

HealthCo

Safer Healthier Workplaces

LEARNER HANDBOOK

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SECTION ONE – ABOUT HEALTHCO

INTRODUCTION

Welcome to HealthCo. We are delighted that you have decided to complete your training with our organisation. We are committed to providing a positive learning experience through our interactive training programmes and online resources.

This handbook is designed for learners to use a reference point to answer any questions about the process of completing a training course with HealthCo.

If you have any further questions before, during or after training, please contact us:

E: info@healthco.ie

T: +353 42 9373759

COMPANY BACKGROUND

HealthCo was established in 2014. Since its inception, HealthCo has developed a core team of healthcare practitioners that deliver a range of safety & health promotion services in the workplace across Ireland. All of our team members have extensive knowledge and industry experience in healthcare, education, childcare, training, and business. Our team members are also active members of their local community including local sports clubs, Cardiac First Responders, and The Red Cross.

HealthCo is an accredited training site of the Irish Heart Foundation and an approved training institute of the Pre-Hospital Care Council (PHECC). This ensures consistency of the highest professional standards of training, across our range of programmes.

We assist our clients:

- Maintain regulatory compliance – HIQA, HSA, TUSLA
- Complete accredited training
- Improve company safety and health strategy

Our range of programmes includes:

Manual Handling & Ergonomics

Manual Handling

People Moving & Handling

Theatre Handling

Hoist Workshop

DSE/VDU Assessments

First Aid & CPR

First Aid Response

First Aid Response Recertification

BLS & CFR Dual Instructor

Basic Life Support Provider

BLS Heartcode (Blended)

Heartsaver CPR AED

Heartsaver CPR AED Blended

Cardiac First Response

First Aid for Sports Clubs

Behaviours Of Concern

Behaviours of Concern

Mental Health in the Workplace

Professional Management of Aggression & Violence (PMAV)

Safeguarding Vulnerable Adults

Other Programmes

Infection Prevention & Control For HealthCare Workers

Fire Safety

Abrasive Wheels

To out more about our full range of training programmes visit: www.healthco.ie

To find out more about PHECC, go to: www.phecc.ie

To find out more about the Irish Heart Foundation, go to: www.irisheart.ie

MISSION STATEMENT

Since HeathCo's inception in 2014 we have been committed to building a 'Safer, Healthier Workplace' Our courses reflect both the needs of our clients and learners. This has been achieved through continuously listening to both our learners and clients aligned with workplace trends and current research. Our goal is to see less fatalities in the workplace, less time off as a result of injury & illness. Through safety and health promotion, we aim to support organisations and employees to perform in their role and succeed in their mission.

CORE VALUES

Our core values shapes the culture at HealthCo and defines who we are:



Dynamic

Expect change, go with it and look forward to the opportunities it presents



Learning

Being expert is not an end goal but a constant state of learning



Customer Service

Never make our customers wait or ask twice



Reliability

Do the ordinary things, extraordinarily well

HEALTHCO AND QUALITY ASSURANCE

HealthCo's quality management system (QMS) is a system of policies and procedures which we undertake to implement, in order to maintain and improve the quality of our services. The system includes:

- Governance
- Quality Management
- Staff Recruitment and Development
- Teaching and Learning
- Access, Transfer and Progression
- Programme, Development Delivery and Review
- Fair and Consistent Assessment of Learners
- Collaborative Provision
- Self-Evaluation and Improvement of Programmes and Services

SECTION TWO – THE LEARNER EXPERIENCE

LEARNER CHARTER

HealthCo recognises that Learners' needs are at the heart of what we do.

We, therefore, ensure that we provide a quality learning environment and experience for all. In order to achieve this,

WE WILL MAKE EVERY EFFORT TO:

1. Provide a high standard of training from appropriately qualified tutors.
2. Ensure programmes run as per the schedule and in a safe learning environment including virtual classes.
3. A variety of teaching methods will be used to accommodate different learning styles including group discussion, question & answer sessions, Visual Aids, PowerPoint, and interactive practical sessions and scenarios.
4. Continuously assess your learning needs and offer extra support if required.
5. Deal with all inquiries promptly
6. Offer a prompt response to any issues that you bring to our attention.
7. Treat any information you provide in a confidential manner.
8. Ensure you have an opportunity to share your views on the quality and content of the programme you participate in.

WE EXPECT YOU TO:

1. Actively participate in the programme e.g. Complete exercises, take part in group discussions etc.
2. Treat everyone with respect regardless of differences in culture, disability, learning difficulties, medical conditions, race, ethnicity, gender, age, sexual orientation, religion, or social class.
3. Comply with health & safety regulations.
4. Be punctual for classes and be prepared

MOBILE PHONES

Mobile phones should be switched to silent and put away during all training sessions.

PERSONAL BELONGINGS

When attending class, Learners should be careful with their personal belongings. Money or items of value should not be left lying around. HealthCo cannot accept responsibility for any items lost or stolen.

CHANGE OF CONTACT DETAILS

It is important that Learners notify the Tutor of any change of personal details as soon as possible.

SCHEME OF WORK

A scheme of work with units and dates is provided to all Learners at the commencement of the programme.

ATTENDANCE

In order to succeed – commitment is vital and we expect that commitment from all Learners. A class register will be kept by the Tutor for each session.

If at any time during the programme individual circumstances change and they are unable to attend for one or more sessions, the Learner must contact the Tutor and provide an explanation. Based on the number of absences, and individual circumstances, a decision will then be made as to the availability of the Learner to continue at this time.

If applicable, long-term sickness or absenteeism may also lead to removal from the programme for this term but re-registration may be permitted if Learner returns from sick leave and has a medical / doctor, certificate to state that they are fit to undertake required duties.

INFORMATION AND LEARNER SUPPORT

HealthCo prioritises the individual needs of the Learner and takes great effort to ensure there is a range of supports and resources in place to maximise the Learner experience.

Supports are reviewed on a case by case, basis and Learners who require any support are encouraged to discuss this with the Tutors at the time of pre-enrolment, initial assessment or at any point throughout the duration of the programme.

A range of measures are in place to ensure clear communication between Learners and Tutors in order to enable support to be provided, Information is provided pre- enrolment, as part of induction, and opportunities are available on an ongoing basis for disclosure of any concerns or requirements to the Tutor so that support can be provided.

It is the responsibility of the Learner to disclose additional support required.

Once the learner has confirmed a place in the programme.

- Confirmation will be sent confirming:
 - Course title
 - Duration
 - Dates
 - Times
 - Accreditation
 - Course Syllabus
 - Learners Handbook
 - Resources

On the first day of the course the instructor will complete a learner induction including details on:

- Grading
- Plagiarism
- Personal details required
- Course participation
- Appeals procedure
- Repeats

Our **administration team** are available during normal office hours to answer any queries in relation to:

- Suitability of course to meet the needs of the learner
- Cost of course
- Acceptance of funding from state agencies
- Course materials supplied
- Special requirements for learners

Our **tutors** deliver training in their specific field of expertise. All tutors will be required to:

- Carry the appropriate qualifications required to deliver the subject matter
- Be committed to supporting learners to meet the learning outcomes of each course
- Where specific learner needs have been notified prior to the course, ensure that the necessary support is given to the learner (if practicable)
- Ensure there is a fair and consistent assessment of learners
- Treat every learner with dignity and respect
- Be subject to monitoring to ensure training is being delivered to meet standards of awarding bodies.

If **HealthCo** have to cancel a course, due to unforeseen circumstances, we will:

- Give you the option of being transferred to the next available course
- Get a full refund of your money (if you have already paid).
 - The money will be refunded within 7 days.

If a **learner** cancels a course or fails to turn up for a course, our Terms and Conditions for Training Programmes will apply:

- 50% of the fee will apply if the cancellation is up to 48 hours before the course.
- After 48 hours, the full fee of 100% will apply.

HEALTH AND SAFETY

Management recognises and accepts its responsibility, so far as is reasonably practicable, the health and safety of its learners.

HealthCo aims to promote, set and maintain the highest standards for health and safety and welfare matters through regular review and continuous improvement.

This will be achieved by

- Providing adequate control of the health and safety risks arising.
- Consulting with Learners on matters affecting health and safety.
- Providing and maintaining safe plant and equipment (where appropriate).
- Ensuring safe handling and use of substances.
- Providing information, instruction and supervision for Learners.
- Preventing accidents and cases of work-related ill health.
- Maintaining safe and healthy working conditions.
- Reviewing and revising this policy as necessary and at regular intervals

HealthCo will endeavor to eliminate any hazards which may result in personal injury, industrial illness, fire, security losses, property damage or harm to the environment.

FACILITATING DIVERSITY

HealthCo confirms its commitment to develop, maintain and support a comprehensive access policy predicated on a respect for the values of equality, inclusion and diversity. HealthCo will operate in accordance with the above values in order that all learners are enabled and empowered to reach their full potential. HealthCo recognises that this is achieved through the development of systems and of a culture that is supportive of these aims.

We are committed to equality of opportunity for all staff and learners irrespective of gender, civil status, family status, sexual orientation, religious belief, age, disability, nationality or ethnic or national origin, or membership of the travelling community. In doing so we hope to create an inclusive, supportive, and encouraging learning and working environments for all.

Key steps

- Email sent to learners prior to commencing their programme requesting information on any additional support needs.
- Programme content/delivery/assessment adapted to support individuals or groups with special requirements
- All learners are treated fairly and afforded the opportunity to reach their full potential
- Learner induction, One to One meetings, Oral Communication
- Individual tuition – where learners require specific or special attention this will be identified during delivery and ongoing assessment of learners throughout the programme. They will be afforded as much individual attention, facilitation, assistance and encouragement as possible within the constraints of programme delivery.
- Additional guidance may be provided between sessions and or modules if this is deemed to be necessary.
- Consultation with relevant local agencies to reference support for groups/individuals with specific training needs.

COMPLAINTS

HealthCo will seek to give the best quality service possible in all aspects of its work. However, there may be times when a learner may feel that they have not been treated or dealt with the way they wished. If this is the case, we would like to know and have the opportunity to put things right.

VERBAL / INFORMAL COMPLAINTS PROCEDURE:

- An informal complaint can be made informally to any member of staff, who will discuss the complaint with the learner and attempt to agree on a way forward or a solution that suits both parties.
- If the verbal complaint cannot be resolved it then becomes a written complaint and will be dealt with as per our procedure listed below.

WRITTEN / FORMAL COMPLAINTS PROCEDURE:

- Complaints must be made in writing and sent by email info@healthco.ie or by post to HealthCo, Mullatee, Carlingford, Co. Louth. A91 KP28.
- The complaint should be addressed to the programme administrator
- The complaint will then be investigated within 30 working days.
- The complaints officer must contact the person against whom the complaint has been made to inform them that a complaint has been received from another learner or client facility and to outline the details of the complaint. The complaints officer will request that the person provide a written statement outlining their account of the events surrounding the accusation.
- The complaints officer will schedule an Investigatory Hearing and invite the person against whom the complaint has been made to the same.
- Where the investigation takes longer than 30 days, HealthCo representative from the HR Department must be present at the Investigatory Hearing, in addition to the Manager.
- All parties will receive a written update on the investigation as soon as possible not exceeding 30 days.
- All parties are updated on the progress of the complaint every 20 working days.

HealthCo monitors all complaints received to ensure that we are fully aware of all issues as we seek to maintain high standards of training and assessment provision and we keep full records of all formal complaints

LEARNING STRATEGIES

Learning strategies will focus on the development of interpersonal, communication, social, and practical skills. Learners are encouraged to take responsibility for their own learning and to engage in the learning process with appropriate Tutor support. A variety of Learning methods such as group discussion, professional discussion, questions, and answers are used to facilitate learning styles

SECTION THREE – ASSESSMENT

ASSESSMENT TECHNIQUES

It is the policy of HealthCo that all Learners should receive a fair, transparent, and consistent assessment. We are committed to carrying out assessments that are consistent across all assessors and in line with awarding body guidelines.

We have developed guidelines and procedures describing in detail the approach to be taken when assessing Learners on approved programmes. Learners will be made aware of the methods of assessment and their responsibilities for achieving and demonstrating the required knowledge and skills.

Assessors will ensure throughout the process that evidence provided is valid, authentic, sufficient, current, and reliable.

The circumstances of each Learner will be taken into consideration and our procedure will detail guidelines for those with additional support needs.

We are committed to all aspects of the assessment process and will ensure that it is:

- Understood by staff and Learners.
- Valid for the purpose of awarding body requirements.
- Include both formative and summative assessment practices, where appropriate
- Fair to Learners, in terms of access and process.
- Internally verified to ensure the process is fair and consistent.
- Carry out additional quality assurance procedures to ensure teaching and training practice is consistent across all Tutors / assessors
- Externally authenticated to ensure it is consistent with national standards.
- Consistent with awarding body assessment policy and guidelines.

Evidence of assessment will be maintained to allow verification and validation of the assessment process by both internal and external agencies and for review in the case of a Learner appeal.

EXAMINATION

An examination provides a means of assessing a Learner's ability to recall and apply knowledge, skills and understanding within a set period of time and under clearly specified conditions. A theory-based examination assesses the ability to recall, apply and understand specific theory and knowledge.

PROJECT

A Project is usually carried out over an extended period of time. Projects may involve research, require investigation of a topic, issue, or problem, or may involve a process, such as a design task, a performance or practical activity or production of an artefact or event.

SKILLS DEMONSTRATION

A skills demonstration is used to assess a wide range of practical based learning outcomes including practical skills and knowledge.

ASSESSMENT BRIEFS

An Assessment Brief is the set of instructions given to you by your Tutor telling you:

- What you are required to do for the assessment of the module (technique)
- How the assessment will be marked
- When it must be submitted
- Assessment details

REASONABLE ACCOMMODATION

HealthCo will put reasonable accommodation measures into place, where possible and appropriate, for learners.

All learners will be made aware of the supports available and given opportunity to share any grounds where additional support or reasonable accommodation would be required. This would be as part of the application process as well as learners having the opportunity to advise Tutors / Assessors on an ongoing basis.

To consider exceptional circumstances including compassionate reasons where appropriate to support learners to complete programmes of learning. All potential learners will be made aware prior to commencing the course what the requirements are and what expectations are from learners, so enrolment in a programme is an informed decision.

All potential learners will be informed that additional support is available and encouraged to communicate any additional needs that may affect their progression and assessment process.

Learners have the opportunity to alert staff of any additional support needs when applying for a programme.

As part of initial induction into the qualification, additional supports will be referred to and all learners informed of the importance of sharing any additional needs to support them to progress.

Reasonable accommodation will be included as part of the learner handbook to share clear information to all learners.

Individual meetings with Learners to assess additional support needs and agree appropriate plan.

Tutors / assessors will have the authority to adjust assessment methods if they are informed of needs during programme delivery. These can include: e.g. verbal questions being asked, professional discussion, enlargement of print, facilitating the use of a scribe, reader or interpreter, practical assistance, rest periods, and provision of adaptive equipment and software if available.

Compassionate grounds must also be considered and HealthCo will ensure to support a learner in a time of stress or additional personal pressures by placing the learner on Hold for a period of time, adjusting the pace of assessment temporarily, or putting measures in place to support the learner, where possible, without disadvantaging other learners.

All staff will be trained in the provision of adaptations and accommodations during the assessment to ensure the integrity of the assessment process.

ASSESSMENT FEEDBACK

We are committed to providing you with timely and constructive feedback throughout your programme. The purpose of this feedback is to ensure you acquire the best possible learning from your assessments etc.

REMEDIATION: Should learners have difficulty reaching the PHECC FAR standard they will be supported with remediation efforts.

LEARNERS' REFLECTION AND FEEDBACK

On completion of any HealthCo programme we invite all learners to complete our reflection and feedback form. We welcome feedback as it helps us continuously improve the learner's experience. This is also an opportunity for the learner to reflect on their learning and how they can apply it to their everyday role.

LEARNERS APPEALS

Information on the right to appeal is communicated to learners at the beginning of their programme.

A learner appeal will be assigned to an independent reviewer (the original tutor/assessor will have no part in the review)

Where a learner wishes to appeal the following procedure will apply:

1. A learner will have two weeks in which to submit a formal appeal which must be sent to the programme administrator.
2. The internal verifier for the programme will review the assessment process for the specific learner concerned, within two weeks of notification.
3. The learner will be notified of the results of the review and informed of their right to appeal the process to the awarding body under their guidelines.