

# Carraig Safety PHECC Tutor Handbook V 2.0

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## Training Directors Introduction

To all Carraig Safety Tutors

It gives me great pleasure to introduce and welcome you to Carraig Safety Consultants Ltd. This tutor handbook has been produced for the benefit of all tutors delivering programmes on behalf of Carraig Safety Consultants (CSC). It contains important information on the CSC quality system, the backdrop against which all programmes are offered. In addition, it outlines specific practices that tutors must adhere to when delivering on behalf of CSC.

At CSC we continually strive to develop and provide a wide range of quality education and training opportunities, which, enable learners realise their full potential. These programmes are provided at centres throughout the country and have been developed in co-operation with a wide range of partners and subject matter experts. We cater for a broad cross section of the community providing adults with learning opportunities for professional and personal development.

In preparing this Tutor Handbook, due consideration has been given to the important role tutors play in facilitating the provision of the CSC education and training portfolio. In addition, great care has also been taken to reflect CSC's commitments and obligations as a QQI registered provider and a PHECC Accredited Training Institute to quality assure its training provision. While every effort has been made to ensure the accuracy and completeness of information in this handbook, management reserves the right to alter or amend any detail, without notice, as changing circumstances dictate. You will be kept informed of any such changes as they occur.

While recognising the depth and breadth of your professional experience, I hope that this Handbook will prove to be valuable reference resource for you, as you engage on behalf of CSC.

Training Director: Cathal Gaffney

Cathal Gaffney

## Understanding the role of PHECC and the Affiliated Training Institution

The Pre-Hospital emergency Care Council (PHECC) is an independent statutory body that set the standards for education and training for pre-hospital emergency care in Ireland. The council publish clinical practice guidelines (CPG's) to recognise institutions to provide pre-hospital emergency care training and education. Phecc has a responsibility to monitor, review and report on the management of quality standards, of courses delivered on its behalf. An Approved Training Institution means an institution approved by the council to provide a recognised course in Pre Hospital Emergency Care under article 4(h) (ii). Carraig Safety have been approved as an Affiliated Training Institution (ATI) by PHECC to run the following courses;

- Cardiac First Response Community
- First Aid Response
- Cardiac First Response Community Instructor
- First Aid Response Instructor

PHECC adapt courses around the following ethos:

- Recognise & Assess
- React
- Respond
- Record & Report
- Retain

## Understanding QQI

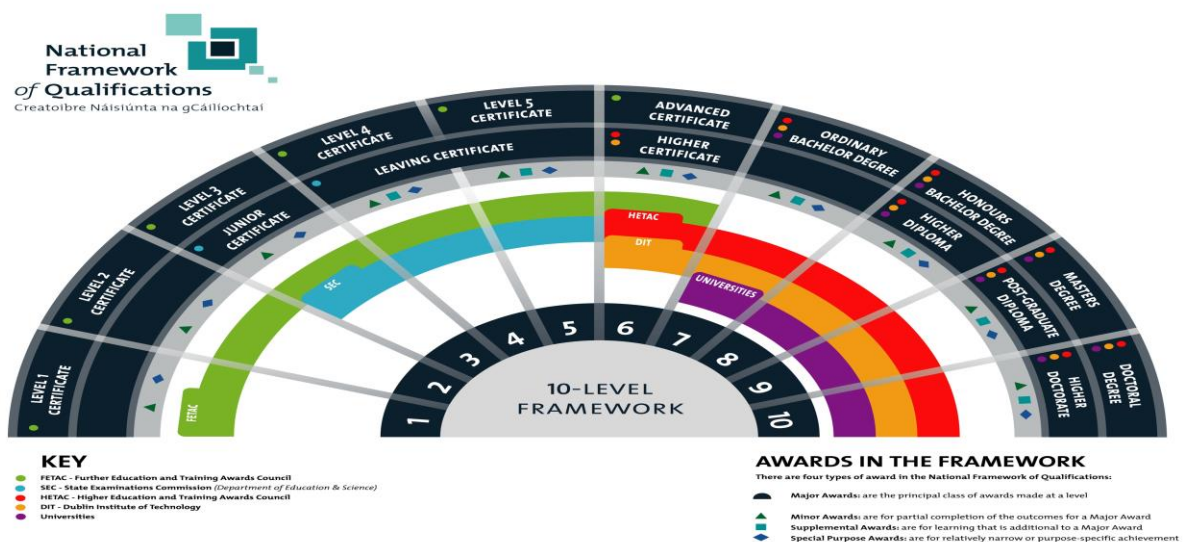
QQI is the statutory body for the certification of further education and training in Ireland. All QQI awards are quality assured and are placed on the National Framework of Qualifications (NFQ). Awards range from level 1 to level 6 on the NFQ.

QQI role is to:

- Make and promote awards on the NFQ.
- Determine standards and award requirements.
- Validate programmes leading to awards.
- Monitor and quality assure programmes and services.

### National Framework of Qualifications

The National Framework of Qualifications (NFQ) provides a way to compare qualifications and to ensure that they are quality assured and recognised at home and abroad.



## Quality Framework

CSC has documented procedures through which it assures the quality of its QQI & PHECC certified programmes. A series of forms and templates have been designed to capture evidence of implementation of these procedures, on an ongoing basis, during programme delivery. CSC requires each of its tutors to comply with all requirements in this regard.

### **Programme planning/Tutor induction:**

Tutors are required to adhere to lesson plans supplied to them by Carraig Safety for courses that they deliver on CSC behalf.

### **Assessment plan form:**

Tutors are required to complete or take part (when required) in an assessment planning process as part of new programming development and the review of existing programmes. For PHECC Courses the assessment Plans are pre-determined as per PHECC's Educational Guidelines

### **Programme Requirements – Delivery and Assessment:**

- Comprehensive discussions will be held around programme requirements during the pre programme planning process
- Pre programme planning may require a site visit to establish the specific needs of the programme.
- Programme Component or Educational Standards are available in tutor Resource area on Carraig Safety Website
- Additional information on QQI programmes are available at [www.qqi.ie](http://www.qqi.ie)
- Additional information on PHECC Educational Standards are available at [www.phecc.ie](http://www.phecc.ie)

All programmes tutor gives learners a set of instructions (known as a brief) outlining requirements and assessment criteria of each programme. These briefs will be agreed with the training director during the pre programme planning process or pre-determined as per PHECC Educational Guidelines. The assessment brief must be available to the internal verifier & external authenticator

CSC requires all tutors to break down the individual candidate marking sheet further in order to demonstrate how you are grading your participant's work and complete all relevant forms as part of our overall QA Framework.

### **Good Practice**

- Learners understand exactly what is required.
- Methodology can be explored.
- Sources/research opportunities can be identified.
- Learners understand the plagiarism is unacceptable.
- Learners understand how their assessments will be marked.
- Mode(s) of presentation can be agreed.

## Health and Safety

Safety, Health and Welfare: The Safety, Health and Welfare at Work Act 2005 impose a statutory duty on CSC to ensure the Health and Safety of their employees and learners. CSC is committed to ensuring that all employees and learners operate in a safe environment in line with all legislative and regulatory requirements. CSC requires all tutors:

- To ensure that learners carry out all their routines in a safe manner and do not create danger for themselves or others.
- Contact CSC if the venue is considered unsafe.
- To be familiar with and to ensure that their charges are acquainted with the evacuation procedures of the training venue
- To be familiar with the fire fighting equipment and its uses in the training venue.
- To notify the management of any accidents or incidents and keep record of them.
- To insist that all wear protective clothing and use protective equipment where necessary.
- To identify hazards and to ensure that they eliminate or take protective action against them and that all do likewise.
- To use notices to highlight problem areas.
- To comply with and be up to date on Health and Safety Legislation.
- To encourage safe working practices in their own area.

## Codes of Practice for Tutor

### Procedure for booking a programme:

- Programme booked in office
- Booking form passed to administration who will contact all relevant tutors.
- A tutor is required to confirm their availability to deliver training within 24 hours of initial contact. If no confirmation received within 24 hours the course will be passed to another tutor.
- Once these dates are confirmed, they cannot be changed by the tutor except in exceptional circumstances.
- To schedule your training CSC will send you an E-mail confirming the following:
  - ⇒ That you are the programme tutor.
  - ⇒ The dates of the programme.
  - ⇒ The venue.
  - ⇒ Who the contact is.
  - ⇒ The start and finish times of training.
- CSC will organise the delivery of course paperwork to tutor.

### Return of learner evidence and associated documentation:

Tutors will be required to return all programme associated documentation and evidence to CSC, in order to comply with their quality systems.

### Lesson Plans:

All trainers will be given lesson plans/timetable before the commencement of the programme. The lesson plan will include: Day, Time, Objectives, Tools required and Method used.

**Tutor responsibilities in line with CSC requirements:**

1. Tutors are required to adhere to all quality procedures and processes thus assuring conformity with the CSC quality system, in particular.
2. All paperwork to be completed correctly and returned to CSC.
3. On completion of the programme CSC will expect to receive exams within 2 weeks of the programme completing,
4. All exams to be fully completed and signed off by tutor with explanations on any missing documentation.
5. All associated checklists and forms must be completed
6. Tutors must attend training in a timely manner and be on site each morning 20 minutes in advance of the programme commencing to set up and prepare. Information on the training location will be given in advance.
7. Tutors will be required to ensure that learners understand what is required of them to complete their exams/assessment

The following are examples of forms that must be signed and returned to CSC:

- ⇒ Evaluations Forms
- ⇒ Sign in sheets
- ⇒ Exams all signed where appropriate
- ⇒ Tutor Checklists
- ⇒ Hygiene Checklists where appropriate

**Reasonable accommodation policy:**

CSC will facilitate learners who may need extra support/resources. Learners can request extra support by completing CSC booking form and advising if needed special requirements.

Emails by client explaining requirements for special requirements will also suffice.

All reasonable accommodation will be dealt with in the strictest of confidence.

**Correction of Courses:**

Tutors who are correcting exams must ensure that they follow the CSC marking sheets or pre-determined PHECC MCQ's and OSCES. A group mark is insufficient unless its breakdown is visible.

Tutors must fill out the appropriate QQI marking sheets and fill in the learner name, PPS number and the centre as Carraig Safety Consultants Ltd, Centre Number is 386010

**Learner Appeals Procedure**

Learners can appeal their final approved result of their programme if they are dissatisfied with their assessment outcome within 14 days of receiving them. Details of the CSC appeals procedures are contained in learners handbook.

## Internal Verification Procedure

Internal verification is the process by which CSC's exam policies and procedures relating to the planning, managing and implementation of all aspects of exam practices are internally verified and monitored and to ensure that all PHECC and QQI Education Guidelines are adhered to at all times.

CSC is committed to establishing an internal verification process which will:

- Verify that all verification procedures have been applied
- Confirm the completeness and accuracy of learner evidence, that the evidence exists and is marked and that grades are recorded accurately.

The QA internal verifier will complete the following:

- The sampling strategy.
- Verifying adherence to assessment procedures.
- Ensure Educational Training Standards have been met for PHECC.
- Check and confirm the completeness and accuracy of assessment results.
- The QA internal verification report.

## Carraig Safety Policies

### Data protection policy:

It is the policy of CSC to ensure that is compliant at all times with the Data Protection Act.

### Equality, Diversity & Professionalism:

Professionalism is characterised by behaviour that shows respect for the interests and welfare of learners.

Tutors should not engage in any of the following:

- Demeaning descriptions of either learners, learners, representatives or colleagues.
- Remarks based on race, religion, gender, sexual orientation, age, disability, economic status, marital status or other remarks, which reflect adversely on the dignity of others.
- CSC aims to promote self-respect and a positive self-image of its learners.
- All staff must be well presented; a smart casual dress code is permitted.
- Good hygiene standards are expected at all times.

### Copyright:

Materials being used in training must be branded with the CSC logo. This includes all programme packs, handouts and exams with the exception of PHECC Examinations.

### Payment:

All tutors need to submit paperwork as per below as failure to do so may result in a delay in payment:

1. An invoice detailing the programme title, dates and location of training.
2. Completed sign-in sheets for each day of programme with Tutors comments filled in and all associated forms sent back.
3. A completed registration form for each learner on the programme (ETB).
4. Participation Profile Sheets for each learner on the programme (Skillnet)
5. Completed Evaluation Sheets
6. All course work signed and completed in full outlining where grades have been achieved.

The above is part of CSC quality system, failure to comply with all of the above could result in your contract being terminated or non-payment.

**Note: All paperwork must be filled out as per above prior to any payments being made to tutors.**



**Non-Payment:**

The following is not covered by CSC.:

1. Travel to and from training location.
2. Meeting with client (if required) in advance of the programme commencing where appropriate.
3. Any meeting requested by CSC in order to review packs, assignments or QQI/PHECC policies etc.
4. Delivering a programme that does not meet the QQI/PHECC assessment criteria.

**Travel expenses:**

CSC do not offer any remuneration for travel to and from programme location, it is up to the tutor to decide if the location is acceptable. If travel is provided it has to be agreed in advance and is at the discretion of CSC.

**Breaches of CSC procedures:**

Any tutor not adhering to CSC policies and procedures may be subject to disciplinary procedures and disciplinary action, up to and including dismissal.

## **Carraig Safety Contact Details**

Office: Block C, Unit 1, M4 Business Park, Celbridge, Co. Kildare  
Email: [info@carraigsafety.ie](mailto:info@carraigsafety.ie)  
Website: [www.carraigsafety.ie](http://www.carraigsafety.ie)  
Telephone: +353 1 6293852

Operations Director: Emer Gaffney  
Training Director: Cathal Gaffney  
Safe Guarding Liaison: Emer Gaffney  
GDPR Officer: Nicola Dempsey  
QA/Administration Officer: Gillian Loughnane