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Welcome

Thank you for reserving a place on a Qualtec course. We hope you enjoy it and that it meets your expectations. Qualtec are a [QQI](#) and [PHECC](#) Quality Assured Provider and to this end have implemented a Quality Assurance System. The sections relevant to you as a learner are outlined or referenced in this handbook. It is important that you read and comply with its arrangements.

By booking on the course you are accepting the following Learning Agreement.

Learning Agreement

We promise to:

Accept you on courses in accordance with our Admission Transfer and Progression Policy and Procedure and subject to you meeting the course prerequisites set out the course outline on the relevant course page on our website www.qualtec.ie.

Notify you at the earliest opportunity of any re-scheduling, postponement or cancellation of classes. We will provide a suitable alternative within 5 working days or a refund.

Protect your personal data and inform you of information retained on request and allow you to request changes in accordance with our Data Protection Policy

Treat learners equally, fairly and with dignity and respect and recognise diversity in accordance with our Equality, Diversity Policy and Procedure.

Provide a safe learning environment in accordance with the Health & Safety Policy and Procedure.

Start courses and finish courses on time. We will inform you as early as possible on any schedule changes.

Deliver courses to the highest standard possible by competent trainers. If you are not satisfied you can complain in accordance with our [Complaints Policy & Procedure](#).

Provide you with course notes and resources so that you can complete the course successfully.

Assess you fairly in accordance with our Assessment of Learners Policy and Procedure.

Allow you to appeal if you are not satisfied with your result in accordance with our Academic Appeals Policy & Procedure.

As a learner we expect that you:

Attend all training sessions punctually unless agreed otherwise with the trainer.

Treat learners equally, fairly and with dignity and respect and recognise diversity.

Treat equipment and buildings with care.

Contribute and participate constructively in the training sessions.

Submit any assignments and complete and course work within the deadline unless agreed otherwise with the trainer.

Ensure that any assignments and course work are your own and confirm this on your assignment.

Comply with the course Examination rules.

Abide by any fair disciplinary actions set by the trainer and/or Qualtec.

Pay for the course in full within the credit terms.

Introduction to Qualtec

Sean Kelleher, Qualtec's Managing Director, has an MBA and has completed a Strategic Analysis on its operation to ensure that Qualtec's infrastructure and policies systematically address and enable existing or planned arrangements for blended learning (incorporating online learning).

Qualtec has been specializing in the delivery of Instructor Courses since it was established in 1992 by Sean Kelleher. Since then, they have trained over 10,000 people as Instructors. They began delivering the Manual Handling Instructor programme and then progressed onto delivering the Patient Handling Instructor Course. They were one of the first companies to become approved by FETAC in 2008 to deliver the Level 6 Manual Handling, People Moving Instructor programmes. They are also approved to deliver the Level 6 Training Delivery & Evaluation course.

In 2013 they became a PHECC Recognised Institution and began delivering the CFR Instructor programme. In 2017 they were one of the first training organisations approved to deliver the new First Aid Responder Instructor courses and have assisted over 150 trainers progress from being QQI Level 6 OFA Instructors to becoming FAR Instructors.

In that time, we have kept ourselves abreast of best practise in the delivery of training and the technology available to make this more efficient and effective. Qualtec has established itself as one of the market leaders in the delivery of Instructor programmes, particularly in the Health & Safety arena. We have been involved in several projects focussed on the delivery of Instructor programmes through a Blended Learning approach. As outlined above we gained considerable experience and expertise through being involved in the development of

ChamberSafe, a Blended Learning programme for the delivery of IOSH's Managing Safely course. When Covid 19 emerged as a global pandemic, Qualtec were one of the early adopters of Blended Learning for the delivery of its programmes. We not only delivered all its programmes through this medium but also supported its associated and affiliated trainers in their use of it. Very quickly Qualtec adapted its procedures and developed new procedures to accommodate the delivery of Blended Learning Programmes. Whilst having a considerable amount of experience in the delivery of Blended Learning, Qualtec recognises that it would benefit from external expertise and to this end are working in collaboration with blended learning specialist organisations such as Graphedia and ICAT.

Both PHECC and QQI gave emergency approval for the use of Blended Learning for the delivery of their programmes. This emergency approval remains in place until September 2021. Both PHECC and QQI have developed guidance documents on the use of Blended Learning for the delivery of their programmes. Blended Online Learning as an Approach to Deliver PHECC Recognised Courses and Statutory Quality Assurance Guidelines for Providers of Blended Learning Programmes respectively.

Since then, Qualtec delivered QQI Instructor programmes to over 400 learners using a Blended Learning approach. The also developed and delivered an Infection Control Instructor programme based on the HSE's Core Infection Prevention and Control Knowledge and Skills Framework Document and trained over 80 Facebook managers worldwide to be Infection Control Instructor. The approach has proven to be very effective a have received very positive feedback from these learners. This feedback also includes a preference for a Blended Learning approach over the traditional teaching model.



Since January 2022 Qualtec have received approval from PHECC for the delivery of the First Aid Response course through Blended Learning and have used it to train hundreds of learners.

Our values

Qualtec's values can be summarised as Integrity and Professionalism. This is achieved by ensuring that it trains and advises learners honestly and professionally in how they can progress as competent, professional trainers and instructors.

Mission Statement

Qualtec's core purpose is set out in the following mission statement:

As an organisation, our mission is to ensure that our learners leave our courses being both confident and competent with the skills that we have trained them in.

We see our relationship with our customers as a partnership and we want them to become successful in their roles.

We endeavour to achieve this mission through the delivery of our courses in a fun and focussed and inclusive manner.

We endeavour to deliver our programmes using the latest best practise, technology and innovation *whilst meeting our accreditation and Awarding Bodies' learning outcome and certification requirements.*

Qualtec's goal is to be regarded as the premier provider of accredited Instructor Training courses, including courses leading to both PHECC and QQI Awards. Qualtec is committed to encouraging and enabling adults to achieve their learning goals through quality training with appropriate support, thus promoting equal opportunities and widening participation.



This vision is to build an organisation with the skills and competencies which will ensure that Qualtec's goal and mission are continuously achieved.

The Learner Journey

Learners can apply online through the course page on our website: www.qualtec.ie

Learners must ensure that they meet the course prerequisites which are outlined on the course page.

Learners can apply for Recognition of Prior Learning in accordance with the Recognition of Prior Learning Procedure outlined below.

At least a week prior to the course commencement Learners will receive a course confirmation email detailing joining instructions and any requirements to attend and successfully complete the course.

Learners must complete the Delegate Booking form to confirm their attendance, that they have read this Learner Handbook and agree to the Learning Agreement. They must highlight any requests for Reasonable Accommodation on this form.

This Learner Handbook will also outline the rules and requirements for assessments and examinations.

On arrival on the course learners will be required to complete the Attendance Sheet and sign the Learner Agreement.

The obligations on both Qualtec and Learners will be outlined during the Learner Induction module.

This Learner Induction will also outline support available to the learners during and after the course. All assessments, assignments and examinations will be explained at this point.

Learners will then receive an email with the course resources which will include the assignment briefs and templates and assessment requirements.

Learners will be assessed in the classroom in accordance with the Assessment & Examination Rules outlined below.

On completion of the course, learners will receive an email containing feedback on their assessment and a link to an Evaluation Form which must be completed.

Administration, Academic, Pastoral and IT Support

Learners can contact the trainer directly on their email which will be provided during course induction. They can also contact administration staff in the office by email, info@qualtec.ie. Normal office hours are 9 am to 5.30 pm. Both the office and the trainer can be contacted outside these hours if the matter is urgent.

Learners need inform of us in advance of any reasonable accommodations and or support required to successfully complete this course. Academic Support is available from the trainer who can be contacted between 9 am and 5 pm on their email. We will respond within 24 hours.

Technical Support

Technical Support before or outside live course hours is available by sending an email to info@qualtec.ie.

There is a dedicated Technical Support person who is responsible for responding to any technical issues. That person is trained in and is very familiar with all aspects of the (Virtual Learning Environment) VLE. If the Technical Support person cannot resolve the issue it will be escalated to the Managing Director and then to the external IT Support company who host the VLE.

Academic and Pastoral Support

Learners can access academic support from the trainer during scheduled breaks. They can message the trainer and a separate breakout room can be created or it can be provided offline via phone.

The support available both academic and technical will be explained during the Learner Induction module at the start of the live session.

There will be scheduled live support webinars to allow learner ask questions or look for support or assistance with study or assignments.

Again, academic support is available to students at break time during the classroom training.

In the event of requiring pastoral support learners can message the trainer privately using the Chat function or phone the Head of Training and Quality, Sean Kelleher on 086 2660506.

The above supports is detailed in the Learner Handbook which is available on the website.

[Course Resources](#)

Learners are provided with a link to the course resources folder. This contains all course resources required to successfully complete course and to apply what was learned after course completion.

This includes handouts, guides, check sheets, videos and PPT slides workbooks.

This is emailed to learners once the course commences.

Learners are informed of the course resources at the start of the course.

The trainer will check with the learners that they have access to the material.

The adequacy of course resources are reviewed and checked against any changes in standards and updated on an ongoing basis. Course resources are also provided on the course Virtual Learning Environment (VLE).

Learners rate the adequacy of the materials after each course.

[Blended Learning and elearning Support](#)

Academic Support is available from the trainer who can be contacted between 9 am and 5 pm on their email. They will respond within 24 hours.

The support available both academic and technical is explained during the Learner Induction module at the start of the live session.

Technical Support before or outside live course hours is available by sending an email to info@qualtec.ie.

There is a dedicated Technical Support person who is responsible for responding to any technical issues. That person is trained in and is very familiar with all aspects of the Virtual Learning Environment (VLE). If the Technical Support person cannot resolve the issue, it will be escalated to the Managing Director and then to the external IT Support company who host the Virtual Learning Environment (VLE).

If learners are having technical issues during the live Zoom sessions, they can send a message by text or chat to the trainer.

If learners cannot access the Zoom session, they can send an email and the Technical Support person will attempt to resolve their issue.

Learners can access academic support from the trainer during scheduled breaks. They can message the trainer and a separate breakout room can be created or it can be provided offline via phone.

Again, academic support is available to students at break time during the classroom training.

[Expected behaviour and net etiquette during live sessions](#)

It is required that learners are set up in a quiet private location. They must set themselves up at a desk.

Learners must dress appropriately for live sessions and also the classroom.

It is expected that learners have their cameras on and a working microphone.

This is in order to verify that learners are present and listening.



If someone else enters the room temporarily it is expected that the microphone is turned off.

Learners must refrain from using mobile phones. However if a call must be taken, the camera and microphone must be turned off.

Learners must respect each other at all times. In the event of this not been adhered to, learners may have their microphone turned off and make be removed from the meeting.

Breaches of Discipline

Any act or omission, which affects adversely the rights of any learner/staff member or which disrupts the orderly and responsible conduct of any company activity, or which violates the Learning Agreement or incidents of misconduct, shall constitute a breach of discipline. Disciplinary action may result in a suspension for a fixed period or permanent expulsion from the course. Gross misconduct will result in immediate expulsion from the course. Gross misconduct could include physical or verbal abuse of another learner or trainer or academic misconduct.

Academic Integrity Policy

It is Qualtec's Policy to assure the academic integrity of the Awards that they are responsible for. Qualtec take any breach of academic integrity very seriously.

It is a core quality requirement in training that all assessment is conducted in a professional manner and that it is fair and consistent. The primary aim of assessment is to determine whether a programme's learning outcomes have been achieved.

Academic misconduct occurs when the learner behaves in a way which undermines the integrity of the assessment (e.g., by cheating in an exam, engaging in plagiarism, buying assessment materials or services from a third party or Artificial Intelligence). Therefore, academic misconduct can be regarded as any action which dishonestly uses information to gain an academic award or academic credit.

Plagiarism may be defined as: *the practice of taking someone else's work or ideas and passing them off as one's own.* (OED)

Since 2019, it has been against the law to facilitate cheating and QQI has provided guidance for learners and educators as this is a continuing area of concern across all education and training providers and regulators.

Academic Integrity Procedure

1. Purpose

The purpose of this procedure is to outline how Qualtec protects the underlying value of the awards it trains for by the prevention of cheating and other forms of academic misconduct.

Procedures in relation to prevention, monitoring and control of potential cases of academic misconduct are included in Sections 6 and 7 of this document.

2. Scope

This policy relates to academic integrity and related practices which are intended to prevent plagiarism within Qualtec's teaching, learning and assessment activities across its programmes leading to accredited awards.

3. Responsibility

The Head of Training & Quality is responsible for ensuring that this policy is adhered to by all staff and any collaborative partners, e.g. contracted trainers.

The Academic Board has oversight of this policy in relation to academic and regulatory standards.

The Management Board has oversight of this policy in relation to training delivery, resources and supports.

4. Records

Risk Assessment

Risk Register

5. Procedure

5.1 Risks

At its most basic level, plagiarism is the practice of using or copying someone else's ideas or work and pretending that the learner or presenter thought of it or created it in the first place.

Plagiarism may include:

- Copying or paraphrasing without acknowledging the source - failure to properly reference sources can give rise to a charge of plagiarism.
- Copying and pasting from the internet without proper referencing - this can be both deliberate or accidental (e.g., failing to note the source of a quote or piece of information included within an assessment).
- Deliberate collaboration or collusion - a learner works with others to present the same content as the learner's original work.
- Recycling – a learner reuses or resubmits their previous work. This can occur when assessments are recycled and presented as new, original work.
- Commercial essay-writing/cheating services – where a learner uses professional essay-writing or similar paid-for services and presents this content as their own work. These services are widely advertised across the internet and such academic malpractice occurs when the learner pays for essay-writing or other cheating services.

5.2 Preventative Actions

On a practical level, a strong trainer-learner relationship can help to provide early warning of potential risks of academic misconduct. Therefore, Qualtec strives for open and supportive relationships between trainers and learners to help prevent the risk of academic misconduct.

Preventative measures include:

- Learner supports - include guidance on the risks of academic misconduct and how learners may avoid plagiarism. Examples include: guidance from trainers during induction; explanation to learners what constitutes Plagiarism.
- Use of formative assessment – this helps learners to develop research and academic writing skills, with constructive feedback from trainers to support these skills and identify potential risks (e.g. failing to adequately reference materials).
- Assessment design - aim to develop materials and assessment instruments that are the less susceptible to cheating methods.
- Exam supervision and administration – monitor invigilation experiences and remain vigilant in monitoring the risk of cheating.
- Governance via the Academic Board should take a proactive approach to the risk of academic misconduct, reviewing feedback from trainers and assessors and providing guidance to trainers and administrators.
- Support for trainers and assessors – use of CPD training and practical workshops.
- Using technology tools (e.g. Turnitin) - helps to detect plagiarism/use of AI plus provide training for staff on how to interpret the results of these interventions.

- Raising learners' awareness of the sanctions for academic misconduct and maintaining records of such cases to assist in prevention.

The Academic Board will work closely with the Head of Training & Quality in maintaining and updating the Risk Register in relation to academic misconduct risks.

Learners are required to sign a Plagiarism declaration when submitting assignments through the VLE.

5.3 Sanctions and Learner Appeals

It is the trainer's responsibility to notify the Head of Training & Quality of any suspected case of plagiarism or other academic misconduct.

The Head of Training & Quality must notify the Academic Board of such cases in a timely manner. In any event, the Academic Board will monitor any risks arising from academic misconduct as part of its standing agenda.

Submission of plagiarised work (either in whole or in part) represents fraudulent activity and all suspected cases must be investigated and dealt with as part of the assessment process.

The trainer should verify the extent of suspect materials submitted by the learner, initially consulting with the Head of Training & Quality. The Academic Board should be alerted as described above. Depending on the circumstances of the individual case, the Academic Board may consult with external Subject Matter Experts for guidance as required.

From the learner's standpoint, the process is:

- If the learner admits to plagiarism then the assessment piece will receive a "zero" mark. The learner will be invited to resubmit the work in

a non-plagiarised format and, if successful, will receive a “minimum pass” grade.

- In the event of a recurrence (“second offence”) then the assessment piece will be given a “zero” grade and the learner may be removed from the programme and no course fee will be refunded. This decision must be reviewed and confirmed by the Academic Board.
- In all cases, the learner has the ultimate right of appeal to the Academic Board before a final decision is confirmed.

Access, Transfer and Progression Policy

Qualtec operates an open access and admissions policy for learners who meet the programme entry requirements. Entry details are specified in:

Programme validation documents approved by PHECC/QQI, as appropriate.

The course details page on Qualtec's website

<https://www.qualtec.ie/courses> which includes clear details of course aims, objectives, certification basis, course resources and minimum entry requirements.

There is a fair and consistent approach in providing information on courses, including:

Name of Awarding Body for certified courses (e.g., QQI, PHECC).

Component award specification.

National Framework of Qualifications award level, e.g., Level 6.

Course delivery method (e.g., online and/or classroom; IT and practical skill requirements).

Entry requirements including level of English on the [Common European Framework of Reference \(CEFR\)](#) A level of B2 + proficiency is required.

Qualtec welcomes a diverse range of applicants in line with its Equality and Diversity Policy and Procedure, where reasonably practicable, Qualtec will accommodate learners will special or specific needs.

Qualtec reserves the right to refuse admission to a programme if the learner is deemed to be unsuitable and will inform applicants of the

reason for doing so. Unsuccessful applicants can appeal this decision through the Academic Appeals Policy and Procedure.

Transfer

Successful completion of a component award with QQI will allow the learner to transfer to a full QQI Major award using the credit gained from the original component. Guidance on possible transfer is available from the Head of Training & Quality.

Generally, Qualtec's courses are single component modules so transfer may not be relevant for most learners, although a component award may be used as credit with another training course outside Qualtec

Progression

As instructor training specialists, many of Qualtec's courses lead to progression opportunities and details of these progression routes are shown on Qualtec's website, e.g. L6 Training Delivery & Evaluation may lead to progression to L6 Manual Handling Instructor.

Other progression opportunities include HE courses, e.g., L7/L8 Healthcare courses or L7 Occupational Health & Safety courses.

Access, Transfer and Progression Procedure

Purpose

The purpose of this procedure is to outline how suitable candidates can access programmes, transfer and progress from programmes.

Scope

This policy relates to admission of candidates to Programmes within Qualtec leading to an Award by PHECC or QQI.

Responsibility

The Head of Training and Quality is responsible for making a final decision on accepting applicants.

The Academic Board has oversight of this policy in relation to academic and regulatory standards.

Records

Course Enquiry Form, Booking Form

Procedure

Any course offered by Qualtec should be suitable for the learner and this will be supervised by the Head of Training & Quality who will verify that the learner has a reasonable expectation in meeting the course learning outcomes with a fair level of effort on their part. In addition to course information on the Qualtec website, learners may enquire about their suitability for the course using the Course Enquiry Form.

All relevant programme and award information is made available to prospective and current learners on the course webpage including the following:

- Name of Awarding Body for certified courses (e.g., QQI, PHECC).
- Component award specification.
- Title of award, i.e. per programme validation specification
- National Framework of Qualifications award level, e.g., Level 6.
- Course delivery method (e.g., online (synchronous/ asynchronous) and/or classroom).
- Time commitments – face to face, synchronous and asynchronous, workplace (as appropriate)
- Capacity to Succeed statement
- Course duration
- Eligibility requirements and learner suitability (e.g., online learning and digital skills)
- Hardware and software requirements.
- Procedures for access, transfer and progression
- Entry requirements including level of English on the Common European Framework of Reference (CEFR) A level of B2 + proficiency is required.

For Blended Learning programmes, the course page on the Qualtec website www.qualtec.ie outlines the information required to learners

successfully complete the course and achieve the learning outcomes: This includes information in relation to:

- The structure of the courses and the blend of learning.
- The prerequisites for participating on the course including the pre-knowledge and the technological skills that the learners will need.
- The extent of the autonomous learning and the supported elements of the training.
- The realistic commitment required to complete the programme, including independent learning.
- The hours when academic and technical support is available.
- The hardware and software required, and the time that learners are expected to commit to independent learning in order to complete the programme successfully.
- The specific level of engagement expected for different elements of the blend.
- The extent to which face-to-face attendance is part of the blend is made clear to learners and/or other stakeholders such as funding, recognition or validating bodies.

Learners apply to attend courses using the booking form on the course webpage. This webpage outlines entry requirements including English Level proficiency and time commitment to successfully complete the course. The booking confirmation email also outlines these details.

The candidate is required to inform Qualtec if English is not their first language in advance of the course.

There are also Reasonable Accommodations arrangements in place for learners with specific needs which are detailed in the Reasonable Accommodation Policy and Procedures.

Bookings will be reviewed by the person taking the booking to ensure that they are suitable for the course. If there is any doubt or concerns in this area, the learner will be contacted by the Head of Training & Quality to assess their suitability. For those for whom English is not their first language or if their level of English is in doubt, they may be required to complete a English Language proficiency test. All applications are considered in a transparent manner, on a fair and impartial basis.

If the person is unsuccessful, the applicant can appeal the decision through the Appeals Policy & Procedure.

The successful applicant's details are entered into the Courses database in the Course Group in accordance with the Booking Procedure.

Recognition of Prior Learning Policy

It is the policy of Qualtec to provide Recognition of Prior Learning to learners (RPL). Qualtec recognizes that many adult learners have prior learning both formal and informal.

Qualtec is committed to supporting lifelong learning and prior learning and/or relevant experience may be considered as part of the course admissions process. Learners may wish to have this considered for the purposes of receiving awards and for access to, or exemptions from, programme requirements. To facilitate this Qualtec have implemented a process for providing RPL.

Learners can gain additional information and recognition of any educational programmes and certified training complete outside of Ireland through the National Academic Recognition Information Centre (NARIC) and the National Europass Centre.

Learners are assessed in a fair and consistent manner and Qualtec will ensure that all applications for RPL are consistent with quality assurance policy and procedures.

Qualtec will ensure each application for RPL is judged with fairness and transparency. It will also ensure that each application is judged to have achieved the relevant standard and ensure accuracy, validity and consistency.

Recognition of Prior Learning Procedure

Purpose

The purpose of this procedure is to recognize and facilitate Recognition of Prior Learning.

Scope

This policy relates to all requests for Recognition of Prior Learning for Programmes within Qualtec leading to an Award by PHECC or QQI.

Responsibility

The Head of Training and Quality is responsible for considering and approving all applications for Recognition of Prior Learning.

The Academic Board has oversight of this policy.

The Management Board has oversight of this policy in relation to business strategy and training resources.

Records

RPL Application form

Procedure

Learners wishing to avail of RPL are required to complete the RPL Application Form which requires details of any prior learning or relevant experience. The form is designed to help assess how RPL may support entry to a course or identify a credit or exemption from a unit within a programme. Learners are required to provide evidence as to how they have already attained the academic credits/practical competencies for the course. Learners return the RPL Application Form along with supporting evidence, e.g., CV and a supporting statement, course schedules, award certificates.

The Head of Training & Quality will respond by email or phone to any queries that the learner might have in this area. The RPL Application will be reviewed by the Head of Training & Quality who will respond by email or phone to any queries that the learner might have. The Head of Training & Quality will provide the learner with feedback on items received and options available to fulfil any outstanding RPL requirements, further assessing these as necessary.

The Head of Training & Quality will advise the applicant on whether they were successful or not. If unsuccessful the applicant can appeal the decision through the Appeals Procedure as part of the assessment process.

In addition, a learner availing of RPL may need to attend training days as they would only qualify for exemption from the relevant assessment component.

The Head of Training & Quality will carry out any further face to face assessments required: for example, skills demonstration or written test. The Internal Verifier will verify that there is evidence available for all credits awarded. Preliminary results will be emailed to learners, allowing them to appeal these results prior to the Results Approval Panel.

Academic Appeals Policy

It is Qualtec's Policy that learners are assessed in a fair and credible manner. Qualtec will facilitate learners appeal academic decisions and results in a timely and efficient manner.

Academic Appeals Procedure

Purpose

The Academic Appeals Procedure reinforces the fairness and consistency of the assessment process in order to ensure the overall integrity of the process.

Only approved results may be appealed by the learner so the Academic Appeals Procedure can only be invoked once the Results Approval Panel has approved preliminary results.

Scope

Qualtec's Assessment Policy allows for appeals process in relation to assessment results or any perceived irregularities or inequality during the assessment process leading to an Award.

Responsibility

The Academic Board is responsible for monitoring and approving this procedure.

Records

Appeals Application Form, Marking Sheet

Procedure

5.1 Learner Information

All learners are made aware of their right to appeal the results of any assessment as part of the course induction and in the Learner Handbook.

5.2 Appeals Process

The Academic Appeals Procedure operates as follows:

Once the learner has received his/her preliminary results then these may be appealed within 14 days of notification.

The learner completes the Appeals Form and sends this to either their trainer or the Head of Training & Quality.

A fee of €50 is payable by the learner in order to process the appeal. This fee is refundable if the outcome of the appeal is successful.

Only assessment evidence previously presented by the learner may be considered for the purposes of the appeal. No new evidence may be submitted or considered.

The Head of Training & Quality forwards the Appeals Form and supporting assessment evidence (including marking sheets) to the Independent Education and Training Expert for review.

The Independent Education and Training Expert may engage the services of an external assessor to assist with its review if it considers this to be appropriate to maintain fairness and consistency within the specific circumstances of the appeal.

The Independent Education and Training Expert notifies the learner in writing of the outcome of the appeal within 14 days of its review meeting (which may be a virtual meeting). At the same time the Head of Training & Quality will be notified of the outcome of the appeal.

If the appeal by the learner is upheld, then the Head of Training & Quality is responsible for ensuring that the learner's result is amended prior to certification and the Results Approval Panel is informed.

The Academic Board will formally review the decisions in relation to the Academic Appeals Procedure at its next meeting and has the right to make observations and recommendations for corrective action in relation to such matters.

Complaints Policy

Qualtec endeavors to provide a quality training and certification service through our Quality Management System. If our training or certification service falls below our customer's expectation, we will facilitate the customer in making a customer complaint. We will take all complaints seriously and to ensure they are dealt with in a timely and effective manner.

Feedback is an essential part of evaluating our systems and continuing this excellent service. We welcome complaints as they provide an indication of areas where we need to improve our practices. All complaints are carefully evaluated, in the strictest of confidence, and where necessary action plans are put in place to rectify the situation. All efforts are made to resolve the situation without further upset to any party. Learners, staff and stakeholders have the right to make a complaint about the service, should they be unsatisfied with their experience. No person is disadvantaged as a result of having lodged a complaint. Complaints can be made by following the steps outlined in the complaint's procedure. Each complaint is investigated in a timely manner. The subject of any complaint has the right to be informed of the complaint made against him or her and has the right to respond to any allegations made against them.

Complaints Procedure

1. Purpose

To ensure that all customer complaints are taken seriously and dealt with in a timely manner.

Feedback from learners, employers and other stakeholders is an essential part of how Qualtec evaluates its training delivery and quality assurance.

Complaints are considered as part of customer feedback and are to be treated seriously as they can provide an opportunity to improve Qualtec's services and internal procedures.

It should be noted that the Complaints Procedure covers all of Qualtec's services but any issue arising from assessment is subject to the separate Academic Appeals procedure.

2. Scope

All complaints related to courses leading to Awards from Learners and customers.

Qualtec endeavours to provide a quality training and certification process based around its quality assurance system.

All customer complaints are taken seriously and investigated in a timely and effective manner.

3. Responsibility

It is the responsibility of the trainer to make the learner aware of the process to making a complaint and to inform the Head of Training & Quality of any complaints.

It is the responsibility of the Head of Training & Quality to ensure that any complaints are fully dealt with and resolved.

The Management Board is responsible for monitoring and approving this procedure.

4. Records

Complaint Form

5. Procedure

5.1 Learner Information

All learners are made aware of the Complaints Procedure as part of their course induction, and they are also advised of this in the Learner Handbook. The aim is to make it as easy as possible for learners to raise any concerns or dissatisfaction with Qualtec's services, training delivery or learner supports so that matters can be dealt with promptly and courteously.

5.2 Handling Complaints

Qualtec welcomes feedback and if a learner or other interested party wishes to make a formal complaint then Qualtec will facilitate as follows:

- A learner or other interested party may raise concerns in an informal manner with a trainer or other member of staff and these concerns must be dealt with promptly, with the Head of Training & Quality being notified of the issue and outcome.
- If a learner or other interested party wishes to make a formal complaint, then they must complete the Customer Complaints Form.

- The Customer Complaints Form should be submitted to the Head of Training & Quality, using email or post.
- The Head of Training & Quality will acknowledge receipt of the complaint within 24 hours, using email.
- The Head of Training & Quality will then carry out an investigation to establish the facts of the case, gather relevant evidence, and consult with trainers and staff members as appropriate.
- The Head of Training & Quality will issue a formal response in writing via email to the complainant within 5 working days from the date of receipt of the formal complaint, including a copy to interested parties where relevant.
- If further time is required to properly investigate the complaint, then this time limit may be extended provided that the complainant is notified of this within the 5 working days timeline.
- Following the issue of the response, the Head of Training & Quality will contact the complainant to verify that the matter has been dealt with to their satisfaction. This must be done within 30 days from the issue of the response by Qualtec.
- All relevant correspondence will be saved to the Customer Complains folder in the Act MIS.

The Quality Committee will review all formal complaints subject to this process, making recommendations to the Management Board as appropriate. Any complaints relating to Teaching and Learning must also be copied to the Academic Board for review and follow-up as appropriate.

Data Protection Policy

Qualtec takes the protection of personal data very seriously and are committed to protecting it at all times. Qualtec operates the www.qualtec.ie website. We need to collect information and data on the individuals who use our services. This policy outlines how personal data will be processed* in accordance with the General Data Protection Regulation (GDPR), the Data Protection Act Ireland 2018, Electronic Communication Regulation and other legislation.

There are three ways in which personal data can be collected:

directly from individuals

via our website

via cookies and other related technologies.

Information collected will primarily be used to manage membership subscriptions as well as provide end users with a personalized internet experience that delivers information, resources, and services that are most relevant and professionally helpful.

Qualtec fully respects your right to privacy and will not collect any personal information about you on this website without your explicit permission (where applicable). Any personal information which you volunteer to us will be treated with the highest degree of security, integrity and confidentiality and will not be shared without your explicit consent.

By accessing our websites and availing of our services, you agree to this Privacy Policy and to be bound by our terms of use.

What information do we collect and how is it used?

When you use our website to register for events or to maintain your membership subscription, the following information will be collected:

Names and email address(es)

home or work address

phone number(s)

profession/ job title/role

payment details

CPD credits for events attended or performed

Competencies, certifications etc.

Other information as deemed necessary

Survey responses (where relevant).

Communication

It should be noted that the primary mode of most communication is email and most of the communication from Qualtec shall be through this medium. Where required, other modes (e.g., communication via post/phone) will be considered. Certain communication will be required for the purpose of providing training etc. Other emails may advise you of upcoming events and training. To opt out of these emails and newsletters, click the "unsubscribe" link at the bottom of any email or e-newsletter from us.

We do not knowingly solicit data online from or market online to children under the age of 16. We do not collect special category data.

Disclosures

All information you provide to us will be treated with strictest confidence in line with national and EU data protection laws, unless mandated by law or with your explicit consent, Qualtec will not disclose any personal or personally identifiable information about you to a third party under any circumstances unless;

disclosure reasonably necessary to perform a service or deliver a product or publication;

you have given explicit consent

disclosure is permitted under this Privacy Policy;

disclosure is required by statute, regulation or court order

disclosure is in the good-faith belief that such action is necessary to:

conform to legal requirements or comply with legal proceedings served on Qualtec;

protect and defend the legitimate rights of Qualtec

protect the personal safety of Qualtec personnel or members of the public in urgent circumstances;
enforce our Privacy Policy.

Online Activity Tracking Using Cookies

Qualtec track website usage by both anonymous visitors and registered users who interact with the Qualtec website, using "cookies." A cookie is a small file or string of text on the site user's computer that is used to aid web navigation.

We use the following different types of cookies to monitor web activity:

Mandatory Cookies

Mandatory cookies enhance your browsing experience and are also required for the effective functioning of our website, services and applications.

Functionality Based Cookies

Functionality based cookies allow our website, services and applications to remember choices and preferences that you make (e.g., when you login) and provide more personalised features during browsing. These cookies can also be used to remember customisable changes made by you.

Performance Based cookies

Performance based cookies collect information about how visitors and members use our website, services and applications. Cookies of this nature typically do not collect personally identifiable information. All information these cookies collect are by default aggregated, anonymous and used to improve the way our website, services and applications work.

The table below explains the cookies we use and why:

Cookie Type Purpose

Google Analytics	These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they
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visited. [Click here for an overview of privacy at Google.](#)
To opt out of being tracked by Google Analytics across
all websites
visit <https://tools.google.com/dlpage/gaoptout>.

Information Security

Qualtec has taken measures to protect and safeguard the integrity of your data by implementing appropriate technical and security measures to protect your personal data against unauthorized access to, unauthorized alteration, disclosure or destruction of data.

In compliance with this requirement Qualtec has put in place physical and technical security measures to protect the confidentiality of personal data. Including, inter alia;

Access to personal information is restricted to authorised staff on a “Need-to-know” basis and in compliance with the Data Protection Acts.

Electronic personal data is protected by stringent access controls, passwords, access logs, audit logs, back-ups etc.

Screens, printouts, documents and files showing personal data will not be visible to unauthorised persons.

Appropriate facilities are in place for disposal of confidential waste.

Personal manual data will be held securely in locked cabinets, locked rooms, or rooms with limited access.

Special care will be taken if storing personal data on mobile computing and storage devices. Where deemed high risk, the data will be encrypted, and a record kept of the nature and extent of the data and why it is being stored on a portable device. Arrangements will be in place to fully delete the data on the portable device when it is no longer being used.

Access to personal information is restricted to Qualtec employees and partners on a need-to-know basis in order to operate, develop or improve our services. These individuals are bound by confidentiality and contractual obligations and may be subject to discipline, including termination and criminal prosecution, if they fail to meet these obligations.

Safeguarding Information

Qualtec understands the importance of technical and online security, and as such has taken a number of steps to enhance the protection of personal information sent to or from Qualtec over the Internet. Unfortunately, no data transmission over the internet can be guaranteed to be 100% secure. Accordingly, and despite our efforts and best intentions, Qualtec cannot guarantee or warrant the security of any information you transmit to us, or to or from our online products or services.

Links to Other Websites

Please be aware that despite efforts and measures we have taken to protect personal data, other Internet sites that link to the Qualtec site or to a Qualtec email may contain online privacy provisions that differ from these. To ensure your privacy is protected, we recommend that you review the Privacy Statements of other Internet sites you visit.

Privacy Statement Changes

We may occasionally update this Privacy Statement to reflect regulatory changes or industry best practices. Therefore, we would suggest you periodically review this statement to stay informed about how we are meeting our obligations under the Data Protection Acts. Your continual use of the service constitutes your agreement to this privacy statement and any updates. Qualtec will signal a change by revising the "Last updated" date at the bottom of this page.

Fraudulent Emails Warning

From time to time, you may be contacted by our Team for housekeeping purpose. Qualtec never contact you to request for your username and password by email or other medium. If you receive any emails purportedly from Qualtec requesting such information, do not respond to such requests. Instead, please contact us by telephone (01)-6289374 immediately.

Data Subject Rights

You have the following rights, in certain circumstances and subject to certain restrictions, in relation to your personal data:

Right to access the data – You have the right to request a copy of the personal data that we hold about you, together with other information about our processing of that personal data.

Right to rectification – You have the right to request that any inaccurate data that is held about you is corrected, or if we have incomplete information you may request that we update the information such that it is complete.

Right to erasure – You have the right to request us to delete personal data that we hold about you. This is sometimes referred to as the right to be forgotten.

Right to restriction of processing or to object to processing – You have the right to request that we no longer process your personal data for particular purposes, or to object to our processing of your personal data for particular purposes.

Right to data portability – You have the right to request us to provide you, or a third party, with a copy of your personal data in a structured, commonly used machine-readable format.

If you wish to exercise any of the rights set out above, please contact the Qualtec Data Protection Officer at info@qualtec.ie

Please note that in order to authenticate any request we may ask you for a copy of a current driving license or passport so that we may verify your identity. This information will only be used for verification purposes, not stored and securely destroyed once the query has been closed.

You also have the right to lodge a complaint with the Irish Data Protection Commission if you are not happy with the way we have used your information or addressed your rights. Details of how to lodge a complaint can be found at on the [Data Protection Commissioner website](#) or call the Data Protection Commissioner on Locall 1890 252 231.

* Processing includes the collection, recording, organisation, structuring, storage, adaptation, alteration, retrieval, consultation, use, disclosure, alignment or combination, restriction and the erasure or destruction of personal data.

Data Protection Procedure

Purpose

This procedure outlines how personal data is processed.

Scope

All personal data collected by Qualtec

Responsibility

The Data Protection (DPO) is responsible for ensuring that the procedures described in this document and the related activities are adhered to by all staff and any collaborative partners, e.g. contracted trainers.

Records

[Learner and Trainers Records List](#), GDPR training records, External GDPR Audit Report, Incident Log.

Procedures

5.1 Learner rights

The Learners Rights are outlined in the Learner Handbook which Learners confirm that they have read before providing information. Learners and trainers can request access to the information retained on them and can request that it be deleted or amended. All requests will be considered having regard to The Data Protection Policy and legislation.

5.2 Access to Personal Data

Access to learner data is limited through password protection and is limited only to those that require access to the data such as Administration Staff, Technical Support and Trainers, Staff and Subcontractors authorised from time to time by the company.

5.3 Requests to have information amended

Learners can request to have the information retained amended and deleted. Requests must be received by email. The request is reviewed and considered by the Data Protection Officer and the Managing Director. The request will be responded to within one month.

This may include the amending or erasing the person's personal data. The person will be informed by email on the action taken.

5.4 Data Subjects - Learner & Trainer & Employees, personal data processed by Qualtec

Learner information is gathered when learners register on our courses. They are informed through the Data Protection Policy in the Learner Handbook of the purpose of gathering the information and consent to it being gathered on the when agreeing to the terms and conditions on the booking form.

Trainer information is gathered when the Qualtec PHECC Institution Affiliation Form/ or Memorandum of Agreement is signed.

Staff information is gathered when they signed the contract between Qualtec and employee.

Records containing personal data belonging to learners, trainers, and employees are listed on the Learner and Trainers Records List.

These details are: Record Name, Data retained, Purpose for its retention, where it is stored, who has access to it, how access is controlled, where it is backed up to and when it is deleted/purged.

Personal data such as Personal Public Service (PPS) PPS Number and Date of Birth (DOB) are purged from the system once the information is submitted to QQI.

Learners can opt out of email reminders and have their email address changed or deleted on request.

Videos of learners for the purpose of record of skills assessment are deleted from the learner folder.

A Data Protection Officer has been appointed and has received specific training for this role.

The Data Protection Officer is responsible for reviewing and monitoring the privacy practice of the organisation and to ensure that all data gathered is used for the purpose required and it's retained for that specific purpose and is deleted once it's no longer required.

All files are deleted from the relevant OneDrive folder. Any hard copy records are shredded by an approved contractor and a certificate of destruction is received as per GDPR policy.

An external audit of Qualtec's data protection practices is conducted annually as a means of ensuring full, ongoing compliance with GDPR requirements. The GDPR Compliance Audit Sheet rev 1 20.02.2022 is used for this audit).

5.5 Trainer Profile & Courses Documentation on OneDrive

For Quality assurance purposes Qualtec requires collects and retains Copies of trainers' certificates, Insurance, Monitoring Reports and Affiliation forms/Insurance. All Documentation is maintained in a OneDrive Folder that is password protected and linked to the Certification Database Certification records stored in the Learner/course folder in OneDrive by date.

Affiliated trainers/ subcontractors or other contractors appointed by Managing Director are required to complete course documentation that is required by Qualtec for either QQI or PHECC Courses. This can include attendance Sheets, evaluation Sheets and Skills Sheets. This documentation can contain details of learners needed to certification process. These are saved in OneDrive folders by trainer/date in the PHECC folder for the relevant year. All records must be stored securely and deleted when no longer needed for its main purpose of certification.

5.6 Accounts Information

Accounts Information are required for payment/refund procedures. Employees/ Affiliated Trainers/ bank details are necessary for the Payroll system.

This data is maintained safely and securely with restricted access in the Accounts Package, Sage. The only personal information retained in the accounts package is the Contact Name, Contact number, Address and email address/ Bank Details/ PPSN.

5.7 Virtual Learning Environment (VLE)

The Data Protection requirements for Blended Learning are the same as those for face-to-face courses. The only student information retained in the VLE is name and email address. Learner gives consent freely and specifically for the purpose of generating an account for access to online courses. This consent can be withdrawn at any time by email.

5.8 Backups and Security

Both the Database and OneDrive are stored on an independent server by hosting companies (Microsoft, Act and Graphedia) which are backed up and firewalled. This ensures that personal data can be restored in the event of loss of data. Local files are firewall protected and backed up.

5.9 Staff and Trainers GDPR Training

Staff and Trainers complete the GPDR Module that is on our VLE. Staff and Trainers are required to comply with the organisation's GDPR Policy and Procedures. All staff members and trainers must complete our GDPR course.

The certificate of successful completion of GDPR Module on the VLE is saved in individuals folders.

Access to course is not restricted, staff and Affiliated Trainers have access to it through their personal account. In line with good working practice, course material should be reviewed yearly and renewed if required.

5.10 Breaches of GDPR Requirements

In the event of a data breach, the Data Protection Officer must be informed immediately by email (info@qualtec.ie Ref to Data Protection Officer).

The incident will be recorded by the Data Protection Officer on the Incident Log which is in the Quality Management System folder in OneDrive.

The severity and implications of the breach will be considered by the Data Protection Officer. If the Data Protection Officer cannot adequately deal with the breach the issue will be escalated to the Managing Director.

Corrective action will be agreed and recorded on the Incident Log. This may involve informing the Person (s) whose personal data has been compromised and/ or the Data Protection Commission.

An investigation will be carried out to agree preventive action to mitigate against a similar beach occurring in the future. This is recorded on the Incident Log.

5.11 Management information system for further planning - Internal

Reports on the following can be generated for the Certifications Database:

student satisfaction rates,
course completion rates,
certification rates,
trainer performance.

They are analysed and reviewed on an ongoing basis by the Managing Director in consultation with staff/ trainers and follow up activities are agreed. They are also used for programme reviews.

Reports such as upcoming expiry dates of courses can be generated, and old certification details can be purged.

Other reports such as Age of Debt, Sales and Website Analytics are reviewed by the Managing Director on an ongoing basis to allow timely analysis and action.

Reasonable Accommodation Policy

It is Qualtec's policy that reasonable accommodation will be made for learners with disabilities or who fall under the nine grounds for discrimination under the Equal Status Acts 2000-2018.

Reasonable accommodation is a process intended to mitigate, as far as possible:

- the impact of a disability on a learner's engagement with a training programme; and/or
- ensure that appropriate supports are available to any individual covered by equality legislation.

The overall aim is to take positive action, as far as is reasonably possible, to facilitate the learner in their training and assessment during the programme, thereby ensuring that the learner is able to access and participate in the programme on an equal basis when compared with other learners.

In relation to programme access and participation, Qualtec will use its best endeavours to provide reasonable accommodation to meet the needs of any learners with a disability or facilitate those learners covered by equality legislation, subject to the learner meeting the minimum entry requirements for a programme.

In relation to assessment, the aim is to achieve fairness and consistency in Qualtec's approach to this area. Reasonable accommodation must incorporate suitable adaptation of assessment when necessary to cater for learners whose personal situation may mean that an assessment would be otherwise unfair.

Reasonable Accommodation Procedure

1. Purpose

The purpose of this procedure is to ensure that all requests for reasonable accommodation by learners are considered and dealt with efficiently and fairly

2. Scope

This procedure relates to all requests for reasonable accommodations.

3. Responsibility

The Head of Training & Quality is responsible for considering all requests for reasonable accommodation.

The Academic Board has oversight of this policy and procedure.

4. Records

Reasonable Accommodation Request form

5. Procedure

Reasonable accommodation is made for students with disabilities or other issues covered under the nine grounds for discrimination and in accordance with the Equal Status Act 2000-2018.

The Learner must indicate that they require Reasonable Accommodation when booking the course. They will be sent a Reasonable Accommodation form which they must complete and return for consideration with supporting evidence. The full process is outlined below.

The trainer must be informed before the course commencement of any reasonable accommodations required.

Qualtec will provide reasonable accommodation to meet the needs of any learners with a disability. In relation to assessment, reasonable accommodation incorporates adaptation of assessment when necessary to cater for learners whose personal situation may mean that an assessment would be otherwise unfair.

This can include a reading out questions for learners that may have literacy issues.

This will be carried out on a one-to-one basis to ensure that other learners are not disturbed or cannot hear the answers.

This may also include allowing students to perform skills from a seated to perform skills from a seated or table height position if necessary.

Appointment of scribes

Modified briefs

Rest periods and/or additional time

Adaptive technology equipment and/or software

Oral or video evidence

This will be noted on the Assessment Sheet.

Information pertaining to reasonable accommodation will be made available to learners at the enrolment stage and it is available in the learner handbook.

It is the learner's responsibility to make a request for reasonable accommodation to the tutor/trainer/assessor at the time of booking or before the course commences.

Learners indicate that they require reasonable accommodation when booking and also registering on the course.

The learner will be forwarded a Request for Reasonable Accommodation Application form.

The learner will complete the Reasonable Accommodation Application form at least a week in advance of the course.

The following may be required as supporting evidence:

Medical Report

Occupational Therapist Report

Educational Psychologist Report

Evidence of previous support provided during a state exam

All requests will be held in confidence as per Qualtec confidentiality and security of personal data.

The Request for Reasonable Accommodation will be forwarded to the Head of Training and Quality for consideration.

The Head of Training and Quality will inform the learner and trainer about his decision and arrangements that will be put in place to accommodate the learner.

These arrangements include:

Extra time/rest periods



Oral/video evidence

Modified assessment

Physically adapted skills demonstration and assessment.

Use of reasonable accommodation and adaptations will be noted on the assessment sheet.

Reasonable Accommodation: principles and process

