

Data Protection Guidance for Staff, Instructors and External Faculty

UFAS is committed to protecting the privacy and confidentiality of personal data in compliance with the General Data Protection Regulation (GDPR), the Data Protection Act 2018, and other applicable data protection laws in Ireland.

As an UFAS employee, independent contractor or member of external faculty you play a crucial role in safeguarding personal data. This guidance document provides key principles and best practices to ensure compliance with data protection laws.

When considering Data Protection – Please consider the following in respect of all information held;

Do we need this information?

Do we know why we are collecting this data?

How long do we need this data for?

Will the Individual understand why we are holding this?

Is the information up to date and relevant?

Should this information be deleted- is it necessary?

Is there more than one record of this information- if so delete the duplicated records?

Do you understand the implications of Data Breach and do you know what to do?

You should;

1. Understand the Importance of Data Protection:
 - Familiarize yourself with the principles of data protection, including lawfulness, fairness, transparency, purpose limitation, data minimization, accuracy, storage limitation, integrity, confidentiality, and accountability.
2. Confidentiality and Security:
 - Treat all personal data as confidential and handle it securely.
 - Do not disclose personal data to unauthorized individuals or third parties. User Data should not be sold to any 3rd party.
 - Use strong passwords and secure access controls to protect personal data.
 - Encrypt personal data when transmitting it electronically.
 - Lock computers and lock physical documents containing personal data when not in use.
 - Report any suspected or actual data breaches or security incidents to Mr Carroll. Near Misses should also be recorded for Risk Management purposes
3. Data Collection and Processing:
 - Only collect and process personal data that is necessary for the intended purpose and is lawful.

- Obtain explicit consent when required and ensure consent is freely given, specific, informed, and unambiguous.
 - Update personal data promptly and ensure it remains accurate and relevant.
 - Do not retain personal data longer than necessary, and dispose of it securely when no longer needed.
 - Do not use personal data for purposes other than those for which it was collected, unless legally permitted.
 - Do not transfer personal data outside the European Economic Area (EEA) without appropriate safeguards.
4. Data Subject Rights:
- Be aware of individuals' rights regarding their personal data, such as the right to access, rectify, erase, restrict processing, data portability, and object to processing.
 - Promptly respond to data subject requests related to their rights and seek guidance if required.
5. Sharing Personal Data:
- Only share personal data on a need-to-know basis and for legitimate purposes.
 - Obtain appropriate consent or legal basis before sharing personal data with third parties.
 - Use secure methods when transmitting personal data to external parties
6. Data Protection Impact Assessments (DPIAs):
- Collaborate with the Data Protection Officer to conduct DPIAs for high-risk processing activities.
 - Identify and assess potential privacy risks and implement appropriate measures to mitigate those risks.
7. Data Breach Reporting:
- Report any actual or suspected data breaches or security incidents to the Data Protection Officer immediately.
 - Provide accurate and timely information to enable prompt assessment and appropriate actions.
8. Training and Awareness:
- Participate in data protection training sessions where provided by UFAS.
9. Compliance and Monitoring:
- Comply with UFAS's data protection policies, procedures, and legal obligations.
 - Cooperate with internal audits, assessments, and monitoring activities related to data protection.

- Report any non-compliance or concerns related to data protection to the Data Protection Commissioner.

10. Data Protection Issues Contact: Mr PJ Carroll

Remember, data protection is a shared responsibility. By following these guidelines, you contribute to UFAS's commitment to protecting personal data and ensuring compliance with data protection laws..

Date: _____

Signed: _____

UFAS Complaints & Appeals Policy & Procedures

Complaints & Appeals Policy & Procedure

At UFAS, we implement a Complaints and Appeals process which is open, transparent and accessible to all Clients, Learners and Stakeholders.

All Complaints should be referred to the Director of Training at the first instance for investigation. Complaints may be received through various channels such as phone, post, email or in training and will be treated in the same fashion. Evaluation forms shall be provided for every PHECC course.

A complaint is any expression of dissatisfaction resulting in material inconvenience, distress, financial loss or injury or simply telling us what went wrong and how it can be fixed.

The complaint will be acknowledged by phone where possible and an estimated timeline for the next contact. The complaint will be addressed with all relevant parties and may referred to an external advisor or accreditation body where appropriate. Any decision made should be communicated to all relevant parties with reasoning provided to ensure the process is fair and transparent.

Where a complaint is received relating to examination and/or assessment or a grade award, the complainant will be offered remediation where applicable. Remediation should be offered on the training date and the need for further instruction should be highlighted to the Learner. Additional Instruction should be offered at an alternative date, where appropriate. If the complaint cannot be resolved to the satisfaction of the complainant, the complaint should be referred to the appropriate bodies.

All Attendees on PHECC courses can appeal their results within 14 days of completion of their course. An appeal can be made in writing or phone and the Director of Training will consider the appeal and recommend any and all appropriate actions. Learners will be advised of the outcome within a timescale discussed with the Appellant but shall be no later than 4 weeks. Remediation should be offered on the training date and the need for further instruction should be highlighted to the Learner.

Feedback forms are available on all PHECC courses for review by the Internal Verifier for desk monitoring. Feedback may then be sent to individual Instructors and any issues relating to the course logged and analysed to determine if operational changes are required.

If UFAS is seeking additional information regarding the feedback, contact may be made with the Client/Learner subject to consent provided.

This policy is reviewed periodically and updated where appropriate.

This policy is binding on all Staff, Instructors & External Faculty.

Dated:

Signed:



Environmental Policy: Paper-Free Operations

At UFAS, we are committed to minimizing our environmental footprint and promoting sustainable practices. As part of our dedication to environmental stewardship, we have implemented a paper-free policy throughout our operations. This policy aims to reduce paper usage, conserve resources, and foster a culture of digital efficiency.

1. Objectives

1.1. Eliminate unnecessary paper usage: We strive to minimize the generation and consumption of paper by promoting digital alternatives and adopting paperless workflows.

1.2. Optimize digital systems and tools: We continuously evaluate and invest in digital technologies and systems that facilitate efficient communication, collaboration, and document management.

1.3. Raise awareness and encourage participation: We provide training, resources, and ongoing communication to educate our employees about the benefits of a paper-free environment and actively engage them in implementing sustainable practices.

1.4. Continual improvement: We regularly monitor and review our paper-free initiatives to identify areas for improvement, set targets, and measure our progress towards a more sustainable future.

2. Implementation

2.1. Paper reduction measures:

- Whenever possible, we will utilize digital documents, forms, and communication channels instead of printing on paper.
- We encourage the use of electronic signatures and digital document management platforms to streamline workflows and reduce paper waste.
- Internal communication, such as memos, notices, and announcements, will be primarily conducted electronically.

2.2. Document management and storage:

- We will implement digital document management systems to centralize and organize files, reducing the need for physical storage and paper documentation.

- Archived documents and records will be digitized whenever feasible, ensuring easy access and retrieval while minimizing the need for physical filing.

2.3. Training and awareness:

- We will provide comprehensive training to employees on digital tools and workflows to facilitate a smooth transition to paperless operations.
- We will regularly communicate the benefits of a paper-free environment and share best practices to encourage active participation and engagement.

2.4. Supplier and partner collaboration:

- We will collaborate with suppliers, contractors, and partners to promote paper-free practices throughout the supply chain and encourage the use of electronic invoicing, digital documentation, and communication.

3. Continuous Improvement

3.1. Monitoring and measurement:

- We will regularly monitor and analyze paper usage to assess the effectiveness of our paper-free initiatives.

3.2. Feedback and suggestions:

- We encourage employees, clients, and stakeholders to provide feedback and suggestions regarding our paper-free policies and practices, fostering a culture of continuous improvement and innovation.

3.3. Compliance and legal requirements:

- Appropriate records will be held

4. Communication

4.1. Internal communication:

- We will use digital platforms, such as email, instant messaging, and intranet, to communicate environmental policies, guidelines, and updates to employees.

4.2. External communication:

- We will promote our commitment to a paper-free environment through our website, marketing materials, and client interactions to encourage broader adoption of sustainable practices.

Quality Assurance Policy & Procedures

At UFAS, we are committed to delivering high-quality services and maintaining the highest standards of Health and Safety practices. This Quality Assurance Policy outlines our approach to ensuring the consistent quality of our services and the implementation of an internal verifier process.

This policy applies to all employees, contractors, and External Faculty involved in UFAS's operations and services.

UFAS considers Quality Assurance (QA) to be systematic process of ensuring that services and activities meet specified requirements and conform to established standards.

UFAS has an Internal Verifier (IV) who is a qualified individual responsible for verifying and monitoring compliance with quality standards within UFAS.

The Internal Verifier is the Director of Training who holds all relevant Instructor Certificates in addition to a Certificate in Continuous Education and Training from NUI Maynooth. The Internal Verifier will conduct a review by ensuring that the Learners assessment requirements are corrected and marked correctly, the results of learners are recorded correctly, certification is only issued once the Learner has met the course requirements, note irregularities and take remedial or corrective action where required, ensure Learners assessment is fair, appropriate and consistent, produce internal reports and maintain up to date records of learner certification.

To ensure quality standards are met with our Instructors/External Faculty- we will ensure that all Instructors are appropriately qualified by holding the relevant qualifications to deliver the PHECC FAR & CFR Community courses by seeking proof of qualification before the Instructor is engaged. All UFAS course paperwork and course materials will be used by our Instructors/ External Faculty.

Clients are contacted in advance of the course to determine if the suitability of the venue, if learner supports are required and if there are any other issues which may pose a material impact on course delivery.

The IV will check that the learner's evidence matches the requirements of the award standard and the correct methods of assessments are adhered to, Learner Evidence has been generated using UFAS materials as agreed and completed as directed.

Instructors are directed by the Director of Training to ensure that learners are entitled to appeal their results if they are unhappy with their performance. We will consider all requests for appeals and learners are advised they should contact UFAS directly within 14 days. We will consider any requests after this period but Instructors are aware of offering remediation to Learners on the day, where possible.

The Director of Training will ensure that specific QA tasks will be delegated to staff, where appropriate and when trained, to ensure there is sufficient capacity to maintain the system and ensure continuity of service.

As part of our commitment to continuous development, further training will be offered to Instructors where appropriate to enhance their performance and improve the quality of service offered.

External Accreditation

External Accreditation shall be conducted with PHECC as the Accreditation body.

All Staff/ Instructors and External Faculty are aware of their responsibilities for Quality Assurance. Feedback will be sought from Instructors on discussion following course completion. This policy shall be reviewed annually or earlier where appropriate.

Protected Disclosure (Whistleblower) Policy

1. Purpose

UFAS is committed to the highest standards of ethics, integrity, and accountability. This policy encourages employees and stakeholders to report concerns related to unlawful conduct, financial malpractice, or dangers to public health and safety, without fear of retaliation.

2. Scope

This policy applies to all employees, directors, officers, contractors, consultants, suppliers, and agents working for or with UFAS.

3. Definition of Whistleblowing

Whistleblowing refers to the disclosure by an individual of confidential information which relates to some danger, fraud, misconduct, or other illegal or unethical behavior.

Examples of misconduct include:

- Fraud or financial irregularities.
- Misuse of company resources.
- Unethical business conduct.
- Breach of legal or regulatory obligations.
- Endangerment of employee or public safety.

4. Reporting Process

Any person who wishes to report a concern may do so by following these steps:

- **Step 1: Internal Reporting**
The whistleblower should report their concern in writing or verbally to their immediate supervisor, if appropriate. If they are not comfortable doing so, or believe the supervisor is involved, they should escalate the report to the Head of Human Resources or the designated Whistleblower Officer.
- **Step 2: External Reporting**
If the whistleblower is not satisfied with the internal response, or if the situation warrants external action, they may report to relevant external authorities such as regulatory bodies or law enforcement.
- **Step 3: Anonymous Reporting**
UFAS allows anonymous reporting through designated channels, such as a confidential hotline or web-based platform. However, anonymous reports may limit the ability to thoroughly investigate.

5. Protection for Whistleblowers

- **Non-Retaliation:**
UFAS ensures that any individual who reports a concern in good faith is protected from retaliation, including harassment, demotion, or dismissal.
- **Confidentiality:**
UFAS is committed to maintaining the confidentiality of the whistleblower's identity, except where disclosure is required by law or is necessary for the investigation.

6. Investigation Process

- **Acknowledgment:**
UFAS will acknowledge receipt of the concern within five working days. A preliminary review will be conducted to determine whether a full investigation is warranted.
- **Investigation:**
A thorough and impartial investigation will be conducted by the designated personnel. The investigation may involve interviews, document reviews, and other necessary procedures.
- **Outcome:**
The findings of the investigation will be reported to the appropriate management team, and corrective action will be taken if necessary.

7. False Allegations

Any allegations made maliciously or with the knowledge that they are false will be treated as a serious disciplinary offense and may result in termination of employment or other appropriate action.

8. Communication and Training

All UFAS employees will be informed of this policy, and periodic training will be conducted to ensure awareness of the whistleblowing procedure.

9. Review of the Policy

This policy will be reviewed annually and updated as necessary to reflect changes in regulatory requirements or organizational needs.

Cookie Policy

Effective Date: [03/10/2024]

This Cookie Policy explains how UFAS (“we,” “us,” or “our”) uses cookies and similar technologies on our website, ufas.ie. By using our website, you consent to the use of cookies as outlined in this policy.

1. What Are Cookies?

Cookies are small text files that are stored on your device (computer, smartphone, or tablet) when you visit a website. They help the website remember your preferences and activities, making your browsing experience more efficient.

2. How We Use Cookies

We use cookies for a variety of purposes, including:

- **Essential Cookies:** These are necessary for the website to function properly. Without these cookies, certain features may not be available.
- **Performance and Analytics Cookies:** These cookies help us understand how visitors use our website by collecting anonymous information about page visits, navigation, and other site usage statistics. This data helps us improve the user experience.
- **Functionality Cookies:** These cookies remember your preferences and choices, such as language settings, to provide a more personalized experience.
- **Targeting and Advertising Cookies:** These cookies are used to deliver content that is relevant to you and to measure the effectiveness of our advertising campaigns. We may share this information with third-party advertisers.

3. Types of Cookies We Use

- **Session Cookies:** These cookies are temporary and are deleted from your device when you close your browser.
- **Persistent Cookies:** These cookies remain on your device until they expire or you delete them. They are used to remember your preferences for future visits.

4. Third-Party Cookies

We may allow third-party service providers (such as Google Analytics or social media platforms) to set cookies on your device for analytics, advertising, or social media integration purposes. These third-party cookies are subject to the privacy policies of their respective providers.

5. How to Control Cookies

You can control or delete cookies by adjusting your browser settings. Most browsers allow you to:

- **Accept or reject cookies.**
- **Delete specific cookies.**
- **Block third-party cookies.**
- **Set preferences for certain websites.**

Please note that disabling cookies may affect the functionality of our website and prevent you from accessing certain features.

6. Changes to This Cookie Policy

We may update this Cookie Policy from time to time to reflect changes in our practices or relevant legal requirements. We recommend that you review this policy periodically for any updates.

7. Contact Us

If you have any questions about our use of cookies or this Cookie Policy, please contact us at:

- **Email:** [info@ufas.ie]
- **Address:** [Rhode co Offaly]
- **Phone:** [01 6991126]

Privacy Policy & Procedures

Privacy Policy

UFAS is dedicated to protecting your privacy and adhering to our obligations under Data Protection legislation. This policy outlines how we handle your personal data when you use our services.

Please note that we are not responsible for the content of external links to other websites on our website or organizations, as they are clearly identifiable and separate entities.

We collect and retain two types of information:

1. **Personal Data:** Personal data refers to information that can identify you or be used to contact you, such as your name, address, and email address. We only collect this information when you voluntarily submit it to us.
2. **Non-Personal Information:** Like many other websites, we gather statistical and analytical information about all visitors to our website. This non-personal information includes data that cannot be used to identify you, such as IP addresses and browser types. It is collected solely for statistical purposes.

At UFAS, we handle your personal data and non-personal information with the utmost care. We will ensure that appropriate security measures are in place to protect your data from unauthorized access, loss, alteration, or disclosure.

The information we collect is used for the following purposes:

1. To provide you with the services and information you request.
2. To personalize and enhance your experience on our website.
3. To improve our website and services based on statistical and analytical insights.
4. To communicate with you regarding updates, offers, and relevant information related to UFAS.

We will not disclose your personal data to any third parties unless required by law or with your explicit consent. We will not sell your data to 3rd parties.

For external faculty members, we will not contact your clients to solicit business and UFAS will not engage in any anti-competitive behaviour. The relationship between UFAS and Instructors/External Faculty is based on mutual trust and confidence. Any attempt to undermine this will be treated as a breach of any and all agreements with UFAS.

Please note that while we make every effort to ensure the security of your personal data, no transmission over the internet can be guaranteed as completely secure. Therefore, we cannot guarantee the absolute security of any information you transmit to us electronically. Any transmission is done at your own risk. Where you submit course work by post or courier, you do so at your own risk and we do not accept any liability for loss or damage.

This privacy policy is subject to periodic review and may be updated or revised. The most recent version will be published on our website, and any significant changes will be communicated to you.

We reserve the right to amend this policy where required. This policy does not affect your rights under The Data Protection Acts and GDPR.

If you have any questions or concerns about our privacy policy or the handling of your personal data, please contact us.

Approved by the Director of Training

This policy is binding all Staff, Instructors and External Faculty

Dated _____

Signed _____



Admissions Policy

Admissions Policy			
Document number	POL-002	Issue No.	2
Approved by:			
Issue Date: 16/02/2024 Review Date if Applicable: 10/02/2024			

Date	Issue No	Section/ Page No	Reason	Authorized By
10/02/2024	002	Whole Doc	Update to new Policy Structure and Review for effectiveness including Blended Learning and GWO Requirements	

Aim of this Policy

This document outlines the requirements in the organisation and for learners to apply for attendance on a learning program (blended or classroom). The document also outlines the policies relating to processes for admission and terms and conditions relating to attendance of courses provided.

Responsibilities related to this Policy

The owner of this document is the Managing Director who is responsible for ensuring compliance across the organisation.

Policy Statement

There are currently no entry requirements for attending the First Aid Responder (FAR) and Cardiac First Responder (CFR) course. The course is open to all Learners regardless of their work experience or prior academic performance. The FAR course is now available as a 100% Classroom or Blended (approx. 50% self-paced online e-Learning and 50% classroom) allowing learners to gain the theoretical knowledge of the programme at their own pace prior to attending the practical modules in the classroom.

In line with the Equal Status Acts (2000-2018) prohibit discrimination in the provision of goods and Services and includes education. The act covers the nine grounds of gender, marital status, family status, age, disability, sexual orientation, race, religion and membership of the Travelling Community. No provision of UFAS admission policy should operate as a barrier to access of services. UFAS encourages all learners to participate in the training programmes with the knowledge that the tutors and processes are suitable for all learners.

All modules of the programmes/courses are delivered in English with provision/accommodation for any support needed for learners. Learners should be competent (conversational speaking, reading and writing) in English to ensure that the participants fully understand the material and techniques in accordance with PHECC standards.

The FAR course requires participation in practical activities (these requirements have been mapped in both the blended and classroom programmes and included in the course outlines). Learners who have concerns regarding their mobility or physical, learning and mental health condition will be

offered reasonable adjustments/accommodations and learner supports where appropriate. The Application/Registration form supports recording any additional learners supports needed. During the delivery of the course the tutors also will ensure any needs are supported with learner success in mind. UFAS will consult with the Client/Learner to assess the suitability of any proposed measures.

Reasonable adjustments are discussed in UFAS Reasonable Adjustments/ Learner Supports Policy. Please refer to some if you require any further guidance.

Where Learners express concerns regarding their capacity to complete their MCQ examination, alternative methods of completion may be identified in conjunction with the Learner or speak to the instructor at the course on the day. Where appropriate, advice will be sought by the relevant accreditation body.

There are no age requirements for the course.

All FAR and CAR programs have Maximum number of participants in classroom sessions which is 8:1 learner: tutor ratio. The online e-learning modules may be open to any number of learners at a time, learners will be informed of the allocated classroom modules and allowed to enroll as availability occurs. The period allowed between completing the online e-learning modules and the classroom practical session can be no longer than 60 days.

In the event of refresher training, a copy of the previous certification will be required to ensure that refresher training is completed within the required time periods.

Related Documents

Document Number	Document Title
PRO-002	Admissions Procedure
	Reasonable Adjustments/ Learner Supports Policy

Data Protection Policy & Procedures

UFAS as part of our business operations may need to collect and utilize specific information about individuals. This information may include customers, business contacts, suppliers, contractors and any third parties with whom we have an established relationship.

The purpose of the Data Protection Policy is to ensure that we;

1. Comply with the Data Protection Acts and GDPR
2. Protect the rights of Learners/Clients and other stakeholders
3. Prevent and protect against Data Breaches
4. To ensure Transparency
5. Follow good Practice

The Data Protections Act and General Data Protection Regulations describe how we collect, handle and use personal information.

In the process of providing training courses, UFAS is required to collect and retain personal details of learners solely for the purpose of certification. None of the personal information we gather is shared with or sold to external companies. This information is not transferred outside of the EU.

As highlighted by the DPC checklist, as a general rule data must be retained for no longer than is necessary for the purpose for which it was collected in the first place. The Retention period reflects this and this principle is highlighted to all Instructors/Staff & External Faculty in a general data guidance document.

A Retention Period for learner data is set at two years and one month i.e., the time period for duration of certification.

Under GDPR- Data Subjects have the following rights;

- the right to have data rectified or corrected
- the right to object to processing data
- the right to restrict the processing of data relating to them i.e., automation of decision making
- The right to move your data from one company to another
- to right to have data erased or deleted
- the right to access data
- the right to be forgotten

Learner Personal Data	<ul style="list-style-type: none"> - Name - Address/Company Name - Phone number/ Email address
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UFAS First Aid Training Services

	<ul style="list-style-type: none"> - Details of Prior Learning where applicable <p>Emails are secured on secure servers and PC/Laptops.</p>
Storage of data	<ul style="list-style-type: none"> - Digital copies are stored on our secure server and on certificate generating databases.
Retention period	Learner details and certification are stored for two years plus one month.
Consent for contact	Contact preferences are recorded on Course paperwork

External Faculty/Staff and other 3 rd parties	<ul style="list-style-type: none"> - Name - Address/Company Name - Phone number/ Email address - Instructor Certification and ID numbers - Insurance Certification & Confirmation of tax Certification
Storage of data	<ul style="list-style-type: none"> - Digital copies are stored on our secure server
Retention period	<p>Instructor details will be reviewed and updated periodically to ensure Valid Certification, tax and insurance are in place.</p> <p>Out of date information will be deleted and updated as required.</p> <p>All information will be deleted upon conclusion of the relationship.</p>

Consent for contact	<p>Consent is freely given by the data subject and requires affirmative action.</p> <p>For External Faculty- Consent should be obtained from the Learner for their data to be processed for the purposes of Certification.</p>
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Information gathered by phone will be recorded digitally and handwritten notes destroyed by shredders as soon as practicable. Data which is stored on programs such as Sage for invoicing persons will consist only of the Name, Address, email and date of training.

Data Security- Password Protection

All Data is protected by strong password protection on all UFAS devices and kept away from visitors and external parties in a locked office area for additional security. These passwords are not shared between staff and instructors.

Data Subject Access Requests

UFAS will ensure that when a subject access request, the request should be processed as soon as possible. Any request should be acknowledged within 1 working day and the request should be complied with by 30 days. If there is a delay in processing the request, the reason for the delay should be communicated to the Data Subject and regular updates provided.

If a data subject makes a request, which is not clear in terms of the data requested, we will confirm the request with the data subject request. We will confirm how we will search and the scope of the information that we hold to make sure that both the data subject and we are in agreement.

We will not refuse a request unless the request is excessive or manifestly unfounded (where multiple or repetitive requests are made). In the unlikely event that this occurs, we will advise that they can refer or complain to the Data Protection Commissioner and will follow their recommendations or directions in a timely manner.

An administrative charge for copies of personal data shall not be any more than the minimum €6.35

Information deletion

Where a request for deletion of data is received, we will confirm the steps taken to erase the information by us. The right of erasure or deletion will not apply where processing is needed because of the right of freedom of expression or because of a legal or public interest.

Portability of Data

UFAS will ensure that we do not place any barriers to exercise of the right to portability. If a request is received to transfer data, we will confirm the personal data that is held and confirm that how should the data be moved from UFAS to the proposed recipient. This request will be complied with if;

1. We have the consent of the data subject or
2. We had a contract with them
3. The request is limited to the data relating to the data subject only
4. The request should not prejudice the rights of third parties

Data Access/ Data object to processing

UFAS has a privacy and DDPR policy available on their website. Learners have the right to access the information may hold for them. An access form is available for use to facilitate access. In line with the GDPR and Data Protection Act- UFAS will ensure there is no barrier to access. Consent is sought for direct marketing purposes, where a Data Subject objects to the processing of their data, all communications for Direct marketing purposes will cease immediately and any specific query will be addressed with the Data Subject.

Data Protection Breach

A breach is defined as the intentional or unintentional release, possible or unauthorized disclosure of personal data however that happens. Where a breach is suspected or detected; The breach must be reported to Mr. PJ Carroll who has responsibility for Data Protection.

Details of the breach will be compiled including;

- Date and time of the breach
- Date and time of suspected breach
- Description of the breach
- Details of any IT systems provided

Where a breach is suspected, steps should be taken to minimize and limit the breach of information.

Steps should be taken to identify the risks arising from the breach and consider the potential adverse consequences for an individual.

As much information as possible should be sought and the Data Protection Commissioner office should be notified regarding the breach of personal data. Notification should take place as soon as possible but no later than 72 hours.

Where an incident arises which gives rise to unauthorized disclosure, loss, destruction or alteration of personal data in any form- UFAS will give immediate consideration to informing those affected. This will allow the data subject to consider the consequences for them and to take appropriate measure.

We will also contact organizations that may be in a position or assist in protecting the data subject including the Gardai. In instances where the breach is likely to result in a high risk to an individual, or individuals UFAS must tell the data subjects without undue delay of;

- The nature of the breach in clear language
- Name and contact details of the designated contact
- Likely consequences of the breach
- Measures taken or proposed to remedy

Any recommendations or directions from the Data Protection Commissioner must be complied with in a timely fashion and all requests for information from the DPC should be communicated promptly and in accordance with their directed timescales.

A Data Breach form is available for all relevant parties.

Data Amendment/Rectification

Where data is incorrect or requires updating- the request for amendment should be actioned immediately to reflect the information provided and confirmed with the Data Subject.

Relevant Forms

WE have prepared standard forms and precedent letters for Data Subjects but there is no obligation on the Subject to complete specific forms should they wish not to. UFAS should not create obstacles to the Individual exercising their rights. A request through any contact method should be actioned and responded to.

Duplication

As per the legislation, duplication of records should be avoided and where duplication is found, duplicates should be deleted.

Transparency

Details of the rights to privacy and GDPR is available on the website for access. A Data Protection policy is available for Learners, Staff and Instructors and is accessible.

A DPO is not required for UFAS but Mr Carroll has been named as the designated contact for Data Protection issues. UFAS has clear procedures and designated personnel in the instance of queries or breach. The designated contact is aware of the need to contact the DPC. Guidance and procedures are in place for external faculty.

Things to consider for all Staff/Instructors/External Faculty;

Do we need this information?

Do we know why we are collecting this data?

How long do we need this data for?

Will the Individual understand why we are holding this?

Is the information up to date and relevant?

Should this information be deleted- is it necessary?

Is there more than one record of this information- if so delete the duplicated records?

Do you understand the implications of Data Breach and do you know what to do?

This policy is binding on all Instructors/Staff/ External Faculty.

The policy and procedures for Data Protection should be read in line with the Data Protection Policy.

Data Protection Breach incident report

This form should be used in the event of a breach or suspected breach. Data Subjects should not be referenced by name in this form. This file should be kept confidential

Compiled by	
Contact Details	
Date of Incident	
Noticed by	
Reported to	
Date Incident reported	
No. of Persons affected	
Type of breach	
Notification to	
Actions taken to mitigate	
Evaluation and Response	

Date _____

Signed _____

Data Protection Access Request Form

You have the right to access and receive a copy of the personal information we hold about you. Please complete this form in order for us to comply with this request. Information relating to third parties or exempt under the law will not be released. In order to comply with this- we will need proof of identity

Full name	
Address	
Contact details	
Are you an Instructor - When did you work with us - When did you work with us last	
Are you a Client/Learner - What course did you attend - What date did you attend - Did your employer arrange for your training and if so who is your employer	
Do you have an agent/representative	
Name of Agent and contact details	
Details of what information you think may help us in finding your information	
Would you like your information in hard copy or digital form	

WE promise to make every effort to respond to you within 1 calendar month of the receipt of your request and valid identification, please note that this time may be extended to 3 months when necessary, taking into account the complexity and size of your request

Signed _____

Date _____

Request for Further Information

Date:

To: (Data Subject)

Your Data Protection request

Dear Sir/Madam (Name if preferred)

We have received your request to exercise your right to (data protection right) dated and received by us on (date).

However, to determine if this request is valid, we require further information from you.

(Identification)

Please provide a copy of the passport or driving license or other form of official identification so that we can confirm your identity. This is a legal requirement to ensure that we do not comply with a request about you from someone else.

(Clarification)

We require further information about the precise details of your request. Please provide us with; Please do not hesitate to contact us if you have any queries about the progress of your request.

Signature

Date _____

Acknowledgment of Rights Request

Date:

To:

Subject: your data protection request

Dear (named person)

We have received your request to exercise your right to (right) dated (insert date).

We aim to respond to this request within 1 calendar month, but please note that this time may be extended to three months, when necessary, taking into account the complexity of your request.

Please do not hesitate to contact us if you have any queries about the progress of your request.

Signature _____

Date _____

Refusal of Right Request

Date:

To:

Subject: Your Data Protection Request

Dear Sir/Madam,

We have received your request to exercise your right to (right) dated (insert date).

Unfortunately, we are unable to comply with your request for the following reasons; (Set out the reasons for the refusal)

Please do not hesitate to get in touch with me if you have any further questions about the reasons given.

Please note that you also have the right to contact the Data Protection Commission. Please find the contact details for the Data Protection Commission below.

Signature _____

Date _____

Data Protection Commission Canal House, Station Road, Portarlinton, Laois. R32 AP23 0761 104 800 Lo
call: 1890 25 22 31/info@dataprotection.ie

Objection to Processing form

You have the right to access and receive a copy of the personal information we hold about you. Please complete this form in order for us to comply with this request. Information relating to third parties or exempt under the law will not be released. In order to comply with this- we will need proof of identity

Full name	
Address	
Contact details	
Are you an Instructor - When did you work with us - When did you work with us last	
Are you a Client/Learner - What course did you attend - What date did you attend - Did your employer arrange for your training and if so who is your employer	
Do you have an agent/representative	
Name of Agent and contact details	
Use of Personal Information that you object to	
Would you like your information in hard copy or digital form	

WE promise to make every effort to respond to you within 1 calendar month of the receipt of your request and valid identification, please note that this time may be extended to 3 months when necessary, taking into account the complexity and size of your request

Signed_____

Date _____

Completion of Rights Request

Date:

To:

Subject: Your Data Protection Request

Dear Sir/Madam,

We have now implemented your request to exercise your right to (right) dated (insert date). We have prepared the following report to provide details of how this has been carried out.

We hope this satisfies your request to exercise your rights.

Please do not hesitate to get in touch with me if you have any further questions about this matter.

Please note that you also have the right to contact the Data Protection Commission. Please find the contact details for the Data Protection Commission below.

Signature _____

Date _____

Data Protection Commission Canal House, Station Road, Portarlinton, Laois. R32 AP23 0761 104 800 Lo
call: 1890 25 22 31/info@dataprotection.ie

Letter of Delayed Request

Date:

To:

Subject: Your Data Protection Request

Dear (Named Person),

We have now implemented your request to exercise your right to (right) dated (insert date) and expect to respond to this request by (date).

The reason for the delay is (provide reason). We appreciate your understanding as we work to progress this request.

Please do not hesitate to get in touch with me if you have any further questions about this matter.

Please note that you also have the right to contact the Data Protection Commission. Please find the contact details for the Data Protection Commission below.

Signature _____

Date _____

Data Protection Commission Canal House, Station Road, Portarlinton, Laois. R32 AP23 0761 104 800 Lo
call: 1890 25 22 31/info@dataprotection.ie

Access Request Form

You have the right to portability of your information. Please complete this form in order for us to comply with this request. Information relating to third parties or exempt under law will not be released. In order to comply with this- we will need proof of identity

Full name	
Address	
Contact details	
Are you an Instructor - When did you work with us - When did you work with us last	
Are you a Client/Learner - What course did you attend - What date did you attend - Did your employer arrange for your training and if so who is your employer	
Do you have an agent/representative	
Name of Agent and contact details	
Details of what information you seek to port (The more details you can give us the better we can respond)	
Names of the company/companies and their contact details that we should send your information to	

WE promise to make every effort to respond to you within 1 calendar month of the receipt of your request and valid identification, please note that this time may be extended to 3 months when necessary, taking into account the complexity and size of your request

Date: _____

Signed: _____

Data Protection Guidance for Staff, Instructors and External Faculty

UFAS is committed to protecting the privacy and confidentiality of personal data in compliance with the General Data Protection Regulation (GDPR), the Data Protection Act 2018, and other applicable data protection laws in Ireland.

As an UFAS employee, independent contractor or member of external faculty you play a crucial role in safeguarding personal data. This guidance document provides key principles and best practices to ensure compliance with data protection laws.

When considering Data Protection – Please consider the following in respect of all information held;

Do we need this information?

Do we know why we are collecting this data?

How long do we need this data for?

Will the Individual understand why we are holding this?

Is the information up to date and relevant?

Should this information be deleted- is it necessary?

Is there more than one record of this information- if so delete the duplicated records?

Do you understand the implications of Data Breach and do you know what to do?

You should;

1. Understand the Importance of Data Protection:
 - Familiarize yourself with the principles of data protection, including lawfulness, fairness, transparency, purpose limitation, data minimization, accuracy, storage limitation, integrity, confidentiality, and accountability.
2. Confidentiality and Security:
 - Treat all personal data as confidential and handle it securely.
 - Do not disclose personal data to unauthorized individuals or third parties. User Data should not be sold to any 3rd party.
 - Use strong passwords and secure access controls to protect personal data.
 - Encrypt personal data when transmitting it electronically.
 - Lock computers and lock physical documents containing personal data when not in use.
 - Report any suspected or actual data breaches or security incidents to Mr Carroll. Near Misses should also be recorded for Risk Management purposes
3. Data Collection and Processing:
 - Only collect and process personal data that is necessary for the intended purpose and is lawful.

- Obtain explicit consent when required and ensure consent is freely given, specific, informed, and unambiguous.
 - Update personal data promptly and ensure it remains accurate and relevant.
 - Do not retain personal data longer than necessary, and dispose of it securely when no longer needed.
 - Do not use personal data for purposes other than those for which it was collected, unless legally permitted.
 - Do not transfer personal data outside the European Economic Area (EEA) without appropriate safeguards.
4. Data Subject Rights:
- Be aware of individuals' rights regarding their personal data, such as the right to access, rectify, erase, restrict processing, data portability, and object to processing.
 - Promptly respond to data subject requests related to their rights and seek guidance if required.
5. Sharing Personal Data:
- Only share personal data on a need-to-know basis and for legitimate purposes.
 - Obtain appropriate consent or legal basis before sharing personal data with third parties.
 - Use secure methods when transmitting personal data to external parties
6. Data Protection Impact Assessments (DPIAs):
- Collaborate with the Data Protection Officer to conduct DPIAs for high-risk processing activities.
 - Identify and assess potential privacy risks and implement appropriate measures to mitigate those risks.
7. Data Breach Reporting:
- Report any actual or suspected data breaches or security incidents to the Data Protection Officer immediately.
 - Provide accurate and timely information to enable prompt assessment and appropriate actions.
8. Training and Awareness:
- Participate in data protection training sessions where provided by UFAS.
9. Compliance and Monitoring:
- Comply with UFAS's data protection policies, procedures, and legal obligations.
 - Cooperate with internal audits, assessments, and monitoring activities related to data protection.

- Report any non-compliance or concerns related to data protection to the Data Protection Commissioner.

10. Data Protection Issues Contact: Mr PJ Carroll

Remember, data protection is a shared responsibility. By following these guidelines, you contribute to UFAS's commitment to protecting personal data and ensuring compliance with data protection laws.

Date: _____

Signed: _____

Assessment & Awards Policy

At UFAS, we are committed to implementing fair, consistent, and effective assessment practices for all courses we offer, regardless of whether they are certified by an accrediting body. We prioritize meeting the requirements set by accrediting bodies to ensure compliance.

This policy specifically applies to all PHECC courses offered by UFAS. Our objective is to provide an approach that places our learners at the center of our assessment procedures, to the extent reasonably practicable.

Assessment of Learner's performance will take place via the attending Instructor at the course for the practical component and MCQ's where applicable. This will be overseen by the Internal Verifier who will provide objective oversight and ensure attendees have successfully completed each required skill. Internal Verification will be carried out by the Director as Internal Verifier and subject to External verification by PHECC.

All Course paperwork must be completed by Faculty and Instructors in full and correctly. Failure to do so may result in dismissal. Cancellation of contracts and/or failure to provide certification. On occasion, We understand there may be delays in return of paperwork. If you have concerns regarding your paperwork, please raise this to the Director of Training as soon as possible.

We are dedicated to promoting equality in the assessment of all learners, irrespective of factors such as gender, age, race, sexual orientation, class, disability, family status, or membership in the traveling community.

We will ensure that:

- We treat all delegates with fairness.
- We maintain effective communication with our learners.
- Our assessments are consistently conducted.
- We offer appropriate learner supports to ensure fair assessments.
- We consistently provide professional and high-quality training.

By adhering to these principles, UFAS aims to create an inclusive and supportive learning environment that offers equal opportunities to all learners while delivering exceptional training standards.

This policy is binding all Staff, Instructors and External Faculty

Dated _____

Signed _____

Learner Appeals

UFAS has established a clear process for students to appeal their results, ensuring a fair and transparent approach. This process is overseen by the Director for Training, and Instructors/ External Faculty.

When a request for appeal is received, the mark or grade will be carefully reviewed. If necessary, the grade will be modified. The appellant will be promptly informed of the updated result, along with the reasoning behind the change. Attendees on PHECC course are made aware of their right to appeal by the Instructor on scheduled training dates. Requests for appeal may be made by learners by any method including social media, phone, email etc.

Remediation will be offered where applicable.

To ensure ongoing compliance and effectiveness, appeals will be monitored annually and subject to review. This allows for continuous improvement and alignment with stakeholders' needs.

A copy of this policy has been distributed to all staff, management, and Instructors, ensuring widespread awareness and understanding.

Child Protection Policy & Procedures

At UFAS, our utmost priority is to ensure the safety of children, young adults, and vulnerable individuals who receive training from us. While there is no minimum age for attendance on PHECC courses, we recommend 16 to be an appropriate age for satisfactory course completion.

This policy also applies to vulnerable persons which may be generally understood to encompass individuals who may be more susceptible to physical, emotional, or financial harm due to factors such as age, disability, mental health conditions, illness, dependency, or other vulnerabilities.

To fulfill our commitment, we have implemented the following measures:

1. **Selection and Supervision of Instructors and Staff:** Instructors/Staff & External Faculty are required to provide Garda Vetting or attend training with a Garda Vetted accompaniment. We require the Instructor to complete the Children First course by the HSE. We understand that Health & Safety Training providers are unable to act as a Vetting Organization. Many of our Instructors/External Faculty will however be Garda Vetted through their affiliation with bodies such as the Red Cross, Civil Defence.
2. **Off-Site Training for Schools:** On occasion, UFAS may provide training off-site in schools where students are present or premises for the services to Vulnerable persons. For the safety of these Learners the age of 16, we have implemented a policy that mandates the presence of a teacher or guardian during these courses.
3. **Compliance with the Children First Act 2016:** Our instructors will always comply with the requirements set forth by the relevant service provider under the Children First Act 2016, ensuring the highest standards of child protection and welfare.
4. **Training Restrictions in School or Early Years Setting:** If an instructor is assigned to provide training in a school or early years setting, the client will be informed that the instructor cannot conduct training or examinations on a one-to-one basis with a staff member, child, or young adult. The needs of the client and Learners will be discussed with the client in advance of scheduled training. The same procedure will apply for courses with vulnerable persons.

5. Group Setting or Presence of School Representative: In situations where examinations or additional assistance is required for a minor, these activities will be conducted in a group setting or in the presence of a school representative, teacher, or staff member. This approach ensures a secure and transparent environment for all involved.

By implementing these measures, UFAS aims to maintain a safe and protected learning environment, providing peace of mind to our Learners, their families, and our clients

Date: _____

Signed: _____

Recognition of Prior Learning

Recognition of Prior Learning can be defined as “prior learning that is given a value, by having it affirmed, acknowledged, assessed or certified”.

The recognition of prior learning will be applicable to learners gaining:

1. Entry to programmes or
2. Exemptions from some programme requirements
3. Entry to assessment s for completion of programmes.

The following chart outlines the process that will be implemented to RPL.

1.21 Recognition of Prior Learning Policy

SUMMARY OF PROCESS FOR DETERMINING THE ELIGIBILITY FOR AN AWARD

STAGE	CRITERIA
1 Award Identification/eligibility of the learner - Phecc Guidelines available - Centre/learner identify a Phecc standard	The course must be a Phecc approved course. Eligibility of the learner is established following quick scan of learning outcomes/standards for the course.
2 Matching of experience to Standards The Centre/learner match the individually acquired knowledge, skill and competence to the Phecc standards. A mentor (Centre Manager) may support the learner	The standards for the award must be available and the learners experiences must be clearly and accurately documented against the standards.
3 Gathering of Evidence Evidence is gathered to prove the knowledge, skills ad competences claimed by the learner meets the learning outcomes of the award. The evidence will be collated into a portfolio.	A portfolio/collection of evidence can include: Curriculum Vitae Certificates Job Description(s) References/testimonials Products/Samples Evidence from courses attended Work place assessment, test results Interviews
4 Assessment of Evidence An assessment and verification of the individuals' knowledge, skills and competences is conducted against the award standards.	Assessment criteria for the standards of Phecc must be deemed to be met. The evidence in the Portfolio must be assessed in terms of Sufficiency, Validity, Authenticity, and Reliability / Currency of Evidence..
5 Recommendation for RPL A recommendation is made based on the evidence presented	A recommendation is made as follows: (a) the learner meets the required standards for the course assessment. (b) the candidate almost meets the required standards but needs to provide additional evidence (c) the candidate has not provided adequate evidence to prove they meet the standards for the assessment.
6 Monitoring The recommended outcomes is monitored by the provider.	As per award requirement, the outcome of the assessment is monitored.

APPLICATION FORM FOR ENTRY TO A PROGRAMME

PERSONAL DETAILS

FIRSTNAME:	SURNAME:	TITLE
PREVIOUS NAME:		EMAIL ADDRESS:
POSTAL ADDRESS: (Street)		(Town)
(City)		(County)
TELEPHONE NUMBER:	MOBILE NUMBER:	DATE OF BIRTH

1. INFORMATION REGARDING THE COURSE APPLIED FOR:

NAME OF COURSE:
ADDITIONAL INFORMATION (Ref numbers etc)

2. REASONS FOR REQUEST FOR RECOGNITION OF PRIOR LEARNING:

PLEASE SPECIFY THE REASON(S) WHY YOU ARE APPLYING THROUGH RECOGNITION OF PRIOR LEARNING:
--

3. INFORMATION REGARDING PRIOR LEARNING

I have worked in the following areas within my profession/occupation (indicate for how long):

Any further information relevant to establishing eligibility for the course e.g training courses attended, study periods, work experience, voluntary work, credit granted on the basis of another award etc.

4. SIGNATURE OF THE APPLICANT

I certify that the information stated in this application is correct and that the enclosed documents are authentic.

DATE:

SIGNATURE:

ASSESSORS REPORT FOR AN AWARD

- 1) To be completed by an Assessor
- 2) It is a record of the candidates' profile and experiences and will form the basis of a recommendation with regard to meeting the standards in order to reduce contact hours for for a specific course.
- 3) Consists of three sections – A, B and C
- 4) This report must be signed by – Assessor, Verifier and Centre Manager

SECTION A

CENTRE NUMBER:	
AWARD TITLE AND CODE:	
CANDIDATE NAME:	
CANDIDATE REFERENCE NUMBER:	
<i>“I have examined and interviewed the above named candidate. I am recommending:</i>	
a) The candidate meets the required standards for recognition for the above specified award	
b) The candidate meets the required standards but needs to provide additional evidence as specified in Section B below	
c) The candidate has not provided adequate evidence to prove he/she meets the standards for the above specified award	
Additional Notes if required: 	
DATE OF ASSESSMENT:	

SECTION B

AWARD:			
LEVEL OF FRAMEWORK:			
<i>Assessor will describe the main items of evidence presented</i>			
EVIDENCE INCLUDES:	YES	NO	
Curriculum Vitae			
Work History			
Job Specification			
Products/Samples of work			
References/Testimonials			
Evidence of on the job assessment			
Accounts of experience			
Other certified learning			
Assessor observations/comments – additional requirements			
Does the evidence presented demonstrate that the standards for the award have been met? <i>Comment on how the decision was made</i>	YES	NO	
Evidence assessed for Authenticity <i>(Evidence endorsed by current employer/referee/appropriate person)</i>			
Evidence dated and Verified at Interview			
Evidence assess for Sufficiency <i>Assessor is satisfied that the evidence is adequate to exceed the minimum standard as outlined in Phecc Standards.</i>			
Evidence assess for Validity <i>Evidence is directly relevant to the standard for the course</i>			
Assessor satisfied for Currency of Evidence <i>Evidence is current within the last 5 years. Evidence presented may be older but must be current within the present requirements of skill, knowledge and competences specified for the award.</i>			

1.21 Recognition of Prior Learning Policy

SECTION C

VERIFICATION

Verified By: _____

Assessed By: _____

Centre Manager _____

Tick as appropriate

Supports the Recommendation above:	
Does not support the recommendation above:	

Notes:	
Date:	
Verifier Profile:	
Observations for Verifier	