LEARNER HANDBOOK

Guardian Safety

Training Through - Face to Face, Blended Learning and Online Training

Contents

1. Introduction

We would like to take this opportunity to thank you for choosing Guardian Safety as your training provider. This is your learner handbook, designed to provide you with a guide to completing training with Guardian Safety to ensure that your training is fair and consistent.

Your learner handbook can be used as a reference point for any questions you may have about the process of undertaking your training with Guardian Safety. This handbook will explain your rights and responsibilities as a learner.

If you have any questions before, during or after training, please do not hesitate to contact us:

email: info@guardiansafety.ie

or

Phone: 353 1 42 43 13

2. Definitions

As you read through your handbook, you may come across some new terminology or terminology that you might have heard in the past but were unsure what it meant. We will explain what some of the terms mean before reading your handbook.

Asynchronous Learning: Asynchronous Learning is a student-centred teaching method widely used in online learning; it involves learners accessing class materials at different times and from different locations to the other learners.

Synchronous Learning: Synchronous learning is a student-centred teaching method delivered in real-time, with learners and tutors attending classes simultaneously, not always at the same location as learning can be either in person or remotely over a live video link.

In-Person / Face to Face Training: In-person training, also referred to as face-to-face learning, is any form of instructional interaction that occurs "in person" and in real time between tutor/s and student/s. In-person training is considered **Synchronous Learning.**

Online Training: Online training is learning that takes place over the Internet. It is often referred to as "e-learning" among other terms. However, online learning is just one type of "distance learning" - the umbrella term for any learning across distance and not in a traditional classroom. Online training is a form of **Asynchronous Learning**

Blended learning: a style of education in which students learn via electronic and online media and traditional face-to-face teaching.

QQI: Quality and Qualifications Ireland

Proctored Exams: Test proctoring is testing overseen by an authorised, neutral proctor, who ensures the test taker's identity and the integrity of the test-taking environment.

Invigilated Exams: This means the same as proctored exams. Proctor is US-English, Invigilator is UK-English.

Formative Assessments: These are assessments such as quizzes, interactive games, practical exercises, and tests that evaluate how the learning is progressing throughout a course. Formative assessments assess how much someone is learning and usually take place during and after learning units.

These types of assessments are designed to give the tutor and the Learner a good understanding of how the Learner is progressing throughout the

course. These are usually considered low stakes and do not form part of the overall marking scheme.

Summative Assessments: These are the assessment of learners where the focus is on the outcome of the entire program. Summative assessments can include final exams, projects, presentations, and final reports.

LMS: A learning management system is a software application used for the administration, documentation, tracking, reporting, automation, and delivery of educational courses, training programs, or learning and development programs.[1.]

Pedagogy: Pedagogy is defined simply as the method, and practice, of teaching.

Reference:

1. Ellis, Ryann K. (2009), *Field Guide to Learning Management*

3. About Guardian Safety

Guardian Safety is the trading name for Kearns Environmental Health and Safety Limited; we are an Irish based company established in 2005. The business was set up as a provider of health and safety services, which include safety-related training courses and health and safety consulting.

The company was established initially with one full-time working director, but steadily grew over the years. By 2017 we employed ten full-time workers; this was our intended target, as our aim was not to be one of the biggest but was to be one of the best training and safety companies in Ireland. By keeping our team numbers small, we can offer that personal touch in all our services.

During this time, we achieved registered provider status with the NHP (national hygiene partnership), IOSH, British Safety Council, Solas and have also been a registered provider with QQI since 2010.

With the onset of Covid 19 and the closure of many businesses in Ireland, we had to rethink our entire business strategy and how we could re-develop to meet the demand of this ever-changing industry. We invested heavily in filming equipment, software, and technology and constructed a small film studio. Introducing this equipment required some of our team to undergo extensive training in photography and videography. This enabled us to produce our own videos and animation in house which is specifically geared toward learners in Ireland.

We combined our passion for health and safety training with our enthusiasm for technology to develop our own LMS, which now enables us to combine face-to-face training in the classroom and over live video with online training. We identified that this blended learning approach to training was the way forward. All members of our team had to undergo extensive training in the use of new technology such as our new LMS, as well as Zoom and Teams and other conferencing media.

Blended learning enables participants to access certain training activities 24 hours a day online, it reduces the amount of time and visits required to travel to training centres and, very importantly, has a significant positive impact on the environment as we do not use paper anymore. Travel to our centre has been significantly reduced on some courses by 100% and others by 30% to 60%.

We offer a wide range of safety-related training courses from beginner to instructor levels. An example of the courses include:

- Manual handling and manual handling instructor

- Abrasive wheels and abrasive wheels instructor
- Fire safety, fire warden, fire manager and fire instructor
- Food safety level I, II and III
- Fire safety, fire warden and fire manager
- Harness safety and working at height
- First aid
- Bespoke safety related training courses

4. Health and Safety

When you attend training at our premises or in a public venue such as a hotel, please ensure you adhere to the following safety rules:

- Please ensure you park in our designating parking spot.
- In the event of fire alarm activation, follow the instructions of your tutor. Please make yourself familiar with the assembly point.
- Do not attempt to smoke anywhere on the premises; there is a designated smoking area in the car park; please ask if you are unsure.
- You must hold the handrails when going up and down the stairs and prioritise people coming down the stairs.
- Do not bring drinks outside of the canteen/restaurant.
- Do not lean back in your chair when seated.

5. Rules and Regulations

- You must sign an attendance sheet each day you are on site.
- You must provide all information required for the processing of your training and certification.
- You are required to attend the entire duration of the course.
- If you must leave the course for any reason, you will need to make arrangements with the instructor for additional training to make up for the time lost; this may incur an additional charge.
- Learners must treat all equipment with respect and care.
- You should be at least 10 minutes early for lessons, including those over a live video link.
- Return from breaks at the time indicated by the tutor.
- Mobile phones should be on silent.
- You will need to produce a photographic ID for exams.
- You will need to leave your camera and microphone on for Proctored/Invigilated exams when they take place over a live video link.

6. Absence Policy

For in-person training, you will be required to sign an attendance sheet each day you attend training. If you miss a day for any reason, you must contact the office administrator on 01424313 as a matter of urgency. You may be requested to complete an additional day to make up for any lost time training, which may be chargeable, or we may ask you to come back and sit on a subsequent course.

When you complete the online section of a blended learning course, you will be required to sign in to the LMS; this will be tracked to verify any activity undertaken. Your tutor will explain during your induction how much time will be required for in-person and online elements of your course and how much time is expected to be attended online.

7. Learner Supports

If you have any special, please contact us on 014243013 or email info@guardiansafety.ie.
For confidential reasons, there is no need to disclose any information at this stage, just indicate that you would like assistance. We may need advanced notice to make modifications and to appoint additional staff to assist. Once a request is made for Learner support a member of our team will be assigned the role of "Study Buddy", you can explain any requirements in confidence to your "Study Buddy". Your needs will be dealt with confidentially and with the utmost respect.

We can provide the following support to learners if requested:

- o Physical modifications can be made to the training and assessment location, e.g., seating arrangements.
- o Learning materials are provided in an accessible format where possible and can be modified if requested, such as larger text, and different coloured paper.
- o Support from a scribe with coursework and exams.
- o Support from a reader to help with coursework and exams.
- o Support from an ISL interpreter if required and available.
- o All online training includes subtitles for hard of hearing
- o The online training includes voice over for the visually impaired.
- o For the hard of hearing, a loop system is available.
- o Accessible toilets.

o Our first-floor training room is not accessible for wheelchairs; however, we can relocate to the ground floor training room if requested.

- Where the building is not suitable, the study buddy may request that the face-to-face training is conducted in the local hotel. This will depend on the profitability of the course and will be at the discretion of the Operations Manager.

- Where we cannot meet the needs of the Learner, with the permission of the Learner, we will contact another provider to see if the Learner can be accommodated elsewhere.

Note: This list is not exhaustive and any learner presenting with any other support needs will be accommodated within reason to the best of our ability.

For full details of our Learner Support Policy, see Section 7.1 of our Quality Assurance System manual.

8. Reasonable Accommodation

Guardian Safely strives to ensure that all learners have an equal opportunity to fully complete training and provide any support needed to reasonably accommodate learners in completing assessments.

An example where Reasonable Accommodation for completing assessments may be required can include the following:

- disabilities
- learning difficulties
- religious grounds
- breastfeeding
- mental health

This is not an exhaustive list; each request will be based on its merits.

1. Learners are invited to advise us of any support needs/requirements that they may have via the course booking form, which recommends they can contact us confidentially. They do not need to discuss their specific need at this time.
2. A study buddy is assigned using our Study Buddy notification App built into the booking system. At this stage, the Learner can explain their

requirements for reasonable accommodation in confidence to their assigned study Buddy.

3. The Learner can meet with the study buddy on a one-to-one basis if they wish.

4. The following supports will be available to learners.
   o Physical modifications can be made to the assessment location, e.g., seating arrangements.
   o Test materials can be provided in an accessible format where possible.
   o Practical assistance with projects.
   o Support from a scribe to help with exams.
   o Support from a reader to help with exams.
   o Support from an ISL interpreter if required and available.
   o All online training includes subtitles for hard of hearing
   o All online training provide voice over for the visually impaired.
   o For the hard of hearing, a loop system is available.

5. If we are not notified of a request for reasonable accommodation ahead of time or where a need suddenly arises, the tutor will have the authority to adjust assessment methods if they are informed of needs during course delivery.

6. Extra Time for Assessments/Projects: If learners require extra time to complete projects/assessments, allotted time can be allowed. This will be judged on a case-by-case base.

7. Compassionate Consideration: Guardian Safety recognises that circumstances can arise where learners may not be able to attend a course or submit an assessment on the set date due to events outside of their control.

   All learner requests will be considered on an individual basis. Guardian Safety will endeavour to provide the Learner with an equal opportunity to complete their course/assessment.

For full details of our Reasonable Accommodations policy please see our see Section 6.1.4 of our Quality Assurance System manual.

9. Additional Supports for Learners

Guardian Safety work with a wide range of learners from all different levels and backgrounds; it is our commitment that everyone is given the

same opportunity to reach their potential by providing additional supports that make it easier for learners to have access to trainers, learning material and information. Supports include

- One-to-one support from tutors, with personal messaging available through your Learner Management System.
- Option to attend introductory courses in their field of study free of charge to observe and gain additional knowledge. (This is just for instructor level courses, for example, a manual handling instructor can attend a manual handling class, or a fire warden instructor can attend a fire safety class. These services are free of charge before and after attending your instructor training).
- IT support for those that have issues accessing live video training or our learner management system.
- Peer-to-peer support - access discussion forums on our Learner Management System that are specific to your course.
- For international or travelling learners, we have hotel agreements with a discounted rate for our learners. Transfer information is provided to and from airport/port.

10.   Learning Management System

Learners will be given access to our LMS as part of your training. This only applies to courses of one-day duration or more.

In-person Training: For learners attending in-person courses (whether in the class or via live video), all learning material will be provided via the LMS. This material is part of your course and should be used for self-directed learning during and after the course to help build your knowledge and competence. You will also carry out summative tests using the LMS.

Blended Learning: For learners attending blended learning courses, all learning material will be provided via the LMS. There will be additional videos & presentations that will include formative assessments that must be completed as part of your training. Details will be provided during induction.

When you are registered on the LMS, an email will be sent to you requiring you to set up a password. This password is confidential, and we do not have access to it. If you forget your password, you can request a password reset from the online LMS. The LMS can track how much time you spend on the system and will be used towards accounting for the duration of time you spend training online; this includes watching our videos, reading manuals, doing formative exams and reading handbooks.

Important: You will require good quality internet, a quiet place to learn, a camera and a microphone to complete the online section of the blended Learning and Learning over a live video link.

11. Data Protection and GDPR

Guardian Safety is committed to protecting the rights and privacy of individuals and organisations whose data is held by the organisation. This commitment is underpinned by full compliance with the statutory measures that ensure these rights, namely the Data Protection Act 2018 and the General Data Protection Regulation 2018 (GDPR). To meet our responsibilities under the legislation and in accordance with the data protection principles, we will:

- Obtain and process information fairly.
- Keep it only for one or more specified, explicit and lawful purposes.
- Use and disclose data only in ways compatible with these purposes.
- Take appropriate measures to keep data safe and secure.
- Keep it accurate, complete, and up to date.
- Ensure it is adequate, relevant, and not excessive.
- Retain for no longer than is necessary for the purpose or purposes in was collected.
- Provide data to data subjects on request.
- Appoint an individual to have overall responsibility for data protection.

For the processing of certain courses, including Safe Pass and QQI Courses we are required to gather the following information:

- Full Name
- PPS Number
- Date of Birth

12. Course Registration

Payment is required upfront for all courses, except in the instance where we have agreed on credit terms. Payment can be made via our website, over the phone or in person. Click Here to See Our Terms of Service

When you complete your registration form, please ensure you do this clearly and provide all relevant information requested. Where information such as date of birth, PPS number, and medical card number are required this will be indicated on your course registration form.

There is an option to pay by instalment; if you are paying by instalment, you must first agree to a payment plan with our office.

13. Equality and Diversity

Guardian Safety is committed to promoting equality and diversity within the operation of our business and training programs. We are committed to supporting the rights of staff and learners to work in an environment that is free from discrimination, bullying or harassment. If an employee or Learner encounters any behaviour that may be an affront to the dignity of our employees are learners, please bring it to the attention of a member of staff and it will be dealt with as a matter of urgency. There are nine grounds for equality:

- Gender
- Marital Status
- Family Status
- Sexual Orientation
- Religion
- Age
- Disability
- Race
- Membership of the Traveller Community

14. Assessment

All training programs delivered by Guardian Safety will have some form of summative and formative assessment. It is our commitment that all assessments are fair and consistent. The purpose of the assessment is to ensure that learners meet the required standards as specified within the course syllabus. A variety of assessment techniques will be used; these will be dependent on the requirement of the course syllabus.

Formative Assessments may include:

- verbal assessment
- practical demonstrations
- drag and drop activities
- multiple-choice questions
- game
- discussion groups

Summative assessments may take the form of:

- practical demonstrations
- short answer questions
- video submissions
- presentations

- projects/assignments

All written assessments will have model answers prepared that the tutor will be required to work from; this will ensure consistency and fairness in assessing.

For online assessments that consist of multiple-choice answers, the answers will be predetermined and checked independently on our system to confirm they are correct.

All QQI coursework will be verified using an external authenticator to ensure that marking is fair and consistent.

Once coursework has been graded, it will be scanned onto our CRM system and stored securely. You can request access to this information with suitable notice. Once the certification has been awarded and there are no grade appeals, all original documents will be shredded using a secure shredding service.

Assignment Work

If your course involves assignment work, you will be instructed on how to complete this during your course induction. All projects will be completed and submitted on our LMS, which will have preformatted text, so you do not need to format text for submission. Projects are usually in the form of risk assessments and will not require detailed referencing.

Discussion Groups

You are encouraged to interact with the discussion group on your LMS. These are open forums and can be seen by all learners in the groups. You can also message the tutor privately through your LMS.

15.   Admission Criteria

To access programmes on the National Framework of Qualifications, learners should have reached the standards of knowledge, skill and competence associated with the preceding level on the framework; for example to access a Level 6 programme, the Learner must have achieved a Level 5 qualification or equivalent. This may have been achieved through formal qualifications or relevant life and work experience. Applicants must also have a strong interest in their chosen area of study.

English Language: Unless specified in the course descriptor, all training will be delivered in English.

To access courses leading to QQI level 5 and 6 programs (or equivalent), learners will require a good level of English, both oral and written. The minimum standard required for learners of whom English may not be their first language, or for those who have not completed primary or secondary education in English is set at Level B2 on the Common European Framework of Reference for Language CEFRL.

Evidence of competence and certification to this standard can also be demonstrated by means of the following assessments:

- IELTS (International English Language Testing System) – Minimum overall band score of 7.0
- TOEFL (Test of English as a Foreign Language) - High Intermediate level required on 4 skills.0
- 5N1632 QQI Level 5 English as a Second Language

16.   Recognition of Prior Learning

Where a learner has relevant work experience, holds other QQI awards or has certification from alternative awarding bodies, they can apply for exemptions under Recognition of Prior Learning. The Learner may be able to use this experience/certification to gain entry to a course and/or an award or be exempt from being required to achieve specific awards.

Due to the short duration of our courses, we will only accept RPL to gain entry to a course. RPL cannot be used to skip modules within the course as this may have a detrimental effect on other learners as it can interfere with groupd work and discussions that form part of the learning.

All Applications for Recognition of Prior Learning & Exemptions needs to be made for the attention of the Training Manager info@guardiansafety.ie Please include all relevant documentation and information so a fair and accurate decision can be made.

17.   Plagiarism

Plagiarism is considered a form of academic dishonesty/theft. It can be defined as presenting or passing off somebody else's work as their own without acknowledging the source of information. This can be copying images, electronic information, sound, visual aids etc., not just the written word. While it is acceptable to use information from books and the Internet, it is not acceptable to copy this information directly.

Learners that submit any form of work must indicate within the document if they have referenced any other person's work. By submitting your exams or projects, you are declaring that all the work is your original work and is free from plagiarism.

Documents will be randomly assessed for plagiarism using anti-plagiarism software. If it is determined that a learner has committed plagiarism, the instructor, internal verifier or external verifier must bring it to the attention of the quality manager, who will investigate the matter.

Resubmission of your own work previously completed elsewhere will also be treated as academic dishonesty, as you would have already received credit previously for this work.

If there is sufficient evidence of plagiarism, the quality manager may take the following actions:

- reduction in marking (including zero marks) for the affected work.
- request resubmission of the work, with a reduced maximum score of 50%
- expulsion from the course

18.   Appeals Procedures

Learners have the right to appeal a grade.

In summary:

Learners can request a review of the grade if they feel that there have been any mistakes, irregularities, or inequalities in awarding a grade. This must be in writing using the online Grade Review/Appeal Form.

1. Learner indicates why they are dissatisfied with the grade awarded.
2. The review request is submitted to the Training Manager and Head Tutor, who will review the result and advise the Learner of the review result.
3. If the Learner is not happy with the review, they can appeal the review and grade.
4. Appeals are escalated up to an Appeal Review Committee, which will have set procedures in place, including acquiring the services of an independent subject matter expert.

Full details of the Grade Review /appeals procedure are covered in 5.2.3 of the Quality Assurance System downloadable from www.guardiansafety.ie

## 19. Information for QQI Courses

QQI is short for Quality and Qualifications Ireland; this is the national body for making awards on the National Framework of Qualifications (NFQ).

The NFQ was introduced in 2003 as a system of 10 levels, based on standards of knowledge, skill and competence. The system is underpinned by quality assurance principles, which we must adhere to as an approved training provider.

A number of our courses are included in the National Framework of Qualifications, where you see the prefix QQI level XXX in the course title, this will indicate it is certified by QQI and we are authorised to deliver that training.

Relevant information on our courses can be found on our website at www.guardiansafetytraining.i.e.

You can also find additional information on the NFQ online at www.nfq.ie
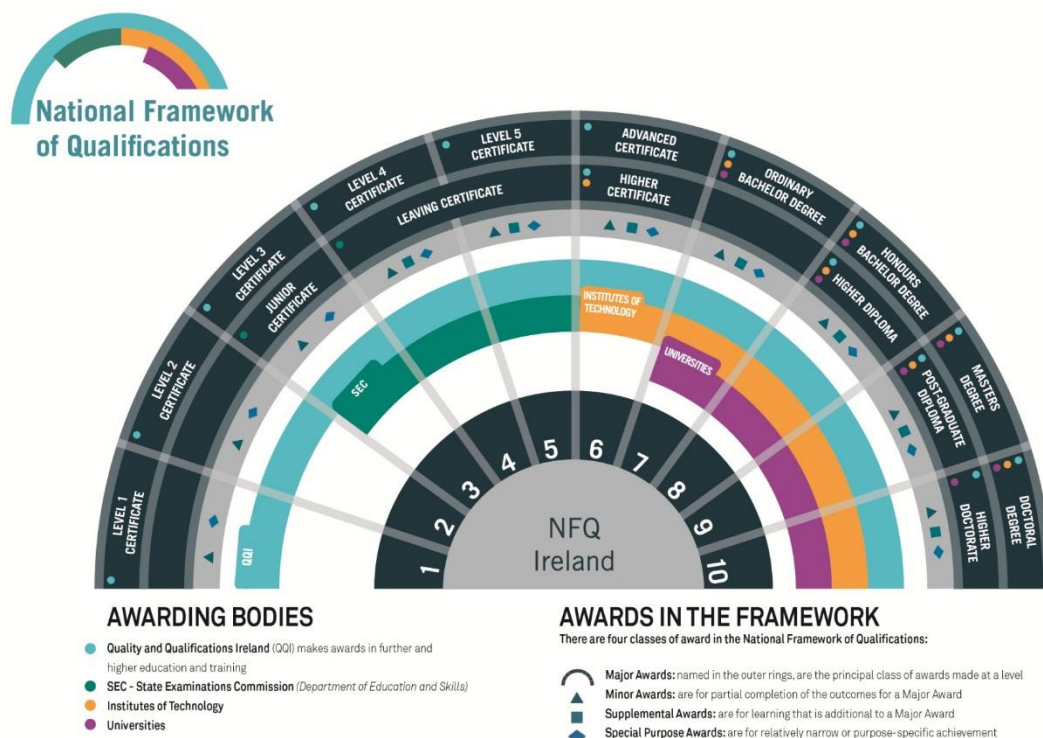
20.   Learner Complaints

We want to ensure that you enjoy your training with Guardian Safety and that you are afforded the best opportunity to achieve good results in an environment that is conducive to good learning. If for any reason, you are unhappy with the service provided by Guardian Safety, there are several ways you can bring this to our attention.

You can approach any member of staff who will be more than happy to listen.

Alternatively, you will be provided with feedback forms at the end of each course; however, you will also be emailed an additional feedback form to fill out from the comfort of your own home, where you do not feel obliged to give good comments.

You can also fill out a Customer Complaint Form online, which will be submitted directly into our CRM (Customer Relations Management software) and will then be assigned to the operations/quality manager for review.

There are two stages in our complaint procedure: Informal and Formal.

We ask that learners try to resolve any complaints informally at the first stage of contact. If you are not happy with any resolution offered, you can escalate to a formal complaint using our Customer Complaints Form

Full details of our customer complaint procedures can be found in our Quality Assurance System Policy Number 5.2.2

Our quality assurance system manual and customer complaints form can be found on our website. www.guardiansafety.ie

21.   Conclusion

We hope you enjoy your experience with Guardian safety and would like to know that your relationship with the Guardian Safety team does not stop at the end of your course. We are always here to take calls or inquiries on any aspect of your training with Guardian Safety or your future training needs.

The team here at Guardia Safety would like to wish you the best of luck with your selected course, and we look forward to working with you long into the future.

Kind regards.
The Guardian Safety Team