



Learner Handbook

V1.5

FOREWORD –Dan Davern, Managing Director

It gives me great pleasure to introduce and welcome you to Education and Training from DX2 Training Solutions. This Learner Handbook has been produced for the benefit of all learners who have enrolled in any of our Education and Training programmes. It contains important information on policies, procedures and regulations that are relevant to you. We invite you to make yourself aware of its contents and to consult it whenever the need arises.

Through our Education and Training services we strive to continually develop and provide a wide range of quality learning opportunities that will enable learners to realise their full potential. These programmes are provided throughout the Country and have been developed in cooperation with a wide range of partners for the benefit of the learner. We cater for a broad cross-section of learners, providing adults with learning opportunities for vocational, professional and personal development. We provide you with the opportunity to up-skill and re-train on both a full-time and part-time basis.

I am confident that we can provide you with the educational opportunity that best suits your needs and circumstances. I hope that you enjoy your time with us and that your experience will be rewarding and enhancing.

Dan Davern

Managing Director – DX2 Training Solutions Ltd.

FOREWORD –Michelle Davern Director of Training

DX2 Training Solutions through its Education & Training services is busy supporting you as a learner to enjoy the learning experience here with us.

All of the programmes are offered at various levels of certification and cover a wide range of courses from Cardiac First Response to Manual Handling Instructor, Training & Development and many more.

It is important that you as a learner achieve your potential while studying with us and continue to grow and develop as an individual. Instructors are in place to encourage you to progress with your studies and help you plan your training needs.

I would like to wish you every success in your training with us.

Michelle Davern
Director of Training

INTRODUCTION

DX2 Training Solutions is an Education and Training company dedicated to furthering the education and skills of our clients through quality programmes and services delivered by experienced and professional instructors. We deliver programmes across the country on an ongoing basis are required by the demand of our learners.

DX2 Training Solutions is a recognized Training Institution of the Pre-Hospital Emergency Care Council and a registered QQI (Quality and Qualifications Ireland) Provider offering various courses across the country.

DX2 Training Solutions MISSION STATEMENT

Our mission is to enhance the knowledge and skills of our clients through comprehensive and up to date courses and services designed to improve the health and safety of our clients and their organisations, companies, clubs, communities and families. We will provide the most up to date training and services through our on going evaluations thus insuring our clients receive the most relevant training and services.

We will work in consultation with recognised bodies and our clients ensuring that courses we offer are specifically designed or thoughtfully adapted to suit their learning and workplace outcomes taking care to understand the most appropriate methods to deliver the material. We are dedicated to increasing the health and safety knowledge, skills and status of our clients by utilising the vast experience of our staff which comprises of Advanced Paramedics, Paramedics, EMT's, Physiotherapists, Training Instructors, Fire Engineers and Fire Officers.

We treat all of our clients with the highest levels of care and respect, visible through our friendly yet professional and person orientated approach to all aspects of our business.

Pre-Hospital Emergency Care Mission Statement

Our mission relating to Pre-Hospital Emergency Care is to:

1. Deliver a quality service to learners so as to contribute to raising standards of pre-hospital emergency care to increasingly higher levels thus ensuring a safer environment for members of the public.
2. Provide assurance to learners through our affiliation with recognised bodies that courses available are above an acceptable level of quality.
3. Proactively improve our services through consultation with recognised bodies ensuring adherence to the most relevant clinical practice guidelines.
4. Provide a clear progression path to learners ensuring they have the opportunity to further their education and level of training.
5. Proactively improve our service by adding new relevant courses to our programme list in an effort to further the knowledge and skills of learners in the field of pre-hospital emergency care.

Our mission is visible through our clear and transparent policies and procedures outlined in our quality assurance document. Our Pre-hospital emergency care mission is derived from our company's overall mission statement.

POLICY STATEMENT ON ADMISSION FOR LEARNERS

Admission to a particular course/activity is subject to:

- Places being available
- Applicants fulfilling the required criteria Admission is governed by four principles that:
 - ✓ In the professional judgement of the Director of Training and following an interview (if deemed appropriate) the learner is suitable for a course/activity.
 - ✓ In the professional judgement of the Director of Training, the learner, because of previous education, training or experience, is considered likely to benefit from attendance.
 - ✓ Participation will contribute positively to the course/activity and in no way infringe upon the opportunities or rights of other learners or staff.
 - ✓ In the professional judgement of the Director of Training, learners fulfill the entry requirements specified by the accrediting body for each and every programme admission is requested for.

All disputes in relation to admission will be referred to the Managing Director or Director of Training.

LEARNER RESPONSIBILITIES

Learners are obliged to make themselves aware of, and comply with, DX2 Training Solutions rules and regulations. Learners must provide themselves with such books, stationery, equipment and materials as may be required by the Centre. In addition, each learner has a responsibility in a number of areas:

To fellow learners

To co-operate in the creation and maintenance of a respectful and suitable environment.

To staff

To fulfil all obligations to ensure the smooth running of the programme.

To the company

To respect the buildings and property and to ensure the company maintains a respected position as a whole.

To the community

To behave responsibly and respectfully in the community.

To health and safety

To ensure the Health and Safety procedures and regulations are adhered to.

LEARNER PROPERTY

DX2 Training Solutions does not accept any responsibility for the loss of or damage to the property of any learner.

DX2 TRAINING SOLUTIONS PROPERTY

Learners may be liable for the cost of repair or replacement of DX2 Training Solutions property damaged through willful or careless conduct.

CHANGE OF REGISTRATION/PPS DETAILS

Learners must immediately notify the Director of Training of any change in registration details. DX2 Training Solutions will not be responsible for any consequences due to any failure on the part of the learner/participant to make such notification. PPS numbers must be accurate and pertain to the person using it.

EXAMINATIONS

Learners must comply with the rules and regulations of the examining body relevant to the course being attended.

ATTENDANCE

Every course/activity requires a commitment to attend all parts of the programme on offer fully and punctually. A learner unable to attend a particular event must inform the Director of Training. Learners must comply with the rules and regulations on attendance relevant to that programme. Any learner unable to fulfill these commitments may be required to leave the course/activity. Because QQI programmes are modular even short absences can negatively impact on the overall result.

Any learner, who wishes to seek further clarification of this policy, should contact the Director of Training

CODE OF CONDUCT

Learners are expected to behave responsibly at all times, to observe and abide by the Code of Behaviour and not to engage in any activity that might bring the company into disrepute. Learners are required to attend regularly and punctually all timetabled activities i.e. classes, practicals, work practice, assessment, etc. Learners are expected to conform to the directions of the staff member(s) responsible. Should any learner, during any timetabled activity, be responsible for a breach of good conduct, or fail to obey instruction from a staff member, the learner may be required to withdraw from the particular timetabled activity and the matter brought to the notice of the Director of Training for appropriate action to be taken.

DAMAGE TO PROPERTY

Learners are required to make good, to the satisfaction of the company, any damage or loss that they intentionally cause to any property of the company or for any such loss or damage that occurs as a result of their recklessness or negligence. Learners are similarly required to make good any damage or loss that they cause to the personal property of any other learner or member of staff.

BREACHES OF DISCIPLINE

Any act or omission, which affects adversely the rights of any learner/staff member or which disrupts the orderly and responsible conduct of any company activity, or which violates the Code of Conduct, shall constitute a breach of discipline. Disciplinary action may result in a fine, suspension for a fixed period or permanent expulsion from the course.

MISCONDUCT

In particular, and without prejudice to the generality of the foregoing, the following are examples of offences:

- ✓ Conduct which is disruptive, or which may disrupt teaching, work practice or study.
- ✓ Bullying or sexual harassment of any learner or member of staff.
- ✓ Abuse of alcohol (drunkenness) or other substances or abuse, possession, supply of any illegal drug on the company premises.
- ✓ Obstruction or harassment of any member of staff or learner in the performance of duties, work or other activity.
- ✓ Damaging, defacing or misappropriating any property of the company.
- ✓ Any theft of property or any other dishonest or illegal acts which may adversely effect the company, instructor or fellow learner.
- ✓ Tampering with safety equipment.
- ✓ Smoking in non-designated areas.
- ✓ Any unduly noisy or unruly behaviour or the use of foul or abusive language.
- ✓ Acts or omissions by learners, while outside company, engaged in field trips, work experience or activities organised by the company or while representing the company would breach the Code of Conduct.

- ✓ Activity which adversely affects, or is likely to adversely affect the reputation of the company, the learners or members of staff.
- ✓ Any behaviour which is racially or sexually offensive or which is offensive to those with learning and/or physical disabilities or impediments.
- ✓ Use of computers for any activity other than DX2 Training Solutions training purposes.
- ✓ Breaching assessment regulations.
- ✓ Incitement or encouragement of any other person or persons to do any of the aforementioned behaviours.

GROSS MISCONDUCT

Any particularly serious cases of misconduct may be treated by the company as gross misconduct. For example, any misconduct involving violence or a serious threat of violence, deliberate damage to property, endangering the health or safety of others, deliberate breach of company guidelines relating to security issues or any other criminal activities affecting the company or other learners are likely to be treated as gross misconduct. Any learner caught using other candidate's work may be disqualified from the programme. It is emphasised that this is not an exhaustive list of the types of case that the company may treat as gross misconduct. All examples of offences outlined above are demonstrative and in no way prevents the appropriate member of staff from considering and adjudicating upon the conduct or action of any learner which is thought to constitute a breach of discipline.

HEALTH AND SAFETY POLICY STATEMENT

The Safety, Health and Welfare at Work Act 2005 imposes a statutory duty on employers to ensure the health and safety of their employees while at work. This duty extends to others who may be affected by that work. Learners should be aware that they also have a duty under the Safety, Health and Welfare Act to assist DX2 Training Solutions in maintaining a safe place to pursue their course and a specific legal duty not to interfere with anything that may compromise safety management at the company. Health and Safety at work affects everyone. Any lapse of care and attention can cause injuries and damage property. DX2 Training Solutions will treat any act that may compromise health and safety management as a serious offence and may be subject to disciplinary action.

DIGNITY AND RESPECT

DX2 Training Solutions is committed to the promotion of an environment that upholds the dignity and respect of the individual and which supports every individual's right to study and/or work in an environment, which is free from any bullying, harassment or intimidation. DX2 Training Solutions recognises the right of every individual to work/study in such an environment and requires all staff and learners to recognise their responsibilities in this regard. Bullying, harassment or intimidation of others by learners or staff will NOT be tolerated. This policy applies to the behaviour of staff and learners of the company and others engaged in activities or providing services relating to the company.

FIRE EMERGENCY PROCEDURES

Walk to the nearest exit point. Do not delay to pick up personal belongings. Disconnect all electrical appliances (where appropriate). Close all doors behind you (where appropriate). On arriving at the designated assembly point(s) please obey the requests of the instructor. Do not re-enter the building until authorisation has been given.

FIRST AID

All accidents and injuries, while attending timetabled activities, must be reported to a member of staff so that injuries can be assessed and medical attention arranged.

MEDICAL SERVICES

Learners requiring a doctor or chemist, while attending timetabled activities, should contact a member of staff. Costs for these services are the responsibility of the learner. Learners on specific long-term medication or with a medical history that may be pertinent to their course of study should inform the Course Director. Learners can be assured that all information will be treated in strict confidence.

Please note that full copies of our Health & Safety Policy, and Other Policies, are available from the Director of Training.

EQUALITY FOR LEARNERS POLICY STATEMENT

DX2 Training Solutions is committed to providing equal access to all learners regardless of their gender, marital status, family status, disability, religion, sexual orientation, race, colour, nationality, ethnic/national origins or membership of the travelling community. However, this policy in no way implies that DX2 Training Solutions will not demand equivalent performance in assessments for equivalent academic awards, from all learners. All learners attending DX2 Training Solutions programmes are expected to comply with rules, regulations and policies stated in the Learner Handbook.

DX2 Training Solutions aims to provide learners and staff with an environment free from discrimination and harassment and to ensure that its policies, procedures, structures and services create no disadvantage or disincentive to any learner. DX2 Training Solutions recognises that the learning environment for both staff and learners must be one that values and promotes individual differences. All staff and learners have the right to equitable treatment at the company.

All learners have the right to pursue their education and training in an environment in which their culture, experiences and differences are recognised and supported. This can be sustained through classroom instruction that encourages diversity.

DX2 Training Solutions is committed to:

- ✓ ensuring that promotional and teaching materials do not use discriminatory language and where appropriate reflect the diversity within the company and broader community.
- ✓ ensuring that all learners are encouraged to participate in the diverse range of courses on offer;
- ✓ providing a learning environment that encourages learners to remain in the course by removing barriers and ensuring tutors have the skills to deliver courses that are inclusive.

If any learner feels they have not been treated equitably they should inform the Director of Training

Please note that a full copy of our Equality Policy is available from the Director of Training



As the national awarding body for further education and training in Ireland, Quality and Qualifications Ireland (QQI) gives people the opportunity to gain recognition for learning in education or training centres, in the work place and in the community.

QQI functions include: Making and promoting awards, Validating programmes, Monitoring and ensuring the quality of programmes, Determining standards

PLACING QQI AWARDS IN THE NATIONAL FRAMEWORK OF QUALIFICATIONS

QQI is responsible for developing a system of qualifications for the further education and training sector. This system is part of the overall development of the 10-level National Framework of Qualifications that will, in time include all awards available in the state from the basic level (Level 1) to the most advanced (Level 10) levels of learning. QQI has specific responsibility for providing a range of awards at levels 1-6 in the framework.

For further information please go to the QQI website, www.qqi.ie

QQI ASSESSMENT REGULATIONS

It is your duty to familiarise yourself with the regulations relating to written examinations, assignments and practical assessments and the consequences of infringing these regulations.

WRITTEN COURSEWORK (ASSIGNMENTS / PROJECTS)

- i. You must observe deadlines for submission of written coursework for assessment.
- ii. You must sign a declaration that all coursework (assignments, projects, records, collection of work, portfolios etc) submitted for assessment **is your own original work**. Material direct from the Internet or other sources, is not your own work, and will be deemed as plagiarism.

- iii. Where group projects/assignments are undertaken, all candidates must indicate their own work and submit supporting evidence of each individual's contribution to the group project/assignment.
- iv. You must not access files of any other candidate on a computer or elsewhere.
- v. You must not interfere with or damage in any way the work of other learners.

WRITTEN EXAMINATIONS

- 1 You must carefully note the date, time and location for all written examinations.
- 2 You are required to be in the exam room prior to the commencement of the exam.
- 3 You will not be admitted to the exam room after the exam has commenced.
- 4 If you leave the exam room before the set end time you must give the superintendent the exam papers, answer books and all answer material eg disks etc.
- 5 You must not bring any mobile phones, books, paper or notes (except in the case of open book exams) into the exam room.
- 6 During the exam, you must not communicate with or attempt to communicate with any other candidate.
- 7 You must not damage the exam room or any of its contents.
- 8 You must obey the directions of the superintendent in all matters relating to the exam.
- 9 You may be expelled from the exam room if your behaviour, in the opinion of the superintendent, could impact on the successful conduct of the exam.
- 10 At the conclusion of the exam, you should stop writing immediately, give all answer materials to the superintendent and remain in your seat until instructed otherwise.

COMPUTERISED EXAMINATIONS

The regulations applying to the written examinations will be adopted as appropriate for the conduct of computerised examinations. In addition:

- 1 You must complete the examination at the computer allocated to you by the superintendent.
- 2 You must not bring any cd, floppy disk, memory stick or computer equipment into the examination room.
- 3 You must not access files of any other person or candidate on the computer.
- 4 You must not tamper with any computer or equipment in the exam room.
- 5 At the conclusion of the exam you should stop typing immediately, give all answer materials (disks, printed material) to the superintendent and remain in your seat until instructed otherwise.

PRACTICAL ASSESSMENTS

The regulations applying to the written examination will be adopted as appropriate for the conduct of practical assessments. In addition you must:

- 1 Wear personal protective equipment where appropriate to the assessment in question.
- 2 Use safety procedures and practices at all times.
- 3 Ensure you do not compromise your safety, the safety of the assessor, the safety of the public or the safety of the environment.

PENALTIES FOR BREACH OF ASSESSMENT REGULATIONS

Any breach of DX2 Training Solutions Assessment Regulations or attempted breach, by any learner or on behalf of any other learner will be treated as an offence.

A breach of assessment regulations shall be deemed to have occurred when there has been an actual or attempted form of:

- ✓ Cheating Copying
- ✓ Plagiarism
- ✓ Misrepresentation
- ✓ Bribery
- ✓ Falsification
- ✓ Personating or other such form of deception
- ✓ Untrue claims of ownership of assignments carried out by the learner Penalties imposed for breach of assessment regulations may constitute any, or all, of the following:

Penalties for breach of assessment regulations

- ✓ No credit in the assessment, or part of the assessment, in which the offence was committed.
- ✓ No credit for the module in which the offence was committed.
- ✓ No credit for all of the modules for a particular year of the course being followed.
- ✓ Ineligible for an award during the year of the breach.
- ✓ Suspension of the candidate, from all activities of the institution, for a fixed period of time.
- ✓ A recommendation to the DX2 Training Solutions Managing Director for the formal expulsion of the candidate from the company.

You will be notified, in writing, when a suspected breach of assessment regulation is being investigated.

PRESENTING QQI PORTFOLIOS

A Portfolio of Coursework is an ordered collection of a learner's work 'in one place'.

Where possible the candidates will be given responsibility for assembling their own portfolios.

- ✓ Each candidate will have an individual folder to present his or her work.
- ✓ Each portfolio should have a QQI cover page detailing the module, module code, the candidates name and their exam number.
- ✓ Candidates work (including marked exam scripts) should be presented in the order it appears in the module descriptor.
- ✓ Each section should be clearly identified with a cover page or tagged, the relevant marking sheet and the relevant brief.
- ✓ These portfolios are given to the tutor who will issue the candidate with a receipt.
- ✓ All evidence will be kept until the appeals period has passed.

COLLECTION OF LEARNER'S WORK AFTER THE APPEAL DATE

After the appeal date for the assessment has passed, the Director of Training will notify learners of the time and date for collecting their work.

Candidates should make arrangements to collect their work on that day, either in person or by sending a representative.

Before accepting the returned work and signing the receipt, candidates should check that all the work is there. Any omissions should be reported to the Director of Training.

IF WORK IS NOT COLLECTED ON THE SPECIFIED DATE OR WITHIN ONE MONTH AFTER THE DATE IT WILL BE DISPOSED OF.

Pre-Hospital Emergency Care Council



The Pre-Hospital Emergency Care Council (PHECC) is an independent statutory body with responsibility for standards in education and training in the field of pre-hospital emergency care. PHECC's primary role is to protect the public.

The Council was established as a body by the minister for Health and Children by statutory instrument in 2000. PHECC's mission is to protect the public by specifying, reviewing, maintaining and monitoring standards of excellence for the delivery of quality pre-hospital emergency care for people in Ireland. DX2 Training Solutions is a recognised training institution of the Pre-Hospital Emergency Care Council in accordance with guidelines set down by PHECC's education and training standards.

For further information please go to the PHECC website, www.phecc.ie

PHECC ASSESSMENT REGULATIONS

It is your duty to familiarise yourself with the regulations relating to written examination and practical assessments and the consequences of infringing these regulations. Full details on these regulations can be viewed in the Responder Examination Handbook found on the DX2 website.

LEARNER APPEAL PROCEDURE:

DX2 Training Solutions recognises that there may be circumstances in which you may wish to have your examination results re-appraised and the following sets out the processes for appealing against your results.

The purpose of an appeal is to request a formal review of a decision in the light of an alleged material defect in the way in which the original decision was made or exceptionally, in light of information about your personal or medical circumstances which was unknown to you at the time at which the original decision was taken.

Procedure:

Learner Appeals

Procedure Title: 1.14	Learner Appeals	Date: January 2016
Purpose: This procedure describes how DX2 Training Solutions provides learners the opportunity to appeal any result they deem to be an inaccurate representation of their work submitted for assessment.		
Staff Involved: Internal verifier, Director of Training, Training Instructors		
Method(s) used to carry out this procedure	Who does it	Evidence generated by this procedure
Learners are informed at the beginning of the programme of their right to appeal. This information is also available in the course information section on the company website.	Training Instructors	Course induction notes Information on website Learner verification
Learners should inform DX2 Training Solutions of their intention to appeal within two weeks of receiving their approved result.	Training Instructors Director of Training	Record of appeal Log of results Learner assessment records
Learner appeal should be submitted using DX2 Training Solutions appeals form.	Director of Training	Record of appeal DX2 Training Solutions Appeals Form

<p>The appeals procedure will be activated and involve a review of the Assessment Process for the specific learner concerned; including where appropriate the review of learner evidence and the assessment results.</p>	<p>Director of Training Course Assessor</p>	<p>Record of learner appeals Assessment process</p>
<p>Learner evidence reviewed at the appeal is the original evidence submitted by the learner, no amendments of new evidence will be taken into consideration during the appeals process.</p>	<p>Course Assessor</p>	<p>Record of learner appeals Evidence Reviewed</p>
<p>The learner will be informed of the outcome of the Appeals Process within an agreed timescale.</p>	<p>Director of Training</p>	<p>Letter to learner</p>

<p>Following the completion of the Appeal Process, the results for the learner(s) concerned will be recorded as the final result and certificates will be issued to reflect the final result.</p>	<p>Course assessor Director of Training</p>	<p>Record of learner appeals Results record</p>
<p>Monitoring</p>		
<p>Monitor (Job Title)</p>	<p>Frequency</p>	<p>Monitoring Method(s)</p>
<p>Directors</p>	<p>Annually</p>	<p>Review of appeals</p>

COMPLAINTS PROCEDURE

DX2 Training Solutions is committed to providing quality training and services and encourage feedback and regularly seeks opportunities to gain such feedback from all stakeholders.

Comments and suggestions from stakeholders are welcomed. Proceeding every training course a feedback form is sent to each learner who can complete and return to DX2 Training Solutions anonymously and free of charge. This feedback grants DX2 Training Solutions unfiltered access into the learner experience and provides the learner with a platform to voice any comment/complaint/concern. This platform allows DX2 Training Solutions to perform effective programme evaluation and improvement planning.

Formal complaint

DX2 Training Solutions defines a complaint as an expression of dissatisfaction requiring a formal response.

Purpose:

The purpose of this procedure is to ensure that all complaints are reviewed in a consistent manner and resolved fairly to the complainant's satisfaction.

DX2 Training Solutions complaints process:

DX2 Training Solutions will make every effort to resolve complaints person to person where possible however occasion may arise where a person feel it necessary to make a formal complaint.

The formal complaint is submitted separately from general feedback.

Persons wishing to submit a complaint should do so in writing via letter or e-mail so that all information is recorded accurately and can be investigated.

DX2 Training Solutions will treat all written complaints as a clear expression of dissatisfaction which merits a prompt response.

Formal Complaints procedure:

Formal complaints should be submitted in writing within 7 days of the matter arising.

The complaint should be addressed to the Director of Training. Company address: DX2 Training Solutions First Floor, Columba House,

Airside Retail Park, Swords, Co Dublin

Email- michelle@dx2training.ie The letter should include the following information:

6. Time, date and location
7. Details of the issue leading to the complaint
8. Complainants full name and contact information
9. Details of resolution being sought
Receipt of the complaint will be acknowledged within 2 working days.
A full written response will be provided within 10 working days to inform the complainant of the action taken to investigate the complaint and the outcome of the investigation. This outcome will be the final decision by DX2 Training Solutions

DX2 TRAINING SOLUTIONS CONTACT DETAILS:

HEAD OFFICE: Columba House Airside, Swords, Co Dublin

Email: help@dx2training.ie

Website: www.dx2training.ie

Telephone: +353 1 4427650

Daniel Davern – Managing Director Daniel@dx2training.ie

Michelle Davern – Director of Training Michelle@dx2training.ie

Catherine Savage – Training Administrator Catherine@dx2.ie

Derek Fox – Facilitator dfox@dx2.ie

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