	Document Title	**Online, Live Remote & Blended Learning Policy**		
	Doc. Number	TRA-POL-003	Doc. Owner	Head of Training and Development
	Author	Angela Byrne	Revision	Rev. 01
	Reviewed by	Angela Byrne	Approved by	John Kelly
	Next Review Date	04/12/2025	Approved Date	04/12/2025

1. Policy Statement

Shorcontrol Safety is committed to delivering high-quality training programs that ensure the safety, development, and professional growth of our clients and employees. With the evolution of digital platforms, we have adopted Online, Live Remote, and Blended Learning methods to ensure flexible and accessible training. This policy outlines the standards and expectations for participating in these training programs, including learner etiquette and general conduct.

2. Purpose

The purpose of this policy is to establish clear guidelines and expectations for Online, Live Remote, and Blended Learning training conducted by Shorcontrol Safety. It aims to ensure a professional, respectful, and effective learning environment, enabling participants to engage fully and complete their training successfully. This policy outlines the responsibilities of learners and trainers, the etiquette required during training sessions, and the procedures for attendance, participation, and assessment, thereby maintaining the integrity and quality of our training programs.

3. Scope

This policy applies to all participants, including clients, employees, and external contractors who engage in any Online, Live Remote, or Blended Learning training programs facilitated by Shorcontrol Safety. The policy covers both synchronous (live) and asynchronous (pre-recorded (if applicable) or self-paced) training formats.

4. Definitions

Term	Definition
Online Training	• Pre-recorded or self-paced learning modules accessible via the company's Learning Management System (LMS). • Participants can access the content at their convenience but must complete the course by the specified deadline.
Live Remote Training	• Real-time instructor-led training conducted via video conferencing platforms (e.g., Zoom, Microsoft Teams). • Participants join scheduled sessions, actively engaging in discussions, activities, and assessments.
Blended Learning	• A combination of Online and Live Remote training methods. • Participants may be required to complete online modules before or after attending live remote sessions.

5. General Policy Guidelines

5.1 Roles and Responsibilities

a. Instructors/Trainers

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- Ensure the training content is relevant, up-to-date, and compliant with industry standards.

- Facilitate live sessions effectively, engaging all participants.

- Provide clear instructions for online and self-paced modules.

- Be available for questions and support during designated office hours.

b. Learners

- Complete all required pre-course materials and assessments (if applicable).

- Actively participate in live sessions and respect the learning environment.

- Abide by the learner etiquette outlined in this policy.

- Provide feedback to improve the training experience.

5.2 Learner Etiquette

a. General Conduct

- **Respectful Communication**: Treat all participants, including trainers and fellow learners, with respect. Harassment, inappropriate language, or disruptive behaviour will not be tolerated.

- **Engagement**: Be present, both physically and mentally. Actively participate in discussions, group activities, and assessments.

- **Punctuality**: Arrive on time for all scheduled live sessions. Late arrivals disrupt the flow of the training and may result in exclusion from the session.

- **Professionalism**: Maintain a professional demeanour during all interactions, whether online or live. This includes dressing appropriately for live remote sessions, even if attending from home.

b. Live Remote Training Conduct

- **Environment**: Ensure that you attend live sessions from a quiet, distraction-free environment. Avoid background noise and inform family members or housemates of your training schedule to minimise interruptions.

- **Camera and Microphone Usage**:
  - Keep your camera on during live sessions unless instructed otherwise by the trainer.
  - Mute your microphone when not speaking to avoid background noise.

- **Technical Preparedness**: Test your equipment (computer, internet connection, webcam, microphone) before the session begins. Have a backup plan in case of technical issues (e.g., access to another device or contacting technical support).

- **Participation**: Use features like chat, polls, and breakout rooms to engage with the content and fellow participants. Raise your virtual hand to speak during discussions.

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c. Online Training Conduct

- **Time Management**: Plan your schedule to complete all online modules before the deadlines. Avoid procrastination and manage your time effectively.

- **Plagiarism and Integrity**: All assessments must be completed individually unless group work is explicitly permitted. Plagiarism or sharing answers with others is strictly prohibited and may result in removal from the training.

- **Technical Issues**: Report any technical difficulties accessing the LMS or completing modules as soon as they occur. Proactive communication is key to resolving issues without impacting your progress.

5.3 Attendance and Completion Requirements

a. Attendance

- Full attendance is required for all scheduled live remote sessions. Any absence must be communicated to the trainer in advance, with a valid reason (e.g., medical emergency).

- Learners must complete all required online modules within the specified time frame to be considered for certification.

b. Completion

- Learners are required to meet all assessment and participation criteria to successfully complete the training.

- Certificates of completion will only be issued to learners who meet the required attendance, participation, and assessment criteria.

5.4 Technical Support

- Shorcontrol Safety provides technical support for all learners. If you experience any issues with accessing training materials, video conferencing platforms, or other technical problems, please contact our support team at [support@shorcontrolsafety.com] or call [insert contact number].

- Technical support is available during standard business hours (9:00 AM – 5:00 PM GMT).

5.5 Data Protection and Confidentiality

- All training sessions may be recorded for quality assurance and compliance purposes. Recordings will be stored securely and only accessible by authorised personnel.

- Learners must not share or distribute training materials, recordings, or confidential information without explicit permission from Shorcontrol Safety.

- Personal data collected during training will be handled in accordance with the company's Data Protection Policy and applicable data protection laws.

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5.6 Feedback and Continuous Improvement

- Shorcontrol Safety encourages learners to provide feedback after completing training sessions. Feedback can be provided via anonymous surveys or directly to trainers.

- The training team will review feedback regularly to make improvements to the training programs.

5.7 Non-Compliance

- Failure to adhere to this policy, including learner etiquette guidelines, may result in disciplinary action. This can range from a verbal warning to exclusion from the course without certification, depending on the severity of the infraction.

- Shorcontrol Safety reserves the right to take appropriate action to maintain the integrity and professionalism of its training programs.

6. Responsibilities

Employee Title/Classification	Responsibility
Directors, Top Management, Senior Management & Committee Members	To ensure the necessary resources are available within the organisation for the implementation of this policy. To ensure the contents of this policy are implemented effectively. To investigate and act upon any breaches or violations which may arise or be reported in relation to this policy.
Employees/ Staff/ Instructors/ Sub-contractors	To adhere to the requirements set out in this policy. To report any breaches or violation of this policy to top/senior management for investigation and resolution.

7. Enforcement

Employee Title/Classification	Responsibility
General Manager	Has the discretion of determining the repercussion on the discovery of any member of staff, tutors, managers, visitors, or subcontractor's breach or violation of this policy. Has the discretion of determining the repercussions on the discovery of a manager or assigned responsible personnel's failure to enforce or follow this policy or its procedures.
Managers and Heads of Departments	Has the discretion of determining the repercussions on the discovery of any subordinate or learner's breach or violation of this policy.
Internal Quality Assessor (IQA)	Has the discretion of determining the respective repercussions on the discovery of any tutor/assessor in breach or violation of this policy.

8. Related Information and Documents

Document ID	Title

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Policy Statement	• Mission, Vision, & Values • Quality Policy • Dignity Charter • Equality, Diversity & Inclusion
GEN-POL-001	Code of Conduct & Ethics Policy
GEN-POL-003	Equality, Diversity & Inclusion Policy
TRA-MAN-001	Learner Handbook
TRA-POL-017	Teaching & Learning Policy
TRA-PRO-003	Recheck, Review & Appeals Procedure
Additional Support	• Code of Conduct for Tutors • Code of Conduct for Learners • Garda Vetting • Requests for additional supports • Individual learning plans • Extension Requests • Tutorial Requests • Learner Complaints & Appeals • RPL Application Form • RPL Appeals Form

9. Policy Review

This policy shall be reviewed when:

- There is a change of General Manager at Shorcontrol Safety.
- There is a change in any of the related policies or procedures found in section 8. *'Related Information & Documentation'* of this document.
- As prescribed in Shorcontrol Safety's policy and procedure review schedule.
- As determined or requested by the General Manager at Shorcontrol Safety.

Revision Date	Author with Title	Description
14/07/2024	Angela Byrne QHSM	Initial draft and release of policy
04/12/2025	Angela Byrne QHSM	Review with AC Q4 2025.