HCT Learning

Quality Assurance Manual

2020

Public Information and Communication

Contents

1   Public Information and Communication

HCT Learning will provide information to their prospective, current and former learners as well as staff, contract trainers and stakeholders on their training programmes and services offered. Information will include programme name, level, duration, learning outcomes, assessment requirements, along with Access, Transfer and Progression opportunities and will be internally checked for accuracy prior to publication. Investigation and research development achieved from our quality assurance policies and procedures will further provide information and communication to our relevant members listed above. Our evaluation processes will also be made accessible through a range of methods.

All information is made clear and up to date and is easily accessible to any interested parties including staff, trainers, stakeholders, the general public, and all current and former learners. The methods described below highlight the steps by which HCT Learning makes this information available and describes in further detail the type of information which is provided.

It is the policy of HCT Learning to put in place the following once a programme has been approved by QQI for validation. HCT Learning will launch a range of standardised documentation that will consist of pre-established templates that have been agreed and approved by the Board and Academic Council. Before any information is made public final approval is needed. For this the programme is internally checked and the Whole Checklist – New Programme Launch is completed. Published forms of validated programmes and associated information is communicated in public, learner and staff information below.

1.1   Public Information

HCT Learning will make all information publicly available through a number of avenues. Any interested parties will be able to view information relating to programmes offered, the level, learning outcomes, duration, assessment criteria, entry requirements, access, transfer and progression. These avenues are outlined below:

1.1.1   Website

HCT Learning has developed a website that is user friendly and provides informative information on our services and programmes to our prospective learners and stakeholders. The website has been designed to meet our obligations to provide the public with clear, accurate information that is

updated on a regular basis and will meet all requirements under the 2012 Act. The website has been presented to enable those visiting to make required informed choices regarding HCT Learning by providing them with information on:

- Company information to include our history, scope, mission, vision and ethos
- Our identification such as centre role number, Company and Vat registration number, company name, contact number, address details and email addresses
- Programmes we offer broken into fields or area of delivery, to include programmes validated, major award the programme is registered under, award type and level, duration, programme outline (See description below), entry requirements, assessment criteria and award received upon completion
- International educational marks, to include access, transfer and progression routes, programmes placement on NFQ, provisions for international learners for if and when required
- Legislative Policies to include Data Protection/GDPR, Freedom of Information, Equality, Health and Safety, Protection for Enrolment of Learners
- Useful Link to include QQI, Qualifax, National Framework of Qualification, EQAVET
- Frequently asked questions
- News and special offers
- Programme admission to our programmes to include information on learner profiles, information required in order to certify
- Support services available to learners attending our programmes
- Programmes we are currently recruiting for, programme name, venue, dates, programme outline and option to book online by completing our online application form
- Book online: Learners have the opportunity to provide their information in order to provide their details to book online
- Assessment related information to include assessment definitions, grade explanation, key dates
- Information regarding QQI and awards system to include common award system, credits needed from major award
- Link to our social networking sites
- Learners have the facility to make enquires online, this is automatically linked to info@hctlearning.ie

1.1.2 Programme Outlines

HCT Learning has developed for each programme validated a programme outline which details publically a range of information that allows potential learners to make an informed decision on training participation. Each Programme Outline provides the following information:

- Programme title
- Programme code
- Award type
- NFQ level
- Credits
- Awarding body
- Major awards programmes linked to
- Duration
- Programme aid and objectives
- Programme outline
- Course content
- Assessment breakdown
- Access, transfer and progression
- Applicant profile
- Required fluency in generic skills
- Specific entry/access and exemptions requirement
- Specific supports available

1.1.3 Other Public Interactions

Social Networking Sites

HCT learning will provide information on their programmes, services, policies and procedures through potential social networking sites including Facebook to allow potential, current and past learners the opportunity to receive information regarding current programmes on offer throughout the country. Information will be updated on a needs basis.

Taking part in Shows, Fairs and meetings

HCT Learning where appropriate and feasible will engage in relevant events that will inform potential learners in our programmes and services offered. Relevant marketing material will be

designed and distributed during the events as well as having trained and appropriate staff made available during the events.

Statistics page which includes programme summaries

HCT Learning has developed a range of statistical information that will provide our learners with a range of information regarding courses we have run. This will help give potential learners an overview of the areas we have conducted programmes and how many we typically run in that area, including all statistics relating to numbers of learners registered, who attended, certified and grades achieved. This information can help guide the learners in choosing a programme of study in their area. Below is the information which is included on the statistics page:

- Grade Analysis Report: broken into specific programmes ran, number of learners registered, grades achieved e.g. unsuccessful, successful, pass, merit or distinction and sorted into year

- Annual Feedback Report: broken into specific programmes, number of programmes, learners booked, learners registered, learners certified and then statistics received from mid and end client, participant and trainer feedback

- Summary of programmes/completion rates: broken into specific programmes, then number of programmes ran, learners booked, learners registered, learners who attended the last day and number of learners submitted. This report will also investigate the number of learners that didn't start, dropped out or attended but didn't submit.

- Progression Report: We will make public the number of learners we are certifying. Showing the progression of learners at HCT Learning. This report is found under Whole Learner Website Report.

1.1.4 Freedom of Information

HCT Learning is aware of and complies with the Freedom of Information Act and understands its responsibilities in relation to:

- Access to obtain official records made available to any member of the public

- Area allowed to amend or review any records containing personal information

- A legal right to obtain reasons for decision affecting oneself

A member of our management or QQI department will assist learners, staff, trainers or a member of the general public with any request of information. Prospective, current and former learners as well as staff, contract trainers, stakeholders and members of the public have the right to access any information held by the centre about them and amend incorrect, incomplete or misleading

information held that conflicts with the above grounds. HCT Learning will comply with any reasonable request made under the Acts.

1.2 Information to Learners

HCT Learning will provide information to learners regarding the programmes we offer in a number of different ways. This will include all information required by a learner before they register onto one of our programmes. Below outlines the information supplied in each piece of information supplied.

1.2.1 Programme information before booking

CE Scheme Brochure: At Least twice a year HCT Learning will update their CE Scheme Brochure which is made available to all of our Community Employment Scheme supervisors. As they are one of our primary clients, HCT Learning has developed a detailed brochure, specialising in offering component only, part-time educational opportunities within the community sector. Each CE Scheme Brochure Includes:

- Who we are including our mission, vision, ethos, management principles and scope provisions
- Applicant profile
- Guidelines for directed and self-directed duration
- Feedback generated
- Information on programmes ran
- Number of learners certified
- Programme title
- Programme code
- Award type
- NFQ level
- Credits
- Awarding body
- Major awards programmes linked to
- Duration
- Programme aims and objectives
- Course content
- Assessment breakdown
- Access, transfer and progression

- Applicant profile
- Required fluency in generic skills
- Specific entry/access and exemptions requirement
- Specific supports available
- Cost

Public Brochure: Developed annually, HCT Learning has developed this brochure for a range of public sectors including: Tus, partnerships and other community or voluntary bodies. This brochure includes the following:

- Who we are including our mission, vision, ethos, management principles and scope provisions
- Applicant profile
- Guidelines for directed and self-directed duration
- Feedback generated
- Number of learners certified
- Information on programmes ran
- Programme title
- Programme code
- Award type
- NFQ level
- Credits
- Awarding body
- Major awards programmes linked to
- Duration
- Programme aims and objectives
- Course content
- Assessment
- Access, transfer and progression
- Applicant profile
- Required fluency in generic skills
- Specific entry/access and exemptions requirement
- Specific supports available
- Cost

Programme Prospectus: Updated when new programmes are validated, HCT Learning has devised a programme prospectus which includes general public information on the programmes and services we offer. Our programme prospectus can be sent to possible learners, however is also available on our website:

- Who we are including our mission, vision, ethos, management principles and scope provisions
- Applicant profile
- Guidelines for directed and self-directed duration
- Feedback generated
- Information on programmes ran
- Programme title
- Programme code
- Award type
- NFQ level
- Credits
- Awarding body
- Major awards programmes linked to
- Duration
- Programme aims and objectives
- Course content
- Assessment break down
- Access, transfer and progression
- Applicant profile
- Required fluency in generic skills
- Specific entry/access and exemptions requirement
- Specific supports available

Tenders: When required HCT Learning will complete tender documentation for specific programmes. HCT Learning has devised a tender template documentation that communicates a range of information including:

- Company information including name, contact detail, introduction
- Information on QQI and the common awards system
- Programme outline
- Programme cost/term and conditions

- Trainer profile

- Learner support systems

- Information to learners, learner profiles, access, transfer and progression

- Certification practices, submission of assessment, deadlines, key dates

- Programme feedback

Programme Information Email: When a client requests more information regarding a programme of interest, HCT Learning will send out a programme information email. This email will include the programme outline, the major award the programme is registered under and also the progression opportunities, listing other programmes we offer under the same award and major awards recommended by QQI as progression for these credits.

Pre-Network Email and Programme Network Email: HCT Learning network programmes on an ongoing basis and communicate publicly. Once a programme has been booked we will send a programme network email to our clients advertising local programmes within their area. The programme network email will include:

- Programme title

- Programme code

- Award type

- NFQ level

- Credits

- Programme dates

- Times of programme

- Venue/location of programme

- Number available

- Cost

- An attachment of the programme outline

- Specific supports available

- Key dates

Programme Coordinator Calls: HCT Learning employs programme coordinators that have been trained in all HCT Learning's QQI requirements and services. The country has been broken down into sectors and dedicated staff are available for both incoming and outgoing enquiries. Our programme coordinators are fully trained to provide information on our validated programmes.

- They will assist the learner or client in their programme choice, discussing programme accreditation/validation requirements

- Detailing programme aims, objectives and content

- The completion of programmes and attainment of standards to include assessment criteria, grades, certification, major award programme is linked to and credit value

- Admission of programme requirements including: access, transfer and progression opportunities from both our centre and other accrediting bodies services

- Discuss any programme/venue/project requirements

- Further assist the learner with possible supports required

- Communication of programme dates, programme policies, procedures and practices

1.2.2   Programme information once programme booked

Training Manger Call: The Training Manger will be required to make contact with the hosting supervisor in order to confirm the programme that has been selected to run is suitable for the venue that has been selected and that all the assessment and learning outcomes can be met.

- Identify the venue is suitable for the programme that will take place

- Ensure that the correct programme has been selected to be delivered

- Confirm the hosting supervisors understand their responsibilities in relation to programme delivery

- Tailor programme dates within our agreed programme duration range, depending on the number of learners that will be present on our programme

- Agree timelines and budget allocations in order for the successful completion of the programme

Pre-Programme Client Information: Once a client has confirmed prospective learner interest, HCT Learning will send our clients a pre-programme client information email which details the following information:

- Programme title

- Programme code

- Award type

- NFQ level

- Credits

- Programme dates

- Times of programme

- Venue/location of programme

- Trainer name

- Venue requirements

- Assessment breakdown and overview

- Equipment requirements

- PPE requirements

Client Portal: HCT Learning has developed a client's portal for our clients to have access to important programme related documentation and to interlink with MyHCT. Each time a client books a programme they will be sent a username and password to log into the clients portal. This will then allow them to access personal information regarding the programme they are attending.

Booking Form: The booking form is sent to clients a minimum of 2 weeks before a programme is due to start and is required to be returned back to our centre 1 week before a programme commences. The booking form provides our clients with important programme information along with us requesting required learner details in order for us to grant access onto one of our programmes. The booking form communicates to our clients:
- Learner information requirements

- Maximum/minimum numbers on a programme

- Entry requirements

- Learner attendance

- Reasonable accommodation

- Compassionate consideration

- Repeat assessment

- Assessment deadlines

- Key dates

- Access, transfer and progression

- Credits

- Major code

- Minor code

- Credit value explained

- Our programmes and awards linked to including level, name, code, credit vaule major award title and code

Pre-Programme Client Appointment: Before a programme commencement HCT Learning require trainers to meet the hosting supervisor at the venue in order to communicate and ensure that learning outcomes can be met as part of the project. The purpose of the meeting is to explain the programme requirements and to ensure that the programme that has been identified by the programme coordinators is the correct one and can be achieved:

- Programme title
- Programme code
- Award type
- NFQ level
- Credits
- Programme dates
- Times of programme
- Ensure the venue is suitable and safe to deliver the programme
- Ensure that learning outcomes can be met
- Agree that the duration of the programme is suitable based on the learners attending the programme and project requirements
- Make sure equipment needed for the programme can be provided or arranged
- Discuss any special requirements needed for learners attending the programme
- Budget allocation for the programme is achievable to meet the required learning and assessment criteria
- Discuss any programme issues that could arise
- Highlight extra materials or support required from HCT to allow the comprehensive delivery of the programme
- Explain and agree on equipment, material, PPE or safety requirements
- Where required check that learners attending the programme have attended required previous training such as manual handling, health and safety or Occupational 1st Aid
- Trainers are asked to complete a risk assessment as part of their visit and submit to the office before the programme has commenced highlighting the following: risk/hazard, likelihood, impact, risk management approach, potential injury.

Pre-Programme Client information Email and Call: A pre-client call and email is made to all clients 3 working days before a course is due to start. This pre-programme client call/email is to ensure that clients and learners understand programme details and is an opportunity for any last questions to be asked or clarified.

- Programme title

- Programme code

- Award type

- NFQ level

- Programme dates

- Venue/location of programme

- Start and finish times of our programme

- Trainers name

- Number of learners on the programme

- Reasonable accommodation requirements for learners

- Assessment deadlines

Learner Introduction Pack and Invoice: This is sent to our clients one week before programme commencement. The invoice pack includes important programme provision in relation to delivery and assessments of our courses along with the invoice.

- Programme title

- Programme code

- Award type

- NFQ level

- Programme dates

- Venue/location of programme

- Start and finish times of our programme

- Cost

- Assessment deadlines and key dates

- Certification requirements

- Terms and conditions which includes the following: assessment confirmation, certification, reasonable accommodation, repeat of assessment, appealing a result

- Programme information pack

The Programme Information Pack: The programme information pack is given to learners on the first morning of our programme. It details a range of services and facilities available to learners as well as important information that is relevant to the QQI programme they are attending for successful completion. The trainer will be required to induct all learners in relation to HCT Learning policies and procedures as well as assessment requirements:

- Assessment deadline

- Key dates

- Programme registration policy

- Sign in

- Mid participants feedback

- End participants feedback

- Submission of assessments

- Assessment receipt

- Policy on alleged compromise of integrity of assessment

- Reasonable accommodation

- Granting reasonable accommodation

- Repeat of assessment

- Appeals procedures

- Feedback to learners

- Equality policy

- Bullying and harassment

- Health and safety

- Data Protection Policy/GDPR

- Assessment Holding Policy

- Customers Complaints Policy

- Other programmes we offer, programme name, QQI level

Learner Induction: The first day of every programme will include a learner induction. This ensures that the learners have an understanding of HCT Learnings policies and QQI requirements. Through this induction learners will gain an understanding of what will be covered in the programme, the assessment process and what is required of them. This is a valuable process as it gives the learner clear understanding and direction. During this induction learners will be provided with information on where and how their data will be used and where they can access relevant policies. They will sign to confirm that they understand and agree to these requirements. A list of what is covered during the induction is listed below:

- Health and safety; fire exits, assembly points, equipment, material and PPE requirements for programme etc.

- The trainer will introduce the programme name, NFQ level, credit value, major award the programme is registered under, the duration and credits allocated. The learners will also be

provided with an information booklet which will contain this information and inform them of which submission they will be going through

- Programme content and delivery, programme aims, objectives and learning outcomes expected to be achieved

- Access, transfer and progression for the programme, RPL and entry requirements

- Learners are provided with their pack. They will receive a programme booklet and their skills demonstration booklet (if applicable)

- The learner will be required to fill out a registration form. This will capture information needed for certification such as full name, PPS number and date of birth. It will also include their address, occupation and previous education. Learners will be required to sign to say that they understand and agree to HCT Learning policies and procedures

- Equality, bullying and harassment and complaint procedures

- The trainer will explain the assessment process to the learners. A schedule for skills demonstrations will be established. They will discuss the assessment procedures and guidelines, what support is available for learners, reasonable accommodations, assessment plan, grade break down, deadlines, submission of assessment, assessment receipt, extension request, repeat of assessment, assessment malpractice and appeals procedures

- Data Protection in relation to learners personal and assessment related documentation

- The trainer will remind learners of any PPE required for skills demonstrations

- A class rep will be elected as the point of contact for learners to communicate with the trainer or the office

Learner Contract and Responsibilities: Learners will be provided with information on HCT Learning's expectations of them while they are in attendance on a programme. Learners will be required to read, understand and agree by means of a learner contract.

Assessment Booklets/Assignment Briefs: These are given to each learner on the first morning of the programme and will detail to learners the assessment requirements and learning outcomes of the programme they are attending.

- Programme name
- NFQ level
- Programme code
- Learner declaration
- Programme learning outcomes

- Assessment techniques
- Assessment requirements

Programme Packs: Each learner is given a programme pack which provides them with the programme content and materials required for successful completion of the programme, although most of our programmes are manual based delivered, the programme pack has been designed as additional information.

- Programme name
- NFQ level
- Programme code
- Award type
- Credit value
- Programme purpose
- Programme learning outcomes
- Assessment requirements
- Programme content

1.2.3   Programme information after programme completed

Programme Completed Email: An automatic email will be sent to clients/learners 24 hours after their programme has been completed. This email communicates to learners what our expectations and their responsibilities are going forward in the certification process.

 The following information will be confirmed in this email:

•Programme name, code, level, and major awards linked to

•Assessment criteria

•Assessment deadlines dates

•Expected submission and dates results will be made available

•Extension and repeat of assessment policies and procedures

Assessment Receipt: An Assessment Receipt is sent to our clients/learners to confirm receipt of assessment into our office. The assessment receipt confirms the programme the learner has engaged in and what our centre has received into their office.

- Programme title
- Programme code

- Award type

- NFQ level

- Credits

- Awarding body

- Confirmation of assessment received

- Assessment deadline

- Extension requirements

- Notification of certification period

- Key dates

Results Information Pack and Results Letter: This is sent to our clients and our learners once the certification process has been completed and learner's results are now available. This includes:

- Infographic QQI

- Major awards and credits explained

- Programme access, transfer and progression

- Learners name, programme name, results and grades

- Grade breakdown explained

- Appeals procedure

- Repeat of assessment

1.2.4 Feedback with Learners/Clients

Learner/Trainer Meeting: Learners will be given the opportunity during programme delivery to meet with the trainer delivering the programme to discuss any information or concerns they may be experiencing while in attendance on a programme. Minutes of meetings will be recorded in the Programme Verification Booklet and presented back to the centre.

Formative Feedback: provided by the trainer to learners midway through the programme or upon request, ensuring they are aware of their strengths and weaknesses and how they can work to improve them.

Mid Client Feedback: When a programme is delivered for more than 3 days in duration HCT Learning will make contact with the hosting supervisor to request feedback on the programme we

currently engaged in the delivery of. The point of the feedback is if required is to foresee any issues or concerns and rectify them before the programme has been completed.

Mid Participants Feedback: When a programme is delivered for more than 3 days in duration HCT Learning will require the learners to complete mid feedback forms. These forms can be completed anonymously by the learner. The point of this feedback is to allow HCT Learning foresee any issues or concerns and rectify them before the programme has been completed.

End Client Feedback: At the end of programme delivery HCT Learning will make contact with the hosting supervisor to request feedback on the programme. The point of this feedback is to ensure that the programme has been delivered to our required standard, but also to seek any possible programme improvements that may be required and discussed.

End Participants Feedback: At the end of programme delivery HCT Learning will require the learners to complete end feedback forms. These forms can be completed anonymously by the learner. The point of this feedback is to ensure that the programme has been delivered to our required standard, but also to seek any possible programme improvements that may be required and discussed.

All feedback received throughout the programme is stored anonymously on MyHCT. Statistics from the questions and answers we have achieved will be used during the certification process and where any issues or improvements are identified, will be brought forward to the Academic Council for further discussion.

Feedback to Learners on Assessment: if a learner requires feedback on their assessment, it is done so in a timely manner. This will be constructive feedback on the marking received on their assessment. Feedback is initially carried out by the QQI Assessment Verifier. They will go through the learners marks from the centre marking sheet. If further feedback is sought they will arrange for this to take place with the programme assessor and or trainer involved with the marking of the programme.

End Submission Cycle Feedback: HCT Learning sees feedback as a integral part of us identifying areas of improvement in order to enhance our programmes and services. At the end of each submission cycle an automatic email will be sent out one week after the first round of results have been send out. It will be sent to all supervisors/clients that receive results from us and will ask them

on their overall experiences. This feedback will then be reviewed at our next certification meeting. Where any red flags have been identified, we will examine and respond to them. Questions have been designed around the following headings:

- Procedures
- Programme coordination
- Training delivery
- Communication
- Certification
- Aftercare

Complaints: HCT Learning has developed a complaints policy that is accessible to our clients/learners and is clear and easy to understand. HCT Learning welcomes constructive criticism as we see it as an opportunity to improve our services, delivery, resources and supports. As a result different means of feedback/complaints have been created for learners to provide us with feedback. These include:

- Anonymous complaints
- Informal complaints
- Formal complaints

Payment Reminders and Receipts of Payment: HCT Learning will send payment reminders to clients where payment has not been made 30 days after a programme has finished. Payment receipts will also be sent once payment has been received.

1.3   Information to Staff

All staff at HCT Learning is supplied with the required information to carry out their duties. There have been a number of handbooks and manuals developed for this purpose. MyHCT has been designed to house this information and make it easily accessible to all staff. These are regularly updated as changes are made to programmes, policies and procedures. Below outlines the information supplied:

Information at the Start

Staff Induction: All staff and associates of HCT Learning will be required to engage in a comprehensive staff induction which will outline all QQI and HCT Learning's policies and procedures in relation to programmes offered, services and supports available, programme delivery, review and assessment criteria.

Staff Job Specifications: All associated parties will receive a detailed job description outlining their position requirements and expectations of their role.

Staff Appraisals: Once a staff member has started with the company a member of management will meet with them on a weekly basis to ensure that the staff member is settling in well and understands their role. After the initial 3 months, management will meet with the staff member on a monthly basis to discuss how the new employee is performing and ensure they are happy within their new role. All permanent staff will take part in a yearly appraisal although will also have a number of nonofficial communication meetings throughout the year.

Trainer QA Handbook: HCT Learning has developed a trainers QA handbook which will be presented to them during their comprehensive induction day. The Trainer QA manual has been designed purposely around the information that the trainer will need to access and understand as a result of delivering programmes for HCT Learning. The trainer handbook will be issued to the trainer in hard copy – but will also be accessible to trainers through the trainer's portal. Updates to this handbook will be issued to trainers in hardcopy and will require a signature of agreement which will be placed in the trainers personnel file.

Staff Employment Handbook: This handbook contains a range of information including our recruitment and selection process, training, promotions, equality, terms and conditions of employment, discriminatory acts to include harassment, bullying and disciplinary rules and procedures along with other important regulations.

Induction Checklist: Once a new staff member has been inducted they will be asked to complete an induction checklist to communicate and feedback their understanding or request clarification on information that has been presented to them. This information will be stored in their personal file and where required the staff member will have a one to one meeting to review information they may need more information on.

1.3.1   Information once a Programme is Booked

Trainers Programme Confirmation Email: Trainers will be communicated by email that a programme has been uploaded to their trainer's portal once they have agreed to deliver a programme on behalf of HCT Learning.

Trainers Portal: HCT Learning has designed a trainer's portal for each trainer involved in the delivery and assessment of our learners. The trainers portal has been designed to communicate information to trainers delivering our programmes to ensure they understand there reasonability and to support them in their understanding of the QQI delivery and assessment expectation of each programme. Available through the portal are:

- The trainers calendar, with required programme dates booked
- Programme title
- Programme code
- Award type
- NFQ level
- Credits
- Awarding body
- Major awards programmes linked to
- Duration
- Venue/location of programme:
- Hosting supervisors contact details
- Trainer contract of service
- Pre-programme client appointment form
- Health and Safety Risk Assessment form
- Trainer pre-programme feedback from which requires trainers to confirm they have received and understood the following:
    - Course dates
    - Venue address
    - Expected number of learners
    - Advised on RRA
    - Read the lesson plan
    - Signed their contract and agree to terms
    - Attended a pre-programme client appointment
    - Understand the assessment criteria for the programme
    - Agreed with HCT Learning internal policies in relation to photos, paperwork return

HCT Learning will provide the trainer with their tailored programme material which will include:

- Assessment specification
- Where required (exam sample answers)

- Component specification
- Programme Verification Booklet
- Assessment booklets
- Example lesson plan
- Trainers also have the option to upload their photos and update attendance for their programme

Lesson Plans: Each programme delivered by HCT Learning will be accompanied by a lesson plan in order to explain to the trainers how to meet the learning outcomes and explain programme content.

Risk Assessment: HCT Learning has developed a template which will have been designed by a Health & Safety Officer and will be filled out by the trainer. This will streamline the risk assessments, ensuring everything is covered that needs to be by all trainers. There will be details on the risk assessment template also of any control measures which have been suggested. The trainer will be required to put in place these measures to deliver the programme safely.

Facilities Checklist: As part of the pre-programme tutor meeting trainers will be required to complete a facilities checklist. This is to ensure that learner resources and supports required within reason are met.

Trainer Change of Programme/Cancellations: Trainers will receive an automatic email to confirm where a change or cancellation of a programme has happened. This will prompt them to log into the trainer portal to agree to the updated information.

Pre-Programme Tutor Meeting: A pre-programme tutor meeting will be conducted for each programme delivered. This ensures our trainers have a comprehensive and coherent understanding of HCT Learning's policies and procedures ensuring they are compliant. This process is a valuable practice as it creates a transparent, informative and uniformed approach to delivering the programme between the centre and the trainer. It also serves as an opportunity for trainers to share their previous experience of a programme, allowing HCT Learning to constantly monitor and improve the learning experience, ensuring we remain compliant with QQI requirements. This practice builds a strong professional relationship between HCT and its trainers, this benefits the centre, learners and trainers in the long term.

Through the pre-programme meeting the trainer will be informed of any updates and changes to the programme. Upon completion of the meeting trainers will be asked to verify that they understand the requirements before they engage in any programme delivery.

During this meeting HCT Learning will communicate the following specific requirements:

- Programme name, NFQ level, credit value, major award the programme is registered under, duration, progression and location of programme
- Number of learners expected to partake in a programme
- Programme learning outcomes and component specifications
- Assessment criteria, booklets and marking breakdown
- Pre-programme client appointment requirements
- Health and Safety and Risk Assessments regarding programme requirements
- Equipment, material and PPE requirements for programme
- Programme paperwork including assessment specification, Programme Verification Booklets, Programme information packs, programme packs registration forms , sign in, mid and end feedback
- Programme content and lesson plan
- Access, transfer and progression for the programme, RPL, entry requirements
- Assessment: including assessment procedures and guidelines, support for learners, reasonable accommodations, assessment plan, grade break down, deadlines, submission of assessment, assessment receipt, extension request, repeat of assessment, assessment malpractice, appeals procedures
- Data Protection in relation to learners personal and assessment related documentation
- Equality, bullying and harassment, health and safety
- Compliant procedures
- Learner reasonability and contracts
- Learner induction and registration requirement

Pack and Paperwork Confirmation: As part of our Programme Verification Booklet HCT Learning has developed a section which will explain the information that the trainer has received and its purpose in the overall delivery and assessment of the programme. This information will include:

- Pre-programme information to be used for induction
- Programme packs and assessment booklets/briefs
- Component specification
- Assessment specification

- Programme paperwork: sign in/registration forms, mid and end feedback
- Other programme related policies and verification, RRA, skills demonstration verification, learners skills competency log, trainer group work verification, learner/trainer meeting, learner sign over of assessment, exam learner sign in and seating plan, class representative details, Scribe/Reader guidelines and video/photograph recording guidelines

Packs Printed Monthly Report: This report communicates to us the programmes we have coming up along with log of programme packs we have to send to each trainer. This ensures that each trainer receives the correct programme paperwork required. This also allows us the capacity to trace the security of assessment and paperwork.

Feedback with Trainers and Staff

Mid Trainer Feedback: When a programme is delivered for more than 3 days in duration HCT Learning will make contact with the trainer and request feedback on how the programme is running. The point of this feedback is to allow HCT Learning foresee any issues or concerns and rectify them before the programme has been completed.

End Trainer Feedback: At the end of programme delivery HCT Learning will make contact with the trainer and request feedback on the programme they have delivered. The point of this feedback is to ensure that the programme has been delivered to our required standards, but also to seek any possible programme improvements that may be required and discussed.

Trainers Feedback from Centre: At the end of each certification period trainers will receive feedback on the programmes they have delivered over that submission period. The purpose of the feedback is to highlight good practices achieved by the trainer as well as possible improvement areas to work on going forward. Trainers will also be provided with statistical findings from that submission:
- Total of numbers certified through that submission
- Photo presentation and requirements for certification
- Completion of HCT Learning paperwork requirements
- Next key date
- Programmes that they have been involved in the delivery of
- Breakdown of learner results achieved Unsuccessful, Successful, Pass, Merit, Distinction
- Average results achieved in each programme delivered

- Findings from our internal verification process to include areas of improvements and good practice

1.3.2 Policy Related Communication

Trainers Reminder of Paperwork: An automatic email will be sent to trainers to communicate that we are awaiting the return of paperwork to our office, this could include, sign in, registration, mid/end feedback and assessments to be returned.

Internal Attendance Update: An automatic email will be sent to the relevant persons involved in the programme delivery when the attendance has been updated either by the centre or by the trainer. This communicates any discrepancies between those that booked, registered and completed the programme. It allows HCT learning the opportunity to activity monitor programmes that are being delivered and respond to any optional issues if they arise.

Programme Moved: Automatic emails have been set from MyHCT, to inform staff or trainers involved in programme delivery of a programme as it progresses through MyHCT from new programme uploaded, moved to provisional's, actual's and completed.

Important Changes to Programme: An automatic email will be sent to the programme coordinator if a situation arises where there is a change to the programme. This allows them access to the most up to date information and allows them the prompt required to contact the clients and or supervisor.

Staff Daily Reminder: Staff will be communicated daily reminders on programmes that need to be networked, booking forms required to be sent to our clients and booking forms date of return.

Staff Weekly Report: The purpose of this report is to remind staff of activities needed to be completed. It has been set within the centres agreed timeframes and the report is also set to identify if policies are not being followed through. The report is broken down daily, weekly and monthly.

Staff Meeting: During each weekly team meeting a member of the Quality and Monitoring Committee will be required to introduce a procedure and provide practical examples as a result

promoting inclusiveness and feedback from staff working at HCT Learning. Minutes of meeting will be recorded and stored safely.

Meeting with Board, Academic Council, the Quality & Monitoring Committee and Programme

Development & Review Committee: Following an outcome, findings will ensure staff is kept up to date of changes or amendments to our programmes and services. All staff and trainers working at HCT Learning will be proficiently trained in areas required and have access to information in order to fulfil their role. HCT Learning encourages openness and transparency within our centre and seek feedback in order to improve our standards and opportunities. We regularly meet to discuss challenges or new concepts.

All other meetings: Any meeting completed by HCT Learning will require a chair to record minutes of meetings to be recorded and stored securely in our office.

1.4   Publication of QA Report

Our QA manual is the source of information for all policies and procedures at HCT Learning. These policies have been amended and approved by the Board and the Academic Council. The guidelines within this manual refer to all programmes delivered by HCT and will be made available publicly on our website and also kept in hard copy at our head office. This is the 1st edition of the new QA Manual set out under QQI's quality assurance guidelines. This QA has been built from our QA Manual version 10 which was 1st implemented in 2009 – V1.

1.4.1   QA Manual

HCT Learning will make their Quality Assurance Manual available online on their website which includes all of our policies, procedures, guidelines and practices. The information will be clearly accessible for these who may wish to access information regarding our services and updates and amendments to the Quality Assurance Manual will be reviewed and published every 6 months to ensure that information being presented is accurate and correct.

1.4.2   Self-Evaluation Plan

Every 3 years the centre will complete a self-evaluation plan for the purpose of evaluating the quality of the learning experience gained by reflecting on the impact on, the learner's experience

and achievements over that timeframe. During this process HCT Learning will be required to liaise with a range of stakeholders which will include learners, employers, collaborative partners, and external experts used by the provider in its quality assurance procedures. The self-evaluation plan will consist of 2 main elements, the completed report and improvement plan. Once these reports have been completed, they will be made available and published on our website.

1.4.3 QQI Monitoring Reports

Any monitoring activities carried out by QQI on HCT Learning, will be published by HCT Learning.

1.4.4 Validation Reports

Once a programme has been validated for programme delivery a confirmation will be sent from the external panel used for approval. This will provide us with a Validation Report, which will consist of programme findings and recommendations. HCT Learning will make this report public on our website for reading.

1.4.5 Protection for Enrolled of Learner

HCT Learning does not offer any major awards or programmes longer than 3 months in duration, as our scope and client base does not prevail for these options. Our clients only have access to minor award funding options and cannot access these funds until after the training programme has been completed. However, if circumstances change HCT Learning will not engage in any training activity until validation has been approved and is in line with the Protection of Enrolled Learners 2012 Act. At that stage HCT will ensure that all potential learners are notified of our measurements in place. In this instance we will make the following information publicly available and accessible on our website and in other published material before enrolling learners or accepting any payment:

- We will provide the name of the awarding body (or bodies) making the award
- We will provide the title of the programme and the award to which it leads
- We will state whether the award is recognised within the National Framework of Qualifications (NFQ), and if so:
  - The level of that recognition within the NFQ
  - Whether the award is a Major, Minor, Special Purpose or Supplemental award as identified within the NFQ

- We will inform the learner that successful completion of the programme does not lead to an award, but to a certificate of completion or similar, where that is the case
- Where required we will have procedures for access, transfer and progression in place under Section 56 of the 2012 Act, along with a statement of how these procedures apply to that programme
- We will disclose the details of the arrangements for PEL that we have in place, in accordance with Section 65(4) of the 2012 Act

Under this legislation if there are any changes to a scheduled programme, HCT Learning will endeavour to notify learners of this change within 14 days of becoming aware of the change. In some circumstances HCT Learning may be required to assist in the accommodation of affected learners. In this case we will co-operate with any such request which may come from QQI. In the circumstances where a programme does not run for reasons such as insufficient numbers, unsuitable venue or unavailability of a suitable trainer, or if the programme is terminated before it is completed. HCT Learning will:

- Transfer to another programme
- Refund fees paid (fees will be paid to the person or organisation from which payment was made)

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