

Learner Handbook

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## Welcome Note

As CEO of Phoenix STS, I want to welcome to our training prorammes. I wish you all the very best in your educational journey with us and I hope that you will be successful in your chosen career. Phoenix STS provide bespoke first aid, health and safety, fire safety training and consulting services countrywide. By offering a systematic professional approach through the integration of theoretical and practical tailored programmes, incorporating our training policies and organisational goals, we guarantee not only compliance but ensure a safer working environment. I hope you enjoy your time with us and that you have a rewarding educational experience too.



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Paddy Mc Donnell

CEO

Phoenix STS

*Phoenix STS is committed to excellence in training and seeks to ensure that all our learners receive appropriate high-quality training and support which will support their personal and professional development. We hope you will find your programme challenging and enjoyable and we look forward to helping you achieve a good outcome. We are here to assist and guide you, so please free to contact any of our team members with any query that you may have.*

If you have any questions, wish to raise a concern or need further information at any point please contact 043 334 9611

## Phoenix STS Mission

Our mission is to design and deliver skills-and knowledge-based training programmes that support participants' professional development, enhancing their opportunities to progress their careers and the contribution they make to the organisations where they are employed.

## Ethos and Values

### Core Values

* Passion -dedicated to empowering people
* Respect
* Determination

### Aims

* Provide an excellent training programme in a flexible and professional manner in a safe and secure environment.
* Enhance the skills and capabilities of individual learners and our client companies
* Make our programmes widely available throughout the country
* Achieve a steady growth in revenue and profit
* Provide staff members with the opportunities for professional development and achievement.
* Provide the very best learner centred service possible, ensuring at all times, excellence, professionalism, flexibility and value for money.

### Equality and Diversity

Phoenix Safety Training Services is proud to be in a community that is a multi-cultural community. We value diversity, and are determined to ensure:

* That we treat all individuals fairly, with dignity and respect
* That the opportunities we provide are open to all
* That we provide a safe, supportive and welcoming environment–for staff, trainers/tutors, learners and visitors.

We recognise that we will have work to do, to secure a truly inclusive community, and we are committed to a wide-ranging plan of action to tackle discrimination and to promote diversity.

## Health and Safety

We are committed to securing the health, safety and welfare of our learners, staff, tutors and members of the public who engage with us and give priority to health & safety considerations in how we operate. Our learners also have a duty of care and responsibility for their own safety

* Please turn off mobile phones and other internet enabled devices in the classroom unless needed for training
* Please adhere to the safety regulations of the centre.
* Please locate the nearest fire escape door and fire assembly point to the classroom before a programme begins. In the event of the fire alarm sounding please exit by the nearer fire escape door and make your way to the nearest fire assembly point. Do not return until directed to do so by the person in charge.

## Learners Responsibilities

* Attend all scheduled training sessions and arrive on time (If you cannot attend, please notify who vis email
* Actively engage in the training
* Meet the assessment deadlines and apply for an extension of you are unable to meet the deadline.
* Actively engage with the assessment activities and to act on feedback provided by your tutor
* Understand assessment guidelines and assessment briefs and ask for advice and guidance if you need it
* Let your tutor know if you are having any difficulty
* Respect the rights of other learners.
* Report any issues, incidents or concerns relating to health and safety.
* complete the Learner Registration Form and notify us of any changes to your contact details as soon as they occur

## Our Commitment to our Learners

* We will support you in way we can to achieve your learning aims and objectives; considering any learning difficulties or physical difficulties you may have and do what we can to accommodate you.
* We will provide competent tutors, a warm, clean and safe space to learn and appropriate and up-to-date equipment and resources that meet the programme needs.
* We will ask you to give us feedback and use your feedback to improve our programmes.

## Quality and Qualifications Ireland (QQI) and the NFQ

QQI (Quality and Qualifications Ireland) is a state agency established by the Qualifications and Quality Assurance (Education and Training) Act 2012 with a board appointed by the Minister for Education and Skills

### What does QQI do?

* Maintains the ten-level National Framework of Qualifications (NFQ)
* Sets standards for awards made on the NFQ.
* Validates education and training programmes
* Makes awards in the further education and higher education sectors
* Provides advice on recognition of foreign qualifications in Ireland and on the recognition of Irish qualifications abroad.
* Publishes a directory of providers and awards in the NFQ.
* Reviews the effectiveness of quality assurance in further and higher education and training providers in Ireland.
* Authorises the use of an International Education Mark (IEM)

### The Irish National Framework of Qualifications (NFQ)

The NFQ is a ten-level system (1–10) giving an academic or vocational value to qualifications obtained in Ireland. Each level is based on nationally agreed standards of what a learner is expected to know and be able to do after receiving an award. There are four types of awards;

* Major Awards: the principal class of award made at a level
* Minor Awards: for partial completion of the outcomes for a Major Award
* Supplemental Awards: for learning that is additional to a Major Award
* Special Purpose Awards: for relatively narrow or purpose-specific achievement

The NFQ describes what learners should know, understand and be able to do based on a given qualification.

### Minor awards

A minor award is an award that is derived from and links to at least one major award. Achievement of a minor award recognises learning that has value in its own right. In the FET awarding system, they are referred to as components. We deliver programmes leading to component (or minor) awards and major awards at Level 3, 4, and 5 on the NFQ.

## Transfer and Progression

Achievement of an award on the NFQ enables learners to transfer or progress to other programmes leading to awards at the same or higher levels of the NFQ. We provide learners with advice and information about transfer and progression opportunities following the successful completion of a programme with us. If you would like more information, please contact us and we will be happy to advise you.

## Assessment

You will be given details of assessment and submission deadlines by your tutor at induction. You will be assessed by one or more of the following assessment techniques; assignment, collection of work/portfolio, a learner record, a project, an examination or a skills demonstration. Your tutor will advise you on how and when you should submit your assessments and, on the format, and layout.

Depending on assessment required for programme we will provide the learner with the choice to submit the or assessments by email or by registered post. The cost of posting assessments shall be borne by the learner.

## Assessment Submission Deadlines

In order to ensure fairness, learners must submit assessments on or before the dates set out on the Programme Assessment Plan (unless otherwise indicated by the tutor). Assessment items submitted after the due date may be subject to a penalty unless an extension has been granted. Requests for extensions must be submitted in writing in advance of the submission date with supporting evidence if relevant e.g. medical certificate in case of sickness.

## Marking and Appeals

Your tutor will give you feedback on assessment and the marks awarded will be clearly displayed. Once the External Authenticator has reviewed the assignments and confirmed that the marking is fair and consistent, we will give you with provisional results and you will have 7 days to consider the results. If you are unhappy with the result, please contact us and we will explain how your assessment was marked. If you are still not satisfied, you can formally appeal the result. Details of our appeals process are available from on the website or in the learner handbook.

## Repeats

An assignment may be resubmitted once, and we will regard the second submission as the final submission. If you require to repeat an assessment, please contact your tutor and they will tell you the process for repeating your assessment.

## Special Requirements/Reasonable Accommodation

We invite learners who have any special needs/requirements to let us know in advance or as soon as the programme begins. We will do our best to accommodate special requirements which may impact on performance or assist those who may need special assessment arrangements – e.g. additional time or the provision of special equipment

## Compassionate Consideration

If you are unable to undertake a specific assessment activity because of exceptional circumstances e.g. domestic crisis, death of close relative, please talk to your tutor or, if this is not possible, you can apply for compassionate/special consideration.

## Attendance and Punctuality

To help you achieve the best outcome possible we advise and expect 100% attendance. If you cannot attend for any reason or have to exit the programme at an early stage, please contact us to discuss. It is important to talk to us if you expect to be absent, or if you are having difficulty in keeping up.

## Feedback/Programme Evaluation

To help us ensure that our programmes and services meet high standards we ask for your feedback. Please help us to improve our programmes and services by providing detailed feedback in our Learner Evaluation Questionnaires. We also encourage you to provide informal feedback to your tutor during the programme. We want you to let us know what you think.

## Complaints

We try hard but we won’t always get it right. If you are unhappy with any aspect of what we do, please let us know. Please speak to your tutor in the first instance. We have a complaints process which you can use if your complaint cannot be resolved informally. Please contact X for details of the centre’s complaints process. We will do all we can to ensure that complaints are resolved in a fair, timely and constructive manner. We welcome your feedback at any point using either the programme feedback form or by talking to your tutor.

## Academic Misconduct

We expect learners to conduct their studies honestly and ethically. Examples of academic misconduct include cheating in exams, plagiarism or being assisted in the presentation of assessment tasks. It is our policy to penalise learners who are found guilty of academic misconduct.

## Plagiarism

Plagiarism is word-for-word copying from books, websites, articles etc. without clearly identifying and referencing the origin and source of the data. If one of our tutors suspect plagiarism, we reserve the right to discuss the submission with the learner. If the suspicion is found to be warranted, Phoenix STS shall appoint a member of staff to investigate further. Please see Plagiarism Policy.

## The Authorship Statement

Each assignment must be accompanied by a signed authorship statement; this statement confirms that the assignment you are submitting is your own work. We do not mark assignments if they do not contain a signed and dated authorship statement.

## Issuing results and award certificates

We will forward provisional and final results by email or if requested by a learner by registered post. Please ensure that your PPS number is correct as certificates cannot be issued if your PPS number is incorrect.

Please keep your award certificate safe and secure when you receive it as QQI does not issue replacement certificates. QQI can provide a Record of Awards but there is a charge for this, and this is not a reissued certificate.

## Return of Coursework

We do not return coursework to learners. It is your responsibility to keep a copy of all coursework submitted.

## Contact Details

Please ensure that the contact details you give are correct and notify us of any changes as soon as they occur, particularly mobile telephone number and email address. Please ensure your name is spelt correctly on the Learner Registration Form as this will be the name that will appear on your award certificate.

## Photocopying

The making of multiple photocopies of copyright material is an infringement of copyright unless the permission of the rights holders involved (i.e. the authors and publishers) has been obtained. Please keep this in mind and discuss with your tutor if you have any concerns regarding infringement of copyright.

## Data Protection

We maintain the personal data we hold on our learners in accordance with the requirements of relevant data protection legislation.