



TUTOR MANUAL

Training 2023

Welcome to Shorcontrol Safety

Dear Tutor,

Shorcontrol Safety welcomes you to our tutor faculty. We have put together this handbook to give you the information and support to guide you in the teaching activities that you will be carrying out for Shorcontrol Safety. We ask you to read through and get a sense of the culture of our organisation and how we do things to give the learner an experience of education that will satisfy their current needs and encourage them to return for the future educational needs.

Shorcontrol Safety Ltd. is a leader in safety training for all sectors of industry and have been in practice since 1998. Our mission is to deliver safety educational opportunities to learners which are designed to prepare them for the professional roles they may incur during their working lifetime.

We deliver programmes to all audience levels of these industry sectors from director to operator levels. Our mission is to ensure that the learner has the knowledge and skills to maintain their healthy and safe working environments by development of selected programmes to give the learner the abilities to reach their goals and increase their safety culture.

Our strategy is to provide a healthy, safe working, teaching, and learning environment with continuous progression for the learner.

This strategy includes facilitating our current programmes while continuously developing new ones, driven by the demands of the industries we serve.

With your help along with the rest of the Shorcontrol Safety team we strive:

- To give the learner the best prospects to assist them to reach their goals within their working careers while remaining safe and healthy.
- To gain the learner knowledge and skillsets to progress to further develop themselves within their workplaces while keeping themselves and others safe.
- To gain the learner the Safety and Health knowledge and skills to pursue as safety and health professionals as an ongoing career.
- To enable the learner to be forever employable to the industry sector by which the learner wants to belong while progressing their involvement in safety, health, and welfare at work.
- We are driven by the need to keep workplaces safe and to give learners the knowledge, skills, and experiences to make this happen.

We in Shorcontrol aspire to provide our learners with the best experience of safety training and learning by consistently providing a safe and practical skill learning environment, encouraging skills and theory participation by all learners, selecting tutors who are experienced subject matter experts and continuously upgrading our facilities, equipment and processes for skills experience and theory motivation.

Fiona Spillane

General Manager
24/05/2023

John Kelly

Training & Development Manager
24/05/2023



Mission, Vision & Values

Mission

Shorcontrol Safety are committed to providing premium services and products in all we do, at fair and competitive prices. This includes providing high quality, accessible safety training courses and programmes, first class equipment servicing, calibration, sales, and hire, as well as precise and robust occupational hygiene consultancy services.

Vision

Our vision is to grow and become the leading safety training company in Ireland, delivering both accredited and non-accredited courses to clients and learners to the highest possible professional standard.

We aim to achieve our mission and vision by:

- Being customer focused, ensuring their needs and wants are recognised and provided by us.
- Ensuring that all standards set out by our external governing bodies/ awarding organisations are adopted and strictly followed, e.g., QQI, City & Guilds, Solas, PHECC, IOSH.
- Delivering training that is valued, motivating and improves both the performance and safety of our learners and clients.
- Delivering training that involves classroom, practical and live remote sessions.
- Ensuring that all our training programmes have clear objectives and that all learners are aware of the purpose and scope of the courses to support their learning objectives.
- Continuously reviewing, revising, and updating our programme content and delivery through feedback, evaluations, and research.
- Ensuring our tutors and staff are qualified, knowledgeable, and competent for the delivery of products and services provided.
- Ensure our equipment technicians and staff are qualified, knowledgeable, and competent regarding the selling, servicing, and calibration of equipment.
- Ensuring our Occupational Hygienists are qualified, competent, and accredited by relevant occupational hygiene organisations and are knowledgeable in current industry practises.

Values

At Shorcontrol Safety our core values are guided by customer centric, environmental, health & safety, and integrity practises. These values reflect who we are as individuals and as a company together.

- **Customer centric:** we are a learning company, fostering the development of talent, knowledge, and expertise. Our learners, clients and customers are necessarily at the core of our business. We aim to provide positive experiences and build long-term relationships with our customers as we know it will inevitably lead to growth and success of the company.
- **Integrity:** we are honest and transparent, treating everyone with dignity, fairness, and respect. We are committed to promoting equality, diversity, and inclusion in all aspects of our business activities: employment, education, and service provision. We conduct business in an ethical manner, ensuring that it is embedded in our culture.
- **Environmental, Health & Safety:** we aim to grow to be an industry leader in environmental, health and safety practices through improving our processes and becoming more efficient and sustainable, to minimise our impact on the environment and provide safe and healthful working conditions.

A handwritten signature in black ink that reads "Gino Sillar".

General Manager

Date: 13/03/2023

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1. Company Policies

1.1 Equality, Diversity & Inclusion Statement

Equal opportunity, diversity and inclusion are cornerstones of Shorcontrol Safety's culture. We believe that all people deserve equal opportunities regardless of gender, ethnic background, age, religion, disability, and individual capabilities. We embrace equal opportunities, diversity, and inclusion as we believe that it positively influences employee satisfaction and ultimately our success.

We are committed to promoting equality, diversity, and inclusion in all aspects of our business activities: employment, education, and service provision.

- **Human Rights**
 - Our policy is to respect equal treatment and the need to provide fair employment opportunities regardless of protected personal characteristics.
- **Childrens Rights**
 - We condemn child labour and respect the rights of children to educate, rest and play.
- **Freely Chosen Employment**
 - We reject all forms of forced or compulsory labour, such as prison labour, debt bondage, slavery, or trafficking.
- **Protection from Harassment, Discrimination, Victimisation & Violence**
 - We will not tolerate harassment or discrimination in our workplace on any basis included but not limited to race, nationality or ethnic association, gender, religion, sexual orientation, disability, or any other protected personal characteristics.
- **Health & Safety**
 - We aim to maintain a safe and healthy workplace that complies with national standards for Occupational Safety and Health.
- **Fair Working Conditions**
 - We recognise the right of our employees to appropriate rest and leisure time. We provide reasonable hours of work within applicable industry practices that safeguard the health and well-being of our employees.
- **Non-discriminatory Compensation Practices**
 - We are committed to providing our employees with competitive wages and benefits that reflect the need for internal fairness, as well as external competitiveness within the industry and local labour markets where we conduct business.
- **Non-discriminatory Job-Posting & Advertising**
 - We ensure that job postings and advertisements do not directly or indirectly exclude any potential applicant or include any necessary requirements that would unfairly exclude an applicant in relation to age, gender, civil status, disability, religion, sexual orientation, race, ethnic association, and members of the travelling community.
- **Non-discriminatory Training Programme Development**
 - We ensure all training programmes do not directly or indirectly exclude any potential applicant or include any necessary requirements that would unfairly exclude an applicant in relation to age, gender, civil status, disability, religion, sexual orientation, race, ethnic association, and members of the travelling community.

As a tutor for Shorcontrol Safety, you will be expected to uphold the Equality, Diversity & Inclusion policy. Every effort has been made to ensure that the design and layout of training programs meets the learning

style requirements of learners, cultural backgrounds are recognized, and all learners are not discriminated against in any way.

As a tutor you may come across issues related to equality from time to time. Being aware and prepared for such instances is part of what makes you a professional in the training world, however, if you feel that you cannot deal with these issues, please contact Shorcontrol management for advice. We ask that you refrain from allowing any unresolved issues to continue without closure as they could lead to larger issues which may lead to a full investigation, either by management or an outside agent to occur.

Those individuals who feel that they have been bullied or discriminated against in any way are encouraged to report such behaviour to the tutor or a member of staff. Those individual concerns will be handled confidentially. Those individuals' concerns will be investigated, of which the outcome will be made known to the individual. The outcome of such investigations will be decided upon by a member of upper management.

The success of this policy will coincide with the recognition and active application of aspects found in the Employment Equality Act 1998/2004/2015, National Disability Authority Act 1999 and Equal Status Act 2000/2008.

1.2 Dignity Charter

Shorcontrol Safety is committed to providing and maintaining a workplace environment that both encourages and supports the right to dignity at work.

We aim to provide this by ensuring the following:

- All employees of Shorcontrol Safety, including sub-contractors are expected to respect the right of each individual of dignity in the workplace and they have both a duty and responsibility to uphold this charter.
- We shall endeavour to ensure that all employees and relevant stakeholders are treated equally and respected for their individuality and diversity.
- All people representing the company, both on and offsite, behave in a manner that is consistent with this charter.
- Policies and procedures support the principals and objectives of this charter.
- Any form of intimidating behaviour is not accepted or tolerated at or by the company. This includes but not limited to, harassment, sexual harassment, aggression, violence, and bullying.
- If any form of intimidating behaviours occurs, it is regarded as contravening to the values of Shorcontrol Safety and as such is a breach to our policies and procedures linked to this charter.

1.3 Quality Policy

Shorcontrol Safety aims to establish a Quality Management System that shall allow us to become the best safety training organisation in Ireland, delivering both accredited and non-accredited courses, to clients and learners to the highest professional standards.

At Shorcontrol Safety, we strive to maintain the recognition and reputation of offering dependable, first-class equipment servicing, calibration, sale, and hire, by implementing a Quality Management System that ensures these aims are met.

We achieve our assurance of quality through means of inclusion of all activities and stakeholders, operational functions, learners, employees, sub-contractors, and clients in the Quality Management System.

We aim to fulfil this policy by striving to achieve the following objectives on a continuous basis:

- Effective planning and performance of operations, tasks, and processes.
- Consistent adherence to prioritising tasks.
- Ensuring systematic monitoring and directing of processes, results, and tasks.
- Increasing employee, learner, client, and public satisfaction.
- Learners and clients are abetted in improving their competencies and knowledge in a practical way, allowing transfer of skills and safe behaviours into their own workplaces and personal lives.
- A culture of direct and open communication is maintained, and a healthy environment of mutual trust and respect exists between staff, tutors, learners, clients, and the public at large.
- All learners, clients, staff, and members of the public are treated fairly and in accordance with our Equality, Diversity, and Inclusion policy.
- Recruitment and selection of staff and tutors which are in-line with the strategic direction of the company.
- Development of well-designed courses to meet the needs of learners, clients, and the community.
- Course materials are maintained, up-to-date and relevant.
- Working with affiliated governing bodies/ awarding organisations, which we have a relationship with, in developing and maintaining a Quality Management System which is congruent with their requirements, which in turn allows for us to administer their courses and assessments.
- Ensure our technicians and staff are qualified, knowledgeable, and competent regarding the selling, servicing, and calibration of equipment.

1.4 Safety Policy

It is the policy of Shorcontrol Safety Ltd to provide the necessary measures, controls, and equipment to safeguard the safety, health, and welfare of our entire workforce.

It is the intention of Shorcontrol Safety Ltd to provide as far as reasonably practical a safe and healthy environment for our employees, customers, contractors, and others who may be affected by our activities and operations.

Shorcontrol Safety Ltd will endeavour to eliminate or reduce all foreseeable hazards associated with our activities and operations, make all staff aware of the importance of good safety practice by ensuring the following of all safety and health policies and procedures, given information and training, instruction, and supervision wherever it is identified as a need.

The Safety Statement will be brought to the attention of all our staff and copies will be made available to anyone who may require this document as compliant with sections 20 (3) of the Safety, Health, and Welfare at Work Act 2005.

Shorcontrol Safety Ltd will endeavour to make compliant with all relevant legislation associated with the activities and operations of the organisation. The company will update itself with all new legislation and where necessary seek the provision of competent consultants to give advice and assistance.

All new employees will continue a period of close supervision until such time as their manager is satisfied that they are competent to perform their duties in a safe and healthful manner. All employees will receive training for all equipment that they will use, and no employee will use any equipment without the proper certification, qualification, or signed instruction, where applicable.

Safety and health are everyone's responsibility. The company will enact all duties in compliance with section 8 to 12 of the Safety, Health and Welfare at Work Act 2005 and will expect all employees to be in compliance with section 13 and 14 of the same act.

Resources will be made available by the company to ensure this objective is achieved as part of good safety management practices. Safety meetings and toolbox talks will be held on at regular intervals to ensure transfer of information and consultancy with all staff is in compliance with section 26 of the Safety, Health and Welfare Act 2005.

To ensure this document remains as a dynamic instrument regular updating will take place in line with business requirements, legislation changes, personnel changes and any other circumstances that may cause need to review this safety statement.

1.5 Environmental Policy

At Shorcontrol Safety we value and promote environmental leadership, responsibility, and innovation in the management of all company facilities and activities. Environmental responsibility, care and management are among our core values.

Our environmental programmes will seek to achieve the following objectives in order to fulfil the aims of this policy:

- At a minimum, adopt compliance requirements and regulations set forth by the government, European Union, and any other agency with whom the company subscribes or has an agreement with.
- Continuously review and improve the environmental impact and performance activities and processes.
- Review, prioritise and establish environmental goals and objectives on an annual basis.
- Support research, training and agencies engaged in environmental improvement.
- Encourage the involvement of employees to promote and ensure an environmentally friendly workplace is established.
- Develop an employee environmental awareness programme.
- Be open to the community concerning the company's environmental impact, efforts, and performance.
- Monitor practises and programmes to ensure environmental responsibility is part of the continuous improvement of all activities and processes.
- Minimise negative environmental impacts by implementing activities and practises that are designed for the prevention of pollution, reduction of use of natural resources, and increase the longevity and efficient use of equipment and resources.

The company's environmental programmes shall be integrated and focused on continual improvement, with cross-functional involvement and contribution to sustainable development and reduction in harm to the environment.

Shorcontrol Safety's Management team will lead the development and implementation of appropriate

programmes, policies, procedures, audits, monitoring, and awareness programmes.

Our environmental programme information and results shall be communicated in a transparent and factual manner to the public when/if deemed appropriate.

All employees and subcontractors are responsible for adopting and implementing the objectives laid out in this policy and as directed by management.

2. Tutor Information

2.1 Definitions

Trainer/Tutor: Any qualified, competent person arranged by Shorcontrol Safety Ltd to carry out the process of training and educating a learner to reach a goal of achievement in their life-long education.

Assessor: Any qualified, competent person arranged by Shorcontrol Safety Ltd to carry out the assessment of learners on a program of training and education.

Communication: The act of giving, receiving, and sharing information -- in other words, talking or writing, and listening or reading. Good communicators listen carefully, speak, or write clearly, and respect different opinions.

2.2 General Conditions

Trainers/Tutors/Assessors:



- Should take care of learners under their supervision with the aim of ensuring their safety and welfare insofar is reasonably practicable.
- Should respect confidential information relating to learners unless the wellbeing of an individual requires disclosure.
- Should respect learners, colleagues and other trainers/assessors and interact with them in a way that does not discriminate and that promotes equality.
- Should not carry out training while under the influence of any substance which impairs their ability or medical fitness.
- Should provide complete and accurate information with respect to their professional training records. The Shorcontrol Safety tutor assessment form must be completed and copies of certificates along with a CV supplied to Shorcontrol Safety.
- Should use Shorcontrol Safety course material where relevant/provided and present themselves as Shorcontrol Safety when contracted. If Shorcontrol Safety material is not provided the trainer should have their material approved by Shorcontrol prior to delivery of the course.
- Should complete all paperwork provided prior to handing it back to Shorcontrol Safety administration.
- Should treat the equipment provided by Shorcontrol Safety with appropriate respect and report any safety issues or damage.
- Should leave training rooms (at Shorcontrol Safety or on site) as found including removing any equipment that may have been brought in for the training course. Desks, chairs, and other equipment should be returned to room set up position.

- Should endeavour to follow the appropriate timetable when delivering a training course (8hrs with two breaks (15min and a 30min) is the norm for a Shorcontrol Safety 1 day course) and a short afternoon break can be given.
- Should ensure that delegates get the appropriate level of training as to the order of their contract.

2.3 Communication

Communication is important to ensure that the right message is given, to the right person, and while ensuring the right information has been received by the right receptor at the right time for the right purpose. Shorcontrol believes in a two-way communication system with all tutors.



A separate tutor email account has been set up for tutors to use, tutors@safety.ie. All tutors can be communicated to on matters concerning the larger tutor population, while other smaller groups are also set up for specific subject matter tutors. Tutors are asked to communicate any information regarding teaching issues to management either by email or the comment section found on the class register sheets.

2.4 Shorcontrol Safety Contacts

It is vital that you have all contact information that you may require while training with Shorcontrol Safety. Below are the main contact numbers and email addresses. From time to time the Sales and Administration teams may give you their direct contact details, as well as other tutors who work for Shorcontrol. Please ensure you do not pass the contact details of individuals to any other person unless permission has been given to you by them.

Main Email:	info@safety.ie	Tel. No.: 045-898198
General Manager:	fiona@safety.ie	Mob.: 087-9695315
Training & Development Manager:	john@safety.ie	Mob.: 087-9369463
Quality, Health & Safety Manager:	abyrne@safety.ie	
Sales Manager:	birvin@safety.ie	Tel. No.: 045-883113
Administration Manager:	lbyrne@safety.ie	

2.5 Tutor Qualifications and Contracts

Tutors must ensure that they present the correct up-to-date information to Shorcontrol.



2.5.1 CV's

Tutors must present an up-to-date CV to Shorcontrol management before training and ensure that it is up to date and current. This CV should contain your personal information including contact details, relevant qualifications obtained to teach agreed subjects, and experience in relation to the teaching subject.

2.5.2 Qualifications and Certifications

Shorcontrol will need to have copies of your certifications and qualifications in order for you to be allowed to administer the agreed upon courses. It will be the responsibility of the tutor to keep their certifications up to date for subjects that require refresher training and recertification (e.g., PHECC FAR/CFR Instructors).

2.5.3 Contracts

Tutors are required to sign a tutor contract with Shorcontrol Safety before the commencement of teaching. This contract will be sent to the tutor, a returned signed copy will be reviewed and then signed by the General Manager as well as the Training and Development Manager. A tutor cannot commence teaching until this contract is signed by all parties.

2.5.4 Continued Professional Development

Tutors will be required from time to time to have continued professional development. Shorcontrol will be able to assist in a tutor's pursuit of continued professional development, however it is the ultimate responsibility of the tutor to be up to date with subject information to carry out their role and professionalism.

2.5.5 Tutor Records

All tutor submitted CVs, certifications, qualifications, contracts, etc. are kept both as soft and hard copies by Shorcontrol. These files are reviewed regularly by management for update monitoring and subject matter qualification requirements.

All records are kept secure and are not shared with any third-party unless the tutor has given explicit permission by Shorcontrol Safety to do so. A tutor may be asked to assist Shorcontrol Safety with a profile summary to be used for customer tenders and inquiries.

2.5.6 Payment

Tutors must agree on fees and charges for programs delivered during the review and signing of the contract with Shorcontrol Safety. These fees will be negotiated with the General Manager. Tutors will invoice Shorcontrol Safety post-delivery of a course. Invoices can be made out either daily, weekly, or monthly depending on the volume of training that the tutor delivers on behalf of Shorcontrol Safety.

Invoice details should include the tutors name, address, bank details & contact details. Invoices must be dated for the month in which the training took place as well as details of the training course given including date of course, client and venue of the training course along with the pre-agreed rate. Invoices are to be submitted via email to invoices@safety.ie.

Payments are sent out every 30 days - month end - following signoff.

2.5.7 Live-remote/Online Training

Shorcontrol Safety has a variety of its programs that are delivered live-remotely. These courses must adhere to the same standards that are applied to the face-to-face trainings. Tutors that intend to offer live-remote training must make inform the Training and Development Manager prior to being able to offer it.

All tutors who wish to be part of the live-remote training faculty will be required to spend time with the Training Manager to ensure that they have the immediate skills to deliver this training. Tutors must not

deliver live-remote training until they have had the induction for training live-remotely completed with the Training & Development Manager or other appointed person.

2.5.8 Data protection

Tutors are reminded that data protection is a legal requirement under the GDPR Regulation 2018/2020. Shorcontrol Safety's Data Protection & Privacy Policy sets out our duty on data protection for both you and our learners.



Information and Record Management for Training Services sets out our methods of managing and securing post-course paperwork. Tutors should ensure that all information given by learners are always protected and not given to other parties. All course paperwork must also be kept secure and returned to Shorcontrol Safety as soon as possible after the conclusion of the course.

3. Program Elements

3.1 Course Selection

The Sales team will have access to the list of faculty members for different programs. They will firstly contact the tutor for assistance in running a program.



If the tutor agrees to take on the course an email confirming the details of the course (course title, date, location, etc.) will be sent to the tutor. You must ensure that the course arrangement works within your diary/schedule and contact the sales team member if you have to cancel for any reason. The earlier the tutor can get back to the sales team member the better, as it will allow the Sales Team more time to rearranging programs or tutors for this program and the clients. Tutors not following these arrangements may lose the privilege to train for Shorcontrol Safety.

3.2 Presentations

Tutors working for Shorcontrol Safety must use the presentations provided by the company. Only on agreed situations will other presentations be allowed to be used. Permission must be sought from Training and Development Manager for any of these situations. Tutors are asked not to give any extra handouts or information unless firstly agreed by Shorcontrol Safety. Tutors are asked to make any suggested changes to presentations and handouts to the Training and Development Manager. You will receive the presentations from the Administration Team, of whom will keep a list of which presentations have been given out to each tutor. Tutors must only use the presentation for Shorcontrol activities and may lose the privilege to train if found using presentations for any other reason.

3.3 Paperwork

Paperwork packs are available to tutors in the stationary room. The Administration Team will prepare the paperwork packs one to two weeks in advanced and leave it in the stationary room. Tutors are therefore able to collect their packs at a times that are most convenient for them. If you would like to collect your paperwork pack early or cannot make it to Naas prior to the course start date, we ask that you please contact the Administration Team to organize getting the pack to you either by post or courier when possible. The tutor should confirm in advanced of the course that paperwork has been received.

Once you become familiar with the Shorcontrol Safety office and the paperwork collection process, you can go directly to the stationary room located on the first floor past the second training room. Please sign the docket on top of your paperwork to declare that you have received it. This is critical to ensure that each tutor collects and receives the appropriate paperwork pack for the particular course they are running.

3.4 Tutor Observations and Audits

Awarding bodies associated with Shorcontrol require IQA and EQA on training and assessment of their programs. Shorcontrol following policy **TRA-POL-015** and **TRA-PRO-017** will at agreed times carry out observations and /or audits on tutors to enrich its quality system and comply with awarding bodies quality standards. Shorcontrol will notify tutors of this process before it will take place.

3.5 Equipment

Tutors are responsible in ensuring that all equipment used by them is fully functional and suitable for the course. Dependent on the selection of course(s) you are cleared to administer; Shorcontrol Safety will provide and maintain the select equipment for a number of courses, for other courses you will be responsible for supplying your own equipment. These determinations will be communicated to you at the time when submitting your contract with Shorcontrol Safety.

Random checks shall be carried out by Shorcontrol to ensure tutors are compliant with the requirements of the suitable equipment for the course. Non-compliance can lead to a tutor losing privilege to train through Shorcontrol Safety. If the tutor requires special equipment, or does not have the specific equipment required, then the tutor must inform Shorcontrol well in advance of the start date of the course, as Shorcontrol Safety will assist you in attaining it.

All equipment must be cleaned as per Shorcontrol hygiene policy. All equipment must be checked by the tutor before the start of the course and ensure that it is fit for purpose, cleaned, and serviced, calibrated and/or certified as required.

If you notice any equipment that has sustained damage or defects, either before, during or after a course, then you must tag the piece of equipment and report it to the Equipment Manager. Tutors logging out equipment from Shorcontrol are responsible for that piece of equipment. However, this should not deter you from reporting any defects or damage done to a piece of equipment.

Shorcontrol Safety understands that all pieces of equipment will wear down and come across potential accidents throughout its use during the many courses it will be utilized in. We must endeavor to ensure that the equipment is suitable at all times and ask that you please assist us in communicating its condition.

You will not be charged or held accountable for any damage or wear received by the equipment unless it has determined that gross negligence has caused the equipment to become defunct (ex. Improperly storing equipment during transport, using unapproved and corrosive solvents on mannequins, etc.)

3.6 Appearance

Shorcontrol Safety requires that all tutors to have a smart, clean, and professional appearance when providing training. It is critical that you are also selecting and wearing appropriate Personal Protective Equipment during the practical exercises and assessments. You should reach out to Shorcontrol management for advice if you are ever unsure of the level of PPE required.



4. Quality Assurance System

4.1 Principle

A quality assurance system’s objectives and standards are only achievable when all stakeholders are effective in utilising it. Over the years we have continued to develop a system which is designed to ensure that quality remains a pivotal part of what we offer our clients and learners. All while also aiding you, the tutor, in and out of the classroom by providing the tools necessary to deliver consistent trainings across the board of courses we offer.



4.2 Documentation

Shorcontrol Safety has developed a set of policies, procedures, forms, and templates to help you assist in ensuring Shorcontrol Safety effectively meets its quality assurance objectives, goals, and requirements. We ask all tutors to review policies and procedures related to their activities and to give feedback which will be greatly appreciated.

The below is a list of relevant company policies included as part of the quality assurance system. As we continue to develop and grow so will our quality assurance system and this list. An up-to-date Quality Assurance Manual (QMS-MAN-001) is available and should be reviewed by all stakeholders within the quality assurance system.

The Quality Assurance Manual contains all available documents utilised as part of the quality assurance system, as well as background and guidance instruction of how the Quality Assurance System is developed, implemented, reviewed, and maintained.

Doc Number	Title	Doc Type	Dept.
GEN-POL-001	Code of Conduct and Ethics	Policy	General Management
GEN-POL-002	Environmental Health and Safety	Policy	General Management
GEN-POL-003	Equality Diversity and Inclusion	Policy	General Management
GEN-POL-004	Organisational Structure	Policy	General Management
GEN-POL-005	Job Roles & Responsibilities	Policy	General Management
GEN-POL-006	Whistle-Blower Protection and Anti-Retaliation	Policy	General Management
GEN-POL-007	Email Internet and Social Media Use	Policy	General Management
GEN-POL-008	Work Times Absences and Holidays	Policy	General Management
GEN-POL-009	Drugs and Alcohol	Policy	General Management
GEN-POL-010	Data Protection and Privacy	Policy	General Management
GEN-POL-011	Conflict of Interest	Policy	General Management
GEN-POL-012	Cyber-security	Policy	General Management
GEN-POL-013	Anti-corruption, Anti-bribery and Anti-trust	Policy	General Management
GEN-POL-014	Employee Benefits	Policy	General Management
GEN-POL-015	Careful Communication	Policy	General Management

4.3 Quality Assurance Processes for Training

A number of processes have been implemented to ensure that Shorcontrol Safety delivers consistent, high-quality courses to our clients and learners. It is crucial that the following items are understood and completed in order for us to maintain the integrity of the quality assurance system.

4.3.1. In the Classroom

1. Coursework Documents

Each course will have a set of documents prepared for your use while administering courses with Shorcontrol Safety. It is important that these documents are used and completed when they are contained in your tutor Packets. Such items are:

- Course registers
- Evaluation sheets
- Pre and post checklists
- Witness forms for assessment control
- learner information sheets
- Letter of attendance forms (when requested)

2. Presentation and Learning Aids

Tutors working for Shorcontrol Safety must only use presentations provided by the Company. Only during extraordinary and previously agreed upon situations will other presentations be allowed to be used. Permission must be sought from the Training and Development Manager for any of these situations. tutors are asked not to distribute any additional handouts or information, not already found in the course's training plan, unless permission from Shorcontrol Safety has been given.

Tutors are encouraged and asked to provide suggested changes concerning presentations/handouts to the Training and Development Manager. All comments and suggestions will be considered as we strive to ensure that learners are given the most clear, accurate and up-to-date information available.

tutors may receive the presentations from the Administration Team, of whom a list of presentations given out to tutors will be kept. tutors must only use the presentation for Shorcontrol Safety courses and activities. Individuals may be subject to losing the privilege to train with Shorcontrol Safety if found using presentations for any other reason.

4.3.2. Outside of the Classroom

1. Internal verification

Tutors are asked to return paperwork as soon as possible to the admin in Shorcontrol main office. This paperwork will be internally verified to ensure:

- All documentation has been submitted.
- Paperwork has been completed.
- Correct marking system used.
- Signatures are present and in correct location.
- Learner coursework is marked correctly.



2. External Authentication

External authentication will then take place by an outside authenticator which will check the internal verification report and counter check paperwork at specified percentages of the total for each course, dependent on those courses' National Governing Body and Shorcontrol Safety quality assurance

requirements. Tutors are reminded to return all paperwork in its complete and signed-off form so as to alleviate any issues arising from verification.

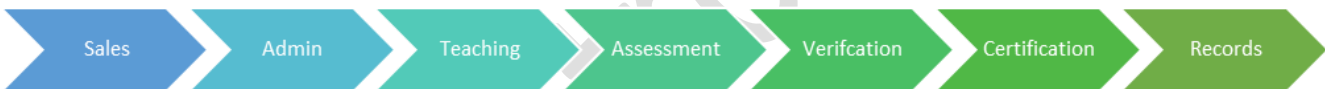
3. Results Panel Report

The results panel will sign off on a selection of course material as a sample of all paperwork received for the period and complete a report on its findings. It is therefore essential that all tutors must fully complete and submit each course’s documentation as soon as is reasonably practicable once the course has ended.

4. Certification

You will need to ensure that you have the correct spelling of names for the learners on all course paperwork, otherwise issues can arise during certification. In some cases, you may have to seek extra information regarding PPS number and dates of birth, and other learner specific information; it will be important to relay to the individual that their information will remain confidential and is only shared with the Governing Bodies that issue the certifications.

Certifications may only be issued when all the verifications are complete and the verifiers and/or Results Panel Members sign off on their reports. Tutors may give provisional results to learners, but the final result is not exact until the National Governing Body for the course has issued them their official certification document.



5. Teaching and Learning

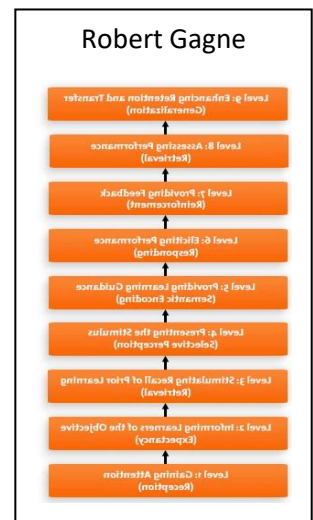
5.1 Learning

“Learning is the process whereby knowledge is created through the transformation of experience” (Kolb, 1984).

All tutors will use the knowledge of theorists in adult learning as process to ensure the learner gets the most out of their Shorcontrol Course. The tutor should be a subject matter expert with an abundance of experience in order to help create and foster a learning environment with aims to give the learner the best opportunity to achieve the course’s learning outcome goals.

The tutor must ensure that the material content and the practicals used appropriately and in combination to provide a welcoming learning experience for the learner.

The tutor will be required to know their subject in-dept and from time to time the tutor may be audited by a subject matter auditor to ensure proper performance is being realized. This is a requirement from Shorcontrol Safety to comply with accredited organization quality assurance for their programs.



5.2 Delivery

Because there is no single method to deliver training, researchers continue to address how to best present targeted information to trainees. Specifically, researchers are seeking cost-effective, content-valid, easy-to-use, engaging, and technology-based methods (e.g., Baker et al 1993, Bretz & Thompsett 1992, Steele-Johnson & Hyde 1997).

The delivery of the program is very important, as the tutor, you are responsible for and must create that right delivery process of the information to the learners. Tutors are to follow the lesson plans and timetables for each program unless the situation they find themselves in needs a more creative response. If unsure the tutor should contact Shorcontrol Safety management for advice.



6. Effective Communication

Effective communication is about more than just exchanging information. It's about understanding the emotion and intentions behind the information. As well as being able to clearly convey a message, you need to also listen in a way that gains the full meaning of what's being said and makes the other person feel heard and understood.



Common barriers to effective communication include:

- **Stress and out-of-control emotion.** When you're stressed or emotionally overwhelmed, you're more likely to misread other people, send confusing or off-putting nonverbal signals, and lapse into unhealthy knee-jerk patterns of behaviour. To avoid conflict and misunderstandings, you can learn how to quickly calm down before continuing a conversation.
- **Lack of focus.** You can't communicate effectively when you're multitasking. If you're checking your phone, planning what you're going to say next, or daydreaming, you're almost certain to miss nonverbal cues in the conversation. To communicate effectively, you need to avoid distractions and stay focused.
- **Inconsistent body language.** Nonverbal communication should reinforce what is being said, not contradict it. If you say one thing, but your body language says something else, your listener will likely feel that you're being dishonest. For example, you can't say "yes" while shaking your head no.
- **Negative body language.** If you disagree with or dislike what's being said, you might use negative body language to rebuff the other person's message, such as crossing your arms, avoiding eye contact, or tapping your feet. You don't have to agree with, or even like what's being said, but to communicate effectively and not put the other person on the defensive, it's important to avoid sending negative signals.

6.1 Effective communication skills

1. Become a good listener

Listening well means not just understanding the words or the information being communicated, but also understanding the emotions the speaker is trying to convey. There's a big difference between engaged listening and simply hearing. When you really listen—when you're engaged with what's being said—you'll hear the subtle intonations in someone's voice that tell you how that person is feeling and the emotions they're trying to communicate. When you're an engaged listener, not only will you better understand the other person, but you'll also make that person feel heard and understood, which can help build a stronger, deeper connection between you and them. By communicating in this way, you will also experience a process that lowers stress and supports physical and emotional well-being. If the person you're talking to is calm, for

example, listening in an engaged way will help to calm you, too. Similarly, if the person is agitated, you can help calm them by listening in an attentive way and making the person feel understood.

2. Pay attention to nonverbal signals.

The way you look, listen, move, and react to another person tells them more about how you are feeling than words alone ever can. Nonverbal communication, or body language, includes facial expressions, body movement and gestures, eye contact, posture, the tone of your voice, and even your muscle tension and breathing. Developing the ability to understand and use nonverbal communication can help you connect with others, express what you really mean, navigate challenging situations, and build better relationships at home and work.

3. Keep stress in check.

When you are in a calm, relaxed state that you will be able to know whether the situation requires a response, or whether the other person’s signals indicate it would be better to remain silent.

4. Assert yourself.

Direct, assertive expression makes for clear communication and can help boost your self-esteem and decision-making skills. Being assertive means expressing your thoughts, feelings, and needs in an open and honest way, while standing up for yourself and respecting others.

7. How Students Learn

7.1 Principles of Andragogy

Considering that adults have their own, unique way of learning, there are 4 central principles that explain how to best develop training for them.

1. When it comes to learning, adults want or need to be involved in how their training is planned, delivered, and executed. They want to control what, when, and how they learn.
2. Adults gain more when they can pull past experiences into the learning process. They can draw on what they previously known to add greater context to their learning.
3. Memorising facts and information are not the right way for adults to learn. They need to solve problems and use reasoning to best take in the information they are being presented with.
4. Adults want to know “How can I use this information now?”. What they are learning needs to be applicable to their lives and be implemented immediately.

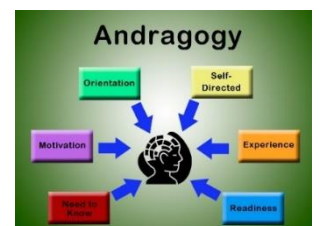
Developed by Malcolm Knowles in 1968, Adult Learning Theory or andragogy is the concept or study of how adults learn and how it differs from children. It aims to show how adult learning is distinct and identify the learning styles which suit them best.

1. Self-Concept

As we grow older, we shift from being dependent to being more independent. Therefore, how we prefer to learn changes from being instructor-led to a more self-directed approach.

2. Adult learner Experience

Adults have lots of experience from which they draw knowledge and references. We can take from these experiences and learn from them.



3. Readiness to Learn

Adults want or are ready to learn when there is a reason, such as when it's directed towards growth and development related to their work.

4. Orientation of Learning

As adults, we want what we are learning to be actually applicable to our everyday lives, instead of being general learning about a subject. We want to learn practical skills that help us solve problems and work better.

5. Motivation to Learn

As children, we learn because of external factors, like parents and teachers. However, as adults we want to learn for our own reasons, for example, to progress in work or to boost self-esteem.

8. The Learning Environment

A positive learning environment is one of the most critical components of a skills-based health education classroom. A positive learning environment is created when you value participatory teaching and learning and when there is trust and rapport among students and between yourself and students.



Characteristics found in a positive learning environment:

- Students feel physically and emotionally safe. They see the classroom as a place where they can be themselves and express themselves and their ideas without judgment.
- Students know that they are valued and respected, regardless of other factors such as ability, gender, sexuality, race, ethnicity, or religion.
- Students have ownership and input related to class structure and expectations. This can range from creating spaces specifically for student use to having a class discussion to establish norms and expectations.
- All students are challenged to achieve high expectations, and all students receive the support necessary to meet those expectations.
- Standards of behaviour are established and are consistently and equitably enforced for all students.
- Class structure provides multiple and varied opportunities for students to experience success.
- The teacher gets to know all students and uses that knowledge to create meaningful experiences.
- There is a positive rapport (relationship) between the teacher and students and among students in the class.

9. Assessments

9.1 Assessment Process



Assessments will be carried out as per each course specifications. Accredited courses will follow the assessment protocols laid down by the National Governing Body standards for that program. Tutors will have a course syllabus to identify assessment requirements for inhouse programs. If the tutor does not know or is

not clear of the requirements of any assessment process then they should contact Shorcontrol Safety before the assessment process of any program is engaged.

Some programs require that the assessment and assignments to be returned within a certain time frame. The tutor must ensure that this time limit is adhered to. If a situation occurs where submissions are not received until after the time limit has been reached, then the tutor must contact the Training and Development Manager for advice on the matter immediately. Late submission of assessments or assignments can lead to difficulty and delays in issuing certifications.

9.2 Marking system

To make marking of assessment and assignments fair and consistent each and every assessment or assignment will have a marking strategy assigned to the program. You must use this marking system to mark the assessment or assignment, if there are irregularities then you may use your knowledge and experience to mediate the result and record the mediation. If you feel that you cannot mediate the result, then you must contact Shorcontrol Safety for advice.



9.3 Grading

Grading will be as a result of the marking system for each program. If you do not understand the grading system, then you must seek advice and clarification from the Training and Development Manager. Grading systems are either PASS/DEFERRED, or for QQI accredited programs UNSUCCESSFUL-PASS-MERIT-DISTINCTION.

9.4 Mediation

If a learner exhibits good results in the practical or theory portion of the course, but does not pass the assessment, the tutor may be allowed to use the mediation process in certain extraordinary circumstances. Adhering to fairness and consistency, you may use a mediation method to mark a learner to pass level. This can only happen when the learner is within 5% of the pass rate. You must record the mediation process and decision for the process if this occurs. All instances of mediation being utilized in order to pass a learner will be further reviewed and reported by the Training and Development Manager to ensure consistency and fairness is being applied.

9.5 Plagiarism

Plagiarism is something the tutor should plan against before any assessment or assignment activity. Practices such as ensuring books and notes are not in reach of the learner, devices used for translation are not being used to cheat, seeing that learners are of suitable distance apart, and there is no exchange of paperwork between them are key methods to help reduce the risk of plagiarism from occurring.

Learners copying other individuals work will be treated as plagiarism. The tutor has the power to decide on this situation to render the assessment process invalid and either ask the learner to take a different assessment or where necessary to escalate it to Shorcontrol Safety Management to determine the appropriate repercussions or outcome.

9.6 Deferred Result

If a learner has their result deferred the tutor should notify them of this result, carry out a re-sit on the day, if allowed by that program, or arrange for a re-sit within one week. If the tutor cannot arrange any of these

compromises, then the tutor should contact Shorcontrol Safety for advice. If the learner is deferred in the re-sit, then the learner will be asked to re-sit part or all of the program.

9.7 Appeals

Shorcontrol Safety has an appeals policy and procedure for use when the learner does not agree with the overall decision as a result of the program. Once the mediation process is exhausted and/or cannot be used in this particular circumstance, then the tutor must explain the appeals procedure to the learner.

To claim, the learner must report in writing the appeals information to Shorcontrol Training and Development Manager. The Training and Development Manager will start the appeals process by gathering information and selecting a team to handle the appeal. A decision will be made within 10 business days. The Training and Development Manager will inform the learner and the tutor(s) involved about the decision reached by the team.

All appeals are reviewed by the Academic Committee to ensure that a record of appeals is kept, any corrections made to the grading system or course itself discovered during the appeals process are enacted, as well as determining that a fair and consistent outcome was reached. Any shortcomings of the appeals decision issued to the learner from Shorcontrol Safety will be communicated to the board of directors by the Academic Committee's reports.

9.8 Feedback and Evaluation

The tutor has responsibility to ensure the evaluation sheets for each course are completed by the learners and the tutor themselves. The tutor may be asked to follow up on the learners after the course if the evaluation sheets are not completed.

The evaluation sheet should be completed at the end of the course. The information collected by these evaluation sheets helps Shorcontrol Safety monitor and improve its services. The tutor also has a feedback sheet to complete at the end of every course. The tutor's feedback is very important, so this sheet is necessary to complete and return with the paperwork. From the evaluation of any course the complaints and praise file will be updated, and results will be fed back the tutor.

9.9 Paperwork Returns

All paperwork, including those not used during the course, must be returned to Shorcontrol Safety within 24 hours of the program's ending unless it is agreed due to either the nature of the assessment process or if the Tutor cannot return to Shorcontrol Safety's office within that time. Tutors who may find it difficult to return to Shorcontrol Safety's office in an acceptable time should coordinate with the Administration Team in delivering the paperwork either by *Registered Post* or through an approved courier service.



QQI or IOSH programs may allow up to 20 days for learners to complete assignments. In these situations, the tutor must work to get the paperwork back as quickly as possible, after the allowed time frame, and also ensure that a copy of the class register is submitted to Shorcontrol Safety withing 24 hours. Please encourage the learners to return their assignment as soon as possible in order to help eliminate undo stress to yourself as well as providing the fastest turnaround time for the issuing of the learners' certifications.

It is the responsibility of the tutor to ensure that all paperwork is returned. The tutor should ensure that all paperwork is completed correctly, marks and signatures are in the proper positions, and grades displayed in

the right locations. Programs that have a practical will have a practical sheet to be completed, this sheet must be signed by the tutor/assessor. You should write the reason on the feedback sheet for any paperwork not able to be returned in an appropriate amount of time. The final grade for each learner should also be recorded on the course register.

10. Support for learners

Shorcontrol Safety recognises that some learners may require additional support while attending a training course. Where a learner, for any reason, has difficulty during a program or during the assessment of any program the tutor has the powers to alleviate such situations. If the tutor feels that extra support is required but they are not able to support the learner, then the tutor must contact Shorcontrol Safety for further management of the situation.

Shorcontrol Safety does ask all learners to request additional supports and assistance they may require while booking and/or registering for the course. This practice helps ensure that we have the requested supports in place and can communicate their use to the tutor prior to the start of the course. However, learners may still approach the tutor on the day of the course or assessment with a request for additional support.

All situations where a learner seeks or is using additional supports should be held at the utmost respect for the learner and treated in confidentially. The support given to a learner may come from the original information of that learner or the learner may approach the tutor. You should make note of any requests and supports supplied on the course register.

The following is a non-exhaustive list of supports offered by Shorcontrol Safety to the learner and can be found in the *learner Handbook*.

- Interpreters
- Courses taught in foreign language.
- Dyslexia supports (extended time with material)
- Literature and course materials in other languages
- One-to-one session with instructors
- Extended submission deadlines
- Scribes/readers
- Sign language interpreters
- Rest periods
- Use of assistive technology

11. Live-Remote/Online Learning

Shorcontrol Safety offers some programs in what is called live-remote/online learning format. This is given using various online platforms like ZOOM and Microsoft Teams. Some tutors are required to deliver these courses and must complete an internal induction to do so.

Programs delivered for accredit awarding bodies must have agreements with same and Shorcontrol Safety Ltd before the awarding bodies can accredit certification. Most of the platforms allow the same or similar classroom effects to be delivered. This similarity is good for us as we can deliver the presentations with minimal changes to the timetable, of which then allow us to complete the practicals as a face-to-face training day.

Tutors delivering live-remote/online training must have good online connections that will almost guarantee no loss of connection. They must also have the proper IT systems to run various videos and slide shows as presented in Shorcontrol Safety programs. A clean and professional appearance is essential to set a good standard of delivery. Tutors are asked to use the Shorcontrol Safety backgrounds; please inform a member of management if you do not already have these backgrounds. You will be given the custom backgrounds and also shown how to attach them to your system.

Cameras, microphones, sound, and lightening should be checked before the start of every course.

Learners will be invited to the course in three different ways:

1. The client will set up the meeting and send the tutor the link to attend. The tutor will be given host controls.
2. Shorcontrol Safety will set up the platform and send the meeting link to the tutor and the learners. The tutor will be given host controls.
3. The tutor will be given all the details of the learners and will set up the meeting and invite all the learners using their own platform login ins.

11.1 Rules for Learners

The tutor should give the general rules for engagement in live-remote courses to all learners at the prior to the start of the course each day:

- **Please leave your camera on, (If possible) Confirming ID.**
- **Please test your mic and know how to turn it off and on.**
- **Mute your mic unless the tutor asks you not to.**
- **If you leave or coverage fails, you have 15mins to return.**
- **Participate as much as you can.**
- **If you need to ask a question, unmute.**
- **You can ask a question at any time by using the chat function.**
- **You may be asked to go into breakout rooms.**
- **If leaving the session for break or toilet etc. Please mute your mic and your video.**
- **Please participate as much as you can.**

11.2 Live-Remote Quality Assurance

You must complete the course register for each day of training. This link will get you to the register on Shorcontrol's website:

<https://www.safety.ie/course-register/>

Password = register

The tutor must complete a course trainer feedback form at the end of the course. This link will get you to the Trainer Feedback Form.

<https://www.safety.ie/trainer-feedback-form/>

No Password

For all live-remote/online courses the learner will be asked to complete the written assessment online on the Shorcontrol Safety website. The tutor will be given the links to share with the learner at the appropriate time and the tutor will also share the unique password for their specific assessment.

When the learner completes the online assessment and they submit the form, it will be automatically sent to the tutor via the JotForm online service. The tutor can then mark the assessment and forward it on to Shorcontrol Safety using the remote.training@safety.ie account, where it will be picked up by the administration staff and processed. It is recommended that you reach out to Shorcontrol Management for assistance if you run into any difficulties with this process.

If the tutor has any issues with live-remote/online program, they should get in contact with Shorcontrol Safety management as soon as possible.

12. Safety, Health and Welfare of Learners and Tutors

Shorcontrol Safety takes health and safety of its learners, tutors, clients, and staff seriously. The Safety health and Welfare Act 2005 and all other regulations, codes of practice and guidelines will be adhered to as far as is reasonably practical. Risk assessments are carried out for different types of training sessions and are available on request from the safety department.

The tutor where required or necessary can carry out a risk assessment if the tutor feels that one is necessary due to a previously unrecognized hazard discovered during the course or training venue. A customer may request such a risk assessment for practical events; the tutor has at hand a risk assessment form to complete as required whether on Shorcontrol Safety premises or a client's property.

12.1 Emergencies

1. Fire

Tutors will make themselves aware of Fire Procedures for Shorcontrol Premises Procedure or other client premises that the tutor may be assigned to for learning programs. The tutors main concern will be his/her learners and will ensure that when an alarm is sounded the tutor will follow the evacuation procedures, bring with them the class register and ensure the safety of all learners. It would be an advantage for all tutors to have completed a fire safety training program and if you have not had any training you can contact Shorcontrol to apply for a course.



1.1 Premises Evacuation Procedure

The fire alarm is the evacuation alarm. When the fire alarm is sounded all individuals must evacuate the premises immediately by using all available normal and emergency exits. Make sure that you know the nearest exit to the assembly area. As the tutor you will have an extra responsibility of ensuring all learners have safely exited the building and being accounted for. If a learner is absent from the assembly area you must inform the incoming emergency services of this discovery by disclosing details of their appearance as well as the last known location of the individual.

The following are steps to be followed when exiting a building due to an active fire alarm:

- Switch off all equipment currently in use.
- Move in an orderly fashion to the nearest exit. Do not run,

- Do not stop to get personal belongings
- Do not go to the scene of the fire.
- Close all windows and doors en-route, if safe to do so.
- Go to your checkpoint/ assembly area.



Tutors should check out the assembly points as they arrive on the premises.

Shorcontrol Safety management must be contacted whenever a situation arises which requires the evacuation from a premises. You must also contact management if there is ever a situation that is either out of your control and/or causes undue stress on yourself and fellow learners (e.g., anti-social participant, localized chemical release from adjacent activities, etc.)

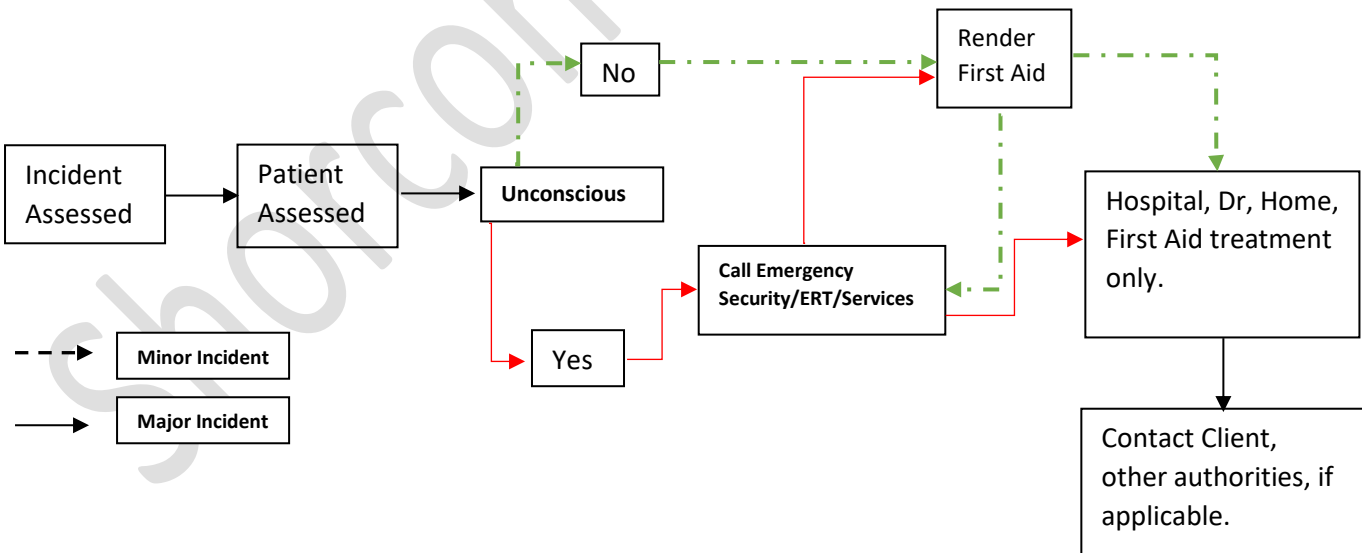
2. First Aid

Shorcontrol Safety Ltd is committed to an accident-free learning environment. All tutors will be aware of their responsibilities towards safety and health and will exceed to ensure their own safety as well that of their learners. The tutor should communicate the housekeeping issues, fire emergency arrangements, points of egress, first aid, refreshments, break-times, and toilet use with all learners.



In the event of any incident the tutor will have at their disposal the use of a mobile phone, first aid equipment, and the competency to render first aid or seek assistance from the emergency services. Some clients will have an emergency management system in place, and this will be adhered too. The following procedure is the steps which will be followed:

2.1 First-Aid: First Response Course of Action



In the event of an emergency at the program site, the tutor will implement the above procedure and await directions from the client or Shorcontrol Safety Management. All tutors should have at least the FAR level first aid. If a tutor does not have this level of first aid, they can apply to Shorcontrol for an available course.

You must report to the client and to Shorcontrol Safety management immediately after dealing with any injured learner. All incident and accident forms should be completed, and copies sent to Shorcontrol Safety's Safety Manager.



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