Assessment Malpractice / Plagiarism

Policy Statement

Anderlift Safety Services Ltd. believe that Learners who are well briefed and encouraged to participate on programmes in a responsible manner, with integrity, will be unlikely to be involved in malpractice of any kind. We are aware however that in the event of malpractice occurring, or being suspected, that a procedure must be in place to deal with such matters as they arise.

Procedure:

1. Malpractice may involve forgery of data, plagiarism, collusion illegally with other learners or cheating during assessment.



2. Evidence of Malpractice will be presented to the Training and Quality Manager who will meet with the General Manager and Course Tutor to examine the matter.
3. If it is felt that there is no case to answer then the matter is deemed resolved and the case of malpractice is closed, without prejudice to the learner.
4. If there is reason to believe that malpractice has occurred, then a full meeting of the management review committee will be held and the academic advisor to the Academic Council will be asked to attend, as will the learner involved, who may be represented or accompanied if they wish.
5. Following this meeting, an outcome as to the disposal of the malpractice event will be decided by the management committee and the learner will be informed of a final decision, together with sanction, as appropriate.
6. The learner may appeal the decision to a full hearing of the Academic Council within 1 week, at which point a final adjudication will be made in relation to the malpractice matter.
7. The decision of the Academic Council will be relayed to the learner within 1 week of the final hearing and will close the matter, subject to any broader legal rights of the learner.



7.0 AWARDING OF RESULTS AND CERTIFICATES

All learners will be issued with certificates as soon as possible following verification and results approval.

In relation to QQI programmes should a learner be unsuccessful in part or all of the examinations they will receive a telephone call from one of our administration team to give full re-sit options. An email will then follow confirming the agreed arrangements.

In relation to PHECC programmes students will be informed before the course ends and arrangements will be made for re-sit immediately.

Please note that there is never a fee charged for re-sit / repeat. If deemed appropriate and circumstances both warrant and permit it the learner may be allowed to attend part of a future programme to refresh their skills prior to re-sit / repeat (generally this would occur due to injury / illness where the course was almost complete and some time had passed before the learner was able to re-sit). There is no fee charged for any part of this process.

We will keep photocopies of all certificates on file for 5 years and learners can ask for a photocopy free of charge at any time. Please note that these are not replacements certificates and the awarding bodies often charge for replacement certificates so it is important to keep your certificate safe.



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8.0 TRANSFER AND PROGRESSION

There is potential for learners to progress to more advanced (Major) awards on the National Framework of Awards and Aderlift highlight and encourage such opportunity where it exists. If you have a query in this area, please speak to one of our administration team.



APPENDIX 1

ASSESSMENT OF LEARNERS

Policy

Anderlift Safety Services Ltd. understand the importance of maintaining effective systems for Assessment of Learning and have in place suitable assessment procedures and learner arrangements for each course provided leading to a QQI or PHECC award. Assessment of Learners is subject to both internal verification and external authentication of results. A learner appeals process is also in place as is a system for dealing with learner malpractice.

Procedure for Assessment of Learners

1. All assessment materials, including examination papers and assignment/project briefs are securely held at Anderlift Offices. The General Manager is responsible for the security and custody of all assessment materials.
2. QQI assessment papers and assignment briefs are set by the Training and Quality Assurance Manager with input from Training staff, as necessary. PHECC assessments and exam papers are set by PHECC.
3. All assessments are supervised by a small number of experienced staff, who are subject matter experts, mentored and advised by our Training Manager. All completed scripts and assignment work is returned and securely held within our offices during the marking/grading process.
4. Assessment records and learner scripts remain secure at our offices following internal result verification, external authentication and submission of programme results to QQI.
5. Learners are made aware of programme assessment requirements as part of the course induction/ briefing process for each programme provided. Course assessment for each



programme is based on the learning objectives and learning outcomes specified for each course.

6. As well as end of programme, summative assessment, Anderlift make effective use of formative assessment to update learners on their progress by means of practice presentations, case studies, syndicate exercises and review tests during programmes.
7. Learners are fully briefed on their responsibilities relating to assessment and are expected to follow specific assessment and assignment briefs and instructions, as appropriate. Learners are also made aware of the need to ensure that no Plagiarism or Malpractice occurs during the process and that Statements of Authorship for all work submitted will be required.
8. Assessment methods and instruments involve written examination, self-directed work-based assignment and practical performance requirements, in line with specific course objectives and aligned assessment criteria. Learners are provided with feedback on assessment performance as soon as is practicable, in line with submission deadlines for learner assessment portfolios and other specified assessment requirements. An assessment appeals process for learners is in place and is outlined in section 10.
9. Anderlift utilise, from our own full time staff resources, a small and experienced group of assessors to supervise, mark and grade assessments across the limited number of short programmes we provide.
10. The Training and Quality Assurance Manager is the primary Anderlift resource for marking and grading of scripts for individual programmes. Where another member of staff is involved in the marking process, the Training Manager will sample and moderate, ensuring that the marking and grading system has been fairly and consistently applied.
11. Results are internally verified by a small panel



12. Internal verification will ensure that marks have been correctly calculated in line with assessment guidelines, accurately transferred from learner scripts to individual marking sheets and that the marks allocated match the relevant grading bands.
13. The external authenticator, selected on the basis of expertise within the field of learning to be assessed, will be independent of Anderlift Safety Services Ltd. and will report on the outcome of results against National Standards, identify assessment strengths and potential areas of improvement across the Anderlift Assessment system.
14. The senior administrator will liaise with the Authenticator and make all relevant documentation available, including Assessment Briefs, Examination Papers, Outline Solutions, Evidence of Learner Assessment and Internal Verification Report.
15. The completed External Authentication Report is available to the results approval panel, prior to submission of final results and Certification request to QQI.

Feedback from Learners, Tutors and Assessors, together with the findings of both Internal Verification and External Authentication processes are reviewed and assessment protocols and instruments adjusted as necessary. Agreement for change is reached at Quarterly Management Committee Meetings, as required.



APPENDIX 2

EQUALITY AND DIVERSITY

Statement of arrangements in place at Anderlift Safety Services Ltd.

Anderlift Safety Services Ltd. are aware of the requirement to facilitate Equality and Diversity and are committed to making all of our programmes as widely available as possible to Learners. Where issues such as language, physical disability, ethnicity or other factors covered by equality legislation pose a potential barrier to learners, appropriate steps will be taken, in consultation with clients and learners, to ensure that all learners will be equally facilitated, as far as is reasonably practicable.

Process:

1. At programme booking stage, Anderlift will take all necessary steps to facilitate diversity, as far as is practicable.
2. As part of our course booking arrangement and booking form, learners who may have issues with language or who may have a physical or other functional limitation will be facilitated, as far as is practicable.
3. Our administrative staff will request information and confirm with prospective learners if they need any specific supports and will subsequently confirm the extent to which Anderlift can assist. If prospective learners are satisfied with arrangements in place, then the course booking will proceed.



APPENDIX 3

DATA PROTECTION

Anderlift Safety Services Ltd. understand the importance of having a reliable and secure Data Management system. Across a limited range of programmes, Anderlift collect and hold accurate, relevant information to enable the successful and reliable compilation, custody and delivery of accurate course assessment (and course completion rates) results.

The statistical information gathered is used to benchmark our general performance and results awarded (comparatively and quantitatively) with other providers nationally offering similar programmes.

Information gathered also assists in the formulation of our internal verification reporting requirement and provides key evidence for the external authentication process.

Information such as personal details, contact information, assessment results and participant grades are treated as confidential and are dealt with as part our data protection policy. (Information held securely and for no longer a period than is necessary)

Anderlift gather learner information from course enquiry stage, through to course booking, participation, assessment and result submission stage to QQI. Our training facility and IT systems are secure. We combine strong physical security, in terms of locked offices, locked filing cabinets and secure locked document holders along with secure and externally monitored and managed computer/IT systems.

Anderlift access and use information gathered to generate relevant quality and statistical reports. (Internal Verification and External Evaluation Reports and Self-Evaluation Reports). Information, particularly course assessment results, completion rates and feedback information, is also used to assist in future planning and potential changes to programmes, as required.



All personal data is securely held and is only used in the compilation and submission of specific course results to QQI on their secure server. The only personal data collected i.e. date of birth and PPS number are ***not held on file*** so as soon as the learner details are uploaded to the secure QQI portal all copies are destroyed / deleted without delay. All learner project work is deleted / shredded within 6 months of completion of the certification process.

In terms of Record Maintenance and Retention, Anderlift hold records securely for a period of no more than 5 years. We use the services of an external professional company to collect, shred and dispose of old records, as necessary.

Anderlift recognise that Learners on our programmes of training have rights, including:

- Right to access
 - Right to have information erased and or rectified
 - Right to restrict processing and make objection
 - Right to withdraw consent and make complaint
1. Anderlift Safety Services Ltd. administrative team will ensure that data is used only for the purposes first notified to the subject of the data and will ensure consent of the data subject if there is a change of purpose.
 2. Disclosure of data to third parties will not occur without the specific consent of the data subject and disclosure will generally be permitted only where limited legal provisions apply.
 3. When an individual requests data from Anderlift, the General Manager (DPO) will assess the nature of the request and verify the identity of the individual making the request by reasonable means.



Anderlift Safety Services Ltd. have developed a Data Protection Policy, with relevant procedures in place covering data and information management and protection. We are in full compliance with Data Protection requirements and have had our systems audited by an independent expert in that field. The full policy is available for students should they wish to read it.



APPENDIX 4

QUALITY ASSURANCE SYSTEM

Anderlift Safety Services Ltd. have developed a series of clear policies and procedures in the following areas:

- Governance and Management of Quality
- Documented Approach to Quality Assurance
- Programmes of Education and Training
- Staff Recruitment, Management & Development
- Teaching and Learning
- Assessment of Learners
- Support for Learners
- Information and Data Management
- Public Information and Communication
- Other parties involved in Education and Training
- Self -Evaluation, Monitoring and Review

These policies and procedures are part of our Quality Assurance Agreement with QQI and are audited both internally and externally on a regular basis.



APPENDIX 5

COVID RESPONSE PLAN

Introduction

Anderlift Safety Services Ltd. understand the serious threat posed by the existence of the Covid 19 virus. We are committed to managing our activities to minimise the Covid related risks posed to our staff and to others who may be affected by our company operations.

As a provider of Health and Safety Training and Consultancy services, we are aware of our health and safety responsibilities and our duty as Employers to ensure safety “in so far as is reasonably practicable”.

We fully accept the requirements of the specific **Return to Work Safety Protocol** prepared by the Department of Business, Enterprise and the Department of Health.

Under this Response Plan Anderlift Safety Services Ltd. have:

- Updated our Health and Safety Statement and Risk Assessments to take account of the risks posed by Covid 19.
- Put in place an Attendance/Contact Log of staff at work in Anderlift premises.
- Identified areas within our service provision where risk from exposure to Covid 19 may exist and implement specific controls to either eliminate or reduce such risk to the lowest possible level.
- Taken into account the individual health risk factors of our staff members and potential visitors to our business premises.
- Put in place a procedure to deal with a suspected case of Covid 19.



ANDERLIFT SAFETY SERVICES LTD.

- Developed Work plans to ensure risk exposure to Covid 19 is reduced to the lowest possible level.
- Communicate with staff on a regular basis in relation to Covid 19 related issues beginning with an Covid 19 Induction programme for staff.
- Regularly Review this plan based on updated information received from responsible government departments and the Health and Safety Authority.

Anderlift Safety Services Ltd. - Key Measures in place to deal with threat of Covid 19

1. Return to Work Self-Declaration Form

Anderlift Safety Services Ltd. will ensure that all staff returning to work complete a “Back to Work” self - declaration form indicating that they are

- a. Fit for work and showing no signs or symptoms of Covid 19
- b. Have not recently travelled abroad.
- c. Have not been in contact with another person suffering from Covid 19 or suspected of having Covid 19 and also are not suffering from any underlying medical condition.

2. Covid Induction Training

All Anderlift Staff have completed a Covid Induction Programme, outlining the details of the Government Back to Work Protocol and details of the specific Anderlift precautions set out in this document.



3. Compliance Officer and Worker Representative

Training Manager, Oliver Carroll is appointed as Covid Compliance Manager. He will liaise with all staff in relation to the Government Back to Work Protocol, as well as the specific precautions outlined in this document.

Lorraine O Hare is appointed as Worker Representative. Her role will include liaising with the Compliance Officer in relation to day to day Covid 19 management issues, maintenance of the Contact Log Record and checking on Anderlift Facilities to ensure that adequate Hygiene and Sanitising equipment are in place.

4. Travel to Work Policy

All staff and contract trainers employed by Anderlift Safety Services Ltd. drive to work and client locations in private cars and adopt a single occupancy approach. All staff are aware that when not at work they should restrict the carrying of passengers to immediate family members, where possible. All vehicles will be kept clean and drivers will use hand sanitiser as part of their personal hygiene regime.

5. Cleaning and Personal Hygiene Regime at Anderlift Offices

Anderlift Safety Services Ltd. have put in place a specific office and training room cleaning regime and have installed a substantial number of new sanitising wall units in key locations. All toilet areas are fully equipped with hot water, soap and disposable paper towels. Staff have been informed of the need for regular hand-washing, as well as the need for effective cough and respiratory etiquette. In that regard, adequate Covid 19 signage is in place throughout our training facility and offices.

All contact surfaces in our administration areas and all training and other equipment used will be subject to regular cleaning with approved cleaning materials.



6. Social Distancing

Because of the small numbers of staff present at Anderlift Offices, it is possible to observe social distancing guidelines of 2 metres between staff. We are not using canteen facilities at present. Staff will consume coffee/tea and food at their desks and will carry out thorough cleaning and disposal of rubbish following breaks.

7. Use of Training Facilities

As part of our **Return to Work Protocol** Anderlift will use Technology (Remote) Platform as much as possible to deliver Training to Clients. This will ensure that Covid 19 Risk is not a factor for the majority of our training provision.

We will travel to client locations where required. Anderlift Safety Services Ltd. and client companies must agree Covid control measures in advance of any proposed training. Training will not proceed unless adequate Covid Protection measures are in place.

We can run programmes with small groups at our training facility in Cork City with much reduced participant numbers and strict social distancing and hygiene protocols in place. Participants on planned programmes will complete a form, similar to the back to work declaration form, indicating they are “fit” to participate and have not been exposed to Covid Risk.

As part of the company Covid Induction, all staff are briefed on specific requirements in this area.



8. Suspected Case of Covid at Anderlift Offices

Anderlift will use a specific and designated room should either a staff member or visitor show signs or symptoms of Covid 19. The person will be given a mask and arrangements will be made to ensure that the person can get home safely. The suspected case will be advised to contact their GP (or local medical centre) for advice on self-isolation and medical intervention, as necessary. The area frequented by the suspected case will be thoroughly cleaned and the contact log will be used to ascertain if staff members or others were in substantial contact with the suspected case. Medical advice will be sought, as required.

9. Contact Log/Register

Anderlift Safety Services Ltd. will maintain a contact log (on a daily basis) for all staff members and visiting contract trainers present at the Anderlift Offices. This log will be available for contact tracing purposes - as will attendance records of participants completing training that may occur in the facility. Our worker representative, Lorraine O Hare will ensure that the contact log is effectively maintained.

10. Dealing with Deliveries and Contractors

The exterior doors of Anderlift Safety Services Ltd. premises will remain locked and no general access is permitted to the business. All deliveries and collections will take place outside of the premises. In the limited circumstances of a contractor needing to carry out work on our premises, details of the contractor will be entered in our contact log. The contractor will be required to complete work and leave the premises in as short a time as is possible and will not use the company canteen while visiting. The contractor will be supervised/monitored during the work schedule and will be expected to observe and maintain a high level of personal hygiene.



11. Communication and Employee Responsibility

Anderlift Safety Services Ltd. will keep staff updated on any changes that are required in relation to the management of Covid 19. Employees will be expected to co-operate fully with both the government Return to Work Safely Protocol and the precautions outlined in this management response document.

Employees will be reminded of their general duties, as outlined in the 2005 Safety, Health and Welfare at Work Act.