

LEARNER HANDBOOK





Welcome to Shorcontrol Safety

Dear Learner,

Welcome to your training course and to the Shorcontrol Safety Learner Handbook. We are delighted to have you with us and proud to provide high-quality, professionally delivered training designed to meet your needs, expectations, and workplace goals.

At Shorcontrol Safety, we are committed to supporting you throughout your learning journey. Our dedicated staff are available to assist you with any questions or concerns you may have—please don't hesitate to reach out at any time.

This handbook outlines important policies and procedures that may apply during your time with us. If anything is unclear, we encourage you to speak with your tutor or a member of our team—we're here to help.

We hope you find your learning experience both enjoyable and enriching, and that it helps you build valuable skills and knowledge to support your ongoing success.

Wishing you all the best,

General Manager

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Shorcontrol Safety

1. About us

1.1 Where are we?



Shorcontrol Safety

Naas Industrial Estate

Naas, Co. Kildare

Ireland

Eircode: W91 NYE8 & W91 KFW1

Public Transport

By Train: Naas is served by Sallins Train Station, located approximately a 25-minute walk from our training centre.

- The Arrow service departs regularly from Heuston Station (Dublin) and also from Portlaoise towards Kildare.
- For current timetables and route details, please visit the Iarnród Éireann website: www.irishrail.ie

By Bus: Bus Éireann provides a convenient service with stops directly outside the entrance to Naas Industrial Estate, accessible from both Dublin and Kildare directions.

- For route and timetable information, please visit www.buseireann.ie

Parking

Free on-site parking is available for all learners at our premises in Naas Industrial Estate. Spaces are available on a first-come, first-served basis.

Online Resources

Visit www.safety.ie for access to:

- A full list of courses and training schedules
- Contact details and directions
- Access to learner materials and helpful resources
- Information on our Occupational Hygiene Services
- Details on equipment sales, hire, and servicing

Our website is regularly updated and is a key resource throughout your training journey.

1.2 Mission Statement

At Shorcontrol Safety Ltd, our mission is to be the leading provider of safety training in Ireland, delivering both accredited and non-accredited programs to the highest professional standards. We are committed to fostering a culture of open, respectful communication and maintaining an environment where mutual trust, professionalism, and inclusion are shared values among our staff, tutors, and learners.



1.3 Learning Agreement

We aim to provide every learner with a positive, supportive, and high-quality educational experience. To help achieve this, Shorcontrol Safety makes the following commitments to you:

Our Commitment to You:

- We will treat all learners equally, with dignity, courtesy, and respect at all times.
- All courses will be delivered by qualified, experienced, and competent trainers.
- We will support learners who may experience literacy or learning challenges, providing reasonable assistance where needed.
- Your personal data will be treated with care, and we will comply with the Data Protection Acts (1988 and 2003) and the General Data Protection Regulation (GDPR).
- We will do everything reasonably practicable to ensure your health, safety, and general wellbeing while attending training at our facilities.
- All assessments will be conducted in line with our Fair and Consistent Assessment of Learners Policy, ensuring transparency and integrity.

1.4 Your Commitment as a Learner:

To help maintain a positive learning environment for yourself and others, we ask that you:

- Attend all scheduled training sessions and arrive on time.
- Show respect and courtesy to fellow learners, tutors, and staff at all times.
- Treat all equipment, resources, and facilities with care and report any damage or issues promptly.
- Complete coursework and assessments by the deadlines provided, unless other arrangements have been agreed with your trainer.
- Comply fully with all assessment and examination rules as outlined during your course induction.
- Ensure full payment for your course is made in advance, unless otherwise agreed with our Accounts team.

1.5 Company and Course Accreditations

Shorcontrol Safety is an approved training company to the following organisations.

- QQI
- PHECC
- Institute of Acoustics
- IOSH
- SOLAS
- City & Guilds
- Lantra



We also partner with a number of other organisations to allow us to run the following accredited programmes at our site.

- NEBOSH
- CITB
- British Occupational Hygiene Society
- Lloyds British
- RoSPA
- IPAF
- Water jetting Association
- Institute of Cemetery & Crematorium Management



2. Learner Protection and Wellbeing

2.1 Equality & Dignity Statement

At Shorcontrol Safety, we are fully committed to ensuring that all interactions involving our staff, learners, tutors, subcontractors, and visitors are conducted with fairness, dignity, and respect. We uphold and promote an inclusive environment, free from discrimination, harassment, or bullying.



We treat all individuals equally regardless of:

- Gender
- Civil status
- Family status
- Sexual orientation
- Religious belief or lack thereof
- Age
- Disability
- Race, skin colour, ethnicity, or national origin
- Membership of the Traveller community

2.2 Reporting Concerns

Any individual who feels they have been subjected to unfair treatment, bullying, harassment, or discrimination is strongly encouraged to report the issue to a member of staff or management. We take all concerns seriously.

Confidentiality and Process

- All reports will be handled with strict confidentiality and sensitivity.
- Concerns will be investigated promptly and fairly by senior management.
- Upon conclusion of the investigation, the individual who raised the concern will be informed of the outcome and any actions taken, where appropriate.

2.3 Health and Safety

At Shorcontrol Safety, the health, safety, and wellbeing of all learners, tutors, and staff are of the highest priority. We are committed to maintaining a safe, supportive, and inclusive training environment at all times—whether the training takes place at our dedicated facilities or off-site at a client's location.



All training activities are planned and delivered with a strong focus on risk prevention, safe practices, and compliance with relevant health and safety legislation, including the Safety, Health and Welfare at Work Act 2005.

2.4 Your Role in Health and Safety

Everyone has a part to play in maintaining a safe learning environment. If you become aware of any potential hazards, unsafe conditions, or health and safety concerns—whether affecting yourself, classmates, or staff—please report them immediately to your tutor or any member of staff.

We appreciate your cooperation in helping us ensure a secure and welcoming environment for all.

2.5 Learner Comfort

At Shorcontrol Safety, we are committed to creating a welcoming and supportive learning environment. Your comfort and ability to fully participate in your training are taken seriously, and we encourage all learners to speak up if they need support of any kind.



Our team is here to assist you with any concerns or difficulties that may arise, including:

- Health and safety issues
- Literacy or language-related challenges
- The need for an interpreter or additional support
- Any other request that may help you engage more effectively in the training

If you experience any difficulties or require additional assistance, please do not hesitate to speak with your tutor or a member of staff. We are here to help.

Refreshments and Facilities

When training is conducted at Shorcontrol Safety facilities:

- Complimentary tea, coffee, and snacks are available for all learners.
- Lunch is provided for participants attending full-day courses.

We strive to ensure that every learner feels respected, supported, and comfortable throughout their time with us.

2.6 Data Protection

At Shorcontrol Safety, your privacy and the protection of your personal data are of utmost importance. We have implemented robust policies and procedures to ensure your information is handled responsibly, securely, and in full compliance with GDPR and relevant Irish data protection laws.

Our Data Handling Procedure

- We collect and use your personal data solely for the purpose of facilitating your training, managing course administration, and issuing certificates upon successful course completion.
- By providing your personal information, you give implicit consent for Shorcontrol Safety to share it with relevant accrediting or awarding bodies as required for certification processing.
- All training records and associated personal data are securely stored at our premises in Naas Industrial Estate, Naas, Co. Kildare.

Your Rights Under Data Protection Law

As a data subject, you have several rights regarding your personal information. These include:

1. Right of Access

You have the right to request access to your personal data and to receive a copy of the information we hold about you. You may also:

- Request corrections to inaccurate or outdated data.
- Complete any incomplete personal data.

2. Right to Erasure ("Right to be Forgotten")

You may request that we delete your personal data in the following cases:

- The data is no longer needed for its original purpose.
- You withdraw your consent.
- You object to the use of your data through automated means.
- Your data was unlawfully processed.
- Erasure is required to comply with legal obligations.

3. Right to Restrict Processing

You may request a restriction on how your personal data is used when:

- You contest its accuracy.
- The data is no longer needed for processing but must be retained for legal claims.
- You have objected to the processing and the matter is under review.

4. Right to Data Portability

You are entitled to receive your personal data in a structured, commonly used, and machine-readable format, and have the right to transfer it to another service provider.

5. Right to Object

You have the right to object to the processing of your personal data, particularly where it is being used for direct marketing purposes.

3. Program Entry and Advancement

3.1 Registration

All course registrations must be completed through one of our Sales Representatives. This process ensures that you are enrolled in the most suitable course for your needs and gives you an opportunity to discuss any questions or additional supports you may require.

Payment Terms:

- Full payment is required in advance of the course unless a formal credit agreement is in place between you (or your employer) and Shorcontrol Safety.
- For full details on payments, cancellations, and processing, please refer to our Terms & Conditions page available on www.safety.ie.

3.2 Language Requirements

Unless otherwise specified, all training is delivered in English. Therefore, all learners are expected to have a level of spoken and written English proficiency adequate to fully participate in the course.

For QQI Level 5 or 6 programs (or equivalent), the following language requirement applies:

- Learners must be native English speakers, or
- Achieve at least Level B2 on the Common European Framework of Reference for Languages (CEFR) or hold an equivalent qualification.

Some courses may occasionally be delivered in other languages (e.g., Romanian, Spanish, Polish). If you require instruction in a language other than English or have any concerns regarding your English proficiency, it is essential to notify the sales team at the time of booking.

We will make every effort to provide reasonable accommodations for learners where possible. For further details, please refer to the section Reasonable Accommodation and Additional Supports Available to You.

3.3 Access and Transfer Policy

Shorcontrol Safety is committed to ensuring that all learners have fair and equal access to the wide range of training programmes we offer. We strive to make all entry requirements clear and transparent, and to allocate course places in a manner that is open, consistent, and based on merit.

Access to Programmes

- Entry requirements for each course or programme are clearly outlined and available on our website: www.safety.ie.
- All applicants are assessed fairly, and decisions on course placement are made using transparent and objective criteria.
- Shorcontrol Safety will make every reasonable effort to accommodate individual needs, including reasonable accommodations for learners with disabilities or other support needs.

Learner Responsibility

Learners are encouraged to maintain and update their own portfolio of qualifications and certifications. This is particularly important when learners obtain additional credentials through other training organisations, as it supports progression and career development.

Support for Transfer and Progression

If a learner chooses to pursue further training or education with another provider, Shorcontrol Safety will, where practicable:

- Provide confirmation of qualifications or certifications earned through our programmes.
- Support the transfer of learning by supplying evidence of training outcomes, upon the learner's written request.
- Assist in facilitating recognition of prior learning or credit transfer, when required by a third party or educational institution.

This policy reflects our commitment to promoting lifelong learning and supporting our learners in their educational and professional progression.

3.4 Recognition of Prior Learning

Policy Statement

Shorcontrol Safety is committed to supporting learners by recognising relevant prior learning and experience that may contribute to entry into, or progression within, our training programmes. Recognition of Prior Learning (RPL) may be applied to gain access to courses where prior knowledge or experience is a prerequisite, or to support exemption from specific components of a course, subject to the rules of the relevant awarding body.

We will consider previous qualifications, work experience, and informal or non-formal learning as valid evidence, provided they are verifiable and accepted by the awarding or accrediting body governing the course.

Procedure

Course Prerequisites: For any course with entry prerequisites, these requirements will be defined by the relevant accrediting body that has validated or designed the course (e.g. QQI, City & Guilds, etc.).

Evidence Submission: Learners seeking RPL must submit appropriate documentation as evidence of their prior learning. This may include qualification certificates, transcripts, work experience records, or references from previous training providers or employers.

Assessment of Prior Learning: Where appropriate, tutors may assess the learner's prior knowledge and practical skills to determine whether they meet the course entry requirements or qualify for advanced standing.

Awarding Body Approval: RPL will only be granted if the relevant awarding body recognises the evidence provided and approves credit allocation or course entry based on that recognition.

Exclusions: Please note that Recognition of Prior Learning does not apply to the following courses:

- PHECC-accredited programmes

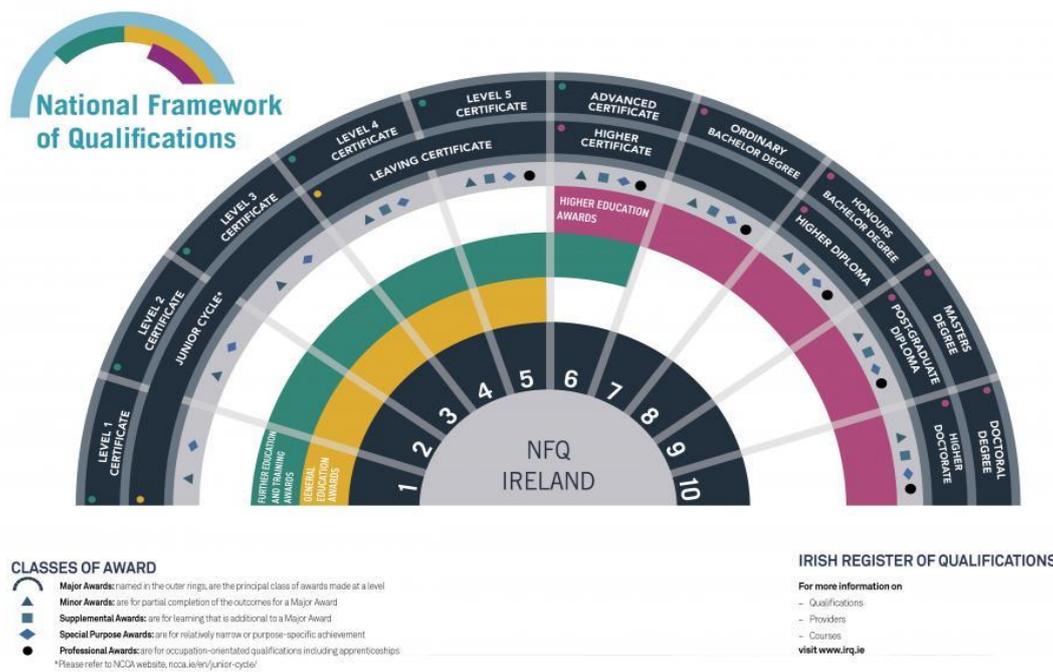
- SOLAS Safe Pass training

These courses have strict regulatory and entry requirements that do not allow for RPL in any form.

Learner Guidance

Learners interested in applying for RPL are encouraged to contact Shorcontrol Safety in advance of course registration to discuss eligibility, required documentation, and timeframes for assessment.

3.5 National Framework of Qualifications and QQI Courses



The **Irish National Framework of Qualifications (NFQ)** is a 10-level system that categorises and describes qualifications within Ireland’s education and training system. The NFQ enables learners to compare qualifications easily, assisting in informed decision-making about which courses or programmes to pursue, with confidence that these qualifications are recognised both nationally and internationally.

Quality and Qualifications Ireland (QQI) is the statutory body responsible for overseeing the development, maintenance, and review of the NFQ. QQI ensures that different qualifications and awards are appropriately aligned across the framework.

Any course listed on our website displaying the QQI logo along with an NFQ level is an accredited course that Shorcontrol Safety is authorised to deliver and award to learners.

3.6 Progression for Learners

Shorcontrol Safety is committed to supporting learners in progressing their skills and knowledge beyond their current course.

If you wish to explore pathways to further your education or enhance your qualifications beyond the programme you are enrolled in, please feel free to discuss this with your tutor or a member of our sales team.

Additional information is also available on our website, where you can explore other courses we offer, as well as accredited programmes offered by external organisations that may support your educational and career progression.

Where accredited programmes are not yet available, Shorcontrol Safety will continue to provide tailored in-house training programmes to meet learner needs until formal accreditation is secured.

3.6.1 QQI Progression – Training Delivery and Evaluation

Quality and Qualifications Ireland (QQI) offers a comprehensive framework for training delivery and evaluation qualifications, designed to develop skilled professionals in adult education, training, and assessment. Learners undertaking QQI courses in this field have well-defined progression routes that enable them to enhance their expertise and career prospects within education, training, and organisational development sectors.



Typical Progression Pathway:

1. QQI Level 5 – Training and Education: This foundational qualification equips learners with essential skills in planning, delivering, and evaluating training sessions. It is ideal for those starting a career in training, education, or facilitating learning in various settings.
2. QQI Level 6 – Further Education and Training: Building on Level 5, this course develops advanced competencies in instructional design, learner assessment, and reflective practice. It prepares learners to deliver more complex training programs and manage learner needs effectively.
3. QQI Level 6 – Further Education and Training (Specialist Areas): Learners may choose to specialise in areas such as Assessment, Learning Support, or Vocational Training, gaining targeted expertise to support specific learner groups or training environments.
4. Higher Education and Professional Development: Beyond QQI Levels 5 and 6, learners can pursue higher education qualifications such as a bachelor's degree in Adult Education, Training and Development, or related fields, often offered by universities or institutes of technology.
5. Continuous Professional Development (CPD): Trainers and educators are encouraged to engage in CPD activities to maintain and update their skills, including workshops, seminars, and short courses aligned with emerging trends and best practices in training and assessment.

Supporting Your QQI Progression

Shorcontrol Safety is committed to supporting your learning journey by delivering accredited QQI training courses that meet national standards. We encourage you to discuss your career aspirations with our tutors or sales team, who can advise on suitable courses and progression opportunities tailored to your goals.

For more detailed information on QQI qualifications and pathways, visit the official QQI website at www.qqi.ie.



3.6.2 PHECC Progression

The Pre-Hospital Emergency Care Council (PHECC) provides a structured framework for emergency care education and training in Ireland, offering a range of nationally recognised qualifications. Learners undertaking PHECC courses have clear pathways for progression, enabling them to advance their skills and career in pre-hospital emergency care and related healthcare fields.

Typical Progression Pathway:

1. Cardiac First Response (CFR) / First Aid: Entry-level courses designed to provide basic life-saving skills to the general public or workplace responders. These courses build foundational knowledge in emergency response.
2. Emergency First Response (EFR) / Emergency First Aid: An intermediate level offering enhanced skills, including patient assessment and management of common emergencies.
3. Emergency Medical Technician (EMT): A more advanced qualification that prepares learners to deliver pre-hospital emergency care and ambulance services under supervision. EMT training covers a broad range of medical emergencies and trauma care.
4. Paramedic: Building on the EMT qualification, paramedic courses provide higher-level clinical skills and knowledge, including advanced airway management, pharmacology, and patient care in complex scenarios. This qualification typically requires a degree-level programme.
5. Advanced Paramedic / Critical Care Paramedic: For paramedics seeking specialised roles, this pathway includes advanced clinical practice, critical care management, and leadership responsibilities.

Supporting Your Progression

Shorcontrol Safety supports learners at every stage of the PHECC pathway by providing accredited training aligned with national standards. We encourage learners to discuss their career goals with our tutors or sales team to identify suitable courses and progression options.

For more detailed information on specific course requirements and progression routes, visit the official PHECC website at www.phecc.ie

3.6.3 IOSH Progression

1. IOSH Working Safely: An introductory course designed for all employees, covering the essentials of health and safety at work. It's ideal for those new to workplace safety.
2. IOSH Managing Safely: A more advanced course targeting managers and supervisors, focusing on managing health and safety risks in their teams and workplaces.



3. IOSH Safety, Health and Environment (SHE) Courses: These cover broader topics, like environmental management alongside health and safety, ideal for those involved in integrated management systems.
4. IOSH Advanced and Specialist Training: For professionals seeking deeper knowledge, IOSH offers specialist courses and qualifications in areas such as fire safety, risk assessment, construction safety, and more.
5. Further Professional Development: After IOSH courses, learners often progress towards higher education or professional qualifications, such as NEBOSH diplomas or degrees in occupational health and safety, which are also recognised in Ireland.

Supporting Your IOSH Progression

Training providers in Ireland, including Shorcontrol Safety, help learners navigate these IOSH qualifications by offering tailored courses and advice to match career goals in health and safety. Progression through IOSH certifications enhances professional competence, compliance knowledge, and career opportunities in a wide range of industries.

For more detailed info, you can visit the IOSH official website: www.iosh.com.

3.6.4 Lantra Progression in Ireland

Lantra qualifications provide a clear framework for learners and workers to develop practical skills and knowledge in land-based sectors. The progression pathways usually look something like the following:



1. Lantra Introductory or Basic Level Certificates: Entry-level courses designed for beginners or those new to a sector (e.g., basic horticulture, machinery operation, or environmental conservation). These qualifications focus on fundamental skills and safety awareness.
2. Lantra Technical or Intermediate Level Certificates: For learners who want to expand their skills or move into more responsible roles. Examples include machinery maintenance, plant identification, or advanced environmental management.
3. Lantra Specialist or Advanced Level Diplomas: These qualifications are more detailed and often required for supervisory or specialist roles, such as pesticide application, arboriculture, or forestry management. Typically, these are equivalent to Level 3 or above on the NFQ (National Framework of Qualifications).
4. Continuing Professional Development (CPD) and Additional Training: Lantra also offers refresher courses, short modules, and CPD opportunities to keep skills up to date and maintain compliance with legislation.

Supporting Your Lantra Progression

Lantra qualifications are widely respected and designed to help learners build a career in land-based industries, whether they aim to be skilled operatives, supervisors, or specialists. Training providers in Ireland, including Shorcontrol Safety, can guide learners through these Lantra qualifications to support career development and meet industry standards.

For more detailed info, you can visit the Lantra official website: www.lantra.co.uk.

3.6.5 City & Guilds Progression in Ireland

City & Guilds is a globally recognised awarding body that offers a wide range of vocational qualifications across multiple industries, including engineering, construction, IT, business, hairdressing, health and social care, and more. These qualifications are respected by employers and education providers both in Ireland and internationally.

Progression Overview:

City & Guilds qualifications are designed with clear progression routes, helping learners advance from foundational skills to expert knowledge and professional recognition.

Typical Pathway:

1. **Entry Level & Level 1 – Foundation Skills**
 - Ideal for beginners or those with limited prior experience.
 - Focused on developing basic technical and workplace skills.
 - Common in sectors such as construction, hair & beauty, hospitality, and administration.
2. **Level 2 – Intermediate Skills**
 - Suitable for learners building on existing knowledge or working in the industry.
 - Offers technical training with practical, hands-on learning.
 - Often aligns with apprenticeship training and entry-level job roles.
3. **Level 3 – Advanced Skills**
 - More in-depth and specialised knowledge and skills.
 - Prepares learners for supervisory roles, advanced apprenticeships, or progression to further education (e.g., QQI/FET or university-level).
 - Recognised as equivalent to the Leaving Certificate in Ireland or A-Levels in the UK.
4. **Level 4–7 – Higher Professional and Technical Qualifications**
 - Focused on leadership, management, or expert technical practice.
 - Suitable for professionals aiming to advance their careers or progress into management roles.
 - May lead into further academic qualifications or professional certifications.

Pathway Flexibility

City & Guilds qualifications are modular and often competency-based, allowing for flexible learning and assessment options. Learners may:

- Progress within a sector (e.g., from Level 2 to Level 3).
- Transfer skills across related industries.
- Use their City & Guilds qualification to access higher education or other accredited learning.

Recognition and Transfer

In Ireland, many City & Guilds qualifications are recognised by employers and sometimes mapped to the National Framework of Qualifications (NFQ) or European Qualifications Framework (EQF), helping with credit transfer and career mobility.

For more detailed info, you can visit the City & Guilds official website: www.cityandguilds.com

3.6.6 IPAF Progression in Ireland

The International Powered Access Federation (IPAF) promotes the safe and effective use of powered access equipment worldwide, such as MEWPs (Mobile Elevating Work Platforms), including scissor lifts, boom lifts, and cherry pickers. IPAF certification is internationally recognised, including throughout Ireland, and is widely accepted across construction, maintenance, warehousing, and industrial sectors.

Shorcontrol Safety is an IPAF-approved training provider, offering accredited training courses that meet the federation's global standards for safety and competence.

IPAF PAL Card

Upon successful completion of an IPAF course, learners will receive the Powered Access Licence (PAL) Card, which is valid for five years. This card serves as official proof that the holder has been trained in the safe and effective operation of powered access equipment.

Your PAL Card will include:

- Categories of equipment trained on (e.g., 1b, 3a, 3b)
- Expiry date
- Photo ID
- QR code for digital verification

You will also receive a digital ePAL card through the IPAF ePAL mobile app, which provides secure, easy access to your credentials and equipment categories.

Progression Opportunities with IPAF

Once you are IPAF certified, several pathways for progression are available:

1. Additional Machine Categories

If you initially trained in one MEWP category (e.g., 3a – scissor lift), you can return to complete training in additional categories such as:

- **1b** – Static Boom
- **3b** – Mobile Boom
- **PAV** – Push Around Vertical (low-level access)

You do not need to retake previously completed categories to add new ones.

2. IPAF Harness Training

Operators working at height may also benefit from the IPAF Harness Use & Inspection course, which teaches how to select, inspect, and correctly wear harness systems for MEWP use.

3. IPAF MEWPs for Managers

This course is ideal for site managers, supervisors, or safety officers responsible for planning, supervising, or overseeing MEWP operations. It can be taken online or in-person and provides in-depth knowledge of risk assessments, legislation, and site responsibilities.

4. Instructor Pathway

Experienced MEWP operators with strong communication skills may progress to become IPAF Instructors, allowing them to train new operators. This involves:

- Demonstrated field experience
- Holding up-to-date IPAF qualifications in the relevant categories
- Completion of the IPAF Instructor Training Course and assessment

Recognition and Industry Demand

In Ireland, IPAF training is widely recognised by:

- Construction and engineering firms
- Facilities and maintenance contractors
- Logistics and warehousing providers
- Local authorities and state bodies

IPAF certification enhances your employability and ensures you meet regulatory safety standards under Irish Health and Safety Authority (HSA) guidelines and the Safety, Health and Welfare at Work (General Application) Regulations 2007.

Renewing Your IPAF Licence

Your PAL Card is valid for five years. To renew, you must:

- Retake relevant IPAF training
- Demonstrate continued competence and awareness of updated standards

Renewal ensures your skills remain current and aligned with best practices.

Supporting Your IPAF Progression

If you are unsure which IPAF course or progression path suits your career or job role, our Training Sales and/or Training and Development Team will be happy to guide you. Please contact us directly or speak with your tutor during your course.

For more detailed info, you can visit the IPAF official website: <https://www.ipaf.org/en-gb>

4. Learning and Training Environment

4.1 The Classroom and Learning Resources

Shorcontrol Safety is committed to providing a safe, inclusive, and well-equipped learning environment. All training rooms are assessed to ensure they are suitable and meet the specific requirements of the courses delivered within them.

In alignment with our Equality Policy, we strive to make reasonable adjustments to accommodate individual learner needs whenever feasible.

All training equipment is evaluated to confirm its suitability for the intended training programme, ensuring learners gain practical, hands-on experience aligned with course objectives.

As our training facilities are shared among various groups, we kindly ask all learners to remove personal belongings at the end of each session. Please note that we do not provide storage facilities; therefore, learners are responsible for taking their coursework and materials home each day.

4.2 Remote and Blended Learning

Many of our traditional courses are now available online through live, interactive sessions hosted on widely used digital platforms such as Zoom and Microsoft Teams.

We also offer Blended Learning options, where learners begin their training remotely and attend in-person practical sessions and assessments as required.

In accordance with our Blended Learning Policy:

- All remote and blended learning programmes are governed by the same policies, procedures, and quality standards as our in-person training.
- These programmes uphold the same academic and regulatory standards set by the relevant awarding or accrediting bodies (including PHECC, City & Guilds, QQI, and IOSH).

4.3 Live-Remote Training Requirements

To participate in a live remote course, where the tutor delivers content in real-time online, learners are expected to meet the following technical and participation requirements:

- A device (computer, tablet, or smartphone) compatible with Zoom or Microsoft Teams.
- A stable internet connection (broadband or 4G).
- A functional webcam, microphone, and speakers or headphones.
- Learners must keep their cameras on during sessions, except during scheduled breaks.
- Learners must be willing and able to use their microphones to interact with tutors and participate in group activities.

4.4 Learner Participation and Discussion

Whether you're attending a course in person or remotely, active participation is essential to maximise your learning experience. Asking questions, sharing relevant experiences, and engaging in group discussions helps create a dynamic and supportive learning environment. Your involvement will directly contribute to achieving the desired knowledge and skills outcomes.

4.5 Reasonable Accommodation and Additional Supports Available to You

Shorcontrol Safety is committed to supporting all learners. If you require additional support or reasonable accommodations, please inform us at the time of booking. This allows us to ensure that appropriate arrangements are in place from the beginning of your course.

Supports may include, but are not limited to:

- Interpreters or sign language support
- Courses delivered in alternative languages
- Dyslexia-friendly supports (e.g. extra time with course materials)
- Translated course materials
- One-to-one tutor sessions
- Extended deadlines for assignments
- Use of scribes or readers
- Rest breaks during training or assessment
- Assistive technologies

4.6 Additional Learner Services

To further enhance your learning experience, Shorcontrol Safety offers the following services:

- Personal review of certification and learning progression
- Re-issue of previously awarded certificates
- Learner feedback and evaluation forms to help us improve course delivery
- Administrative support for all learner-related queries

4.7 Reasonable Accommodations and Additional Support Application Procedure

Shorcontrol Safety is dedicated to fostering an inclusive and supportive learning environment. Where reasonable accommodations are required, we will work closely with learners and clients to implement effective supports that enhance participation and the overall learning experience.

Requesting Reasonable Accommodation

- **Advance Notice:** Prospective learners are required to notify Shorcontrol Safety of any reasonable accommodation or support needs prior to the commencement of the course. This request can be made through our course booking and confirmation process.
- **Additional Submissions:** Learners may submit further information regarding their accommodation needs either verbally, in writing, or electronically to the Sales or Training & Development teams prior to the start of the programme.
- **Review Process:** All requests will be reviewed by the Head of Training and Development, General Manager, and the relevant course tutor or trainer. Accommodations will be implemented where feasible, provided they do not create an unfair advantage or disadvantage for the learner.
- **Supporting Documentation:** Shorcontrol Safety reserves the right to request appropriate supporting documentation (e.g. medical certificates) before confirming accommodation measures.
- **Assessment Integrity:** Accommodations related to programme assessments will be applied with care to preserve the fairness, integrity, and validity of the assessment process.
- **Certification Requirements:** All learners, regardless of the accommodations provided, must fully demonstrate achievement of the course's learning outcomes in order to receive certification.
- **Confidentiality:** All personal disclosures related to accommodation requests will be treated with the highest level of confidentiality. Our team—including management, administration, and training staff—will maintain professional discretion and respect for learner privacy at all times.

Compassionate Consideration

Shorcontrol Safety recognises that unexpected or difficult life circumstances may affect a learner's ability to engage fully with training or assessment. We will consider compassionate grounds at all stages of the learning process, including:

- Physical injury or illness
- Emotional trauma prior to assessment or submission deadlines
- Ongoing disability or medical condition
- Accidents or emergency situations
- Death, bereavement, or serious illness involving close family or friends
- Domestic or personal crises
- Other exceptional or extenuating circumstances

Each case will be considered individually and assessed fairly, based on the nature of the request and any supporting evidence provided. While we are committed to maintaining a compassionate and flexible approach, we will also uphold the integrity and fairness of the assessment and certification process.

5. Assessments

5.1 Practical and Examinations

Each course delivered by Shorcontrol Safety includes an assessment process tailored to the specific subject matter and learning outcomes of the programme. To successfully complete a course, learners must demonstrate both **understanding and competency** in the relevant topic areas.

Assessment methods may include **theory-based exams, practical evaluations, or a combination of both**, depending on the course requirements.

Practical Assessment

Practical assessments involve real-time observation by a qualified assessor. Learners may be required to:

- Demonstrate specific drills, skills, or scenario-based activities
- Design, develop, and deliver a training session or programme (where applicable)

These practical components are designed to evaluate a learner's ability to apply their knowledge in realistic settings and under performance-based criteria.

Theory Assessment

Theoretical knowledge may be assessed through a variety of formats, including:

- Multiple-choice questions
- Short answer questions
- Written assignments
- Project portfolios

All assessment content is carefully aligned with the course learning objectives and is relevant to the subject area being taught.

5.2 Health and Safety Direction

The pass mark for each assessment may vary depending on the course and awarding body requirements. Learners will be informed of the required pass mark prior to the commencement of the assessment.

In most cases where an assessment or practical test concludes a course, learners will be advised of their provisional result on the final day of training.

Courses delivered on behalf of third-party accrediting bodies (such as QQI, PHECC, City & Guilds, or others) follow the assessment standards and structures set by those organisations. All assessments are supported by model answers and marking schemes to ensure consistency and fairness in grading.

5.3 Grading

The pass mark for each assessment may vary depending on the course and awarding body requirements. Learners will be informed of the required pass mark prior to the commencement of the assessment.

In most cases where an assessment or practical test concludes a course, learners will be advised of their provisional result on the final day of training.

Courses delivered on behalf of third-party accrediting bodies (such as QQI, PHECC, City & Guilds, or others) follow the assessment standards and structures set by those organisations. All assessments are supported by model answers and marking schemes to ensure consistency and fairness in grading.

5.4 Verification and Monitoring

Shorcontrol Safety has implemented a comprehensive internal verification process to ensure fair and consistent assessment across all programmes.

For courses accredited by bodies such as QQI and PHECC, as well as other awarding organisations, external authenticators review assessments to ensure that grading meets the required quality and fairness standards.

Assessment procedures and outcomes are regularly reviewed by our staff, management, and the Academic and Quality Assurance Committees, ensuring that all assessments remain valid, reliable, and consistent.

5.5 Plagiarism

Plagiarism is strictly prohibited. It occurs when a learner presents someone else's work—whether written, spoken, or practical—as their own, without proper acknowledgment.

Any instance of plagiarism will be considered a serious breach of assessment regulations and may result in disciplinary action, including invalidation of the assessment.

Learners are encouraged to seek guidance from tutors if they are unsure about proper citation or referencing practices.

5.6 Assessment Results and Issuing Certification and Awards

In many cases, learners will be informed of their pass/fail status on the final day of the course or programme. Where applicable, tutors can provide a letter of attendance including a provisional grade upon request.

However, in some courses, assessments must be submitted after the course concludes, in which case learners will be informed of the timeline for receiving results in advance.

In other cases—particularly those involving external awarding bodies—assessments may need to be submitted for external grading and verification. Where this occurs, specific result dates may not be available at the time of course completion. Learners will be advised of this during the course booking process.

For most courses, once full payment has been received, certificates will be issued promptly and sent to the individual or organisation that booked the training.

6. Appeals, Protections and Communication

6.1 Appeals Policy and Procedure

At Shorcontrol Safety, we are committed to ensuring a fair, transparent, and consistent assessment process. If you are dissatisfied with your assessment outcome, you have the right to appeal in line with our Appeals Policy.

Initial Appeal

If you have received your result (pass or fail) on the final day of your course and wish to appeal the decision, you may first discuss the matter informally with the Assessor or Tutor responsible for the course.

- The outcome of this initial appeal will be considered final at this level unless you choose to escalate it formally.

Formal Appeal Process

If you are not satisfied with the outcome provided by the Assessor or Tutor, you may submit a formal appeal in writing to either:

- The Head of Training and Development, or
- The General Manager

Your written appeal should include:

- Your full name
- Course name and dates attended
- The assessment result received
- A detailed explanation of the reason for appeal
- Any supporting information or evidence
- Your preferred contact details

All formal written appeals will be reviewed by Shorcontrol Safety's Academic and Quality Assurance Committees.

Appeal Outcomes

In the event that an appeal leads to a change in the learner's result (e.g., from fail to pass), Shorcontrol Safety will:

- Notify the learner of the updated decision
- Notify the relevant awarding body (if applicable)
- Issue updated records or certification within 10 business days of the decision

6.2 Repeats and Reassessment

For most training programmes, learners who do not meet the required assessment standard may have the opportunity to repeat the full course or only the referred component (e.g., theory or practical).

Should a learner be referred, their Assessor or Tutor will provide guidance on the most appropriate next steps and options for rebooking or reassessment.

6.3 Course Cessation and Learner Protection Policy

In the unlikely event that Shorcontrol Safety cancels or discontinues a course or programme after enrolment, we will take the following steps:

- Facilitate the transfer of credit and fees to a suitable alternative programme or provider (where applicable)
- If a transfer is not feasible, a full refund will be issued to the learner or the organisation that paid the fees on their behalf

This approach is in line with our commitment to learner protection and quality standards.

6.4 Feedback and Evaluation

All learners will receive an evaluation and feedback form as part of their learner pack via QR codes. These forms are reviewed regularly by:

- The Academic Committee
- The Quality Assurance Committee
- Senior management and administration

Feedback helps us maintain and improve the quality of our training services. We encourage both formal feedback via forms and informal feedback directly to tutors at any point during the programme.

6.5 Complaints Procedure

Shorcontrol Safety encourages open communication and takes all learner complaints seriously. Learners may raise a concern in any of the following ways:

- Speak directly to the tutor or trainer during the course
- Use the evaluation form to document concerns
- Submit a complaint by email, phone, or in person to our management team

All complaints will be reviewed by management, the Academic Committee, and the Quality Assurance Committee, and addressed promptly. Where necessary, corrective action will be taken to resolve the issue and improve our processes.

7. Contact Details

If you have any questions or concerns at any time during the course of your training, please don't hesitate to contact Shorcontrol Safety. Our team is here to support you and ensure you have a positive and productive learning experience.

You can reach us by phone or by email as per below table. Whether you need clarification on course material, assistance with scheduling, or help with technical issues, we're happy to help. Your success and safety are our top priorities.

Query Type	Name	Contact
Course Assessment Appeals and Repeats	John Kelly Head of Training & Development	john@safety.ie 045 898198 Ext. 227
Training Certification	Louise Byrne Training Admin Manager	adminteam@safety.ie 045 898198 Ext. 215
Complaints and Feedback	Angela Byrne Safety, Health, Environmental, & Quality Manager	abyrne@safety.ie 045 898198 Ext. 203
Training Course Bookings	Brian Irvin Training Sales Manager	sales@safety.ie 045 898198 Ext. 213
Invoicing	Ann Mahfoud	invoices@safety.ie 045 898198 Ext. 212
Accounts Queries	Anita DeLandre Accounts Payable	accounts@trenchcontrol.ie
Other General queries	Fiona Spillane General Manager	info@safety.ie 045 898198 Ext. 217

8. Accredited Courses at Shorcontrol Safety

Accreditation Body	Courses
QQI	Manual Handling Instructor Training Delivery & Evaluation
City & Guilds	Confined Space High-Risk Confined Space Medium Risk Emergency Rescue
PHECC	First Aid Response
IOSH	Construction Site Manager Managing/Working/Leading Safely
Lantra	Fire Safety Instructor ATV Training
BOHS	Control of Hazardous Substances Legionella Management
SOLAS / Safe-Pass	Safe Pass Site-Safety Courses
IPAF	

9. Useful Links

www.safety.ie

www.safety-store.ie

www.cityandguilds.com

www.qqi.ie

www.phecit.ie

www.iosh.ie

www.nebosh.org.uk

www.lantra.co.uk

www.solas.ie

www.lloydsbritish.com

www.rospa.com

www.ipaf.org

www.ioa.org.uk

www.bohs.org

www.cif.ie

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