

Learner Handbook



WIN

Workplace Instructor Network
Part of The Safety Solutions Group

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About WIN

- It is an online platform for Instructors to advertise quality assured work-based courses to employers and learners.
- WIN verifies and certifies courses on behalf of WIN approved instructors.
- Instructors are given all the tools they need to deliver work-based training to you.

Why use a WIN Registered Instructor

- As an employer you can have peace of mind that your employees are receiving quality assured training by instructors with whom WIN has verified their qualifications and provided all the necessary training material.
- As a learner you can be assured that the instructor you have chosen has been quality assured and has the support and guidance of an organisation experienced in training provision.

Benefits of WIN

For employers

- Reassurance that the training your employees will receive has been developed by subject matter experts.
- You will receive evidence of assessment and learner outcomes achieved.
- Traceability of bone-fide, quality assured training (using Safe Track).

For learners

- Find an instructor to suit your location and availability.
- Quality assured training by a suitably qualified instructor.
- Future employers will know that the WIN training you have received meets industry standards.

Quality Assured Training

- Each of the qualifications offered on WIN have been developed by subject matter experts.
- The content of each course is reviewed quarterly to ensure it is inline with any updates from the awarding body, industry experts and best practice.
- WIN instructors are monitored by internal and external subject matter experts.
- WIN has the following ISO certification 9001, 14001 and 18001.



About your training course

Here are nine steps – each are easy to do. Collectively they will make your training course more enjoyable and valuable

Before you attend

1. ***Review course materials.***

If your instructor has sent you materials, read them. Perhaps it is an outline of the learning objectives or agenda. Looking that over will give you a sense of what is to come and get your mind thinking about how these ideas might benefit you. If pre-reading is offered, reading it will prepare you further. The more prepared your mind is for the subject matter, the more connections you will make during the session, the more you will gain, and honestly, the easier it will be.

2. ***Think about what you would like to learn.***

This is the most important thing you can do before the course begins. Think about (and write down) what you would like to learn from the course. Then take your answers to the training with you, reviewing them before the course begins (the instructor may ask for some info like this, and if they do, you are already prepared – no last minute pressure!). Ask yourself questions like:

- What would make this worth my time?
- What is my fondest wish for this training?
- What do I expect from this training?
- What is the best possible outcome that could arise from this training?
- What is the biggest question I'd like answered?

3. ***Think about your approach to the course.***

Decide to bring an attitude that will help you learn. Be open-minded. Be positive (or at least not negative). Bring a smile. Think about it: how often have you learned successfully when you were stressed, cynical or negative? Remember that you chose your attitude. Decide now to bring one that will be beneficial, not a barrier to your learning.

During the course

4. ***Take responsibility for your learning.***

Yes, there will be an instructor. Yes, they will be “in charge” of the course. But you are responsible for your learning, so do what you need to be successful. This could be anything from bringing a jumper if you might get cold, to bringing coffee if you need it, to asking the questions you want answers for. The course is for your learning. Make sure you get what you want and came for, and remove as many barriers from getting that as you can. Ultimately, you are responsible for your learning – so take that responsibility.

About your training course

5. *Look for application.*

The most important question you can ask yourself during any training is . . . “How can I use this?” Throughout the session, keep your mind open and your radar out for how you can apply what you are learning. Realise, too, that because you are away from your normal routine, you may get ideas that aren’t even directly related to the training – just consider those a bonus. Look for application, and write those ideas down so you don’t lose them!

6. *Engage in the process.*

Learning is an active process, so be an active participant. That doesn’t mean you have to answer every question or be the most talkative person in the group – it just means to actively engage in what is going on.

After You Leave

7. *Decide what you will do next.*

You may have time to do this before you leave the course. If so, great. Identify the top 1-3 things that you learned and what to apply in your work. Write them down, along with any quick thoughts on your plan of action. Writing these down provides clarity and focus. It also helps your commitment to success.

8. *Teach something to someone else.*

Take something that was useful or interesting to you and teach it to someone else. When you do that you begin to own the learning for yourself and you understand it better. Plus, you are benefiting someone else – and in teaching them, they might be able to hold you accountable for applying that lesson in your work too!

9. *Take action.*

You prepared for the course. You actively participated. You even decided what you would like to do. None of that matters unless you actually do something. If you want to get more from the time you have invested in going to training, make sure you try something you learned – until you do that, there is no real return on your investment.

Course Progression

Where next for your training journey?

Courses that are certified by WIN offer further opportunities for your development. Below is a table of some of the training courses you can progress towards.

For more information contact any member of our Customer Service Team at info@winireland.ie and +353 (0)1 44086364 or your WIN Instructor.

Course Title	Awarding Body	Where Next?
CFR (Cardiac First Response) Community	PHECC	<ul style="list-style-type: none"> • First Aid Response • CFR Community Instructor
FAR (First Aid Response) including CFR	PHECC	<ul style="list-style-type: none"> • Emergency First Responder • CFR Instructor • FAR Instructor
Heartsaver	IHF	<ul style="list-style-type: none"> • CFR (PHECC) • Basic Life Support • Heartsaver Instructor
Basic Life Support	IHF	<ul style="list-style-type: none"> • Heartsaver Instructor • BLS Instructor • CFR (PHECC)
Manual Handling	WIN	<ul style="list-style-type: none"> • Patient Handling • Manual Handling Instructor

Equality & Diversity

What is Equality and Diversity?

Equality and diversity, or multiculturalism, is the idea of promoting and accepting the differences between people. More specifically, equality is about ensuring individuals are treated fairly and equally, no matter their race, gender, age, disability, religion or sexual orientation. Diversity is about recognising and respecting these differences to create an all-inclusive atmosphere.

Promoting equality and diversity in education is essential for both instructors and students. The aim is to create an environment where all learners can thrive together and understand that individual characteristics make people unique and not 'different' in a negative way.



How we promote equality and multiculturalism during courses?

Promoting equality and diversity during courses need not be a challenge and is something that everyone should be familiar with.

Attending your course with us means that:

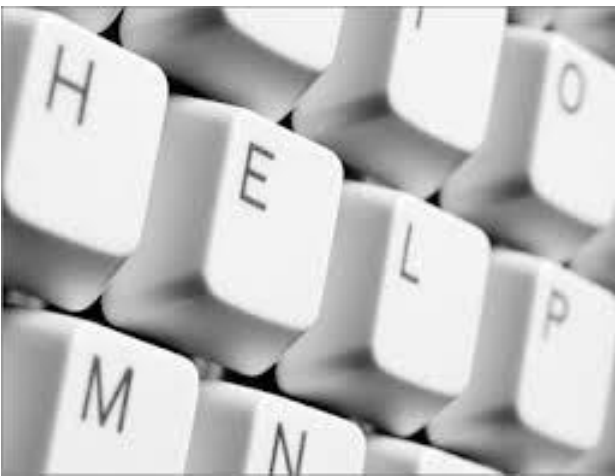
- We have clear rules in regards to how people should be treated.
- We do challenge any negative attitudes.
- We do treat all staff and learners fairly and equally.
- We do create an all-inclusive culture for staff and learners.
- We do avoid stereotypes in examples and resources.
- We use resources with multicultural themes.
- We actively promote multiculturalism in lessons.
- We plan courses that reflect the diversity of our learners.
- We do ensure all learners have equal access to opportunities and participation.
- We make sure that our learning materials do not discriminate against anyone and are adapted where necessary.
- We use a variety of teaching methods.
- We use a variety of assessment methods.
- We ensure our policies and procedures don't discriminate against anyone.

Learning Supports

Let your instructor know as soon as possible if you might need some help before, during and after your course.

Here are some examples of why you might need some assistance (this list is not exhaustive):

- Access to resources out of course time (i.e. looking at online resources in preparation for the next day).
- Ability to perform practical elements and assessment due to an injury or impairment.
- Completing any theory assessments due to language or literacy barrier.
- Hearing or visual impairment.
- Unable to arrive on time or attend any part of the course due to an appointment or unforeseen circumstances.



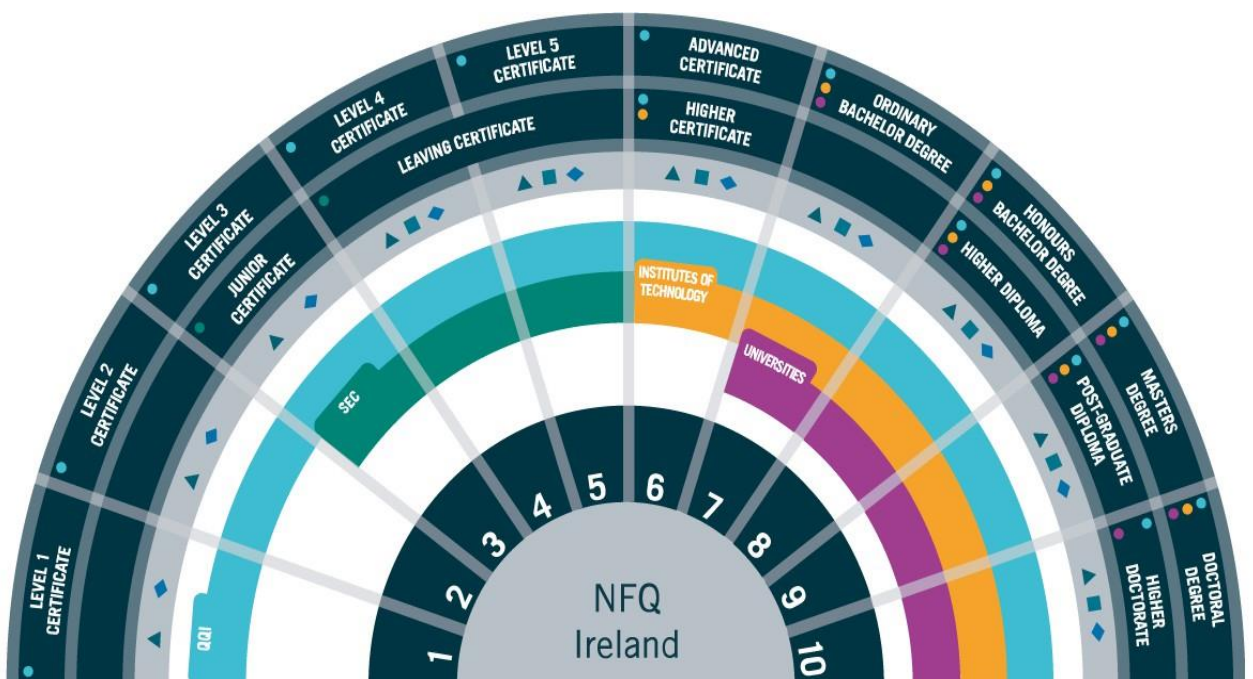
Adding Value to Qualifications

The European Union is the world’s most open marketplace, where EU citizens are free to live, work, and study wherever they wish. As an Irish citizen, you enjoy the same freedom to find work and explore study opportunities anywhere in Europe. Taking advantage of this right becomes much easier when your qualifications are understood and valued across national borders.

IRISH QUALIFICATIONS IN CONTEXT

Established in 2003, the Irish National Framework of Qualifications (NFQ) describes qualifications in terms of what learners know, understand and are able to do. It also sets out qualifications pathways from one NFQ level to the next.

The NFQ gives employers, education providers and learners a simple, transparent frame of reference for qualifications in Ireland.



Qualifications can Travel

Recognising qualifications across Europe and the UK

Increasingly, Irish people are using their qualifications to seek out work or further study opportunities around Europe. The same is true for many of those moving to Ireland from elsewhere in the EU. But European education and training systems are diverse and reflect national traditions.

Employers and institutions can easily compare qualifications across sectors, systems and countries by using the European Qualifications Framework (EQF). It has been designed to make qualifications more readable and understandable across countries and systems, the EQF supports cross-border mobility within the EU by allowing qualifications gained in any European country to be classified and organised into a simple eight level system. The EQF is well established in Ireland. Qualifications that are part of the Irish NFQ are assigned an EQF level. Ireland was the first country to implement the EQF in 2009 and now qualifications in Ireland enjoy European currency and recognition throughout Europe and beyond.

What is the European Qualifications Framework (EQF)?

The EQF is an overarching framework that links the qualifications frameworks of different European countries together. It covers qualifications at all levels and in all sub-systems of education and training (general and adult education, vocational education and training as well as higher education).

The main role of the EQF is to make qualifications more readable and understandable across different countries and systems. In this way, the EQF supports individual mobility and lifelong learning, helping those moving from one country to another to work, or to continue their education or training. European countries are encouraged to develop their national qualifications systems and to link those systems to the EQF.

The EQF level is increasingly referenced on graduation parchments, Certificate Supplements and Diploma Supplements for Irish education and training awards.

Levels 1 and 2 on the Irish NFQ have been referenced to Level 1 on the EQF.

This level typically includes qualifications that recognise the attainment of elementary knowledge, skills and competences.

Level 3 on the Irish NFQ has been referenced to Level 2 on the EQF.

This level typically includes vocational education and training qualifications and lower secondary general qualifications.

Level 4 on the Irish NFQ has been referenced to Level 3 on the EQF.

This level typically includes vocational education and training qualifications.

Level 5 on the Irish NFQ has been referenced to Level 4 on the EQF.

This level typically includes vocational education and training and upper secondary general qualifications.

Qualifications can Travel

Level 6 on the Irish NFQ has been referenced to Level 5 on the EQF.

This level typically includes vocational and higher education and training qualifications.

Levels 7 and 8 on the Irish NFQ has been referenced to Level 6 on the EQF.

This level typically includes undergraduate higher education and training qualifications.

Level 9 on the Irish NFQ has been referenced to Level 7 on the EQF.

This level typically includes post-graduate higher education and training qualifications.

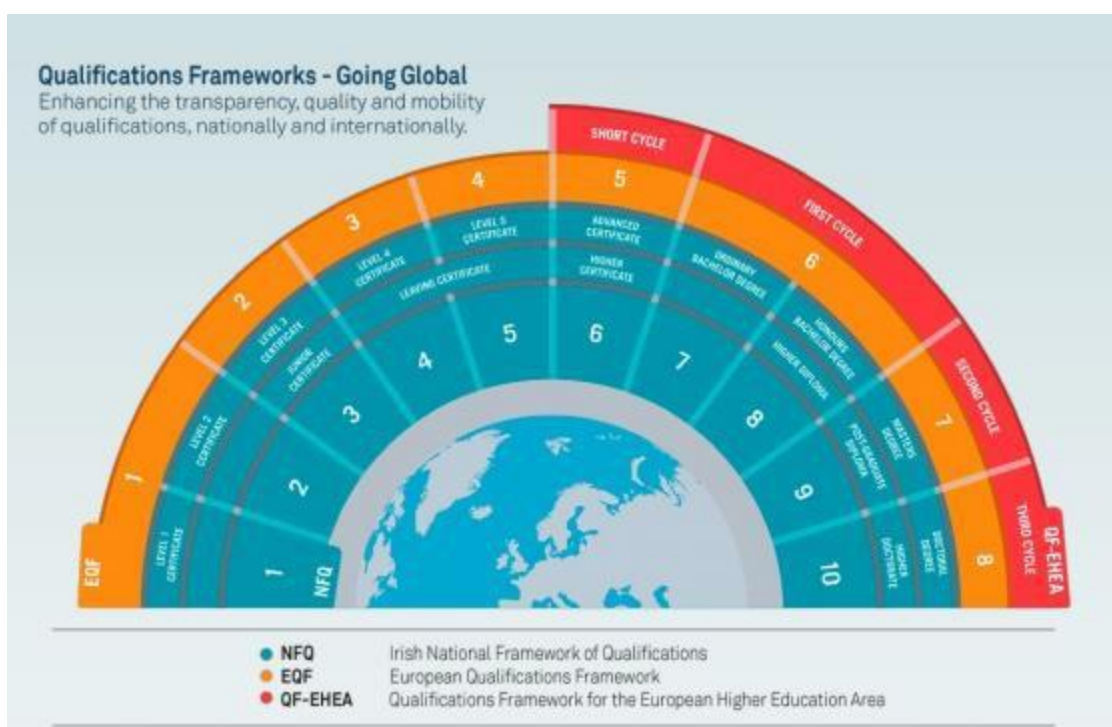
Level 10 on the Irish NFQ has been referenced to Level 8 on the EQF.

This level typically includes post-graduate higher education and training awards.

What is the European Higher Education Area (EHEA)?

The European Higher Education Area (EHEA) aims to facilitate cooperation between systems, institutions, and individual staff and students throughout the EHEA. This will make European higher education known and appreciated throughout the world. 48 countries worldwide are participating in the EHEA, working to implement its goals for quality and mobility. Further information on EHEA can be found at <http://www.ehea.info/>

The EHEA now includes the concept of a qualifications framework with an emphasis on learning outcomes. The undergraduate/postgraduate degree structure has been modified into a three-cycle system (bachelor, master and doctorate). Ireland’s NFQ has been verified as compatible with that of the EHEA quality framework (QF- EHEA). This means that higher education and training qualifications from Ireland are consistent with the EHEA bachelor, master and doctorate cycles.



Qualifications can travel

Below is a guide to comparing qualifications in the Ireland and the UK:

Main stages of education/employment	Framework for higher education qualifications in England, Wales and Northern Ireland www.qaa.ac.uk	Regulated Qualifications Framework for England and Northern Ireland www.ofqual.gov.uk www.ccea.org.uk	Credit and Qualifications Framework for Wales www.cqfw.net	National Framework of Qualifications for Ireland www.qqi.ie	Scottish Credit and Qualifications Framework www.scfq.org.uk
	LEVEL	LEVEL	LEVEL	LEVEL	LEVEL
Professional or postgraduate education, research or employment	8 Doctoral Degree	8 Vocational, Technical and Professional Qualifications	8 Doctoral Degree, Vocational Qualifications	10 Doctoral Degree, Higher Doctorate	12 Doctoral Degree, Professional Apprenticeship, Professional Development Award (PDA), Award
Higher education	7 Master's Degree, Integrated Master's Degree, Postgraduate Diploma, Postgraduate Certificate in Education (PGCE), Postgraduate Certificate	7 Vocational, Technical and Professional Qualifications	7 Master's Degree, Vocational Qualifications, Postgraduate Certificate in Education (PGCE)	9 Master's Degree, Postgraduate Diploma	11 Master's Degree, Integrated Master's Degree, Postgraduate Diploma, Postgraduate Certificate, Professional Apprenticeship, Graduate Apprenticeship, PDA, SVQ, Award
Advanced Skills Training	6 Bachelor's Degree with Honours, Bachelor's Degree, Professional Graduate Certificate in Education (PGCE), Graduate Diploma, Graduate Certificate	6 Vocational, Technical and Professional Qualifications	6 Honours Degree, Vocational Qualifications, Professional Certificate in Education	8 Honours Bachelor Degree, Higher Diploma	10 Bachelor's Degree with Honours, Graduate Diploma, Graduate Certificate, Professional Apprenticeship, Graduate Apprenticeship, PDA, SVQ, Award
Entry to professional graduate employment	5 Foundation Degree, Diploma of Higher Education (DipHE), Higher National Diploma (HND)	5 Vocational, Technical and Professional Qualifications, Higher National Diploma (HND)	5 Foundation Degree, Vocational Qualifications, Higher National Diploma (HND)	7 Ordinary Bachelor Degree	9 Bachelor's/Ordinary Degree, Graduate Diploma, Graduate Certificate, Graduate Apprenticeship, Technical Apprenticeship, PDA, SVQ, Award
Specialised education and training	4 Higher National Certificate (HNC), Certificate of Higher Education (CerteHE)	4 Vocational, Technical and Professional Qualifications, Higher National Certificate (HNC)	4 Higher National Certificate (HNC), Certificate of Higher Education (CerteHE), Vocational Qualifications	6 Advanced Certificate, Higher Certificate	8 Higher National Diploma (HND), Diploma of Higher Education (DipHE), Technical Apprenticeship, Higher Apprenticeship, PDA, SVQ, Award
Qualified/Skilled worker	3 Access to HE Diploma*	3 Vocational, Technical and Professional Qualifications, GCE AS and A Level	3 Welsh Baccalaureate Advanced, Vocational Qualifications, GCE, AS and A Level, Access to HE	5 Level 5 Certificate, Leaving Certificate	7 Higher National Certificate (HNC), Certificate of Higher Education (CerteHE), Modern Apprenticeship, PDA, SVQ, Scottish Baccalaureate, Advanced Higher, Award
Entry to higher education	*The Access to HE Diploma is regulated by QAA but is not part of the FHEQ		2 Welsh Baccalaureate National, Vocational Qualifications, Essential Skills Wales Qualifications, GCSE at grade A*-C	4 Level 4 Certificate, Leaving Certificate	6 Modern Apprenticeship, Foundation Apprenticeship, National Progression Award (NPA), National Certificate, PDA, SVQ, Award
Completion of secondary education	The table gives an indication of how you can compare qualifications across national boundaries. Examples of major qualifications at each level are provided. For more detail of the qualifications that are current and legacy at the time of publication in each country, you will need to consult the website given at the head of each column.		1 Welsh Baccalaureate Foundation, Vocational Qualifications, Essential Skills Wales Qualifications, GCSE at grade D-G	3 Level 3 Certificate, Junior Certificate	4 National 5, SVQ, NPA, National Certificate, Award
Progression to skilled employment	This leaflet is designed to give some information to help you begin this process, for example, by telling you what your qualification, or qualifications you are interested in studying, are broadly comparable to in other countries.		Entry Level	2 Level 2 Certificate	3 National 3, NPA, National Certificate, Award
Continuation of secondary education			Entry Level	1 Level 1 Certificate	2 National 2, NPA, National Certificate, Award
Secondary education. Initial entry into employment or further education			Entry Level	1 Level 1 Certificate	1 National 1 Award



Qualifications can cross boundaries
- a guide to comparing qualifications in the UK and Ireland.
Seventh edition published September 2019

Scope of Apprenticeships across the UK and Ireland

Level	England	Level	Northern Ireland	Level	Wales	Level	Ireland	Level	Scotland
8	Degree Apprenticeship, Higher Apprenticeship, Not yet developed	8	Higher level Apprenticeship, Not yet developed	8		10	Apprenticeship, Not yet developed	12	Professional Apprenticeship, Not yet developed
7	Degree Apprenticeship, Higher Apprenticeship	7	Higher Level Apprenticeship	7		9	Apprenticeship	11	Professional Apprenticeship, Graduate Apprenticeship
6	Degree Apprenticeship, Higher Apprenticeship	6	Higher Level Apprenticeship	6	Higher Apprenticeship	8	Apprenticeship	10	Professional Apprenticeship, Graduate Apprenticeship
								9	Graduate Apprenticeship, Technical Apprenticeship
5	Higher Apprenticeship	5	Higher Level Apprenticeship	5	Higher Apprenticeship	7	Apprenticeship	8	Technical Apprenticeship, Higher Apprenticeship
4	Higher Apprenticeship	4	Higher Level Apprenticeship	4	Higher Apprenticeship	6	Apprenticeship	7	Modern Apprenticeship
3	Advanced Apprenticeship	3	Apprenticeships Nil	3	Apprenticeship	5	Apprenticeship	6	Modern Apprenticeship, Foundation Apprenticeship
2	Intermediate Apprenticeship	2	Traineeships Nil	2	Foundation Apprenticeship	4		5	Modern Apprenticeship
	Degree Apprenticeship. Must include a Degree		Levels 4-8 primarily based on a single higher-level qualification at each level		Must include a qualification		Must lead to an existing qualification type		Must include a qualification
	Higher/Advanced/Intermediate Apprenticeship May include a qualification		Branding and marketing exercise in 2019/20 may lead to differentiation between the HLAs at the various levels						

Find out more about your awarding body

IHF (Irish Heart Foundation)

The IHF's mission is to affect positive change in the lifestyles of Irish people, to achieve better outcomes for those affected by heart disease and stroke and to challenge when the health of our nation is put at risk.

Training is delivered by approved partners and supporters.

<https://irishheart.ie/>

info@irishheart.ie

+353 (0)1 6685001

PHECC (Pre-Hospital Emergency Care Council)

The Pre-Hospital Emergency Care Council protects the public by independently specifying, reviewing, maintaining and monitoring standards of excellence for the safe provision of quality pre-hospital emergency care

The Pre-Hospital Emergency Care Council (PHECC) is an independent statutory agency with responsibility for standards, education and training in the field of pre-hospital emergency care.

<https://www.phecc.ie/>

info@phecc.ie

+353 (0)45 882070

WIN (Workplace Instructor Network)

WIN verifies and certifies courses on behalf of WIN approved instructors.

Learners can be assured that the instructor they have chosen has been quality assured and has the support and guidance of an organisation

www.winireland.ie

info@winireland.ie

+353 (0)1 4408636

Our Appeals Procedure

You have the right of appeal if you are not satisfied with your assessment result.

WIN's appeals process ensures that a clear and transparent appeals system is in place for learners to appeal assessment results which they consider to be unfair.

The appeals process enables learners to appeal if they perceive any irregularities or inequalities in the assessment of results.

How do I appeal?

You must set out the reasons for your appeal in a written statement (typed or hand-written) within 20 days of receiving your assessment result.

Your appeal can be sent by email to info@winireland.ie or post to:

Customer Service Manager
Safety Solutions Group
2 Lyncon Court
Snugborough Business & Technology Park
Blanchardstown
Dublin, D15 NP49

What happens with my appeal?

When your appeal is received an acknowledgement will be immediately sent to you. If the appeal is based on factual accuracy, this can be checked by the instructor or course director. If an error is identified, the appeal will be upheld. If the appeal is based on perceived bias or assessor behaviour, an independent assessor may be engaged to investigate the appeal. The appointed assessor will be a PHECC educational award holder as this provides expertise in pre-hospital assessment.

All assessment evidence and documentation will be thoroughly reviewed by the independent assessor. The assessor may contact you and the original assessor for a factual accuracy check or points of clarification.

The independent assessor will make either of the of the following recommendations:

- Agree with the original decision
- Uphold your appeal

The Customer Service Manager will inform you in writing (email or letter) of the independent assessor's decision.

If the independent assessor upholds your appeal then the result will be amended and you will receive your award/certificate.

Our Complaints Procedure

How do I complain?

If you are dissatisfied with a service provided by us or any of the instructors on our network, you should in the first instance consider speaking directly with the staff member/ instructor you have been dealing with.

If you are uncomfortable with this or consider the relevant staff member/instructor is unable to address your concerns you can lodge a complaint with us in one of the following ways:

- By phoning us on 01 8354084
- By writing to us at Workplace Instructor Network, 2 Lyncon Court, Snugborough Business & Technology Park, Blanchardstown, Dublin, D15 NP49.
- By emailing us at info@winireland.ie.
- In person by speaking to any of our customer service team.

If we receive your complaint verbally and we consider it appropriate we may ask you to put your complaint in writing.

What information will I need to give you?

When we are investigating your complaint we will rely on information provided by you and information on file relating to your course. We may need to contact you to clarify details or request additional information where necessary.

To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name and contact details.
- The name of the person you have been dealing with.
- The nature of the complaint.
- Details of any steps you have already taken to resolve the complaint.
- Copies of any documentation which supports your complaint.

Will I receive any help when making a complaint?

The person receiving or managing your complaint should provide you with any assistance you may need. However if you consider you need further assistance please contact Vicky Gray Workplace Instructor Network manager, Vicky@safetysolutions.ie

Our Complaints Process

Our six point complaint process

- 1. We acknowledge:**
On receiving your complaint we will acknowledge receipt.
- 2. We review:**
We undertake an initial review of your complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary,
- 3. We investigate:**
Within 10 business days of receiving your complaint we will investigate it objectively and impartially. We will consider the information provided by you and the course information that could assist us in investigating your complaint.
- 4. We respond:**
Following our investigation, we will notify you of our findings in writing.
- 5. We take action:**
Where appropriate we amend our educational policies, procedures and guidelines or undertake remedial action with our faculty members.
- 6. We record:**
We will record your complaint as part of our continuous improvement process and will monitor for evidence of improvement. Your personal information will be recorded in accordance with relevant privacy legislation.

Contacting us

Our address is:

2 Lyncon Court
Snugborough Business & Technology Park
Blanchardstown
Dublin, D15 NP49

Telephone: +353 (0)1 8354084

Email: info@winireland.ie

Enquires

If you have an enquiry about your course please contact your WIN instructor .

If you have an enquiry about any of the services that the WIN (Workplace Instructor Network) offer contact:

Vicky Gray: Vicky@safetysolutions.ie

or

Lauren Rowan: Lauren@safetysolutions.ie