



ANDERLIFT SAFETY SERVICES LTD.

QQI

Quality Assurance Policies and Procedures

Updated – January 2022



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Background & Introduction

Anderlift Safety Services Ltd. (hereafter referred to within this document as Anderlift Safety Services) was founded in November 2002. The company has become a highly regarded provider of Health and Safety Training and Consultancy to leading organisations in Irish industry and across the public sector.

We have been providing Quality Assured Health and Safety Training since our first agreement with Fetac in 2006, leading to our current relationship with QQI.

Anderlift place a strong emphasis on a learner centred approach to the delivery of our training programmes. We ensure that our training staff hold the professional qualifications and practical skills necessary to deliver effective and relevant training on all QQI programmes offered by our company.

In terms of Quality Assurance and our relationship with QQI, Anderlift Safety Services is committed to providing and maintaining a high level of quality assurance in the administration, delivery, assessment and evaluation of our validated programmes. We aim to ensure a high level of quality assurance in the following specific 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

1.0 Governance and Management of Quality

Mission Statement

“Anderlift Safety Services aim to provide a high quality health and safety training service to clients in industry, public service bodies and to the general public. The quality and relevance of our training provision begins with an understanding of the needs our learners, based on good communication with prospective course participants, clients, industry bodies, community based groups and interested members of the public.

We work in the knowledge that our current and future viability will be secured by ensuring that our learners are fully satisfied with the design, content and delivery of our training programmes. We strive to ensure that learners gain both practical workplace benefit and personal enrichment from participating on our programmes. Anderlift will also ensure that our qualified, skilled and experienced staff are committed to continuous professional development.”

Quality Statement

In relation to the delivery of programmes leading to QQI awards, Anderlift Safety Services are committed to maintaining a strong quality system in relation to the Design, Planning, Delivery, Assessment, Evaluation and Review of all programmes. We are committed to ensuring that the Quality Assurance Guidelines and Criteria for Independent/ Private Providers are understood, implemented and effectively monitored within our training organisation and across all of our QQI training activities.

1.1 Governance and Management of Quality

Context

Anderlift Safety Services can be considered as a relatively small provider, involved in the delivery of four short programmes leading to QQI awards at Level 5 and Level 6 of the National Framework of Awards. None of our programmes exceed five days in duration.

Each programme delivered caters for a maximum of ten participants. We have a core staff of nine full – time employees, which includes five full time training staff. Our QQI programmes are always staffed by this full-time trainer group. Separately we use up to ten contracted staff for delivery of other mainstream training programmes, which do not lead to QQI Certification. There are no collaborative arrangements in place with other providers. All staff involved in our QQI training provision have the academic and industry qualifications, practical skills and experience required to effectively deliver our specific programme modules to learners. Programme design, planning, delivery and assessment is overseen by our Training and Quality Assurance Manager, who has over twenty years of industry experience in the role. Our Governance structure includes a Board of Directors, Academic Council and our Management Committee.

2.0 Documented Approach to Quality Assurance

2.1 Documented Policies and Procedures

Anderlift Safety Services have developed a set of documented policies and procedures in relation to specific areas of our training provision. The policies and procedures are informed by QQI quality assurance guidelines and are fit for purpose within the provider context. (i.e. Small provider delivering a limited range of short programmes leading to QQI awards)

The procedures involve a role for all stakeholders, facilitate diversity and promote a quality culture where continuous improvement and development for the provider and learners is enabled. The policies and procedures set out below are reviewed to reflect QQI requirements and any legislative changes that may occur within our scope of provision.

2.2 A Comprehensive System

Quality Assurance within Anderlift Safety Services is designed to be comprehensive, from programme design, through the learner information and access stage, to programme delivery, assessment of the learners, results approval and ending with programme evaluation, improvement planning and implementation. All of these processes occur within the context of Anderlift being a provider with focus on a limited number of key (and commercially important) short programmes that we strive to offer at a very high standard to learners.

2.3. Policy and Procedure for Consideration of Risk

Policy for Consideration of Risk

Anderlift Safety Services understand the need to protect learners against risk to participation on programmes. Due to the nature of our programme provision to learners (i.e. the provision of a limited number of courses of no longer than 5 days in duration) it is felt that learners are generally well protected against potential difficulties arising (risk) from participation on programmes.

Areas of potential risk include but may not be confined strictly to:

1. Client Company experiencing business or financial difficulty that might lead to disruption of learner participation.
2. Anderlift experiencing business, financial, staffing or logistics difficulties that might impinge on successful running of programme.
3. Individual Learner circumstances.
4. External factors such as Cyber-attack or IT systems failure due to connectivity issues.

Procedure for Consideration of Risk

1. Management Committee meet Quarterly and Consideration of Risk is an Agenda Item. (Appendix A-)
2. Anderlift Safety Services apply a recognised Risk Assessment Matrix to evaluate potential risks and have developed a comprehensive Risk Register, (Appendix N- Separate Document- Page 95 of QA Manual) in addition to specific consideration of Risk within the Company Safety Statement.
3. The Risk Rating Matrix considers the likelihood of Risk occurring, multiplied by the consequences of the event, should it occur.
4. This methodology is applied across our programme provision from a business, financial, facilities, IT, administrative and programme delivery perspective.

Risk Matrix

Risk Index Probability that adverse event will occur	
<i>Probability Index</i>	Descriptive Phrase
1	Very Unlikely
2	Unlikely but Possible
3	Possible
4	Likely to Occur
5	Almost Certain to Occur
Consequence of Occurrence	
Consequence Index	Descriptive Phrase
1	Little or no negative outcome
2	Minor Outcome
3	Moderate Outcome
4	Serious Outcome
5	Major/Extreme Outcome

1-6 Low Risk
7-11 Medium Risk
12-15 High Risk
16-25 Very High Risk

5. In general terms, Risk is best managed if it can be avoided by organisational and good planning measures. Risk can be reduced by ensuring that adequate controls are in place, including the following at points 6-10.
6. In terms of capacity, Anderlift Safety Services has the resources, in terms of suitably qualified staff, facilities and materials to conduct all programmes effectively. Anderlift have invested substantially to ensure comprehensive IT facilities and support, to include external consultancy and expertise, on a contract basis.
7. Our internal teaching and administrative systems effectively manage information relating to learner access and participation on programmes, as well as effectively managing learner assessment, results approval and certification processes.
8. Anderlift verifiable financial stability over a substantial period (almost twenty years) is also a supporting factor in the consideration and mitigation of any potential risk.
9. Review of control measures occurs at quarterly management committee meetings.

Responsibility

General Manager and Quality Assurance Manager

Evidence

Minutes of Quarterly Management Meeting Minutes where Risk Issues arise.

Monitoring: Quarterly at Management Committee meeting stage.

Revision- 1	Date- April 2020	Approved by:	Management Committee Academic Council
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Revision -2	Date – 26 April 2021	Approved by:	Management Committee Academic Council
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2.4 Policy and Procedure for Review of Quality Assurance Procedures

Policy for Ongoing Review of Quality Assurance Framework

1. Anderlift Safety Services understand the importance of maintaining quality assurance policies and procedures that are effective, fit for purpose, learner centred and in line with current QQI and other regulatory requirements.
2. To ensure that effective review takes place, the Quality Assurance and Training Manger, with assistance as required from the General Manager and Tutor staff, will lead the review process on an annual basis. Findings will be reported and discussed at Management Committee level.
3. Where a change is deemed necessary to a specific Quality Assurance policy or procedure, this change will be discussed and agreed at management committee level before being progressed to Academic Council for final approval- or further consideration prior to approval.

Procedure for Ongoing Review of Quality Assurance Framework

1. The Quality Assurance Manager will draw up a specific schedule, including timelines, where each policy and procedure on our framework agreement will be reviewed annually. Individual Tutors will be assigned responsibility for review of procedures that fall within their competence and they will report back to the Training Manager to discuss and review, as appropriate.
2. The review of each policy and relevant procedure will take into account:
 - Changes to Legislation, Accreditation or Updated Information made available from statutory sources.
 - Matters arising from Internal Verification/External Authentication and Results Approval process.
 - Issues raised by staff or learners that requires a review of a specific policy or procedure.
3. In relation to each policy and procedure under review the criteria applied will also include:
 - The extent to which the policy and procedure under review is being implemented in practice and whether any change is required in how the policy is constructed or written.
 - Evaluation of relevance of the policy/procedure and consideration of potential improvements to the policy or procedure, as necessary.

4. Proposed changes will be discussed and agreed at quarterly management review meetings and progressed to Academic Council for further consideration and approval.
5. The Academic Council may, as deemed appropriate, query and demand further clarification/discussion on any proposed policy or procedure change presented to them.

Revision- 2 Date- November 2021 Approved by: Management Committee
Academic Council

2.5 Policy and Procedure for Document Control System

Policy for Document Control

1. Anderlift Safety Services are committed to maintaining an effective document control system relating to all of our training activities and operations. Ownership and responsibility for document control arising from our operations will be allocated to individual staff members and overseen by our General Manager and Senior Systems Administrator.
2. All staff members (in particular tutor staff) will ensure that agreed documentation only is used in the administration and delivery of programmes. Tutors will return all completed documentation to our senior systems administrator on completion of each programme, observing confidentiality and security arrangements, as specified.

Procedure for Document Control

1. The General Manager, with the assistance of the Senior Systems Administrator, will draw up a full listing of required documents, based on our policies and procedures and on our administrative requirements for enrolling and engaging with learners at all stages of programme delivery.
2. The General Manager will approve all documents for use and indication of approval date and version number will be entered on all documents used.
3. The Senior Systems administrator will ensure that only current document versions are in circulation, using a master computerised listing for reference. Hard copies of documents used by tutors and learners are managed centrally within specific course folders and administration files.

4. The senior course administrator will ensure that an adequate supply of up to date and current tutor and learner documentation is available at point of use for each programme. Older documentation will be taken out of use as necessary and hard copies collected and shredded by a specialist disposal company.
5. Course Tutors will check to ensure that current documentation is in use at all times and will raise any queries in this regard with the Systems Administrator in a timely manner.
6. The physical condition and legibility of all programme materials and documentation will be checked by the course tutor prior to programme delivery and specific issues arising will be managed and corrected by our systems administrator.
7. The General Manager will ensure that documents arriving from external agencies and accrediting bodies affecting the delivery and administration of programmes are downloaded and held separately, to aid overall administration and management of programmes. Restricted and controlled copies will be made available to Training Manager and Course Tutors, as necessary.
8. Changes to documents will be controlled by the General Manager and Systems Administrator, in consultation with the Training Manager. Updated documentation will be marked with a new date of issue and version and old copies of specific documentation removed from use. The Senior Administrator will ensure that the Master Listing of documents is updated accordingly.
9. A high level of security and confidentiality is applied to document management and control. All physical locations and offices are secured against unauthorised access and all computer systems are password protected, with additional encrypted systems in use, as advised by our external IT consultancy company.

Revision- 2 Date- November 2021 Approved by: Management Committee
Academic Council

3.0 Programmes of Education and Training

3.1 Policy for Programme Development and Approval

1. Anderlift Safety Services provide programmes that are linked to health and safety management and engagement in the workplace. The programmes provide participants with the knowledge and practical communication and related skills required for specific workplace roles.
2. As part of our policy, all programmes provided must have explicit intended learning outcomes that take account of current Legislative requirements and Health and Safety Authority Guidelines and Codes of Practices.
3. Programmes will benefit from the input of internal and external subject matter experts, as appropriate and will reflect industry best practice, use relevant case studies and present relevant workplace scenarios for learner discussion and feedback.
4. Programmes provided by Anderlift will have well planned schedules of training and assessment, aligned to the learning outcomes, to assist with learner participation and progression and to better define expected learner input during the programmes and in the pre-assessment phase.
5. Programmes will be monitored internally and periodically evaluated as part of our QQI quality agreement.

Procedure for Programme Development and Approval

1. The proposal for new programme development will normally be discussed initially at Quarterly Management Meetings.
2. The proposal is likely to be based on client need and will be evaluated in terms of commercial viability and in terms of Anderlift capacity to deliver the programme effectively. A key consideration will be the availability of specific skills required for new programme delivery.
3. The programme is likely to be similar to existing programmes, of short duration and suitable for groups of up to ten participants, maximum.
4. If the Management Committee agree to proceed with the programme the Training Manager, with the assistance of selected training staff will put together a comprehensive course outline, sample materials and programme business proposal for review by the Academic Council.

participation and to encourage a more positive and active approach to course engagement.

3. Anderlift commit to ensuring that relevant aspects of prior learning are taken into account when advising on course participation although, due to the nature and short duration of programmes provided, prior learning does not confer any specific entry advantage to prospective participants. As a training provider we do not discriminate against learners on any of the grounds mentioned in Equality Legislation and actively encourage learners to progress to programmes leading to awards at a higher level, as applicable, on the National Framework.

Procedure for Admission to Anderlift Course Programmes

1. The prospective Learner or Client Company representing the Learner will make initial contact with Anderlift in relation to course participation and entry.
2. This contact may be either by e-mail or on our website, via our Customer Contact system. The prospective Learner may also be a member of the public with an interest in health and safety, wishing to pursue one of our training programmes.
3. In terms of Eligibility Criteria for all programmes, learners will be over 18 years of age prior to the course commencement date. 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)
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. One of our QQI programmes, (Manual Handling Instructor- Level 6) requires learners to have a reasonable level of physical fitness, so that practical elements of the programme, including assessment elements, can be undertaken successfully.
6. Our General Manager or Senior Administrator will ensure that the prospective learner understands the entry and eligibility criteria for the specific programme of interest and will offer to send a full programme outline to the learner, complete with comprehensive details of course content and assessment requirements. (available also on website www.anderlift.ie)
7. If the Learner is happy to proceed based on the programme information received and if Anderlift see no barrier to programme admission, then an official course booking and confirmation process is completed.

8. On commencement of programme, learners will receive all relevant course materials and full briefing document, inclusive of information on Anderlift Safety Services Quality Assurance system. A Learner handbook will also be provided.
9. On completion of programmes, learners will receive information on potential transfer or progression to other relevant programmes and awards on the National Framework.
10. An invoicing system and associated credit card payment facility is in place for learners.

Responsibility: General Manager, Senior Administrator, Administrative Staff

Evidence: Website Learner Entry Criteria Information- QQI Course Manuals, Course Programmes, Briefing packs for individual programmes, Booking Forms.

Monitoring: At Quarterly Management Review Meetings

Revision - 2 Date- November 2021 Approved by: Management Committee
Academic Council

Revision – 3 Date- January 2022 Approved by: Management Committee
Academic Council

Recognition of Prior Learning

Policy Statement

1. Anderlift Safety Services 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.
2. The existence of “Prior Learning” will be recognised and discussed with prospective course participants at the enquiry and entry stages to programmes.
3. Due to the nature and short duration of our programmes, “Recognition of Prior Learning” will not confer any special privilege or advantage on prospective course participants, at present.

Procedure

1. Participants may raise the potential for the recognition of prior learning to gain them specific programme credits or exemption at the enquiry stage of enrolment to programmes.
2. Participants will be informed by administrative staff that all participants undertaking QQI programmes with Anderlift Safety Services will complete programmes in full, regardless of prior learning achievements, and will be required to complete all aspects of course assessment, as specified.
3. Participants will also be informed 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.
4. Participants will be informed at contact stage and advised if their current levels of knowledge and experience indicate their suitability to participation on a programme at a higher level than that of their current enquiry.
5. If prospective participants are happy to proceed then enrolment for the programme takes place. They may of course opt for a different programme of learning, at a higher level, as a matter of choice.

Responsibility: General Manager, Administrative Staff

Evidence: Learner Entry Criteria, Learner Handbook

Monitoring: Quarterly Management Committee Meeting

Revision- 1 Date- April 2020 Approved by: Management Committee
Academic Council

Revision -2 Date – 26 April 2021 Approved by Management Committee
Academic Council

Facilitation of Diversity

Policy Statement

Anderlift Safety Services are aware of the requirement to facilitate 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 practicable.

Procedure

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.
4. If prospective learners are satisfied with arrangements in place, then the course booking will proceed.
5. All Staff are trained in the area of Equality and Diversity by means of attending a tutorial with the Training Manager where a specific Memo (Appendix J Page 86) will be used.
6. Records of the Equality and Diversity training will be retained.

Responsibility: Training Manager

Evidence: Course Access Information on Website, Booking forms, Correspondence with clients, Briefing Pack for all QQI programmes, Equality and Diversity Memo (Appendix J- Page 90)

Monitoring: Annual by General Manager and Training Manager and item for discussion (as necessary) at Quarterly Management Committee Meetings.

Revision- 1 Date- April 2020 Approved by: Management Committee
Academic Council

Revision -2 Date – 26 April 2021 Approved by Management Committee
Academic Council

3.3 Programme Monitoring and Review (Internal)

Policy Statement

1. Anderlift Safety Services understand the importance of Programme Monitoring and Review as a means of ensuring that course objectives and learning outcomes are met and that Teaching and Learning standards remain at a high level.
2. Effective monitoring and review of programmes internally will produce that findings will be used as a tool for developing and implementing programme improvement and change, as necessary.
3. Additionally, monitoring visits to programmes by our Training Manager will evaluate methods of delivery and transfer of learning, supports in place and methods and suitability of assessment techniques and protocols. Assessment outcomes and trends are also monitored and inform potential for change or improvement to existing assessment methods and techniques.
4. Feedback is gathered from learners at all stages of programme delivery informally and specifically on completion of programmes by use of designated feedback/ programme evaluation forms. (Appendix I- Page 85)
5. Feedback is also gained from Tutors on course completion by means of Tutor Feedback form- Appendix C- Page 73) This feedback form provides a valuable opportunity for the Tutor to highlight areas of the programme that went well and also provides an opportunity to highlight areas of potential improvement or issues relating to the learner group.

Procedure

1. Training Manager will select a current QQI programme and visit unannounced while training is in progress. All trainers will know that such as visit is likely to occur during programmes.
2. Training Manager will use a specific Course Monitoring Form (Appendix B- Page 70) as a guide to assessment of the quality of Teaching and Learning taking place.
3. Of specific importance will be the evaluation of trainer skills and the ability of the trainer to engage the group and ensure that the Learning Outcomes, Methods of Teaching and Assessment requirements are aligned.
4. Monitoring Visit will also assess the level to which the trainer is adhering to the Assessment Protocol for Trainers (Appendix M- Page 93)
5. On completion of the Course Monitoring Visit, the Training Manger will finalise the Monitoring Report.

6. At the earliest opportunity the findings of the report will be discussed with the trainer involved and feedback will be welcomed.
7. Areas of strength will be commended and where potential improvements are possible, an improvement strategy will be put in place and future monitoring arranged.
8. Results of Monitoring visits will be discussed at Quarterly Management Committee Meetings.

Responsibility- Quality Assurance and Training Manager, Programme Tutors.

Evidence: Learner and Tutor Feedback Forms, Course Monitoring Visit Forms and minutes of Quarterly Management Committee Meetings where monitoring matters arise.

Monitoring- On each QQI course completion- at internal verification and external authentication stage and as item for Quarterly Management Committee Meeting.

Revision- 1 Date- April 2020 Approved by: Management Committee
Academic Council

Revision -2 Date – 26 April 2021 Approved by Management Committee
Academic Council

Self-Evaluation of Programmes

Policy Statement

Anderlift Safety Services will carry out periodic Self -Evaluation of individual QQI programmes to ensure that:

1. The programmes remain appropriate and relevant to learner needs and industry requirements, benchmarked against national standards, using the QQI Infographics site.
2. The programme content is accurate and updated in line with current Legislation and Approved Codes of Practice and Guidelines.
3. Procedures for assessment of learners and findings from assessment outcomes and trends confirm that programmes are effective in terms of design and content,

learner workload and balance between theoretical and practical assessment requirements.

4. Individual programmes are presented in a manner where Learning Outcomes are aligned with the Assessment process and the learner is effectively coached and mentored through a systematic and clearly defined route from course entry to final assessment.

Process

1. At quarterly management review meeting a programme is selected for self-evaluation.
2. The Training and Quality Assurance Manager will select a member of the tutor panel to assist in the Evaluation of the programme and will appoint an independent subject matter expert to provide external input to the process
3. The Evaluation team will apply itself to the process and will use the following updated templates to assist in the evaluation.
 - Programme Self-Evaluation Checklist
 - Programme Evaluation Report –to include input from independent subject matter expert.
 - Programme Improvement Plan
4. The findings of the Evaluation Report will be discussed at Quarterly Management Review stage, as will any items included in the Improvement Plan.
5. Findings of the Evaluation Report and Improvement plan will be forwarded to the Academic Council for review and approval.
6. A time-frame for the implementation of agreed Programme Improvements will be set by the Management Committee.
7. A review date to track and confirm that improvements have been implemented and are effective will also be put in place.

Responsibility

Training and Quality Assurance Manager, Selected member of Training staff, Management Committee.

Evidence

Completed Self- Evaluation Templates/ Self Evaluation File
Updated programmes and Assessment Models

Monitoring

Quarterly Management review and Scheduled Academic Council Meetings.

Revision- 1	Date- April 2020	Approved by:	Management Committee Academic Council
Revision -2	Date – 26 April 2021	Approved by	Management Committee Academic Council

4.0 Staff Recruitment, Management & Development

4.1 Staff Recruitment

Context: Anderlift Safety Services is a provider of four specific short QQI courses in the health and safety and related fields. Our full-time staff is a cohort of 5 full-time trainers used to facilitate this QQI programme delivery.

Policy Statement

Anderlift Safety Services are fully committed to ensuring that all of our teaching/training staff have the necessary qualifications, experience and skills required to deliver our QQI programmes to the highest possible standard. We are committed to a transparent and effective recruitment and development system for staff.

Anderlift will monitor feedback from learners, clients and tutors and will review on a regular basis our recruitment and induction criteria, as well as career development planning for our Instructor staff, in line with the procedure set out below.

Procedure for Staff Recruitment

1. In the event of the need to recruit Instructor or other staff, the matter will be discussed firstly at quarterly Management Committee Meeting.
2. A job specification for the role to be filled will be drawn up by the General Manager and Training Manager and the role will be advertised.
3. CV's for the new role will be vetted by the General Manager and Training Manager and a short-list of candidates will be called for interview.

2. Following a general overview of company background and current operations, The Training Manager will use Appendix E- Page 77) (Staff Induction Checklist) as a guide to cover key areas of company policy in the areas of Quality, Training Preparation and Delivery, Health and Safety and GDPR, Equality issues, Grievance Procedure, Bullying and Harassment Policies and other matters.
3. New Instructor Staff will also be introduced to the importance of The Tutor Feedback Form (Appendix C) and the Assessment Protocol for Trainers (Appendix M)
4. The new staff member will be given information on the availability of mentoring and coaching within the Anderlift Training Environment, as a means of confidence building and skills improvement within the group.
5. Information on Monitoring Visits and opportunities for career development will be discussed at Induction stage.
6. The new staff member will sign an attendance record and will receive a copy of our Instructor Handbook.
7. The new staff member will be given an opportunity to ask questions in relation to their role so that there is clarity in terms of the standards required of new and existing staff.

Responsibility: Anderlift Training Manager,

Evidence Generated: File of Induction Attendance forms, outlining issues covered on Induction Training.

Monitored by: Management Committee at Quarterly Meetings

Revision- 1 Date- April 2020 Approved by: Management Committee
Academic Council

Revision -2 Date – 26 April 2021 Approved by Management Committee
Academic Council

4.0 Staff Communication

Policy Statement

Anderlift Safety Services understand the importance of communication with staff on an ongoing basis, to ensure effective feedback on programme planning and delivery and to discuss potential improvements to programmes, where possible. Communication with staff will also highlight wider training and staff-related issues that may have an impact on our services provision to learners. Due to the size of the company communication is often informal and effective, but a number of official communication channels are in place.

Procedure for Staff Communication

1. From an administrative perspective, routine official contact is maintained with the Instructor staff through a confirmation form, which gives specific details of each training commitment the Instructor is assigned to, as well as client and programme details. Any specific course instructions will be included on this form.
2. Contact with the Instructor Staff is also maintained through receipt of Tutor Feedback Forms at course completion stage. This form provides the Instructor with an opportunity to give an overview of how the programme was conducted, quality of learner engagement achieved and highlights areas where improvements are possible.
3. Administrative staff, under the direction of the General Manager will also review Learner Feedback Forms and where issues arise, direct contact will be made with the trainer to seek clarification and to ensure that any difficulties arising are dealt with.
4. The General Manager or Training Manager will meet with individual Trainers or staff by appointment, if necessary to discuss any specific programme delivery matters that merit such a meeting.
5. Training or Administrative staff can meet informally or formally with General Manager or Training Manager at any stage to discuss programme related or other employment related matters.
6. Any matters needing wider or detailed discussion can be included as part of Quarterly Management Committee Meeting Agenda.

Responsibility

General Manager and Training Manager

Evidence

Booking Folder File/ Course Confirmation File/Tutor Feedback Forms
Monitoring Visit Forms, Minutes of Quarterly Management Meetings.

Monitoring

Quarterly Management Committee Meetings

Revision- 1 Date- April 2020 Approved by: Management Committee
Academic Council

Revision -2 Date – 26 April 2021 Approved by Management Committee
Academic Council

Staff Development

Policy Statement

Anderlift Safety Services understand the commercial and individual need to continuously enhance and develop the skills of our staff.

Our policy is to review the professional needs of staff on an annual basis and commit the necessary time and resources to upgrading staff skills and qualifications, in line with our aim to provide a high quality of training service to clients and learners. Effective staff development will ensure that all QQI training staff have the requisite knowledge and practical skills required to deliver and manage training to a high standard.

It is Anderlift Safety Services policy that all training staff be members of relevant professional bodies and maintain a system of Continuous Professional Development.

Anderlift Safety Services also maintain a strong internal mentoring and training support system, based on formal and informal tutorials and coaching provided by senior, experienced staff.

Procedure for Staff Development

1. General Manager will meet with individual Administrative Staff members at Annual Performance Appraisal stage and discuss specific career development opportunities, in line with business requirements.
2. Where development opportunities or needs are identified, provisional development plans will be put in place and agreed at Quarterly Management Committee Meeting.
3. Training Manager will meet annually with individual trainers and review career development issues and opportunities, using the Tutor Career Development Evaluation Form (Appendix H- Page 83) as a guide.

4. Where a specific area of tutor development need is identified, provisional plans will be put in place to address that need, subject to discussion and agreement at Management Committee Quarterly Meeting.
5. Instructor Staff are required to be members of professional bodies and Anderlift Safety Services will cover all costs associated with membership.
6. At annual career development review stage with Trainers, agreement will be provisionally reached in relation to tutor attendance at seminars or specific professional upskilling programmes, subject to Management Committee approval.
7. Any contract related agreements arising from Anderlift Safety Services funding of development programmes for individual staff members will be discussed (and provisionally agreed) at annual review and endorsed at next Quarterly Management Committee Meeting.

Responsibility

General Manager and Training Manager

Evidence

QQI Staff Training Folder of CV's/ Professional Certification- Certification of Membership of Professional bodies. Evidence of Conference/Seminar attendance. Completed Career Development Evaluation Forms.

Monitoring

Quarterly Management Committee Meetings

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Revision -2	Date – 26 April 2021	Approved by	Management Committee Academic Council
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5.0 Teaching and Learning

5.1 Teaching and Learning

Policy Statement and Strategy

Anderlift Safety Services is committed to ensuring a high standard of teaching and programme delivery for each QQI course offered to learners.

We understand that learning, skill development and assessment are best optimised where accurate alignment is reached between initial learning objectives, theoretical and practical elements of delivery and an assessment process that sets out to fairly measure the extent to which objectives have been reached.

Anderlift Safety Services are committed to the ongoing monitoring and evaluation of our training and learning provision so that participants gain genuine value and benefit, both academic and personal, from their participation on our programmes

Procedure for Teaching and Learning

1. Anderlift Administrative staff ensure that Learners are fully briefed on programme entry requirements prior to course commencement. This is achieved through direct contact, reference to website information on entry criteria and availability of comprehensive course programmes, as necessary.
2. Learning outcomes are specified at an early stage and learners are made aware at course commencement that the assessment requirements are aligned to these outcomes.
3. Learners will be informed by course tutors that although emphasis is placed on preparation for assessment, there will also be a real opportunity to develop knowledge and transferable skills, as part of programme participation.
4. All learning materials, presentations, hand-outs, case studies and other aids to learning will be of a high quality and designed to assist the learner to gain knowledge and prepare effectively for assessment.
5. Anderlift Management ensure that learning environments are adequate to cater for learner needs in terms of facilities, welfare and personal needs. Learners with additional support needs will be facilitated as far as is possible.
6. Across all programme provision Anderlift training Staff will adopt an inclusive and workshop type approach to learning, where all programme topics can be the subject of discussion and group engagement, thereby strengthening the collaborative process within the learner group, while at the same time working towards achieving the stated learning outcomes.

7. Anderlift encourage and promote self-directed learning within all programmes by setting assessment assignments and learner projects that will require participants to work independently. This self- directed element of learning often occurs at the workplace of participants, thereby increasing the relevance of assessment and the overall “on the job” benefit of the programme.
8. Anderlift supports the learner by means of regular feedback during module completion and by provision of additional tutorials and coaching as required, either at group or individual level.
9. The learner is also made aware, at all stages of programme participation, of the level of commitment required to achieve the learning outcomes. This responsibility placed on the learner is an important factor in individual development and in preparation for assessment.

Responsibility

Training Manager, Course Tutors, Administration Staff

Evidence

Learner Entry Criteria and Comprehensive Course Programmes, Course Materials for all programmes, Learner and Tutor feedback forms. Monitoring Visit Reports, Folders of Programme Assessments for both directed and self-directed elements of training.

Monitoring

General Manager, Training Manager and included at Quarterly Management Committee Meeting.

Revision- 1	Date- April 2020	Approved by:	Management Committee Academic Council
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Revision -2	Date – 26 April 2021	Approved by	Management Committee Academic Council
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5.2 A provider ethos that promotes learning

Policy

Anderlift Safety Services promote an Ethos of learning and foster the professional development of both learners and staff. Programmes offered are updated and refreshed to

incorporate changes in legislation, codes of practice, industry best practice and new initiatives in management and leadership strategy.

Our flexible approach respects the needs and diversity of learners, promoting autonomy and self-directed learning as much as possible.

Procedure

1. Anderlift ensure that all information relating to programme entry and participation for learners is readily available on our website.
2. Anderlift Training Manager, with the support of Administrative staff, reviews all training programme materials annually to incorporate changes in legislation, codes of practice and changes to industry best practice.
- 3 Administration staff, through our course enrolment and booking process, ensure that all support and additional support needs of learners are met.
- 4 Anderlift Training Manager and Tutor staff make themselves available to provide coaching and mentoring, as part of the learning experience on all programmes.
- 5 Anderlift Training Manager, by means of Course Monitoring Visits regularly audits the standard of training being delivered across programmes, as well as the level of learner engagement being achieved.
- 6 Anderlift Training Staff have been trained in and adhere to the Anderlift Memorandum on Equality in the Training Environment (Appendix J pg. 86).
- 7 Anderlift Safety Services have a complaints procedure and appeals procedure in place to deal with specific learner complaints and appeal of results.

Responsibility: General Manager and Training Manager, Administrative Staff

Evidence: Anderlift Website Information to include Learner and Entry Arrangements. QQI Programme Resource and Materials folders. Certification of Instructor Membership of Professional Bodies. Complaints and Appeals procedure information. Procedure and Memo for Staff Equality Training.

Monitoring: General Manager and Training Manager

Revision- 1 Date- April 2020 Approved by: Management Committee
Academic Council

Revision -2 Date – 26 April 2021 Approved by Management Committee
Academic Council

5.3 National and International Practice

Policy

Anderlift Safety Services understand and are committed to engagement with the wider national (and international) community to enhance our knowledge, teaching and research and information capacity. Our Training staff are members of the Institute of Occupational Safety and Health (UK and Ireland) Attendance at conferences and Workshops as part of the CPD process keeps Anderlift updated with emerging National and International trends and practices.

As a company providing accredited training since 2006 we are also committed to engagement with QQI in terms of Quality Assurance, Training Provision and Certification. We are also a Recognised Institute with PHECC (Pre-Hospital Emergency Care Council) and are engaged in continuous improvement with that body on matters relating to quality of training provision and competency issues.

Procedure for integration of National and International Practice

1. General Manager, Anderlift Safety Services will ensure that suitably qualified Instructor Staff are members of IOSH (Institute of Occupational Safety and Health UK) are part of an international network where updated information and case studies in relation to Safety and Health at Work are made available.
2. Annual membership fees to Professional Bodies and associated costs of attendance at seminars or conferences are met in full by Anderlift.
3. All staff, both Administrative and Training are involved in Continuous Professional Development, reviewed annually by both General Manager and Training Manager and monitored at Quarterly Management Committee Meetings.
4. Training and Quality Assurance Manager receives regular publications from IOSH and other similar organisations. He ensures that relevant data, including case studies, statistics and information on trends and emerging safety and training initiatives, is used to improve existing training materials and presentations.

Responsibility: General Manager and Training Manager

Evidence

Updated Resource Folders and Presentations, Certification of Instructor/ Company Membership of Professional bodies. Evidence of Attendance at Seminars/ Continuous Professional Development of Staff. Staff Competency Certification. Learner Feedback Reports.

Monitoring: Annual Review and Agenda item as necessary at Quarterly Management Committee Meeting.

Revision- 1 Date- April 2020 Approved by: Management Committee
Academic Council

Revision -2 Date – 26 April 2021 Approved by Management Committee
Academic Council

5.4 Learning Environments

Policy

Anderlift Safety Services offer a range of Health and Safety based training programmes, where the learner will typically work from the Anderlift classroom environment or the practical work environment of the learner. Anderlift are committed to providing the required learner supports, resources and mentoring services needed to facilitate a diverse range of learners, both within the Anderlift Environment and at client locations.

Procedure for ensuring adequacy of Resources and Facilities

1. General Manager is responsible for ensuring that Anderlift Training facilities are fully equipped and ready for specific training programmes.
2. Tutor and Learner Feedback will be used to identify shortcomings in terms of facilities, resources or learner supports.
3. Maintenance contracts are in place for facilities and essential IT hardware and equipment used by Anderlift in programme provision and budgets are allocated.
4. Where facilities other than the Anderlift premises are used, the Course Tutor will evaluate the adequacy of the environment and report any shortcomings, without delay to the General Manager or Training Manager.
5. Resources and Facilities is an agenda item at Quarterly Management Committee Meetings.
6. Anderlift Course Booking and Confirmation Forms also include Venue Arrangements as a consideration and specific programme venue/facilities requirements are included at that stage.

Responsibility: General Manager, Training Manager, Course Tutors,

Evidence

Course Booking Forms, Maintenance Contracts for Essential Equipment, Minutes of Quarterly Management Committee Meetings.

Monitoring

Annual and at Quarterly Management Committee Meetings as agenda item.

Revision- 1 Date- April 2020 Approved by: Management Committee
Academic Council

Revision -2 Date – 26 April 2021 Approved by Management Committee
Academic Council

5.4 Learner Complaints

Learner Complaints Policy and Procedure

Learner Complaints Policy

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

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

Grounds for Learner complaint can be 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 Management 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 procedure.

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 feasible, 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 3 to 5 working days of an issue or concern being raised. This will allow sufficient time for adequate investigation, mediation and necessary action to be implemented, as necessary.

Formal Procedure

1. Where the informal procedure does not satisfy the complainant or a matter remains unresolved, 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 required 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 and not upheld, the process will conclude and the complainant will be informed verbally and in writing of the outcome of the investigation.
5. Where the complaint is fully or partly upheld and recommendations and actions are required, these actions will be documented and implemented without delay.
6. All parties relevant to the complaint will be fully updated on the outcome of the complaint investigation and a full written report of the complaint proceedings will be completed for review by the Board of Directors and the Academic Council.

Revision- 2 Date- November 2021 Approved by: Management Committee
Academic Council

6.0 Assessment of Learners

6.1 Policy and Procedure for Assessment of Learners

Anderlift Safety Services understand the importance of maintaining effective systems for Assessment of Learning and have in place suitable assessment procedures and practices, relevant to our limited range and duration of courses. 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. Assessment Papers and assignment briefs are set by the Training and Quality Assurance Manager with input from Training staff, as necessary.
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 below.
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. (See Assessment Protocol- Appendix M- Page 93)
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, consisting of the Training Manager and Senior QOI administrator.
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 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 QOI.

Responsibility: Training and Quality Assurance Manager, Programme Tutors, Senior Administrator, External Authenticator.

Evidence:

Course Entry Criteria and individual programmes for each course, including details of specific learning objectives and assessment Criteria.
Assessment Papers and Project/Assignment Briefs (Folder)
Skills Demonstration Briefs
Marking systems for all programmes- Assessment Protocol Appendix M- Page 93
Learner Folders of completed assessments and assignment work following Authentication

Monitoring: At internal verification and external authentication stages
As part of Self Evaluation and Internal Monitoring Process
Item agenda for Quarterly Management Committee Meeting

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 stage, through to assessment, verification and awarding of results, and ending with programme 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 a 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 his/her 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 he or she believes 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 his/her 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.
8. The learner will be informed in writing on the outcome of the appeal. The decision of the appeals committee will be final, subject to the accepted legal rights of the learner.

Revision- 2 Date- November 2021 Approved by: Management Committee
Academic Council

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

Responsibility: General Manager, Training Manager

Evidence

Course Programmes for specific QQI courses provided. Assessment/Assignment briefs, Marking Systems and examination papers specific to each course. QQI folders of Assessment results and Learner Portfolios. Internal Verification and External authentication folders.
Learner Appeals Procedure

Monitoring

At internal verification stage and a review item for Quarterly Management Committee. Academic Council members will review overall appeal overall process, as necessary.

Revision- 1 Date- April 2020 Approved by: Management Committee
Academic Council

Revision -2 Date – 26 April 2021 Approved by Management Committee
Academic Council

Learner Malpractice

Policy Statement

Anderlift Safety Services 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. Anderlift Safety Services will, in the first instance, seek to minimise the potential for malpractice by:

-Highlighting the need for Academic Integrity and honesty at course commencement and prior to assessment.

-Rotation of assessment materials, assignments, examination questions and project briefs on a scheduled basis.

3. 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.
4. 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.
5. 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 he or she wishes.
6. Following this meeting, an outcome as to the disposal of the malpractice event will be decided by the management committee and the learner informed of final decision, together with sanction, as appropriate.
7. 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.
8. 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.

Revision- 1 Date- April 2020 Approved by: Management Committee
Academic Council

Revision -2 Date – 26 April 2021 Approved by Management Committee
Academic Council

7.0 Supports for Learners

Policy Statement

Anderlift Safety Services understand the importance of supporting learners so that the learning experience and participation on our QQI 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.

7.1 Procedure for Providing Learner Support:

1. Anderlift Administrative staff provide detailed course information at the enquiry and registration phase for programmes, which gives prospective learners an opportunity to decide on the suitability of a specific programme.
2. Anderlift Administrative staff provide full information on programme venues, facilities and arrangements, with specific reference to catering for personnel with particular individual needs.
3. Anderlift Tutors will be made aware of learners who may have particular needs and will be instructed, through their course confirmation form and by direct contact from the Training Manager, to ensure that maximum support is offered during the learning and assessment phase.
4. The Training Manager, in conjunction with the Course Tutor, will examine the requirement for Reasonable Accommodation for an individual learner based on an identification and assessment of needs.
5. The Training Manager will decide how the requirements for reasonable accommodation will be balanced against the need to uphold academic standards, health and safety issues, potential implications for other learners and cost factors.
6. The Training Manager, with the assistance of the course tutor, will plan how the reasonable accommodation will be implemented. Changes to methods of training delivery and potential changes to methods of assessment will be primary considerations.
7. Course tutors will make clear to all learners that they should highlight any specific concerns in relation to support needed during the programme delivery or in preparation for assessment.
8. All Anderlift facilities are fully equipped for computer, internet and other media connection, as required by learners. Facilities and resources are fit for purpose, adequate from a welfare perspective and reviewed regularly. The General Manager has specific responsibility for monitoring all Anderlift facilities, including considerations such as disability access and potential modifications required.
9. Support for learners is also provided by ensuring that a strong and effective coaching resource for learners is provided during programme participation. Advice and mentoring to learners during participation, extending through to the assessment process, is provided by experienced tutors who are subject matter experts, fully familiar with the assessment criteria for each specific programme.
10. The Training Manager has responsibility for oversight of coaching and mentoring of learners. Limiting our maximum number of participants on each programme to

ten (10) candidates also facilitates the potential to support, coach and mentor effectively.

11. Learner and Tutor feedback forms are used to inform management of any potential improvements that can be made to learner support and learner support is included as an agenda item at Quarterly Management Committee meetings.
12. All programme materials, presentations and handouts are designed to be easily understood and accessible to learners.
13. Courses of short duration will require limited Learner Representation but individual representation is welcomed at all stages of the learning process. Matters of concern arising will be dealt with fairly, in line with good teaching practice.
14. Training Manager will monitor the effectiveness of supports in place for learners as part of Course Monitoring Visit.

Responsibility: General Manager, Training Manager, Course Tutors

Evidence: Learner Entry Criteria, Individual Booking Forms, Feedback Forms, Monitoring Visit Forms, Minutes of Quarterly Management Committee Meetings,

Monitoring: At course completion stage and as part of Management Committee Quarterly Meeting

Revision- 1 Date- April 2020 Approved by: Management Committee
Academic Council

Revision -2 Date – 26 April 2021 Approved by Management Committee
Academic Council

7.2 Policy and Procedure for Reasonable Accommodation

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.

Procedure for Reasonable Accommodation

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 course confirmation and booking forms for learners.

2. Learners may submit additional information in relation to reasonable accommodation requirements 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 request can be met and that where arrangements are put in place, they will not confer any specific advantage or disadvantage on the learner.
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.

Revision- 2 Date- November 2021 Approved by: Management Committee
Academic Council

8.0 Information and Data Management

Policy

Anderlift Safety Services 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 to QQI.

The information gathered and stored is also 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.

Procedure for Data Management

1. Anderlift gather learner information from course enquiry stage, through to course booking, participation, assessment and result submission stage to QQI.
2. Our General Manager (Data Protection Officer) has responsibility for ensuring that our training facility storage of information and IT systems are secure. We combine strong physical security, in terms of locked offices, filing cabinets and document holders with secure and externally monitored and managed computer/IT systems.
3. All personal data is securely held and is only used in the compilation and submission of specific course results to QQI on secure server.
4. In terms of Record Maintenance and Retention, Anderlift hold “paper” 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.
5. Anderlift Safety Services 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.
6. In order to meet our obligations under the Data Protection Act 1988, Amendment Act 2003 and the General Data Protection Regulations 2016, Our General Manager (Data Protection Officer) will lead our administrative team to ensure that Anderlift will:
 - Obtain and process information fairly
 - Retain information for explicit, lawful purposes only
 - Use and disclose data only in a manner compatible with law
 - Take appropriate measures to keep data safe and secure
 - Maintain data as accurate, complete and up to date
 - Ensure the data is adequate, relevant and not excessive
 - Retain for no longer than necessary and for the purpose collected
 - Provide data to subjects on request.

7. In relation to obtaining and processing data relating to clients, learners and staff, the general manager will lead the administrative team to ensure that information is obtained strictly in order to:
 - Update databases
 - Provide payroll
 - Ensure correct details in relation to service provision
8. In general terms, the subject of the data collection will be aware of the reason for the data collection, how it will be used and processed, whether or not any third parties will have access to the data and the retention period for which held.
9. 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
10. Anderlift Safety Services 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.
11. 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.
12. 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.
13. Data requests will be logged and subsequent transmission of information will generally be by electronic means, once the Data Protection Officer has approved release of the information or data requested.
14. Similar to requests for Data, should a learner or other party request an erasure of data, object to data processing or seek a rectification of data, the request will be logged and the General Manager will act on such request.
15. Resolution of the above request (at 14) will be implemented within 1 week and the requesting individual notified of the outcome within that timeframe.

16. A request from a learner or other party to share data with a third party will be submitted to Anderlift as a written or e-mail request. Anderlift will verify the identity of the subject requesting the sharing of data, by reasonable means.
17. The General Manager (Data Protection Officer) will oversee the collection of the data involved and will send it to the data subject for review and approval. Once agreed with the subject of the data information, the data can then be released for sharing, as requested.
18. In terms of security of systems and information, the General Manager, (Data Protection Officer) will lead the administrative team to ensure:
 - Limited, password protected access to all IT facilities.
 - Limited access to personal staff and learner data to authorised staff only
 - Access to office and administrative areas where information is held is strictly limited and locations secured and locked, as appropriate.
 - All information and personal data held is subject to strong back up arrangements, including off site arrangements, as part of contingency planning.
 - Administrative staff understand the potentially sensitive nature of data and are committed to upholding a secure data protection environment.

Procedure for dealing with a Data Breach

With good general administrative management and security of learner information and records, as well as good systems for management of IT hardware and equipment, the potential for data breach is minimised. A data breach may however occur due to:

- Unauthorised use of or inappropriate access to information or systems
 - Loss or theft of equipment or records on which data is stored
 - Computer hacking or attack
 - Natural Disaster- Fire or Flooding
 - Human Error or deceptive practice
1. Anderlift, as a first step in managing a data breach, will record full details of the breach, including date and time, by whom reported, type of breach, type of data involved and if it was encrypted- level of sensitivity of data will also be a key consideration.
 2. A meeting of the Management Committee, including the General Manager and Training Manager, will be held immediately to discuss the breach and the likely

- implications in terms of who may be affected by the breach, the potential adverse consequences and levels of protection in place.
3. The General Manager (Data Protection Officer) will contact the office of the Data Commissioner for advice.
 4. In consultation with the office of the Data Commissioner, a decision will be made in relation to contacting persons affected by the breach, using secure means.
 5. Information and specific advice as to the steps to be taken by the parties affected by the breach will be provided, as will information on the steps to be taken by Anderlift to assist and reduce consequential harm.
 6. A decision regarding contacting outside agencies such as the Gardai will also be made by the Management Team.
 7. Following the incident of Data Breach, Anderlift will hold a review of the incident at Management Level to discuss the nature of the breach, the adequacy of response and measures that can be taken to reduce the potential for future adverse events to occur.
 8. Staff will be briefed on our overall approach to Information and Data Management and details of this policy will be included in our Learner and Staff Handbooks.
 9. In terms of General Data Retention and Disposal, Our General Manager is responsible for the management of Administrative staff in ensuring that hard copies of learner information are generally not retained for periods in excess of five years.
 10. Our electronic retention of records will be reviewed annually by Administrative Staff, under the oversight of the General Manager and records not required for administrative, operational or legal reasons will be appropriately deleted.

Responsibility: General Manager, (Data Protection Officer) Training Manager and Administrative Staff

Evidence: Data Protection Policy and Procedures, Secure, Externally Monitored and backed up IT systems. Secure Premises and Password protected IT systems.

Monitoring: Annual under Management of Data Protection Officer and item for Quarterly Management Committee Meeting, as appropriate.

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9.0 Public Information and Communication

9.1. Public Information

Policy

Anderlift Safety Services are committed to publishing accurate, objective and up to date information on our validated QQI programmes that is accessible to the public and to prospective learners. Our company website is our primary means of publishing such information. We also have an experienced and well trained administrative and tutor team in place to communicate with clients, learners and other agents, as required.

Anderlift ensure that information for the public is specific in relation to accreditation and awards pertaining to each QQI course offered. Learner entry and progression information is included, as is information on relevant quality assurance policies and procedures relating to our QQI programmes.

Procedure for Public Information and Communication

1. The General Manager is responsible for ensuring that accurate company and programme information is available to learners on website and by e-mail at course enquiry, booking and confirmation stage.
2. The General Manager will lead the administrative team in ensuring that individual learners are given full and timely information relating to:
 - Programme Title and Description
 - Entry Criteria
 - Provision of standard and special individual supports, as appropriate
 - Programme Outline and Course content
 - Assessment Criteria
 - Progression opportunity, as applicable
 - Responsibility of learners in relation to conduct expected during the programme and at assessment phase.
3. The provision of a Learner Handbook will supplement the public information available to learners.
4. The General Manager, with the assistance of the administrative staff, is responsible for maintaining contact with client companies of learners and

individual learners in relation to all matters pertaining to programme participation, as well as wider welfare and individual support issues.

Internal Communication

5. The General Manager, with the assistance of the administrative staff, is also responsible for diary management and for ensuring that course tutors are comprehensively briefed, by means of accurate course confirmation, for all training booked. Information will include details of venue, client contact name and contact number, as well as any special programme requirements in place relating to the learners or the training environment.
6. The Training and Quality Assurance Manager will ensure that tutor staff are contacted and met informally on a regular basis and also directly, by meeting arrangement, in relation to specific issues arising from monitoring visits, learner or tutor feedback information, as necessary.
7. The level, quality and adequacy of both public and internal communications will be discussed as part of programme provision discussion at Quarterly Management Committee Meeting stage.

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9.2. Publication of Quality Assurance Evaluation Reports

1. Key information and findings, particularly relating to improvement planning, arising from internal quality assurance monitoring and self -evaluation reporting is available and will be published on our website, subject to discussion and agreement at quarterly management review meetings.
2. Approved Quality Approved Procedures and Quality Manuals will also be published and available to learners on our website.

10.0 Other Parties involved in Education and Training

10.1-Peer Relationships with broader education and training community

1. Anderlift Safety Services are a Recognised Institute (RI) with PHECC (Pre-Hospital Emergency Care Council) for the provision of First Aid Responder Training. We have a quality assurance agreement in place with that organisation, details of which are provided on the company website.
2. Anderlift are in regular contact with Employers (our client database) and meet with them in relation to our QQI programme provision, relevance, content and “on the job” benefit to learners.
3. We have developed the capacity to adapt our QQI programmes, without changing the key focus of training objectives, to ensure that learners can apply programme content and assessment outcomes more effectively within their work roles and responsibilities.
4. Anderlift Staff Membership of the Institute of Occupational Safety and Health (UK and Ireland) provides an excellent educational resource for both trainers and learners. Membership also provides information on up to date trends and initiatives within the health and safety industry, as well as information on professional career development and further learning opportunities. We are also members of NISO (which offers similar benefits).

10.2- External Partnerships and Second Providers

– Not relevant to Anderlift Safety Services as the company does not sub-contract any QQI delivery of programmes and are not involved in any external partnerships relating to QQI programme provision.

10.3- Recruitment of Authenticators and Expert Panellists

1. Anderlift Safety Services currently use the professional services of two external experts for the purposes of external authentication of results and also the services of an independent expert to sit on our Academic Council and advise our Management Committee on business, commercial and training matters, independently.
2. The external authenticator currently used is on the official list of approved QQI authenticators and has extensive training and industry knowledge, holding a Master of Education Degree, as well as having extensive previous experience within the training function in industry, much of it related to the health and safety and supervisory management and development field.

3. The selection criteria for both external authenticators and advisors will include that they:
 - Are suitably qualified academically and recognised as subject matter experts, external to Anderlift.
 - Have a broad understanding of QQI requirements, including Quality Assurance and Governance matters.
 - Are not involved in any way, directly or indirectly with Anderlift Safety Services operations or management.
 - Have the necessary time available to assist the Anderlift Safety Services Management Team, as necessary.

11.0 Self- Evaluation, Monitoring and Review

Policy: Anderlift Safety Services are committed to evaluating both our internal operational effectiveness and the effectiveness and value each of our programmes of training leading to QQI Awards.

Programme evaluation will seek to ensure and confirm that effective training design, planning, delivery and assessment practices are in place, aligned to specific learning objectives.

Where areas of improvement are identified through our programme monitoring processes, these are documented and implemented following discussion and agreement at our quarterly management review committee meetings.

Anderlift Safety Services carry out specific Internal Monitoring of programme delivery as well as wider Self Evaluation of QQI programmes, using an external subject matter expert, as well as our own key staff, employing a thorough and documented approach.

11.1 Procedure for Internal Monitoring of Programmes

1. The Training and Quality Assurance Manager is responsible for ensuring that QQI programmes of training, course content, modes of delivery and assessment methods are fit for purpose, current and updated in terms of legislative and other change.
2. Meetings with course tutors, both formal and informal, will assist in the above process, as will detailed review of both tutor and learner feedback.
3. Ongoing organisation and programme planning issues will also be discussed at Quarterly Management Committee Meetings. In particular, resource issues

required to support programme delivery will be assessed and additional provisions made available, as necessary.

4. For Internal Self-Monitoring of programmes, The Training Manager will visit and review (Using the Course Monitoring Report Form) programme delivery on specific QQI modules. The effectiveness of programme delivery, level of learner engagement, assessment protocols and identification of potential areas of improvement will be assessed as part of this reporting process.
5. Internal self- monitoring of programmes will specifically seek to confirm that Learning Objectives are being met through a well- planned and inclusive delivery and assessment process.
6. The findings of the programme Monitoring Report will be discussed with the relevant tutors, as necessary and issues raised will also be discussed at Quarterly Management Committee Meetings.

11.2 Procedure for Self- Evaluation, Improvement and Enhancement

1. In terms of the wider Self-Evaluation of Programmes process, Anderlift use approved QQI templates, in the form of a **Self-Evaluation Checklist, Programme Evaluation Report** and **Improvement Plan** to document the evaluation process for individual programmes.
2. A schedule for self-evaluation of programmes is in place and reviewed in the light of legislative or organisational change and where a specific improvement requirement is identified.
3. The evaluation process will be inclusive of input from our trainers, learners and external subject matter experts.
4. The aim is to ensure that Anderlift and our Learners can be satisfied with individual programme design, structure and delivery and that real benefit is achieved from participation and programme assessment.
5. Areas of effective practice are confirmed and consolidated and areas of potential improvement are identified. Changes to programme provision (delivery and or assessment) are implemented following discussion and agreement at our Quarterly Management Committee meetings.
6. Findings of our Self-Evaluation process are available for publication on our website.

Evidence: Monitoring Reports, Learner Feedback Forms, Tutor Feedback Forms, Self-Evaluation Checklists and Reports, Improvement Plans, Course Folders to include Programmes, Learning Objectives and Assessment Materials.

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11.3 External QA Obligations

The above approach meets with our Quality Assurance Obligations under the Education and Training Act 2012.