

	Document Title	Protection for Learners		
	Doc. Number	TRA-PRO-006	Doc. Owner	Head of Training & Development
	Author	Angela Byrne	Revision	Rev. 04
	Reviewed by	Angela Byrne	Approved by	John Kelly
	Next Review Date	05/02/2027	Approved Date	05/02/2026

1. Policy Statement

The intention of this policy is to demonstrate Shorcontrol Safety Ltd.'s commitment to protecting learners with regards to health and safety while attending training courses, and also from incidents in which scheduled training programs become cancelled.

2. Purpose

The purpose of this document is to outline the company's procedures for protection of learners, including provision of information, maintenance and resources, health, safety, and any additional supports that may be required.

3. Scope

The scope of this procedure will apply whenever a course or program which a learner has already registered for and is currently participating in training offered by Shorcontrol Safety and is applicable to all members of staff who communicate with and oversee the facilitation of training to learners.

3.1 *Legal & Regulatory*

- Qualifications and Quality Assurance (Education and Training) Act 2012 (QQA Act)
- Safety, Health and Welfare at Work Act 2005
- Equal Status Acts 2000–2018
- GDPR and Data Protection Act 2018

4. Definitions

Term	Definition

5. General Procedure Guidelines

5.1 Information for Learners

The following information related to all courses offered will be placed on the company website and other material, of which is produced with the sole intention of being used to inform current and potential learners of programs offered by the company.

- The title of the program and the award which is received by those who successfully complete the course with acceptable proficiency in the courses' assessment of learners.
- The name of the associated governing/awarding bodies which the program is affiliated with.

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- If the program is recognized within the National Framework of Qualifications, then the following details must also be made known:
 - The level of recognition within the NFQ
 - Whether the award is a Major, Minor, Special Purpose or Supplemental award as identified within the NFQ
- If the program is not recognized within the National Framework of Qualifications, then the award must explicitly be made known (ex. certificate).
- Entry requirements including mandatory pre-requisites as applicable.
- Access transfer and progression, and how learners can access supports including reasonable accommodations, complaints and data protection.

5.2 Cessation of Program

In the event that a program, which is actively being facilitated by Shorcontrol Safety, is terminated, the following must occur:

- The learner must be informed of the program's termination either verbally or in writing as soon as possible from the time of cessation decision.
- Account manager must attempt to make arrangements to transfer the learner to another date for training or another local training company if feasible.
 - Shorcontrol Safety holds pre-arranged agreements with Olive Safety and Carroll Safety.
 - If allowed by the certified body, any coursework or credit accrued by the learner will be transferred to the local training company which has agreed to facilitate the learners' transfer of training.
- If Shorcontrol Safety fails to make arrangements, then the following must occur:
 - The learner will be reimbursed a pro-rated amount for the days of training which did not commence, if Shorcontrol Safety fails to arrange for either the learner to continue the remaining days of training or restart the program with another local training company.
 - This will only be done if the certified body allows for a learner to retain credit for the incomplete program for an established and reasonable amount of time in which the learner will be able to locate and register with another local training company which can facilitate the remaining amount of training required to complete the program.

5.3 Provision and Maintenance of Resources

Training rooms are assessed by Shorcontrol Safety to ensure that they can accommodate the training program for which it is being used to facilitate. This includes ensuring that:

- The size of the room is large enough to comfortably accommodate the allotted number of individuals that may be in the room at any one time.

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- The layout of desks, tables, multimedia equipment, etc. is appropriate for each course which will be facilitated in the room.
- The lighting, temperature, noise and other comfort related factors are appropriate for each course which will be facilitated in the room.
- The room's health and safety functions are in-line with Shorcontrol Safety *Safety's Management System's* policies and procedures.
- Training equipment is assessed by Shorcontrol Safety to ensure that they can accommodate the training program for which it is being used for. This includes ensuring that:
 - The equipment is properly maintained and fit for the purpose for which the course would require.
 - The equipment is properly inspected by a competent person who can assess whether the equipment is free from defects and in good condition for use in the training program which it is being used for.
 - The equipment is compliant with Shorcontrol Safety's *Safety Management System's* policies and procedures.
- Shorcontrol Safety management will ensure that appropriate budgetary arrangements are made for the development, upkeep and maintenance of resources and facilities which are used for training programs.
- Management will hold quarterly and annual budget meetings whose outcomes will determine what budgetary allocations will be available for facilities and equipment.
- Management will, on an ongoing basis, consider observations made by staff, tutors and learners related to the condition and function of facilities and equipment.

5.4 Health and Safety

Shorcontrol Safety will ensure the health, safety, and overall wellbeing of learners while they are located at Shorcontrol Safety facilities. This will be performed by:

- Risk assessing the facilities before allowing training to be conducted on the premises.
- Ensuring health and safety controls are in place and in proper functioning order.
- Ensuring that facilities are compliant with Shorcontrol Safety's *Safety Management System's* policies and procedures.
- Ensuring that all staff and tutors are informed and when required, trained in matters related to the health and safety of learners.

5.5 Additional Supports

- Shorcontrol Safety will make arrangements, that is all reasonable and practicable, for learners who may require additional supports in order to be given an equal opportunity of completing the assessment of any course.

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- These arrangements must not hinder the integrity of the program, nor can it not impose unnecessary burdens on other students’ learning experience and outcomes.
- These arrangements must ensure that they are in accordance with the company’s *Equality Diversity and Inclusion Policy*.
- A learner who requires additional supports must make the request known to Shorcontrol Safety at the time in which they book the course with the company.
- Shorcontrol Safety will do all that is reasonably practicable in honoring the request if it is made on the day in which the course or assessment begins; Shorcontrol Safety may elect to postpone the learners start date if the additional supports cannot be produced in such short notice.

6. Responsibilities

Employee Title/Classification	Responsibility
Sales & Accounts Executives	Inform the learner of a ceased program; Coordinate the arrangement for learners to register and attend the ceased program with another local training company.
Sales & Accounts Manager	Supervise the Telesales staff to ensure that they are following this procedure; Coordinate with the certified bodies in establishing whether learners can retain and transfer credit for coursework and portions of the program which the learner has successfully completed prior to the cessation of the program.
Head of Training & Development	Coordinate with the certified bodies in establishing whether learners can retain and transfer credit for coursework and portions of the program which the learner has successfully completed prior to the cessation of the program; approve of which local training companies which learners may be transferred to if Olive Safety nor Carroll Safety can facilitate the correct program; ensure that the provision and maintenance of facilities is being provided; ensure tutors are aware of their responsibilities with regards to this procedure.
Safety, Health, and Quality Manager	Will ensure that the Health and Safety portion of this procedure is being performed and monitored properly/
General Manager	Ensure that budgetary arrangements are produced in line with this procedure.

7. Enforcement

Employee Title/Classification	Responsibility
Sales & Accounts Manager	Has the discretion in determining the repercussions in the discovery of a Telesales Staff’s failure to comply with this procedure for up to 2 separate occasions.
General Manager	Has the discretion in determining the repercussions in the discovery of staff’s failure to comply with this document on the occurrence of more than 2 separate occasions or failure to monitor or enforce this procedure.

8. Related Information and Documents

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Document ID	Title
GEN-POL-003	Equality Diversity & Inclusion
GEN-POL-010	Data Protection and Privacy
QEN-POL-001	Code of Conduct and Ethics

9. Procedure History

Revision Date	Author with Title	Description
18/08/08	John Kelly; Head of Training & Development	Creation of procedure
25/11/19	Adam Romans; Quality Coordinator	Revision from B7.1 and B5.7; format standardization
27/07/2023	Angela Byrne; QHSM	Reformat of layout.
05/02/2026	Angela Byrne; QHSM	Inclusion of relevant Irish legislation to training and reference to documents in section 8.