

### Programme Information Pack

It gives us great pleasure to introduce and welcome you to your HCT Learning Programme. This Programme Information Pack has been produced for the benefit of all Learners involved in our education programmes. It contains important information on policies, procedures and regulations that are relevant to you as a Learner on one of our programmes.

We continually strive to develop and provide a wide range of quality learning opportunities that will enable learners to realise their full potential. These programmes are provided at centres throughout the country and have been developed in co-operation with a wide range of partners for the benefit of the learners. We cater for a broad cross-section of the community, providing adults with learning opportunities for vocational, professional and personal development.

### HCT Learning – An Introduction

HCT Learning is a professional training and consultancy organisation based in the South East of Ireland and has been built around the idea of providing flexible, cutting edge training, provided by tutors with extensive practical and technical industry related experience that have the ability to deliver interesting and relevant courses. Based in Kilkenny with extensive office, classroom and outdoor facilities, HCT Learning also offers on site and on location training throughout the country with a flexible, practical approach to course scheduling and delivery. HCT Learning offers business and company specific consultancy and has over time built up an impressive media profile, regularly contributing to popular press along with academic journals on a wide variety of topics related to training and life sciences.

### Your Programme

**Assessment Deadlines:** will be given to tutors and participants before commencement of the programme in writing, Tutors delivering any programme will be required to discuss the assessment criteria with participants on the 1<sup>st</sup> day of the programme and provide them with their deadlines, However please note as adult learners it is the responsibility of the participants to ensure that they submit their work in hard copy to our address within the set timeframe. Under no circumstances will HCT communicate or contact any participants who have not submitted their work.

Your assessment Deadline for this programme is **6 weeks after the programme has ended.**

### Certification Key Dates

The dates for FETAC certification for 2014 are as followed:

#### August Certification 2014

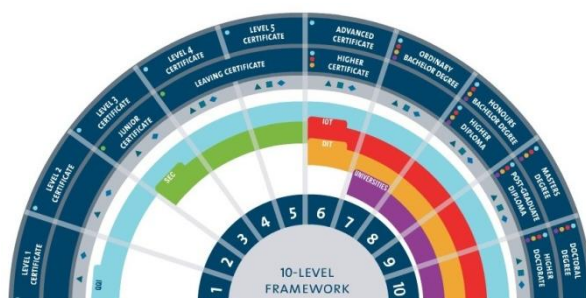
- 12<sup>th</sup> August - Final submission date for this certification period.
- 16<sup>th</sup> August - Final Statement of Results available to download.
- 28<sup>th</sup> August - Issue of certificates for August certification period.

#### October Certification 2014

- 12<sup>th</sup> October - Final submission date for this certification period.
- 16<sup>th</sup> October - Final Statement of Results available to download.
- 30<sup>th</sup> October - Issue of certificates for October certification period.

**National Framework of Qualifications (NFQ)** was launched in 2003. It is now the single structure mechanism for recognising all education and training in Ireland.

National Framework of Qualifications Fan Diagram



## FETAC, QQI Requirement

**Course Registration Policy:** All participants attending a HCT Learning programme must complete a Registration Form this is to ensure that HCT have the correct name, date of birth, PPS number and other important information to ensure programme suitability and to meet all FETAC requirements, please note that participants failing to provide HCT with correct names, PPS numbers and Dates of Birth, will result in no certification of participants intended programme. **These details are required for FETAC purposes only.**

**Sign in Sheets:** Participants are requested to fill in sign in sheets for each day they attend the programme. We request that Tutors return sign in sheets at the beginning, middle and end of the programme. HCT will provide the forms to Tutors. It is important all participants sign in. Sign in sheets should have the correct date and day of programme clearly marked on them.

**Participants Mid programme feedback Report Form:** All participants must complete a Mid Course Evaluation Form. This form needs to be completed correctly and in full with valid and relevant comments on improvement etc. This form must be returned to HCT Learning mid way through the programme to ensure that HCT Learning can review the learner comments and make deliver on any recommendations or deal with any issues that may have arisen.

**Participants End Programme Feedback Report Form:** All participants are required to complete participants End programme feedback Form as it a FETAC requirement. HCT requests that these forms are completed in full with relevant suggestions and remarks.

**Submission of Assignments:** Your assessment is to be submitted in the following way

- The approved deadline for submission of programme assignments.
- FETAC Key Dates and date of issue of certificates.
- HCT assignments are to be submitted before the deadline complete with Assignment Receipt Form.
- All assignments to be submitted by the due date in hardcopy with learner name and PPS number clearly written on the front cover.
- Assignments that are incomplete, falling apart or illegible will not be accepted for submission.
- Any additional paperwork handed up by learners must be signed and dated and numbered in the correct order.
- Typed work to be signed and dated by learner on each page.
- Assignments will not be accepted electronically, it is preferable that they are stapled and not bound or placed in a plastic folder.
- All sections of the Assignments or Exams to be attempted.
- Where the majority of an assessment is skills demonstrations learners are required to check all information has been provided in full and signed by tutor prior to submission.
- Reasonable Accommodation Request Forms to be submitted with assignment where appropriate.
- Learners to save and retain a copy of all submitted assignment work.
- Assignments submitted after the agreed deadline will not be accepted by Hughes Consultancy and Training for correction, except where the learner has followed Hughes Consultancy and Training policy on Request for Reasonable Accommodation.
- It is not the responsibility of HCT to contact learners in the event that an assignment is not submitted or received on time.
- Assignments will only be accepted if they have an Assignment Receipt attached. Once HCT have received the assessment in their head office they will process it and send an email to the person that has booked or paid for the programme confirming they have received it.
- Once HCT has received an assessment the learners name, assessment, who received this assessment in and the date of receipt are entered into the assessment verification log and the relevant excel spread sheet created for the submission that the group have been assigned to.
- Learners posting in assignments must do so by registered post.

## Assignment Receipt Policy

This completed receipt must be placed in front of the assessments and returned directly to your tutor or HCT. Assessments submitted after the agreed deadline will NOT be accepted by HCT for correction, except where the learner has followed the HCT policy on Request for Reasonable Accommodation. Assessments that are incomplete, falling apart or illegible will not be accepted for submission. Any additional paperwork handed up by participants must be signed, dated and numbered in the correct order. Participants must save and retain a copy of all submitted assignment work. Participants must post in assignments by registered post. Once HCT have received the assessment

in their head office they will process it and send an email to the person that has booked or paid for the programme confirming they have received it.

**Hughes Policy on Alleged Compromise of Integrity of Assessment:** HCT understands plagiarism to be the inclusion of another person's writings or ideas or works, in any formally presented work ( including projects, examinations or presentations) which form part of the assessment requirements for a module or programme of study without due acknowledgement either wholly or in part of the original source. The same applies to any form of copies of work from other learners or work copied given from tutors.

Plagiarism is a form of academic dishonesty where ideas are presented falsely as being the original thought of the author and is taken extremely seriously by HCT. All learners are responsible for being familiar with HCT's policy on plagiarism and are encouraged if in any doubt to contact HCT directly.

Any alleged instances of plagiarism will be examined thoroughly by HCT to establish the facts and relative context of the alleged offence taking into account the nature and extent of the plagiarism and penalties will apply where plagiarism is confirmed to have taken place.

All assignments will have a plagiarism declaration which indicates that the work presented is that of the learners, these are found in the Assignment Brief and also on the Assignment Receipt Form.

Where an examiner or Internal Authenticator detects a suspected instance of plagiarism in a student's assignment or examination the following will apply:

1. HCT will complete an Alleged Compromise of Integrity of Assessment Report Form.
2. If a learners grades are altered due to an alleged instance by 20% or more the learner or learner representative is contacted directly and the learner is given an opportunity to dispute the allegation and the Alleged Compromise of Integrity of Assessment Report Form.
3. A review and discussion of the situation by Management will take place.
4. The following course of action may be followed:
  - a. Discussion directly with the learner on the issue. The learner is then required to resubmit their assignment along with an administration fee of €50.
  - b. The learner will not be submitting an assignment for the programme in discussion.

**Request for Reasonable Accommodation:** HCT Learning welcomes learners with special educational needs. A reasonable accommodation is a process that helps to support learners who may have a disadvantage due to medical condition, impairment, learning difficulty or other extenuating circumstance in order to provide equality of access and opportunity for all.

This accommodation has been designed to assist learners in demonstrating his or her achievements in their assessments. They have not been designed to compensate for a possible lack of achievement arising from a disability or other factors of disadvantage, but, however, should not give the learner an advantage over others. All reasonable accommodation granted will maintain the integrity/ status and reputation of assessment.

There are various types of reasonable accommodation accessible to learners, these include

- Modified presentation of assignments/examination papers e.g. enlargements
- Scribes/readers/ Dictaphone
- Reading Assistances
- Spelling/ Grammar wavier
- Use of sign language
- Practical assistants
- Rest periods
- Adaptive equipment/software
- Use of assistive technology
- Altered exam settings
- Extra time.

Examples of circumstances where reasonable accommodations may be requested:

- A temporary, permanent or long term disability or chronic or disabling condition such as epilepsy, glandular fever, or other incapacitating illness of the learner
- A physical injury or emotional trauma during a period four to six weeks previously

- Learning disabilities involving problems with reading, writing, math, reasoning, listening, and speaking
- Recent bereavement of close family member or friend
- Severe accident
- Domestic crisis
- Terminal illness of a close family member
- Other extenuating circumstances outside the control of the learner.

The Equal Status Acts, 2000 to 2008, the education Act, 1998, Qualification act 2008, the education of persons with special educational needs 2004

HCT Learning's procedure for granting Reasonable Accommodation:

HCT Learning provides an adequate assessment deadline to ensure that learners have substantial time to complete their assessments, taking into account normal work/ life responsibilities.

Learners are required to notify the office and/or programme tutor of any special requirements needed to enable us to see how best to accommodate him/her during or after assessment.

They can do this in the following ways:

- On initial booking the programme coordinator will discuss the specific needs and requirements of the learner and if necessary will complete the special requirement section on the booking form
- During the completion of the registration form on the 1st day there will be an option to request reasonable accommodation.
- Learners may meet and consult with their tutor
- Learners can apply for reasonable accommodation through our website
- By contacting our office staff or FETAC coordinator.

If learners do require reasonable accommodation for assessment, they are to fill out a 'Request for Reasonable Accommodation for Assessment' Form. The following details will be required:

- What are the circumstances most relevant to your situation?
- What are your reasonable accommodation request requirements?
- This form is to be submitted along with supporting documentation, for example, a doctor's certificate.

A hand in assessment extension is not the same as a reasonable accommodation. A hand in extension may be warranted if:

- Close family bereavement
- Serious Illness
- Failure in transportation

This is where the assessment is prepared for hand in date, but for a particular reason the learner is not able to submit assessment material. Where this case arises participants will be given 3 working days to submit their assessment.

A Regular extension is where a learner requires an extension of no more than 2 weeks due to medical / learning or unexpected external factors.

Notice of this accommodation requirement should be given to the office minimum of 3 working days before assessment due date.

Extreme Circumstances extension is where a learner requires an extension over a longer period of time due to medical / learning or unexpected external factors.

Please note that reasonable accommodation is at the company's discretion and is dealt with on a case by case basis. Extensions are not automatically granted however HCT Learning will endeavour to accommodate your request where essential.

Note that the following would NOT normally be considered as valid extenuating circumstances:

- Computer or printer failure
- Bunching of deadlines
- Job interview
- Falling behind due to paid employment

- Minor illness such as coughs and colds
- Illness after the deadline has passed
- Attendance at weddings and other "rites of passage" ceremonies
- Religious festivals (unless they cover a significant portion of the assessment period or fall on the day of an examination, in which case the student is expected to give reasonable advance warning).
- General feeling of anxiousness/depression unless backed up by medical evidence
- Holidays
- House moves
- Ignorance of rules and regulations

### Granting Reasonable Accommodations

- The FETAC Coordinator will assess the accommodation request to ensure that the integrity/ status and reputation of assessment is upheld, ensuring that the request made is reasonable and just.
- HCT will then proceed to identify the adaptation/accommodation needed and how best to implement this ensuring that they do not give the learner an advantage over others.
- The FETAC Coordinator will note all requests for Reasonable Accommodations and the outcome.

**Repeat of assessment activity:** In a situation where a learner has not achieved a pass grade, it is HCT learning's policy to offer learners an opportunity to repeat the assessment activity to achieve certification. This will depend on the nature of the activity and the practical and / or operational issues involved.

Reason why this may be required:

- A learner has missed an exam due to non attendance
- Failure of exam paper one.
- A misunderstanding of assessment criteria

If a learner needs to repeat an exam or resubmit an assessment, HCT will charge an administration fee of €50 for this service.

### HCT Appeals Procedures

1. HCT assessment process, if there have been irregularities or inequality in its implementation.
2. The assessment result.

Only approved results can be formally appealed by the learner. Consequently, the HCT appeals process is enabled when:

1. All results have been approved through the results approval process.
2. Learners have been issued with the approved results flagging the opportunity to appeal.
3. A request for an appeal has been received within 14 days of the issue of approved/final results.

A learner requests an appeal of results by completing the Hughes Consultancy and Training Limited Appeals Request Form and paying the appropriate administration fee of €50, which €25 is refunded if the appeal is successful. When an appeal request is received, Hughes Consultancy and Training Limited will review the assessment process for the specific learner concerned. This will include a review of the assessment result and a second marking of learner evidence where appropriate. The assessor who evaluates a learner appeal *will not* be the assessor who made the original assessment decision. It is noted that grades cannot drop as a consequence of an appeal.

The only evidence which may be presented by the learner at appeal is that which has already been presented for assessment. New evidence may not be added by the learner for the appeal.

Hughes Consultancy and Training Limited is committed to notifying a learner of the outcome of an appeal within 30 working days.

### Outcome of an Appeal

1. If there is no change in grade then the learner is so informed and the opportunity to appeal through the FETAC national appeals process is flagged. There is no need to contact FETAC as there is no change of grade.
2. If there is a change in grade to other than a Distinction then the learner is so informed and the opportunity to appeal, if still not satisfied, through the FETAC national appeals process is flagged. FETAC will be informed of the change in grade and a request is made for an amended certificate.
3. If there is a change in grade to a Distinction then the learner is informed of this outcome. FETAC will be informed of the change in grade and a request is made for an amended certificate.

**Feedback Policy to Learners:** It is the policy of HCT to ensure that individual learners receive timely and constructive feedback on their assignment.

Learners will receive a provisional results letter once External Verification has been carried out.

On receipt of this letter learners have 2 weeks to appeal their result.

### **Participants Reasonability's and our policies**

#### **Equality Policy**

It is the policy of Hughes Consultancy & Training Limited to ensure that the highest standard of equality is practiced at all times in the area of employment and service provision and anti-harassment. In doing so, staff will be suitably trained in the area of equality and will be aware of issues relating to the topic.

Hughes Consultancy & Training Limited will comply with legislation which prohibits discrimination under the following grounds:

- Gender
- Marital status
- Family status
- Age
- Sexual orientation
- Religious beliefs
- Disability
- Race
- Membership of the Traveller Community

Hughes Consultancy and Training Ltd and its employees must uphold and comply with this policy. Failure to comply with this policy will result in immediate disciplinary action and possible dismissal. Should any person cause harm, harass, sexually harass or disadvantage any of the Authorities and will be dealt with on a legal basis.

It is the overall policy of this company to practice equality and to be fair to all

#### **Policy of Anti – Bullying and Harassment**

Hughes Consultancy and Training Ltd, does not/ will not tolerate bullying in any form either within our offices or to and from the place of work.

Hughes Consultancy and Training Ltd promotes an open approach to all their employees and participants in that they are free at any time to approach the proprietor should they believe that they are being victimised, bullied, harassed or stressed by another/Others

Our anti-bullying Policy is based on the following points:

- Will seek always to foster an environment free from bullying
- We ensure a “reprisal free” approach to anyone who might have cause for complaint
- Acceptable behaviour includes: the right for a superior to administer authority and the need for a management or supervisor to exercise justified disciplinary matters.
- Unacceptable behaviour includes: the unacceptable use of threats, shouting, repeated verbal abuse, repeated swearing, violent behaviour (assault, attack harassment) derogatory innuendo's, repeated sarcasm, unfair pressure tactics or anything related to this kind of behaviour.
- All complaints will be dealt with immediately and will be recorded.
- The result of a formal allegation is such that an accused person will be given the right to explain their side of the story. If the admit the allegations and are willing to apologise and retract from repeating the issue, this may be acceptable with possible disciplinary action. All cases will be dealt with individually and the outcome is subject to the seriousness of the actions/damage caused
- If the person is found to be guilty of bullying, that person, depending on the seriousness of their actions, could be disciplined, dismissed, reported to the authorities or even the Garda Siochana, Discipline may also include demotion, fines or suspension.
- A person who is demoted, fined or suspended will be subjected to re-training at their own cost
- Should a person accused and disciplined/dismissed over an allegation feel that they are being dealt with harshly or even wrongly, they have the right to ask for an appeal hearing. This may be achieved by writing to the proprietor within 14 days of the original disciplinary hearing.
- Any or all victims or perpetrator of bullying will be directed towards counselling.

This policy shall be upheld by all employed, contracted or associated with Hughes Consultancy and Training Ltd

### **Hughes Consultancy and Training Health and Safety Statement**

It is the policy of Hughes Consultancy and Training to promote high standards of health and safety within the centre and venues of training and to ensure that the Safety, Health and Welfare at Work Act 2005 and its associated legislation are adhered to.

In addition to our commitment to the safety of our staff and students, it is the aim of Hughes Consultancy and Training Ltd, to achieve a working environment, free from work related accidents and ill health.

The Centres duty is to ensure that adequate resources are provided to implement the Health & Safety Policy.

The Management Team will therefore ensure that the following is carried out:

- Identifying hazards in the workplace, assessing the risks related to them and implementing appropriate preventative and protective measures
- Providing and maintaining work equipment
- Establishing and enforcing safe methods of work
- Recruiting and appointing personnel who have the skills, abilities and competence, matching with their role and level of responsibility
- Ensuring that tasks given to employees are within their skills, knowledge and ability to perform
- Ensuring that technical competence is maintained through the provision of refresher training as appropriate
- Promoting awareness of health and safety and of good practice through the effective communication or relevant information.
- Source sufficient funds needed to meet these objectives

All members of the Centre are expected to demonstrate their commitment towards a safe and healthy work and study environment by complying with the Centres health and safety policy and associated procedures.

This Health and Safety statement will be reviewed whenever there is a significant change in the matters to which it refers to ensure that it reflects changing needs and circumstances

### **Health and Safety Participants responsibility's**

Students have a legal responsibility not to endanger themselves or others by their actions. Thus full time and part time students must:

- Take reasonable care of their own safety and not endanger others by their acts or omissions.
- Co-operate fully with all safety rules and regulations issued by the Company.
- Not interfere or misuse anything that is provided in the interest of health and safety.
- Ensure equipment is operated in a safe manner and good housekeeping standards are maintained.
- Use personal protective equipment (PPE), as necessary. (Students are required to provide their own PPE i.e. safety glasses etc.)
- Use equipment only if properly trained.
- Report accidents, dangerous occurrences, defective equipment or potential safety hazard to the Trainer/Centre.
- Comply with requirements of the 2005 Act and all associated legislation.
- Not be under the influence of alcohol or drugs or a combination of alcohol and drugs to the extent that he or she is likely to endanger his or her own safety, health or welfare at work or that of any other person.

Not engage in improper conduct or other behaviour such as violence, bullying or horseplay, which could endanger another person or his/her safety, health and welfare

**Data Protection Policy:** It is the policy of HCT to ensure that it is compliant at all times with the 8 legal responsibilities as laid out in the Data Protection Act as follows:

Obtain and process the information fairly

Keep it only for one or more specified and lawful purposes

Process it only in ways compatible with the purposes for which it was given to you initially

Keep it safe and secure

Keep it accurate and up-to-date

Ensure that it is adequate, relevant and not excessive

Retain it no longer than is necessary for the specified purpose or purposes

Give a copy of his/her personal data to any individual, on request.

**Assignment Holding Policy:** After certification, HCT will store participant's assignments in a secure location on site assignments for a period of 6 months. Participants may wish to request their assessments to be returned to them and HCT are happy to oblige this request. Please note there is an administration and courier cost of €15 applied to this service. All assessments are securely destroyed 6 months after the certification date. In the case of plagiarism, assessments will not be returned to the participants.

**Customer Complaints Policy:** It is the policy of HCT to ensure that all complaints from customers are dealt with professionally and swiftly. All complains are entered into the HCT Customer Complaints Log. The following process applies:

- HCT will pass on any compliments to the correct member of staff to act on appropriately.
  - FETAC, assessment complaints/ Invoice or accounts complaints – Avril Cowman
  - Tutor and programme complaints – Dee Horohan
  - Sales complaints – Celiena Brown
  - All other – Colette McColgan
- HCT handle all complaints in confidence and without prejudice.
- HCT will appoint a Complaint's Officer who will investigate your issues and concerns if necessary.
- HCT will acknowledge all written complaints within 5 working days of receipt.
- HCT investigate all complaints within 30 working days of receipt, however if the process takes longer, we will keep you updated every 20 working days.
- HCT will issue a clear and concise written or verbal response.

Our contact details are:  
**HCT Learning, Unit 2 Purcellsinch Business Park, Dublin Road, Kilkenny**  
**E-mail: info@hctlearning.ie Phone: 056 7770761**

**Other Programmes we Offer**

Floor and Wall Tiling	FETAC Level 3	Painting and Decorating	FETAC Level 3
Plastering	FETAC Level 3	Woodcraft	FETAC Level 4
Home Repair and Maintenance	FETAC Level 4	Laying Kerbs, Flags and Paviours	FETAC Level 4
Brick and Block Laying	FETAC Level 3	Landscape Construction and Maintenance	FETAC Level 5
Outdoor Vegetable Crop Production	FETAC Level 3	Soil Science and Growing Media	FETAC Level 5
Plant Propagation	FETAC Level 3	Horticulture Tools and Equipment	FETAC Level 4
Agricultural Mechanics	FETAC Level 5	Chainsaw Operations	FETAC Level 5
Tractor Operations	FETAC Level 5	Handheld Pesticide Application	FETAC Level 5
Boom Sprayer Application	FETAC Level 5	Governance Use of Pesticide Application	FETAC Level 6
Handling Food Hygienically	FETAC Level 4	Food Safety and HACCP	FETAC Level 5
Nutrition	FETAC Level 5	Food Processing	FETAC Level 5
Managing Food Hygienically	FETAC Level 6	Conducting Food Standards Auditing	FETAC Level 6
Workplace Safety	FETAC Level 4	Safety and Health at Work	FETAC Level 5
Occupational 1 <sup>st</sup> Aid	FETAC Level 5	Communications	FETAC Level 5
Work Experience	FETAC Level 5	Computer Literacy	FETAC Level 3
Word Processing	FETAC Level 3	Career Preparation	FETAC Level 3
Communications	FETAC Level 3	Customer Service	FETAC Level 5
Retail Selling	FETAC Level 5	Payroll Manual and Computerised	FETAC Level 5
Intellectual Disability Studies	FETAC Level 5	Train The Trainer	FETAC Level 6

**Our non accredited Programmes**

Assertiveness Training	Business Coaching	Clinical Risk Assessment	Cardiac 1 <sup>st</sup> Aid
Childcare Manual Handling	Fire Safety Training	Manual Handling	Presentation Skills
Risk Assessment Skills	Introduction to HACCP	Management Skills	Negotiation Skills
Patient Handling	Time Management	Health and Safety	Paediatric 1 <sup>st</sup> Aid
Lawn Mowers & Strimmers	CV and Interview Skills	Equality Awareness	Infection Control