	Document Title	**Blended Learning**		
	Doc. Number	TRA-PRO-008	Doc. Owner	Head of Training & Development
	Author	Angela Byrne	Revision	Rev. 02
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1. Policy Statement

Shorcontrol Safety is committed to delivering high-quality training through a blended learning approach that combines online learning with practical, classroom-based instruction. This method ensures flexibility, accessibility, and consistent learning outcomes while maintaining the highest standards of safety, compliance, and learner engagement. All blended learning programmes are designed to support diverse learning styles, encourage active participation, and meet relevant legislative and accreditation requirements. Shorcontrol Safety continually reviews and updates its blended learning practices to ensure they remain effective, inclusive, and aligned with industry best standards.

2. Purpose

This document outlines Shorcontrol Safety's protocols for the design, development, development, administration, delivery, quality assurance, and review of blended learning training programmes across all awarding bodies and internal courses.

3. Scope

This procedure applies to all Shorcontrol Safety training programmes delivered using a blended learning model.

4. Definitions

Term	Definition
Blended Learning	Combination of live-remote training and in-person delivery.
Live-Remote Training	Delivery using an online communication platform with a live tutor.

5. General Procedure Guidelines

Shorcontrol Safety commits to ensuring that blended learning maintains equivalent educational value to face-to-face programmes.

5.1 Course Design & Development

Shorcontrol Safety will integrate approved training programs, of which it is already approved to administer, into a blended learning platform using the same or similar design, materials, and course duration as is reasonably practicable.

Shorcontrol Safety will design, develop and produce new approved training programs while adhering to all relevant accredited governing body and company policies, procedures, and quality requirements. After developing the blended learning course, the course will be reviewed and critiqued by three or more individuals who are competent in reviewing training programs.

Design: Training programs will incorporate methods of learning such as lecturing, group work, practicals, and assessment, as is used in traditional face-to-face training, into a blended learning style.

The activities and components that make up a course's traditional face-to-face training will be used for blended learning however they may be adjusted to adopt best practices for the blended learning environment.

The timetable of courses will incorporate an activity at timely intervals which breaks away from lecturing during the live-remote portion of the course. Such activities may include but are not limited to use of breakout rooms, group discussions, scenario workshops, question and answer activities, etc. The course will be designed in such a matter to ensure that appropriate pedagogic principles are applied in order to facilitate the best learning experience for the different learning styles.

Constructivist: Learners are the center of the learning process developing new ideas and approaches to their existing and past knowledge. The tutor will focus on achieving this through presenting information within the presentation and allowing the learners to discuss and relate this information to their work, home and social situations.

Inquiry: The learner will be given ample practice situations and scenarios to ask questions and resolve open questions together as a class and/or in smaller groups during in class exercises and discussions.

Integrative: The tutor will relate topics within the course to real life situations. The tutor will embrace the experiences that the learner brings to the course.

Reflective: Tutors will continuously monitor learner's knowledge and skills during the course and will confirm this through end-of-module questions and answer sessions. Tutors may adjust the presentation to meet the needs of the learners while staying within the course timetable and learning objectives.

Collaborative: The class size may be reasonably small and for some exercises the learners may be given an opportunity to break into smaller groups (breakout rooms) consisting of 2-3 individuals. This will give the individual learner the opportunity to solve problems and get involved with the subject where they may hold back in larger groups.

Live-Remote: The training programs' lecture and theory portion of the course will be conducted via live-remote training.

- Training programs will never be issued to learners as pre-recorded lectures.

- There will always be a live tutor administering the course.

Practicals and Assessment: The training programs' practical and assessment portion of the course will be conducted in-person, either on-site at Shorcontrol Safety or at approved off-site locations.

Materials: Training programs will offer the same materials (i.e. literature, workbooks, etc.) either as hard copies or digital downloads, as would be used in traditional face-to-face training. Shorcontrol Safety will ensure materials are delivered to learners in a timely fashion.

Duration: Training programs will not be shortened or extended due to being adopted into a blended learning format, unless the accredited governing body of the program (PHECC) dictates that there is a difference in duration between programs offered as blended learning or traditional face-to-face only training.

Information Technology: Shorcontrol Safety will develop blended training programs which require the minimal amount of technical assistance for delegates.

5.2 Technology Platforms

Shorcontrol Safety will utilise commonly and commercially available on-line communication platforms which are widely used and easily accessible such as Zoom and Microsoft Teams.

Learners will not be required to purchase any on-line communication software in order to access the blended learning courses.

Shorcontrol Safety will use Zoom Meetings as their default on-line communication platform for all blended learning courses.

- Shorcontrol Safety may use Microsoft Team Meetings if requested to do so by the client.

- All key features found in Zoom Meetings, which the company incorporates into the blended learning courses, are available in Microsoft Team Meetings.

Shorcontrol safety will ensure that tutors are adequately familiarised and trained in the use of Zoom Meetings and Microsoft Team Meetings prior to being allowed to administer blended learning courses.

Learners will be made aware of which on-line communication platform will be used for the course for which they are registered for.

Learners will be sent induction materials which will introduce them to pertinent features for whichever platform is being used for their registered course.

Links and/or materials will be sent to the client/learner one or more days prior to the start date of the course.

Any technical difficulties related to the use of the on-line communication platform will require the individual (tutor or learner) to contact the company which provides the on-line communication platform.

5.3 Learner Requirements

Learners will be made aware of all technical requirements in order to allow access and participating in the blended learning course prior to being registered to the course. The following are the minimum technical requirements which each learner must possess or have use of in order to participate in live-remote portion of the course.

- Learners will be encouraged to use a desktop or laptop computer; however, a mobile smartphone which possess the same requirements may be used instead.

- Video camera/webcam, microphone and speakers/headphones.

- Broadband internet connection or 4/5g mobile coverage

- The computer or smartphone hardware must be compatible with downloading and/or using either Google chrome (or similar web browser) or the specific on-line communication platform app.

- Learners must have their cameras activated at all times throughout the course, except for during break periods.

- Learners much have their microphones activated at all times throughout the course, except for during break periods.

- o Tutors may mute any and all learners during the course; tutors might not forcibly mute any learner unless the learner's background noises are causing a disruption to the rest of the participants.

- Learners may voluntarily mute their own microphones during the course; however, they must be able and willing to unmute themselves when required to do so to either communicate with the tutor and/or participate in small or whole group discussion and exercises.

- Learners who experience technical difficulties, outside of the communication platforms control (e.g. internet disconnection, loss of power, etc.) will be allotted a minimum of 15 minutes to resume participation without any penalty.

- Learners who experience technical difficulties which disallow their participation from the course for a duration of longer than 15 minutes may be allowed to continue the course with the tutor's approval.

- Tutors have the discretion of determine whether the amount of time for lack of participation exceeded the requirements for the learner to successfully acquire enough knowledge, skill or understanding in order for them to successfully pass the course.

- Tutors have the discretion of catching the learner up to speed with the rest of the class, as so long as this does not disrupt other learners' participation or cause the course to run outside of the allowed time as prescribed in the lesson timetable.

  - o Catching a learner up to speed may commence during break periods, or at the start or end of a course, per the tutor's discretion.

- Learners who experience technical difficulties, outside of the communication platforms control (e.g. internet disconnection, loss of power, etc.) that exceed 15 minutes, and of which the tutor has disallowed to continue the course will be encouraged to contact Shorcontrol Safety to discuss their options of re-siting a course at a later date and time.

- If a situation arises where the communication platform experiences disruption outside of either the tutor or learners' control, then Shorcontrol Safety will coordinate another date and time for learners to continue or re-sit the entirety of the course.

5.4 In-Person Practicals & Assessment

- Delivered in accordance with relevant awarding body rules.

Blended learning practicals and assessment portions of the course will be adopted for use from the same training program which is delivered in face-to-face format.

A dynamic risk assessment of all practicals and practical assessment will be conducted and adhered to by the tutor while administering the course.

5.5 Tutor Competency

- Tutors must be trained and approved.

All tutors who deliver the live-remote portion of the training course will be proven competent in using the prescribed communication platform prior to being allowed to administer the course.

The Head of Training and Development is tasked with ensuring that each tutor has received training for each communication platform.

A record will be kept of each tutor's training with regards adequate to use in communication platform use.

Shorcontrol Safety will conduct spot-audits of blended learning courses to ensure that the tutor is sufficient in delivering the live-remote portion of the course.

Spot-audits will consist of a member of Shorcontrol Safety staff to gauge how proficient the tutor is by using the company provided *Live-Remote Audit Score Sheet*.

Spot-audits will also be used to ensure that tutors are adhering to the live-remote timetable and use of the correct media and materials for the course.

All tutors who deliver blended learning courses will possess the same qualifications which are required for delivering traditional face-to-face training.

Tutor's qualifications will be updated and uploaded to the portal.

Tutors who deliver blended learning courses will be considered subject matter experts; the use of outside subject matter experts or tutors who are either not employed or contracted by Shorcontrol Safety will not be used.

5.6 Learner Support

- Learners will be informed of requirements and support.

Learners will receive information from Shorcontrol Safety with regards to technical requirements and supports, dates and times of blended learning courses, entry requirements, progression of skills and certificates, appeals procedures, and their rights and responsibilities with regards to equality, additional supports available, and privacy prior to being registered for a blended learning course.

Learners will be made aware of the communication channels available to them with regards to tutors, Shorcontrol Safety staff and management prior to being registered for a blended learning course.

5.7 Quality Assurance

- All blended courses follow QA procedures and internal verification.

All tutors and staff who assist in the administration of the blended learning courses will be informed and trained in company quality assurance standards.

All blended learning courses will adhere to relevant company quality assurance standards.

Shorcontrol Safety will conduct 100% internal verification processes for all PHECC blended learning courses administered by the company.

Tutors will be supplied with a *Live-Remote Training Checklist* which will be used to ensure all quality assurance processes are completed and accounted for prior, during and after administering the course.

The spot auditing of tutors live-remote portions of the course will be reviewed by the Head of Training and Development, as well as during the regularly conducted *Quality Assurance Meetings*.

A tutor found to be substandard in delivering any portion of the course may be coached or instructed on actions or skills they should address before being allowed to deliver blended learning training again through the company.

Learner and tutor feedback forms focused on blended learning will be issued and collected on the last day of the course.

All feedback forms will be analysed as part of the *Internal Verification* process.

6. Responsibilities

Employee Title/Classification	Responsibility
Training & Development Manager	Ensures compliance, approves design, oversees tutor training, authorises blended delivery models
Safety, Health & Quality Manager	Ensures QA compliance, audits, risk assessments, and corrective actions.
Tutors	Deliver content, maintain engagement, report issues, uphold assessment integrity.
General Manager	Oversight, resource allocation, disciplinary decisions for non-compliance.

7. Enforcement

Employee Title/Classification	Responsibility

8. Related Information and Documents

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
25/02/2021	Adams Romans	Initial release of procedure

05/02/2026	Angela Byrne, QHSM	Review and update to new format. Change of doc code number from TRA-PRO-023.