



HCT Learning  
Quality Assurance Manual  
2020

**Other Parties Involved in Education and Training**

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# 1 Other Parties Involved in Education and Training

## 1.1 Peer Relationship with the Broader Education and Training Community

HCT Learning has developed a range of peer relationships and when required shall seek their expert opinion and guidance for services in order to gain either commercial or academic guidance, these could include:

- Financial brokers
- Charter accountants
- Insurance brokers
- Advisers in quality system in education and training
- HR and employment law experts
- Legislative bodies such as the HSA, Department of Agriculture
- Other QQI providers
- Malting's Training
- Learner support services e.g. Nala, ETB's, Solas

HCT learning currently have no other affiliation with any other training bodies that are placed on the National Framework of Qualification. However we do offer a range of non-accredited programmes that in some cases would be recognised under legislative training. HCT Learning is currently working with Malting's Training to provide FAR (PHECC accredited) programmes under the following agreements:

- All FAR Trainers working on our behalf will need to become part of Maltings Training faculty. This will not involve any direct cost to them but will necessitate completion of a faculty agreement form and supplying copies of up to date FAR and CFR Instructor certification, in addition to professional indemnity insurance (for those who do not have this we can supply them with insurance contracts at very reasonable rates).
- All Trainers will be provided with a copy of our presentations/slideshows and student manuals (approved by PHECC).
- We will provide induction training sessions for all Trainers, to ensure everyone is familiar with the QA processes involved and familiarise themselves with our learning resources. (This can be conducted over 2 sessions if necessary, to facilitate geographical locations of Trainers).
- Maltings will supply HCT with learning resource manuals for all learners. These manuals are very comprehensive, they fully address the learning outcomes outlined in the PHECC/FAR

syllabus and clinical practice guidelines and are directly linked to the slideshows which the Trainers will be provided with.

- Maltings will provide HCT with exam packs for all programmes/assessment procedures.
- Upon completion of programmes all exam packs will need to be returned to Maltings Training Office and they will conduct 100% inspection on all paperwork as part of their internal verification process.
- Results will be externally verified also and all certificates will be forwarded to our office within 2 weeks (barring in eventualities).
- All affiliation with any organisations will be published on all HCT Learning's marketing material such as brochures, fliers, emails and our website.

HCT Learning takes the same approach and commitment in relation to the programme development, delivery, monitoring and review of non-accredited programmes that it does for all of its formal recognised programmes. We pride ourselves on adopting the same review and development processes (programme development process) with the only exception being that the QQI validation process does not apply to the programme. **Reference: Education & Training.**

This would include:

- HCT Learning will identify the potential need for new training through continuous monitoring and review.
- Confirm does it fit into our scope and programme provisions by completing a feasibility study, compatibility study, cost analysis and risk register.
- Make a statement of programme needs to establish the programme criteria, this will identify the programme aims, objective, learner profile, assessment criteria etc.
- Agreement sought from the Academic Council to develop the programme.
- Make statement of programme design.
- Identify and form the Programme Development and Review Committee who will be required to complete new programme registration documentation and other associated documentation.
- Programme aims and objectives. Develop programme packs and assessment criteria identifying if it requires sample answers. List programme assessment instruments, Learners marking sheet.
- Development of HCT Learning supporting documentation to include a Risk Assessment with control measures to be completed by our Health and Safety officer.

- Identification of Resources Equipment Required: a comprehensive facilities checklist covering any and all requirements necessary for the programme to be delivered. This will include the venue specification for centre based learning along with the practical session and work simulated work environments which will include material, tools, PPE, possible project.
- Development of Programme Information Brochure and other programme communication documentation.
- HCT Learning will then seek confirmation of approval from the Academic Council and where approval has been confirmed:
  - Programme information is added to our website, MyHCT and brochures.
  - Programme coordinators will communicate the programmes to our clients and learners.

**Once the programme has been allocated:**

- A Trainer that meets all programme recognised requirements, who has met all our recruitment and selection criteria e.g. attended induction training and registered on MyHCT, will be selected to deliver the programme
- Programme dates will be confirmed with clients, a pre-programme confirmation email will be sent identifying venue requirements and programme content
- Client Appointment, Health and Safety/Risk assessment will be completed with the client and trainer and submitted to centre before programme commencement
- Booking form is sent to client to identify learners attending the programme
- Confirmation and invoice details sent to client to enable them to apply for funding
- Pre-programme client information call is completed 72 hours before programme starts
- Programme material will be sent from the centre in a safe and secure manner

**During the programme:**

- Learners will be required to take part in a programme induction on the first morning of the programme they are attending. To accompany this induction learners will be given a programme information pack and all relevant information on access, transfer, progression, HCT Learning's policy on assessment of learners, RPL and supports services available.
- Learners will be required to complete a programme registration form and end programme feedback form. For programmes that are 4 or more days in duration HCT Learning will also require a mid-participants feedback to be completed.

- The programme will be delivered with agreed content and if required assessment criteria.
- The trainer will submit programme paperwork and assessment related documentation upon completion of programme.

**After the programme:**

- Payment for the programme will be expected 30 days after the programme has been completed
- Trainer and client will complete an end of programme feedback form
- This information will be uploaded to MyHCT

**Monitoring and Review:**

- Feedback on the programme is tracked on an ongoing basis and acted on when required
- Red Flag system in place to identify shortcomings
- Annual monitoring of the programme will be completed by the Academic Council each year in order to ensure the programme is still fit for purpose

## ***1.2 External Partnerships and Second Providers***

HCT Learning will where required engage in external partnerships or second providers for the purpose of sub-contracting provisions, research or other partnerships in programme such as the development of joint awards where clear academic or commercial benefit can be obtained.

**Sub-Contracting Second Providers for programme delivery:** This is where HCT Learning will contract another provider to deliver programmes on their behalf. HCT Learning will retain full responsibility for the quality of the programme ensuring that learners are aware that HCT Learning has ownership of the programme and responsibility for the programme being offered.

**Sub-Contracting Second Providers for programme research:** This is where HCT Learning will work with another QQI centre in order to complete research on programme services or programmes being offered. This will be a formal agreement between two or more centres in order to improve academic standards or to investigate other opportunities of scope.

**Sub-Contracting Second Providers for development of a join award:** This is where HCT Learning will work with another provider to develop a joint programme in which they develop together and offer

in cooperation with each other once criteria have been met and validation approved. HCT Learning may engage in this approach where another centre may have subject expertise they wish to develop in or due to current situations HCT Learning cannot offer the required programme due to geophysical restrictions.

HCT Learning will clearly define roles, responsibilities and communication lines before the commencement of any external partnership. This will ensure we can maintain the statutory obligations and academic standards while meeting our learners requirements.

### **Sub-Contracting Second Providers for programme delivery**

HCT Learning will only engage with other providers that:

- Meet legislative requirements in both national and international standards
- The provider will be a QQI Licensed provider and be listed on its list of approved centres
- Have a good reputation and history in relation to programme delivery and certification standards
- Who have the capability to understand and comply with our QA documentation
- Is financially stable and equipped to facilitate the development of a programme and or learners successful participation
- Can work with the external provider with confidence, respect, integrity and transparency with the interest of learner participation at the foundation of the agreement
- Where in the case HCT Learning are contracting other providers to deliver services on their behalf HCT Learning will require the provider to meet the required criteria

### **Due Diligence**

HCT Learning will implement appropriate measures in order to clarify responsibility, identify risk and benefit, confirm expectation in order to meet the academic or commercial obligations. The purpose of due diligence is to establish the legal, commercial and academic practicality of the external partnership ensuring compatibility and understanding. The following criteria are required:

### **Academic Obligations**

- HCT Learning QA requirements, policies and procedures
- Staffing, resources and supports requirements

- Providers capability to understand and facilitate the successful achievement of required standards

### **Commercial and Legal Obligations**

- Financial records
- Legal obligation or implication
- Company strategy mission, vision and ethos
- Contract

Before any external partnership can be formed HCT Learning will be required to meet with key personnel and the potential provider to explore the initial foundation of agreements. Minutes from the meetings will be recorded. HCT Learning will also, where required, consult with other relevant organisations, personal and regulatory bodies in order to ensure there are no commercial or academic implications.

### **HCT Learning will be required to document the following information:**

- The purpose of the external partnership
- The proposed commencement date and duration of the collaboration
- Company background profile
- Nature and extent of its portfolio of provisions
- Quality control over trainers and staff to include development arrangements
- Programme management breakdown to include proposed roles and responsibilities
- Legislative requirements to include the handling of data, data protection and confidentiality
- Intellectual property and ownership of programme and services
- Financial breakdowns/payment terms
- Exit strategy

Once initial documentation has been confirmed and HCT Learning are interested in engaging with the external partnership/second provider ,HCT Learning will be required to bring the proposal to the attention of the Board in order to make a decision.



Where in the case the Board approves the collaboration HCT Learning will be required to obtain legal counsel where a full disclosure agreement will be drawn up between both parties. HCT Learning will require the following:

- Latest financial statement or annual accounts
- A programme contract detailing respective responsibilities between the first and second provider

The programme contract will be a detailed document that will communicate the following information:

- Aims and objectives of programme agreement
- Programme titles, codes, content, aims and objectives, assessment breakdown, duration and key dates
- Programme entry requirements, exemptions and required fluency in general skills, and specific supports available
- Major awards which the programmes are linked to
- Award type, National Framework of Qualifications (NFQ) level and credits which will be achieved on completion of the course
- Programme marketing material
- Resources required in order to deliver the programme including staffing selection, programme duration, learner resources to include programme packs, programme information booklets, assessment booklets, learners supports systems
- Special arrangements which will include, RRA, compassionate considerations, complaints and appeals
- Programme ownership of HCT Learning and reporting requirements
- Outline of the review and monitor procedures requirements

Where an external partnership has been formed with HCT Learning we will require the provider to attend an intensive induction. HCT Learning will not engage in services with any commercial organisation or personnel until they are fundamentally confident that an absolute understanding has been achieved. In order to maintain a fair and consistent approach throughout all of our programmes and services offered, HCT Learning has developed all standardised forms, documents and assessment material. It is imperative that these are used and no adaptations are made from these, without the appropriate review and approval given from the Academic Council.

These include:

- Introduction to the company including its mission, vision, ethos, management principals, scope and history
- Detailed breakdown of the company handbook
- Roles and responsibilities of HCT Learning's departments and staff
- Roles and responsibilities of trainers both academic and administrative
- Legislative obligations and responsibilities including data protection, freedom of information, equality and discrimination
- QQI/ HCT agreed QA commitment
- Developed policies and procedures, standardisation approach required
- Programme form requirements including registration, mid/end participants, assessment specification, Programme Verification Booklet
- Terms and conditions of employment
- Health and safety

HCT Learning will provide the external provider with all required training in relation to our robust QA documentation. We will provide the external provider with all programme materials in relation to marketing, delivery and assessment. External providers will be treated the same as HCT Learning contracted trainers and will be required to follow the same procedures in relation to programme delivery and assessment of learners. HCT Learning will retain full ownership of all materials and assessments completed by learners. All internal verification requirements and procedures outlined in this Quality Assurance documentation will be fulfilled from our Head Office. Under no circumstances will HCT differ from their agreement with the QA obligations unless it is in the interest of the learners attending the programmes or to improve academic standards, in which their QA document will reflect same.

### ***1.3 Sub-Contracting Second Providers for Programme Research***

HCT Learning understands the importance of external input at all stages of programme development, delivery and review in order to gain full understanding of the programme and service requirements in order for learners to gain certification and meet national standards. Where required the centre may seek outside expertise in order to ensure that standards are achieved. Where the case arises where HCT Learning subcontract a second provider for research purposes HCT Learning will be required to have in place:

- Board approval of external provider

- Job description and responsibilities confirmed
- Time frame agreed
- Reporting relationships agreed
- Research to be completed and intellectual property ownership
- Fees to be paid to committee for their work
- Conflict of interest declarations

### **Sub-Contracting Second Providers for development of a joint award**

HCT Learning may enter a joint collaborative approach to its new programme development where two or more providers have identified a mutual benefit to all parties involved including the learners attending the programme. Reasons for the cooperation could include:

- Geophysical location
- Venue requirements
- Subject expertise identified

HCT Learning will only engage in external partnership for new programme development, where opportunities for existing programmes validated arise. HCT Learning will either decline or accept the offer.

Before a proposed programme is submitted to QQI for validation HCT Learning will be required to have an agreement in place prior to applying for validation with the other external partnerships.

HCT Learning will where required:

- Submit all validation documentation required
- Programme agreement documentation completed and agreed with a legally binding contract
- If required, Enrolled Learner Protection

Depending on the nature of the development of the joint award, HCT Learning will follow their outlined validation of programmes process unless the programme agreement outline differs.

HCT Learning will be required to meet with key personnel of the potential provider to explore the initial foundation of agreements. Minutes from the meetings will be recorded. HCT Learning will also, where required, consult with other relevant organisations, personnel and regulatory bodies in order to insure there are no commercial or academic implications.

HCT Learning and other external parties will identify the following:

- The purpose of the external partnership
- The proposed commencement date and duration of the collaboration
- Company background profile to include mission, values and ethos
- Nature and extent of its portfolio of provisions
- Relationships or connections with other external providers or bodies
- Comparative analysis of quality assurance documentation with potential difficulties identified
- Both parties academic and administrative structure
- Financial breakdowns/payment terms
- Exit strategy

Once this information has been gathered the information will need to be passed to our Academic Council for decision. Where the Council decline the external partnership a letter will be sent to the provider confirming the decision. In the case where HCT Learning moves forward with the agreement, the agreements below will be confirmed. Legal counsel will be appointed where a full disclosure agreement will be drawn up from both parties.

HCT Learning will require the following:

- Latest financial statement or annual accounts
- A programme contract detailing respective responsibilities between the first and second provider

**Agreement will include:**

- Aims and objectives of programme agreement along with a statement on arrangements established
- Programme titles, codes, content, aims and objectives, assessment breakdown, duration and key dates
- Programme entry requirements, exemptions and required fluency in general skills and specific supports available
- Major awards which the programmes are linked to
- Award type, National Framework of Qualifications (NFQ) level and credits which will be achieved on completion of the course
- Programme marketing material

- Resources required in order to deliver the programme to include staff selection, programme durations, learners resources to include programme packs, programme information booklets, assessment booklets, learners supports systems
- Special arrangements which will include for RRA, compassionate considerations, complaints and appeals
- Insurance Indemnity requirements
- Programme ownership of HCT Learning and reporting requirement
- Outline the review and monitoring procedures requirements

Once terms have been agreed, HCT Learning will move forward with the programme development stage for validation.

#### **1.4 Other Third Parties**

HCT Learning values the importance of any external advice, opinions and support mechanisms that can enhance our services. It helps us to validate our existing practices that are already in place. Before engaging in any external supports our Board will ensure appropriate selection and recruitment of such industry specific experts takes place. We will always require that any third parties affiliated with us complete appropriate declarations of any conflicts or interests that could arise. Upon engaging with the appropriate parties, HCT Learning will ensure that all roles and responsibilities are clearly identified and any supports or services available from our centre are made readily available under our QA procedure guidelines. HCT Learning has developed a number of relationships with a range of industry specific experts in a range of QA, supports and financial services in order to improve our quality enhancements.

Some of these Third Parties include:

##### **Financial Advisor**

A Financial Expert will form part of our board in order to aid in the financial management of HCT Learning. The purpose of this financial advisor will be to ensure the financial planning of our programmes and company associated costs are sufficient and sustainable. This person will be required to attend board meetings every 6 months. They will form an integral part of the financial auditing of the company and its services by reviewing quality sub systems that are in place. They will review planning and continuous budgetary requirements that are needed for programme advancements while monitoring the anticipation of possible future events that could hold risk

barriers. They will do this by completing monitoring and governance's requirements including risk registers and cost analysis. The Financial Advisor will be suitably qualified within the financial or accountancy provision both professionally and academically and will have a minimum of 5 years experience within financial budgeting and analysing financial information.

### **External Quality Assurance Advisor**

HCT Learning will engage with this expert to advise on the Quality Assurance Framework and to avail of services to aid in the implementation, monitoring, review and evaluation processes of our services offered and programmes that are delivered by the company. HCT Learning is committed to ensuring that this evaluation process is a critical component to ensuring that all quality assurance operational procedures are being adhered to. The advisor must ensure that our quality standards and procedures are in alignment with our QA. Through review of our existing processes and systems they must identify areas for improvements by providing advice on development of such processes. Forming part of our Board and attending any Academic Council meetings they will be on the front line in striving to develop, advise, support and implement quality assurance needs and opportunities.

### **Assessor/Reviewer**

During the programme planning stage of our assessment of learners the Quality and Monitoring Committee will be required to identify as part of our quality assurance of our internal verification process. An assessor/reviewer will be selected for the programmes identified to be certified in that submission cycle. The purpose of the assessor/reviewer will be to ensure that fair and consistent marking for each submission is being achieved by ensuring that marks are being allocated in a fair and transparent way in line with the awards assessment requirement and QQI national standards. Once a trainer has marked the assessment required for successful completion, the assessor/reviewer will be required to review information presented, double checking that information presented is correct and up to the required standard. They will be required to provide unbiased feedback to the centre in relation to the assessment that has been produced highlighting areas for improvements as well as identifying good practices. All assessments produced during a submission cycle will be reviewed by the assessor/reviewer in order to uphold integrity. The assessor/reviewer will be experts in programme assessment, as well as being very familiar with the delivery and marking criteria of the programme. They will have no conflict of interest in relation to the assessments they are assessing/reviewing.

### **External Authenticators**

At the start of each submission cycle an external authenticator will be chosen in order to verify the results of learners that are being certified during that submission cycle. A different external authenticator is chosen based on fields of learning and expertise for each submission cycle with QQI. They will be appointed based on criteria set by HCT Learning following QQI's guidelines. They will be contracted solely to provide independent authoritative confirmation of fair and consistent assessment of learners in accordance with the national standards. They will also provide us with feedback on the effectiveness of the application of the assessment process and procedures and in particular comment on the extent to which the marks/grades conform to national standards as well as providing impartial advice on possible enhancement that could be made to the programme assessment.

### **Trainers**

HCT Learning will work with contract trainers for the delivery of programmes nationwide. All trainers working with HCT Learning will be required to meet the criteria agreed for our recruitment and selection process of our QA system. They will have attended a comprehensive induction days training and will have completed a pre-programme tutor meeting with our Training Manager before engaging in any programme delivery on behalf of HCT Learning. Trainers will be required to hold a qualification in their fields of learning and will also hold a qualification in training to a minimum level 6 standard. They will have a minimum of 2 years experience within their respected delivery field. Our trainers suggestions and opinions are crucial to us as it enables us to continuously improve our practices and as a result trainers complete feedback during and after each programme completed. Trainers are asked to be key members of our programme development process and to aid in programme alterations during programme reviews practices. As a result trainers will form part of our Programme Development and Review Committee. HCT Learning will work closely with our trainers by engaging with them on providing feedback to us on centre enhancements during our self-evaluation process. Training and support will also be provided to our trainers should the need arise from both our centre team and programme heads. HCT Learning will require our trainers to carry out on the job training. Where practical assessments are carried out such as skills demonstrations, video presentations etc., the trainer is required to assess these skills. HCT have a management system in place to ensure consistency across the board. There are assessment sheets and marking guidelines in the Programme Verification Booklet to be filled out for each learner.

### **Programme Head**

HCT Learning has identified a requirement for a position of programme heads for each field of training delivered. Programme heads will form an integral part of the company and its governance structures. They will be involved in quality improvements identified, developed and introduced by the centre. They will help by assisting the Training Manager in aiding trainers in their approach to programme delivery ensuring that fair and consistent delivery and assessment is achieved. Programme heads will work with HCT Learning in a support and advisory role which will form part of our Academic Council when required and will help in the overall improvement of centre and programme development enhancements. They will have extensive knowledge of the National Framework and have experience in delivering programmes based on the field of learning. They will be a subject expert with practical experience within the sector they are head of along with being academically qualified. HCT Learning will engage with programme heads for programme development and review when the requirement is identified will be required to reflect and develop new programme opportunities and identify improvement. They participate in Quality & Monitoring Committee meetings by providing trainer representation and will be a consultant when a red flag has been identified. Every 3 years the programme heads will form part of the self-evaluation process of the company, which is an extensive review of all company policies, procedures and practices.

### **Clients and Learner Representatives**

During each programme delivered the trainer will ask if learners would like to be appointed as a learner representative. They form an integral part of our QA system and will be consulted in a range of aspects of the academic systems in place. This individual or individuals will be a point of contact between HCT Learning and its learners. By providing HCT Learning with feedback both positive and negative they will help us to identify areas of improving our standards and can be a strong influence to any decisions on our Learning processes. Learner feedback is seen as a critical requirement that's needed in order to identify necessary improvements of its learning experiences and to provide positive change for current and future learners. Client and learner representatives will when required form part of all committees and council and will be liaised with at all levels of its governance in order to ensure that academic practices are continuously enhanced, reflected upon and monitored. HCT Learning will engage with clients and learner representatives also for self-evaluations and the programme review processes in order to ensure full insight of our academic practices are being considered and reflected on.

### **Assessment by Third Parties**



For learners undertaking work experience levels 4 and 5, their workplace supervisor will be responsible for filling out the report which counts toward their overall grade. HCT Learning will monitor these to ensure consistency of approach in the awarding of these marks. Learners are required to complete 10 days/60 hours in work experience for level 4 and 5. During this the workplace supervisor will be required to complete a skills audit on the learner. This will be worth 30 marks from a potential 40 for the skills demonstration. The areas in which the supervisor will report on for both level 4 and level 5 are:

- Interest of levels of work
- Time Keeping
- Working Independently while under direction
- Meeting deadlines
- Quality of work presented
- Personal presentation
- Communication skills
- Ability to meet new people and adapt communication skills appropriately
- Personal Performance
- Adherence to Health and Safety
- Attendance
- Acceptance of direction/criticism

This will be graded in the following way:

- Poor = 0.5 marks per category
- Satisfactory = 1 mark per category
- Good = 1.5 marks per category
- Very good = 2 marks per category
- Excellent in = 2.5 marks per category

### **Pastoral Care Advisor**

HCT Learning prides itself on providing feedback and support services to our learners in all personal, social and academic areas. As a result HCT Learning has identified a role for a pastoral care advisor who will provide a confidential system in which they will provide a listening ear as well as guidance on further resources and appropriate support services available to the learner in order to promote an educational environment that is positive, safe and secure. The purpose of our approach to pastoral care towards our learners is to focus on cultivating an environment and culture that supports the physical, social, intellectual, emotional and spiritual development of the learner. As a

result where and when required this Advisor will form part of our Academic Council with a view to providing feedback in order to help enhance support and resource services to our Learners. Their contribution to our services here at HCT Learning is to offer the following:

- Offer confidential and impartial advice to our learners when needed
- Provide feedback to centre on how we can promote all support services to learners
- Being qualified and have experience in being able to help in the continuous development of our resources and support systems
- The ability to identify improvements to the overall needs of our learners in all special, emotional, social needs

### **Peer Reviewer**

As part of our developed policy in education and training for new programmes developed, HCT Learning will engage with an independent expert to provide impartial advice on programme development. Once a programme has been developed by the programme development and review committee, the Academic Council will be required to appoint a Peer Reviewer to complete the final check on the documentation procedure before final approval and upload to QQI. The Peer Reviewer stage of our programme development is vital as it provides the opportunity for an independent expert to become exposed to the programme, newly identifying strengths and weakness and to review the documentation produced and check for any compliance issues that could arise with new programmes at all stages of our validation process to meet national standards. The candidate will be highly qualified in their field of learning, have extensive knowledge and relevant qualification in the programme they are peer reviewing and be capable of reviewing all documentation as part of our programme development process in order to validate and evaluate its readiness for programme delivery.

### **Human Resources**

HCT Learning understands the importance of its staff and as a result has outsourced its HR requirements with Peninsula. They provide us with all Employment Law, HR and employee wellbeing services. As human resource specialists, Peninsula aims to guide us in our development of strategic objectives in order to improve staff performance and promote a positive working environment that are in line with the company's mission, goals, ethos and culture. We have access to a Professional HR team that works with our needs as a business to ensure that we are meeting all employment law obligations. They will carry out all our HR audits and ensure full compliance is being met with current legislations as well as assisting in the development of our company employee handbook and data

protection policies and practices. They will when required form part of our Academic Council and attend any meetings that require their services. HCT Learning has access to HR management team as well as legal specialists.

### **Health and Safety Officer**

HCT Learning has built an ongoing relationship with a Health & Safety Officer to enable our centre to implement, manage and comply with all Legislative requirements while preventing accidents, injuries and work-related illnesses in the workplace. They will form part of our Board in order to ensure that all health and safety obligations are being achieved in both our centres head office and as part of programmes that are being engaged in the delivery of. For all programmes delivered HCT Learning has a personally developed risk assessment completed, to allow the trainer to implement the required control measure for the programme to be delivered safely. This will be developed through the Health and Safety Officer as part of the development process with the Programme Development & Review Committee. This risk assessment will be required to be updated regularly to ensure that it is kept accurate. Their expert knowledge is required for any aspects of health and safety and its legislations surrounding it.

### **External Independent Evaluator**

HCT Learning will engage in the services of this highly experienced evaluator that is both academically and professionally qualified during its self-evaluation processes. They will be an expert in QQI systems and processes, specifically in the monitoring and reporting section. They will also have extensive knowledge in working within the quality assurance framework. The purpose of the process is for the evaluator to review in particular the quality and impact of our Learners and stakeholders experiences, achievements and contributions. Therefore, we will require this individual evaluator to be capable of providing independent expert advice to enhance our operating QA systems. HCT Learning will expect this evaluator to contribute towards improvement planning of governance and management systems that derive from our quality assurance processes and procedures. The sole purpose of the self-evaluation process is to promote a culture of quality culture & enhancements. The evaluator will be required to complete an External Evaluator Report which will express emerging thoughts and recommendations they will set out their findings and will examine the internal self-evaluation against QQI recommendations and National Framework of Qualifications.

### **External Educational Background Representative**

HCT Learning will work with an external educational background representative who has experience of working within educational provisions but from a different regulative body. This is with a purpose of potentially bringing a different perspective to our quality assurance system. The representative will provide advice on enhancement of our quality assurance practices and aid in the reflection of our quality monitoring and review practices in order to update our policies and improve standards. Qualified in an educational background and experience in delivery of education information along with a background in assessment, evaluation and review processes with academic provisions, this key person will act as a chair on the Board of our Academic Council meetings. Some key attributes of this individual would be to provide HCT Learning with advice on facilitating improvements to our learners experience while attending on programmes.

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