

Learner Handbook

Health and Safety

Total Focus recognises and accepts its responsibility as a training provider (under the Safety, Health and Welfare at Work Act 2005 & 2010 onwards) ensuring, in so far as is reasonably practicable, the health, safety and welfare of all learners while on a training programme. Total Focus also accepts its responsibility to protect the health and safety of other persons who may be affected by its training programmes.

Total Focus will meet these responsibilities, paying particular attention to the provision and maintenance of:

- A safe place of learn safe and access to this
- A healthy learning environment
- Equipment that is safe
- Safe arrangements for the use, handling, storage and transportation of all learning materials

There is sufficient information, instruction, training and supervision to enable all learners to avoid hazards and contribute positively to their own health and safety while participating on a training programme. Total Focus also recognises the responsibility of the learners to take reasonable care whilst on their training programmes and to alert the tutor to any Health and Safety issues including bullying etc

Health and Safety Policies and Procedures cover tutors, learners, guests and visitors to Total Focus and any other person who is affected by the work of Total Focus

Confidentiality

Confidentiality is of paramount importance to Total Focus on all its training programmes. All disclosures both in class and on a 1-1 basis are respected. A class agreement regarding confidentiality is put in place on the first day of the course.

Equality

Total Focus treats all its clients in a fair and courteous manner. This includes the learners and other stakeholders involved. We keep up to date with current legislation and make reasonable accommodation for the groups mentioned above. Total Focus is committed to combating discrimination and to making adjustments for diversity.

Equal Status Act

Total Focus meets its obligations in regards to the basis on which learners are selected, trained and treated in a manner that promotes equal opportunities throughout. Total Focus understands the Equal Status Act of 2000 and 2011 (onwards) where discrimination is described as the "treatment of a person in a less favourable way than another person is, has been or would be treated in a comparable situation on any of the nine grounds - Gender, Civil Status, Family Status, Sexual Orientation, Religious Belief, Age, Disability, Race and membership of the Travelling Community".

Free of harassment and bullying

Total Focus is committed to providing a learning environment free from unlawful discrimination, harassment and bullying.

Learner Handbook

Any type of harassment or bullying is conduct which is offensive to the recipient. It is behaviour that is unwanted, unsolicited; personally offensive and fails to respect the rights of others. It includes but is not limited to unwelcome comments, jokes, innuendo, derogatory posters, cartoons, drawings or gestures, unnecessary touching, indecent exposure and requests and demands for sexual favours. It is the impact of the conduct on the recipient and not the intent of the alleged harasser that determines whether the behaviour is acceptable or not.

Total Focus will not tolerate any form of harassment or bullying of any learner or any other third party such as contractors or visitors. If you feel you have been subject to bullying/harassment or sexual harassment you should ask the alleged harasser to stop or you may ask a colleague to do this on your behalf. If you feel that the harassment has not or does not cease then you report the alleged incident/s either verbally or in writing to Total Focus.

Because of the serious nature of such allegations and the possible implications Total Focus acknowledges it is our responsibility to have a comprehensive policy and procedure compiled in this area - this is currently being finalised.

Total focus is also aware of their responsibility concerning the reputation of all parties. Any complaint must be specific and the aggrieved person(s) should be prepared to put their complaint in writing if requested. All complaints will be investigated thoroughly and treated in a confidential manner.

Legitimate feedback by a tutor of your work or performance is not bullying or harassment as long as it is conducted with fairness, courtesy and respect.

How Total Focus conducts its learning

Total Focus policy is to conduct its dealings with learners to achieve:

- *Opportunity of engagement* - to provide accessibility in terms of promotional materials, selection of learners, service delivery, facilities and supports.
- *Opportunity of participation* - to provide bespoke interventions (where necessary) to support learner participation and interaction with Total Focus e.g. in terms of times of delivery, location of courses, learner support etc
- *Opportunity of progression* - to source and provide information to help learners' access further training and/or education.

Reasonable accommodation

Total Focus is committed to the reasonable accommodation of people with disabilities by meeting and interacting with them to assess their needs.

Grievance procedure

Informal grievances are dealt with on an ongoing basis, informal meetings are held to resolve the issue.

Learner Handbook

If the grievance is unresolved after the informal procedure the learner is asked to put it in writing and it moves to a formal basis.

The learner is asked to attend a meeting (with another person for support if wanted), to discuss the issue. The content and solutions from this meeting are formally written and agreed by both parties and then signed.

The next level is to get in a third party. The learner's complaint is investigated by the third party and recommendations are made. This is discussed by the learner and Total Focus and outcomes are agreed - both sign to this effect.

Assessment Appeals Procedure (marking) - attached page 5

There is a nominal fee of €50.00 for this procedure

The correction of all modules is carried out with care by the tutor.

This assessment appeals procedure is intended to help you if you feel that an assessment decision awarded you is unfair.

The procedure that follows sets out the steps that you should follow in the event of a problem and indicates the timescale within which you should act. It is in your best interests to raise your concerns as soon as possible.

Appeals can be made under **one** of the following three headings:

- Mitigating circumstances of which the tutor has no knowledge
- Checking that there are no administration errors
- The assessment guidelines were not clear

All appeals under the assessment appeals procedure must be made in writing within 14 days of the notification of the original result being emailed to you. You can appeal under one of the three headings above. Please note that as a result of the appeal process your result may remain the same, may be raised or be lowered

What happens when I appeal?

There are three stages to the appeal process:

1. An assessor will be appointed to review the internal verification assessment / evidence to ensure that your result is correct as per the assessment. In other words to ensure there are no clerical errors.

2. If there are no clerical errors, the assessor will review your evidence and the assessment results.

3. The assessment process

The assessor will not be the same person that marked your assessment in the first

Learner Handbook

place. Please note that only evidence that will be considered on appeal is evidence that has already been submitted. No new evidence is allowed.

When will I hear results of the appeal?

We will review your case and write to you within 14 days of receiving your appeal.

What if I am still not satisfied?

If you are still not satisfied you may enter the National Appeals Process. The National Guidelines are available on the QQI website or by contacting QQI by telephone - please note that the National Appeals process can not be invoked until you have gone through the process with Total Focus. If you wish to enter the National Appeals Process you must inform Total Focus of this.

Learner Handbook

Marking Appeal Form

All appeals under the assessment appeals procedure must be made in writing within **14 days** of the notification of the original result being emailed / posted to you. You can appeal under **one** of the three headings below. Please note that as a result of the appeal process your result may remain the same, may be raised or be lowered

Complete the following:

| | | | |
|--|--|--|--|
| Name | | | |
| Address | | | |
| Telephone No | | Mobile No | |
| Email Address | | | |
| Course completed with Total Focus | | | |
| Course location | | | |
| Tutors/ facilitators | | | |
| Marks awarded | | | |
| Please state under which one of the following circumstances you are appealing | | | |
| | Mitigating circumstances of which the tutor has no knowledge | Checking that there are no administration errors | The assessment guidelines were not clear |
| Please tick the box you are appealing under | | | |

(Based on the information in the learners' pack distributed to all learners, please refer to the learners' pack for more details)

It is your responsibility to ensure the appeal is received by Total Focus

Completed form with a €50.00 cheque / other method of payment to Maeve Finch, Total Focus, Suite 2179 26 Upper Pembroke St, Dublin 2 to arrive no later than 14 days after the date on the letter / email of the notification of proposed marks.