



UNIVERSAL
FIRST AID SERVICES

Learner Journey Manual

Learner Journey			
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Policy and Procedure

Learner Communication:

Policy:

Two-way communication systems are in place between faculty, students and other stakeholders as appropriate.

This applies to all staff, instructors and external faculty.

Procedures:

A need-to-know document outlining requirements of Learners on courses. This user-friendly document is tailored to be accessible by all learners and easily understood for all clients/learners, regardless of their educational background.

UFAS encourages feedback from students/learners and we encourage this by provision of evaluation forms, by face-to-face meetings, social media feedback and phone conversations.

Students will have regular and appropriate access to faculty. This is achieved through maintaining and updating our website, checking and responding regularly via social media, responding to emails, allowing for feedback by phone and face to face contact at instructions courses.

Contact is made with Client/Learners in advance of their course and information sought which is pertinent to the successful completion of the training course. A course booking letter requests information from the learner regarding circumstances which are material to the course delivery including information including venue suitability, progression, learner supports etc.

The Director reviews the means of communication and effectiveness between faculty and learners for Training and Instructors, subject to the requirement of delineation between commercial and academic interests. This is achieved by ensuring that evaluation forms and feedback are completed and reviewed to assess how courses are delivered. Instructors will also make themselves available to Learners on the day of the training.

When we are contacted by Learners in relation to complaints and or appeals–these should be resolved in line with the set policies and procedures.

The Director, Director of Training/Internal Verifier, Senior Instructor and other Instructors implement this.

Forms and Templates

Learner Handbook – is maintained as a separate document

Learner Support Policy & Procedures: Reasonable Accommodation

Policy:

UFAS recognizes and values the diversity of our Learners. We appreciate that our learners may have may have unique circumstances that require additional support to fully benefit from our training courses.

The Learner Support Policy is implemented to ensure that all learners, irrespective of their situations, can actively engage in the learning experience and foster a culture of diversity and equality.

Definitions

- **Disability** under Irish law includes physical, sensory, learning, mental health or intellectual impairments that substantially restrict participation.
- **Reasonable accommodation** involves adjustments in teaching, learning, assessment or environment to allow equitable access—without lowering PHECC competencies

This policy applies to all our learners however individual needs may vary. Consequently, the specific supports provided will be tailored to individual needs. Our Staff, management and Instructors are fully aware of this policy. This policy should be considered in line of the Equality and Access to Training Policy.

This applies to all staff, instructors and external faculty.

Procedures:

A need-to-know document outlining requirements of Learners on courses. This user-friendly document is tailored to be accessible by all learners and easily understood for all clients/learners, regardless of their educational background. This document outlines how learner supports may be in place for learners and ask for participation by all.

Our clients/learners are contacted in advance to discuss their needs and if learner supports are required. A confirmation letter seeking information regarding the provision of learner supports is provided to Learner/clients. Any and all information will be shared on a need-to-know basis and not recorded without the consent of the client/learner.

To continually improve our learning supports, feedback is actively sought from both instructors and learners. This feedback helps identify potential learning aids and informs future implementation. After all courses, instructors will be consulted on the suitability of learner supports utilized.

We collaborate with all stakeholders to provide learning aids that meet our clients' and learners' specific requirements. Some examples of learning aids include tape recorders, magnifying aids, text-to-speech software, IT equipment, translation services for foreign language learners or sign language, accommodation for service dogs and emotional support animals, and physical aids such as cushioned mats or adjustable furniture for CPR training. This list is not exhaustive, and additional supports may be considered in the future, where reasonably practicable.

Examples of Reasonable Accommodation include

- Physical Needs
 - Moving the manikin from floor to a table or hoist use for learners with back or mobility issues.
 - Having adjustable chairs or extra breaks for fatigue.
 - Provide early access to venue so learners with physical needs can settle in at their own pace and test equipment layout.
 - Ensure all locations are accessible including ramps, lifts and suitable training rooms
- Learning Difficulties (e.g. Dyslexia)

- Providing extra time during the MCQ exam.
- Offering reading assistance or use of a scribe for written instruction
- Allowing use of assistive technology, enlarged text or audio versions.
- Offer **oral delivery of written material**, including scenario instructions and MCQ questions (must be consistent across learners for fairness).
- Psychological / Emotional or Mental Health
 - Allow rest breaks or a quiet space during high-stress practical drills (e.g. simulated emergency).
 - Offering one-to-one pre-briefing with instructor for those with anxiety.
 - Allow **"opt-out" language** for role-play scenarios that may be triggering (e.g. if a learner has trauma related to CPR or loss) while maintaining PHECC Training Standards.
 - Offer non-confrontational seating (e.g. side seating instead of centre-front).
 - Allow participants to complete assessments in a low-stimulus room/space away from group pressure.
- Autism / Social Communication Needs
 - Allowing a support person or parent/guardian (intrusive support if needed) to assist a learner during social or group tasks (with course safety maintained).
 - Using visual schedules and clear advance instructions to reduce sensory overload.
 - Allow headphones or ear defenders during breaks if noise is an issue.

RPL (Recognition of Prior Learning) Policy and Procedures

UFAS offers recognised prior learning for the First Aid Response recertification course.

UFAS does not offer RPL for attendance on the CFR-C course

Procedure:

Confirmation of valid in date certification must be evidenced by the Learner in advance of attendance on the First Aid Recertification course.

Equality & Access to Training Policy & Procedures:

Policy

UFAS recognizes and values the diversity of our Learners and promoting equality, diversity and accessibility in all aspects of our operations. This policy outlines our commitment to providing equal opportunities for all Learners in accordance with the relevant legislation:

Employment acts 1998-2015

-Equal Status Act 2000-2018

-Disability Act 2005

- Irish Human Rights and Equality Commission Act 2014
- Race Directive (2000/43/EC) ensuring equal treatment between persons irrespective of racial and ethnic origin
- Gender Goods and Services Directive (2004/43/EC) providing for the principle of equal treatment between men and women in the access and supply of goods and services

UFAS is committed to ensuring that no learner is discriminated against on the grounds of age, gender, marital status, family status, race, religion, disability, membership of the Traveller community and any other grounds for protection to be found in the future such as socio-economic class.

Discrimination in any form, including direct or indirect discrimination is strictly prohibited. Discrimination occurs where one person is treated less favourably than another person in a comparable position on the grounds that they differ based on grounds such as disability, gender age etc.

Direct discrimination is an act, procedure or rule/requirement which directly discriminates against a person while indirect discrimination is a provision or rule etc which has the effect of adversely affecting one group more than the other due to their particular protective characteristics.

Procedures:

Learner Supports may be made available to Learners where possible and full details are articulated in the Learner Support Policy and Procedures.

We will make reasonable accommodation, provisions and adjustments when identified to ensure that Learners can participate fully in courses. This may include providing materials in alternative formats, ensuring physical accessibility or arranging appropriate support services.

Correspondence with Learner/Clients shall be user friendly, accessible and avoid jargon where possible.

All Learners will be treated equally and fairly with dignity and without prejudice. Learners may be asked to leave where they fail to show respect for the Instructor or fellow attendees and details should be recorded in accordance with incident reporting.

Internal Verification reports shall be analysed to identify trends and training needs assessments may be carried out once a need is identified. This will involve consideration of the needs of learners and specific requirements related to equality and Diversity.

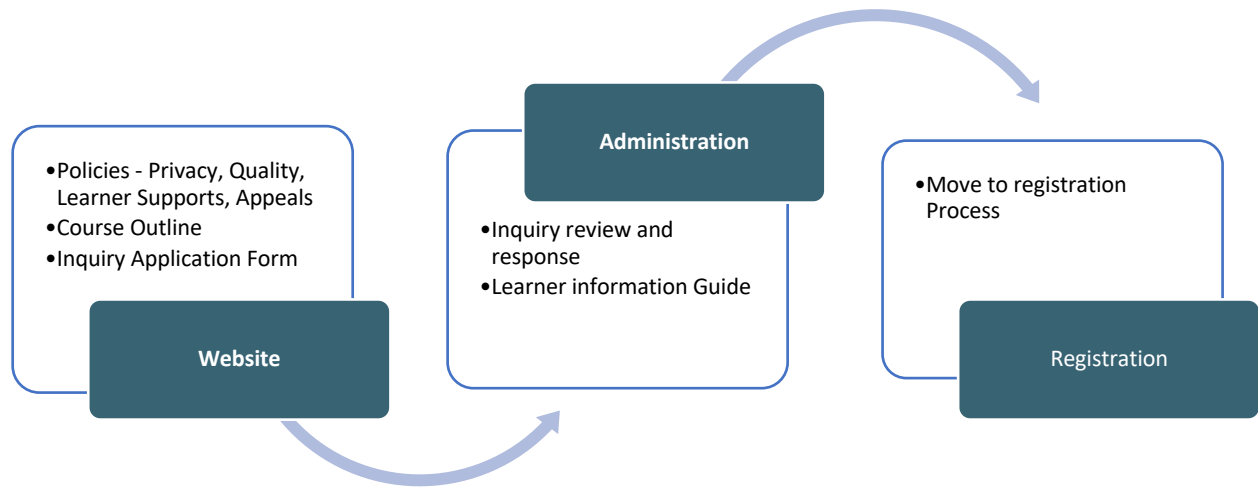
Our booking confirmation letter invites clients and learners to communicate any need they may have to improve their performance or participation in scheduled training.

Learners who believed they may have experienced discrimination or have concerns relating to equality or accessibility are encouraged to report their complaints through our complaint policy and are provided with a complaint form. We will respond to any complaint however made, regardless of the method, to ensure procedures to create a barrier to the learner. We will follow the procedures in line with the complaints and appeal policy & procedures.

This policy is communicated to all related parties including External affiliates to ensure consistency in application.

This policy and procedure is reviewed annually or earlier should change be required to reflect changes.

Inquiry



Policy and Procedure in Detail

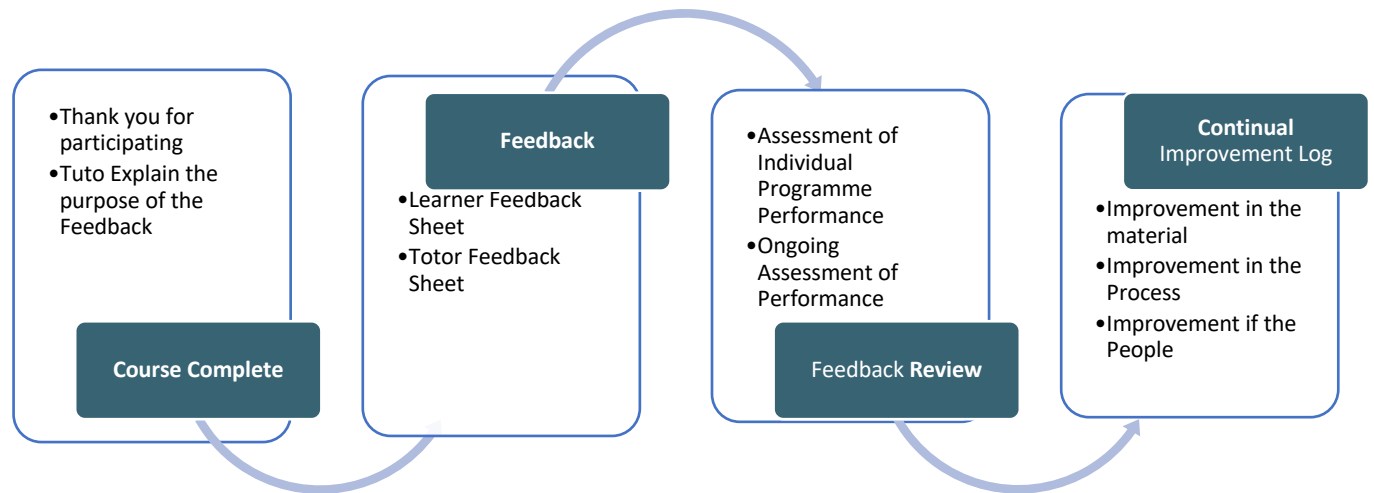
All enquires are managed by the tutor, external faculty or administration who ensure the learner is aware of the process for registration, receives the learner handbook and learner communication/briefing and is aware of the assessment and appeals process.

Forms and Templates

Application Form Template

Application and Admissions

Process Map



Policy and Procedure in Detail

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 Leaners 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.

Admission Policy & Procedures

No previous work experience is required to attend the FAR or CFR course. There are currently no entry requirements for attending the FAR and CFR course. The course is open to all Learners regardless of their work experience or prior academic performance.

In line with the Equal Status Acts (2000-2018) which 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 our admissions policy shall be construed as a barrier for service. Places on courses are allocated on a first come first served basis and we ensure that we at all times act in accordance with the principles of equality in access to training.

Procedure

The FAR course requires participation in practical activities. Learners who have concerns regarding their mobility or physical & mental health conditions will be offered reasonable adjustments & learner supports where appropriate.

Learners attending the CFR and FAR Instructor courses will be required to evidence the required qualifications for admission purposes. We will accept evidence provided in advance or on the date of your certification.

All courses are delivered in English. Learners should be competent in English to ensure that the participants fully understand the material and techniques in accordance with PHECC standards. Reasonable accommodation may be offered and are discussed in initial client contact and booking form. No requirement in respect of language shall be used as a barrier to service where a reasonable accommodation can be made available to the learner such as translation services.

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. Students may avail of one-to-one instruction for MCQ if the learners are experiencing issues. Alternatively, conducting MCQ by PowerPoint may be appropriate.

The recommended age for these courses is 16-years or over. However, attendance by those under 18 will require application of the policy and procedures under the Child and Vulnerable persons Policy.

The maximum number of attendees for the FAR course is 8 attendees.

The maximum number of attendees for the CFR course is 6 attendees.

In the event of refresher training, a copy of the previous certification will be required to confirm that refresher training is completed within the required time periods. These will be verified but not stored for Data Protection reasons.

Course paperwork for FAR courses where refresher training is delivered includes provision for the recording of confirmation of evidence produced by Learners of prior completion.

Where learners are concerned regarding their ability to complete the Multiple-choice examination, they are advised in initial contact and course booking letter to contact us in advance or speak to the attending Instructor as soon as possible in order for us to make arrangements.

Prospective students will be sent a course booking letter to complete outlining the full requirements of the course discussed in advance with the Learner to ensure they can make an informed choice regarding the suitability of their course. Where the course is delivered on site, the suitability of the client premises, any material information regarding the premises or venue, and any relevant information regarding the learners identified prior to the instructor's attendance.

The recommended age for these courses is 16 years or over. However, attendance by those under 18 will require application of the policy and procedures under our Child and Vulnerable persons Policy.

The maximum number of attendees for the FAR course is 8 attendees.

The maximum number of attendees for the CFR course is 6 attendees.

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.

Feedback forms will be provided at the Course for completion by the attendees and any issues raised shall be discussed with the client by the Internal Verifier or support staff if required. Complaints arising from the course evaluation shall be dealt with in line with our complaint's policy.

Complaints should be handled by the Director with the assistance of support staff (under supervision) where appropriate. Instructors are directed to advise Learners of their right to appeal their results and provide remediation where appropriate on the scheduled training date.

Information regarding Learner progression is available upon request. The majority of our clients are commercial clients for staff training. Further information shall be provided, when requested, to Individual learners. Where queries are raised by Learners regarding their further education options, appropriate referral to RI's who offer further education and Training or Voluntary Organizations in the Field.

In line with the legislation, the admission policy should be applied to ensure there is equality of access to services. This includes providing reasonable adjustments to prospective learners where a need is identified.

If there is a need required by the Learner which has not been addressed previously, guidance should be sought by PHECC or the relevant accreditation body on implementation and application of the support in line with the legislation

Learner information

Your Need to know

Thank you for booking your course with us. This may well be your 1stStep on your learning journey and we want you to have the best experience possible.

We have a lot of resources and knowledge to assist you-please don't hesitate to ask and we'll do all we can to point you in the right direction!

As a learner-there are some things that we ask from you-only to make your learning experience the best it can possibly be.

What we ask of you...

Mobile phones are switched off or on silent in training.

Please follow any Health and Safety policy and procedure at the venue. Please follow all directions regarding fire safety in your premises.

If you become ill at your course-please let the attending instructor know as soon as possible-so they can help you.

If you are injured at any time while in training-we ask you to fill in any accident or incident form the Instructor gives you or provide your contact information so we can get in touch.

You might have a practical or written exam as part of your course-if you have difficulties with this-please let the Instructor know as soon as you can and we can help. You may be asked to try again or the Instructor may offer you more direction on a topic to ensure you understand and have learnt the skills needed. We ask you to follow the instruction and work with the Instructor. Any feedback they may offer is offered only to help you succeed.

Your Instructor is there to help develop your skills and knowledge-please avoid conduct which can disturb, upset or distract others, including the Instructor.

Occasionally topics can come up in your course that you may have strong opinions about-we ask you to consider the comfort and wellbeing of those around you. including the Instructor.

We may have additional supports in place to help someone else on your course-, we thank you for your patience and understanding with this.

In the classroom-we try to foster a pleasant, collaborative and welcoming environment. We ask you to engage with the materials and the Instructor and respect others around you.

You may want to pursue further training following your course. If this is the case-please speak to the attending instructor on the day and they can help. You can also contact us directly and we'll point you in the right direction or refer you to another provider who can give you more information.

If you're unhappy about anything-we ask you to let us know as soon as you can. This way we can advise, investigate or put it right.

You will be assessed on your own work (for your practical or written exam). You can't plagiarize work or cheat on your assessments or assignments. If this is the case we will have to investigate and certification may be refused on the grounds of failure to demonstrate the required competencies.

Your course will have a practical element-please make sure you wear clothes you're comfortable in.

If you're under the influence of drugs and alcohol our Instructor will direct you to leave the course. This is for the comfort and safety of all.

Our Instructor will have equipment for you to use. We ask you to respect the property of others at all times.

You can appeal your grade if you are unhappy. We may be able to assist on the training date-if this isn't possible, please contact our office as soon as you can. The sooner you make us aware-the sooner we can help.

Please do not leave your valuables unattended at the course-the Instructor and UFAS do not accept responsibility for valuables stolen or damaged.

Please contact us at 021 2398647 or email us at firstaid@firstaidcoaching.ie and one of the team will be happy to help,

Forms and Template

Hello,

Thank you for booking with UFAS. We look forward to meeting you soon!

Please find some details of your booking below.

The duration of the course will be (insert time depending on course selection).

The general start time for each course is 9.00am but please contact us to confirm. We can arrange the time for training at your premises depending on your needs. We kindly ask you to confirm if parking is available at your premises for our Instructor/s.

If the course is taking place at your workplace, we'll need to ensure that the training space is sufficiently large to accommodate practical demonstrations especially when we are using manikins and other training equipment. Please feel free to contact us and we can discuss and arrange an alternative premises if required.

Many of our courses require practical demonstrations so we ask attendees to wear comfortable clothes such as trousers and flat shoes. Make up should be minimal for hygiene reasons and the use of manikins.

If you have any needs or require any adjustments to be made in order to facilitate you or any other attendee, please feel free to contact us and we will be happy to assist. Your privacy is important to us- ***Please note this information is for the benefit of you or your staff member and shall not be shared outside of UFAS.***

Your course may involve practical skills assessment and/or a written multiple- choice examination. If you or a staff member have any requirements or have concerns regarding this - one of our Instructors will be able to help. We may be able to help by allowing you additional time for assessment, provide supports such as large text or have a facilitator present to assist you and take verbal instruction from you. You may want to appeal your grade or result – please get in touch and we can assist you. If you do want to appeal or have any feedback or issue you want us to take on board, please contact us as soon as you can, and we'll be happy to help.

To ensure you or your staff have the best possible experience with us, please let us know if there are any special considerations or information you feel may help you or your staff during training or afterwards. This can include information about your premises, health and safety requirements unique to you, any personal or staff preferences and also if a minor and or a vulnerable person will be present with you at your premises.

This course may well be the first step on you or your staff's educational journey in First Aid or Workplace learning. We will be happy to help you by providing you with information regarding your future learning progression. We can help you by identifying the best options for you at any time, before during or after your training- please don't hesitate to get in touch.

If you are attending a refresher course, please provide a copy of your previous certification as evidence of recognized prior learning. If you need to cancel or rearrange the course, please contact as soon as possible in order to make alternative arrangements.

Yours sincerely

The Team @ UFAS

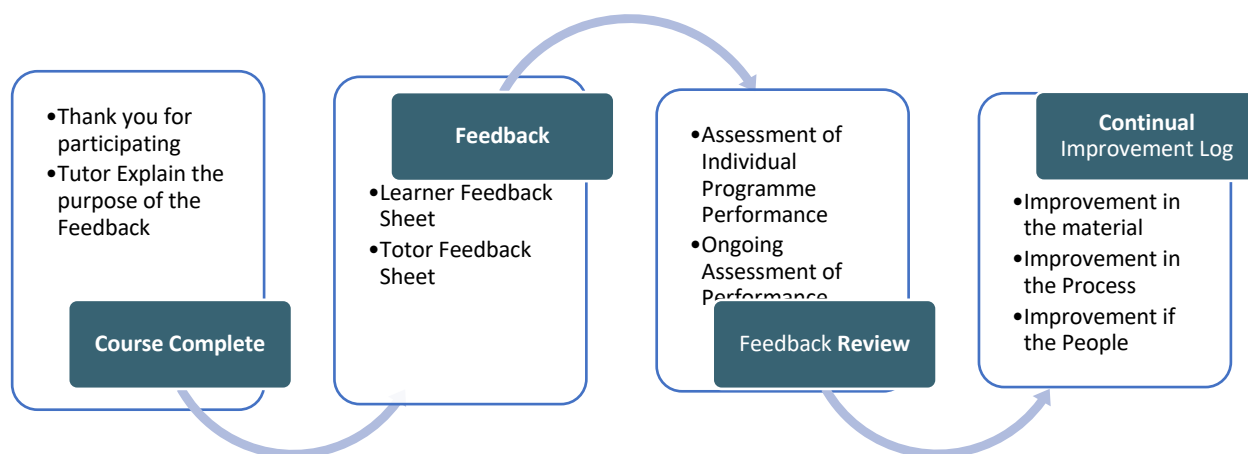
021 239 8647 –firstaid@firstaidcoaching.ie

Come chat with us on our socials!- Instagram & Facebook

UFAS is committed to providing Health and Safety Training to members of the public and industry. We continue to work to make First Aid and Health & Safety training to be relevant, engaging, effective and accessible to all learners. Our qualified and experienced Instructors provide Training to all our learners at the highest Standards. We strive to provide the highest standard of service to our stakeholders and raise awareness of the need for First Aid Training and Health & Safety training

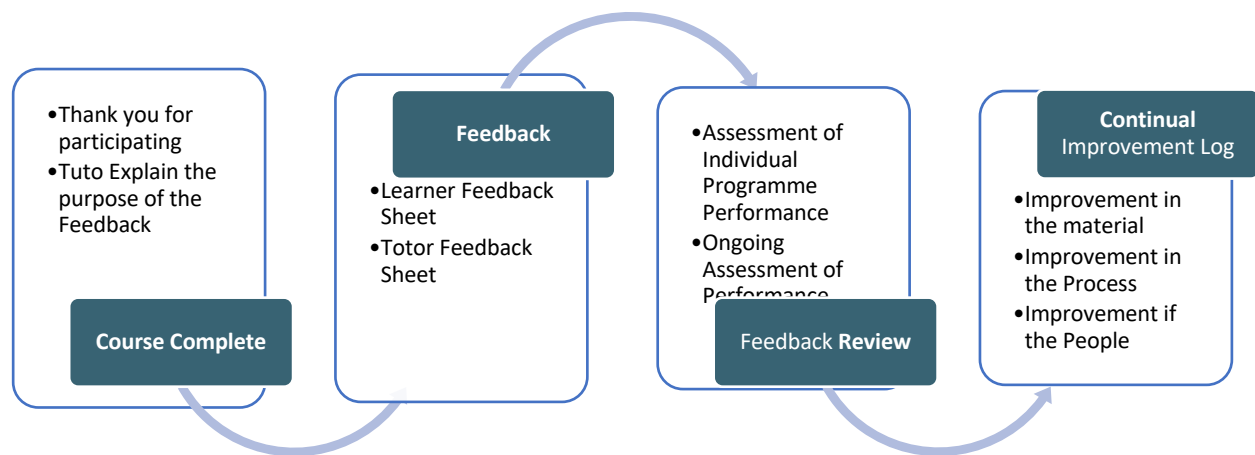
Registration and Induction and Pre-Attendance Communication

Process Map



During the Sessions

Process Map

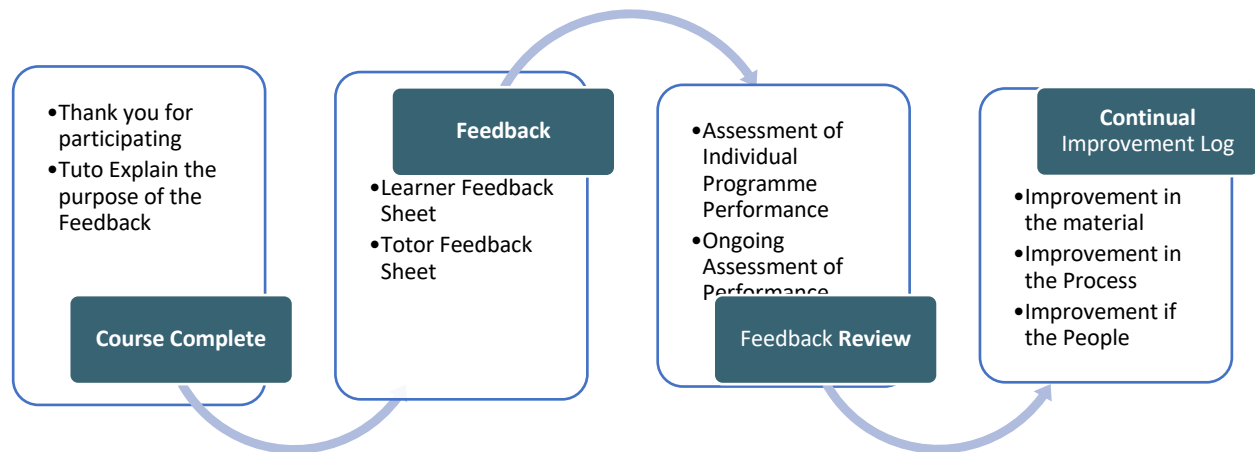


Policy and Procedure in Detail

All course paperwork and course material used if UFAS issued material. All elements of the course must be delivered and assessed in-line with the tutor journey and policies and procedures of UFAS.

Assessment and Awards Policy

Process Map



Policy and Procedure in Detail

UFAS is committed to implementing fair, consistent and effective assessment of Learners for all courses offered by us regardless of whether the training is certified by an accrediting body.

UFAS shall ensure that the requirements of any accrediting body will be met.

This policy applies to all PHECC FAR and CFR courses.

We aim to provide, as far as reasonably practicable, an approach that puts our learners at the center. It is our policy to ensure that our assessment procedure is clear and transparent.

Procedures:

Details of Assessment are provided to Learners in advance. External Affiliates are aware of the need to make Learners aware of same.

Learner supports may be offered to assist Learners who may find the assessment challenging due to their individual circumstances. This is communicated to Learners upon booking.

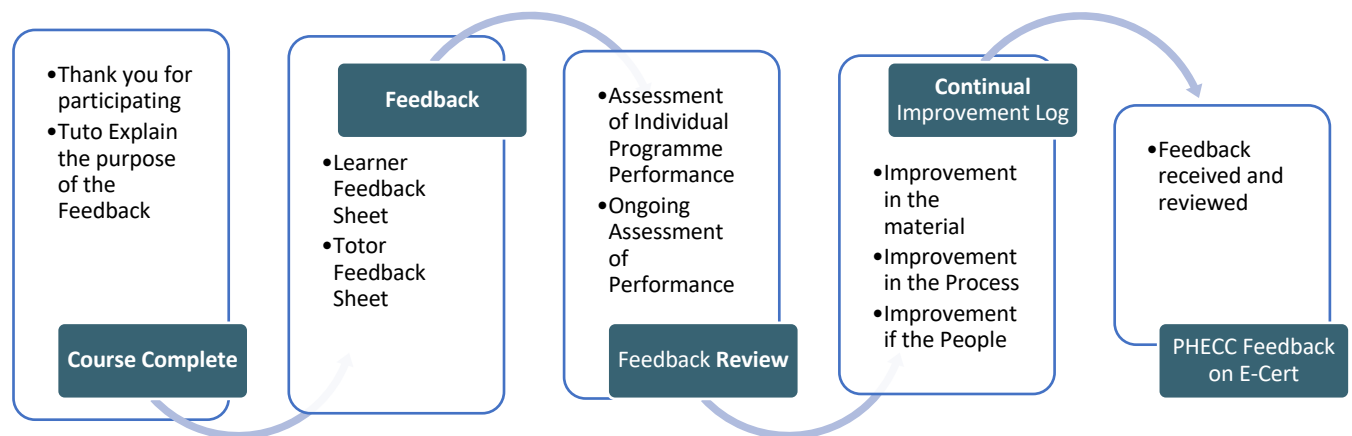
Learners may appeal their results when requested. Instructors and affiliates are aware of facilitating remediation on the day. Appeals shall be addressed in line with the complaints and appeals policy and procedures. A copy of this policy is made available to all external affiliates.

Where practical assessments and/or MCQ written assessments are required, the IV shall ensure that the appropriate paperwork is completed, the assessment has been fairly administered and marked and all students have demonstrated the required competencies. All coursework must be completed by faculty and affiliates in full and correctly. Failure to do so may result in dismissal, disengagement and refusal to provide services.

UFAS is committed to providing Health and Safety Training to members of the public and industry. We continue to work to make First Aid and Health & Safety training to be relevant, engaging, effective and accessible to all learners. Our qualified and experienced Instructors provide Training to all our learners at the highest Standards. We strive to provide the highest standard of service to our stakeholders and raise awareness of the need for First Aid Training and Health & Safety training

Feedback Policy

Process Map



Policy and Procedure in Detail

Feedback is requested from learners during all sections of the programme including a formal request to complete the feedback form at the end of the course and an email from PHECC e-certificates process.

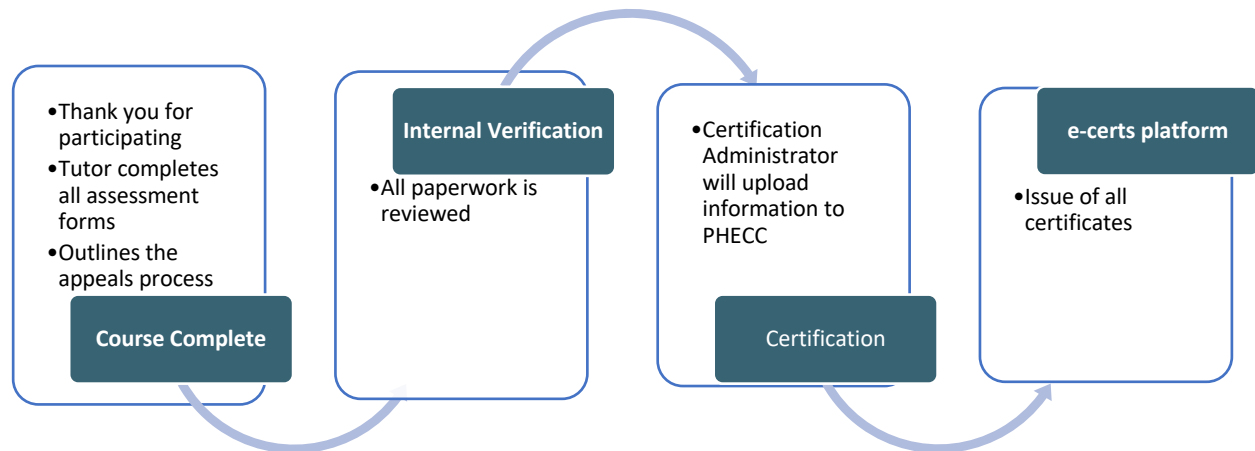
Feedback is recorded and reviewed as part of the IV/EV and Management review processes.

Forms and Templates

Feedback forms available within the App, LMS and course paperwork sharedfolders.

Award and Certification Policy

Process Map



Policy and Procedure in Detail

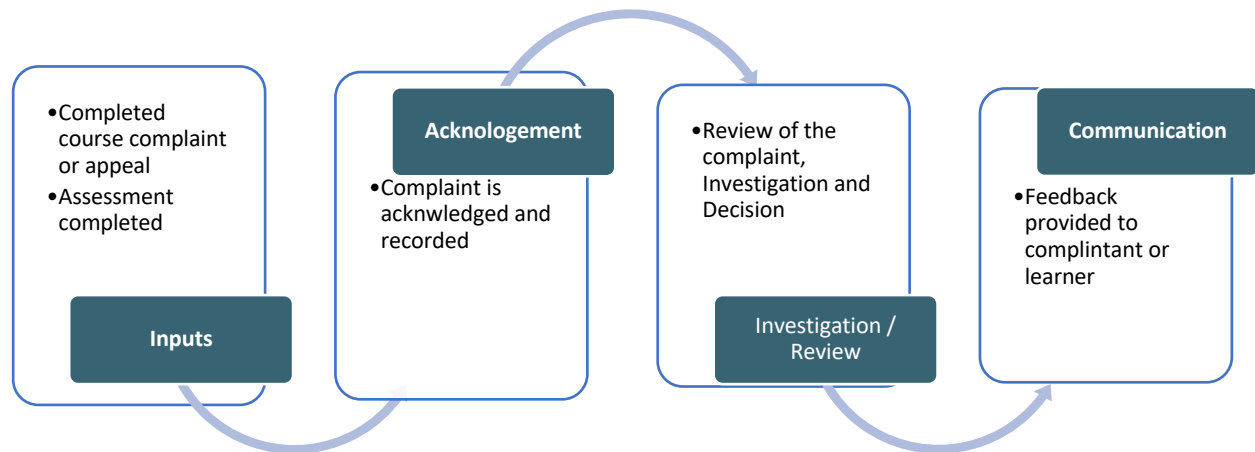
All assessments are conducted during the training course in-line with PHECC evaluation criteria using PHECC assessment sheets.

All assessment sheets are submitted for IV at the end of each training course. Incomplete course paperwork will be returned to the tutor for review and update. Any remediation is to be recorded on the assessment sheets

Once all paperwork has been reviewed for completeness and accuracy the certification process will upload the list of participants to the e-certification process in PHECC who will issue the certificates.

Complaints and Appeals

Process Map



Policy and Procedure in Detail

UFAS strives to ensure that our Complaints and Appeals processes are open, transparent and accessible to all our clients/learners.

This is implemented by our Director and Director of Training. The Director shall assume primary responsibility for complaint handling and refer to the Director of Training and Senior Instructor for oversight. This ensures sufficient separation between the commercial interest and the academic governance.

All Faculty members are made aware of this policy and procedure in the Staff and Instructor handbook and induction training.

A complaints procedure is in place and a process is in place to ensure Students can appeal their grades, raise a complaint regarding the service provided or any other matter.

UFAS encourages feedback from all of our stakeholder and welcomes all;

1. Suggestions
2. Recommendations
3. Comments
4. Complaints
5. Recommendations

This policy covers complaints from Learners, general public, and any other party in relation to the provision of training services.

We are confident of providing a high quality service which meets ours and learners expectations. In the unfortunate event that a complaint is made, the complaint will be handled in a transparent and fair manner. All complaints will be dealt with impartially.

A Complaint is any expression of dissatisfaction resulting in material inconvenience, distress, financial loss, or injury or simply telling us what we did wrong and how we need to fix it.

A complaint can be made by form of communication including email, phone, social media or an expression of dissatisfaction made to an Instructor or staff member at scheduled training.

All Staff are aware of complaint handling and will refer the complaint to the Director for resolution. Adherence to the complaints policy is a requirement of all faculty and staff.

For Attendees on PHECC courses, attendees can appeal their grades. Ideally appeals should be received within 14 days but no obstacle to appeal shall be enforced to deter a request. Where an appeal request is received which is a substantial amount of time after the course date- further instruction or attendance on an alternative training date offered to allow the Learner the opportunity to remediate. Appeal requests shall be handled, in the first instance, by the Director who will address the appeal and stated grounds with the Director of Training and Managing Director. This shall ensure that sufficient neutral and impartial oversight is afforded to the learner. Appeal decisions shall not be involve the attending instructor unless remediation is the appropriate resolution identified.

Procedure

1. Complaints based on academic performance:

Learners on a FAR or CFR course who have been unsuccessful in respect of completion of their practical skills assessment or MCQ shall be afforded the opportunity to remediate on the day. Instructors advise Learners where an issue arises and may provide additional support where appropriate to the Learner. Additional Instruction may be offered at an alternative date, where appropriate. If the complaint cannot be resolved to the satisfaction of the complainant, the complainant shall be directed to the appropriate accreditation body. Instruction by an independent Instructor may be offered where deemed necessary. The Director shall refer any complaint relating to matters of academic performance with the Director of Training and Senior instructors where appropriate. This will ensure sufficient oversight in decision making and Fairness & Transparency to the Learner. External Appeal by collaboration with external bodies may be offered where there is consent from the Learner. Appropriate bodies may include Tutors and course directors from an ATI/RI.

2. Complaints regarding service and or any other matter:

Complaints of this nature shall be raised with the Director who will deal with the complaint

in the first instance. The Director shall refer any matter of academic performance with the Director of Training and Senior instructors where appropriate.

When we receive a complaint, we will follow the below listed procedures;

1. Where an instructor receives a complaint, the details of the complainant and the nature of the complaint should be passed to the Director as soon as possible (this should be no later than 24 hours from receipt)
2. Where a complaint is received directly to the office by a Learner/Client through phone, email, social media or otherwise- the details should be passed to the Director as soon as practicable (no later than 24 hours from receipt)
3. The complainant should be acknowledged within 24 hours of receipt and invite the complainant to provide further details
4. Every attempt shall be made to resolve the matter amicably and to the satisfaction of the Complainant
5. If the matter cannot be resolved depending on the nature of the complaint, a formal complaint will be recorded and investigated where appropriate
6. If the complaint cannot be resolved at this stage- the complainant will be advised of their right to appeal.
7. If the Complaint relates a member of staff or Contractor engaged- the details of the complaint should be discussed with the said individual.
8. The details of the complainant shall remain confidential unless we are authorised or obligated to share this information such as an allegation of criminal activity or offences regarding children 8.
9. Depending on the nature of the complaint, a referral to an external body may be required such as the Gardai, PHECC, HSE, HSA or any other professional, governmental or accrediting bodies. The complainant and the individual concerned will be advised of same.
10. The complainant shall be kept fully informed on progress of any investigation
11. UFAS will endeavour to treat all complainants fairly in line with the principles of natural justice and fairness:

Redress may be made to a complainant where appropriate i.e. financial loss or inconvenience. Where a complaint is upheld- we will;

Correct or mitigating the effect of the failure

Ensure that the failure does not recur in the future

Forms and Templates

Complaint Form

Date of Course _____

Location: _____

Person completing form: _____

Description of your complaint:



Name _____

Ph no: _____

What action would you like us to take?

Appeal Form

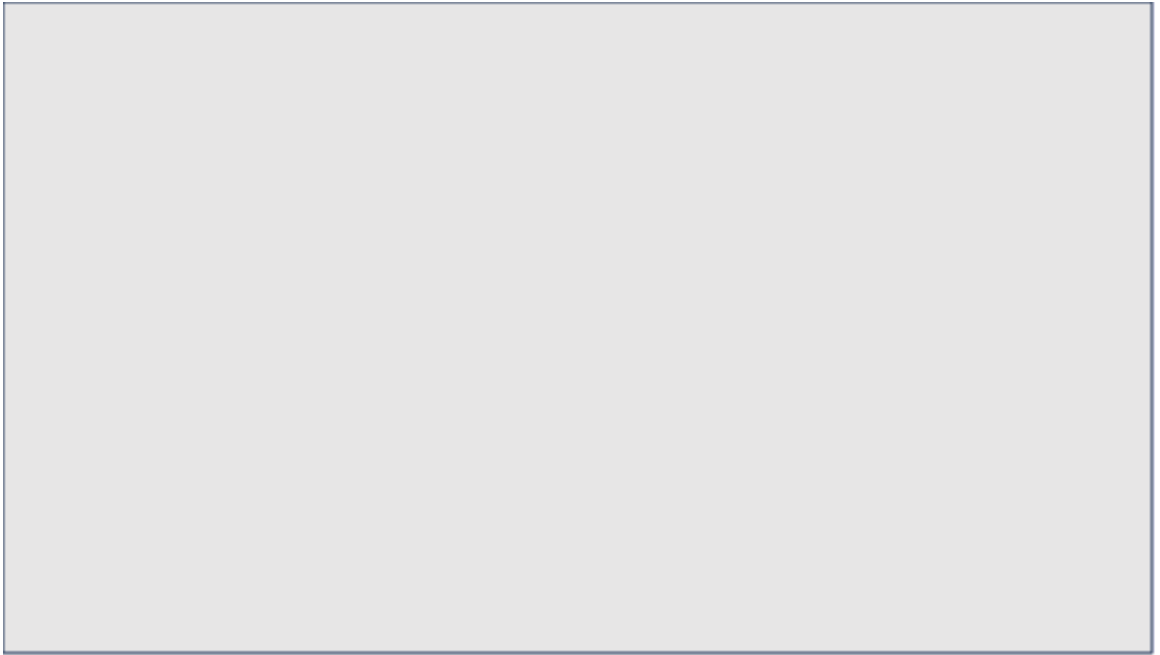
Appeals form

Date of Course _____

Location: _____

Person completing form: _____

Details of your appeal request (please provide us with as much information as possible)



Ph no and/or email address: _____

How would you like us to handle your request? (attending another course, review by another instructor, further instruction etc)

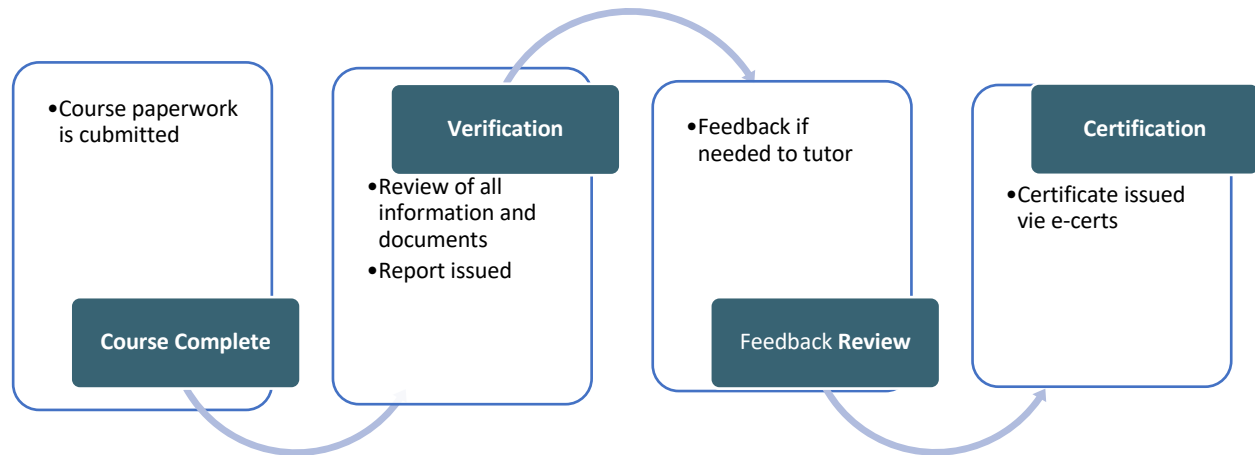


Name _____

Ph no: _____

Internal Verifier Policy Process

Process Map



Policy and Procedure in Detail

The Purpose of the policy and procedure is to state outline the process of Internal Verification. At UFAS, we are committed to the provision of comprehensive training and adherence to best practice. The Role of the Internal Verifier is currently occupied by the Senior Instructor.

Internal verification is the process of monitoring the delivery of the academic program in accordance with the required guidelines and provide internal oversight of the training and education activities.

Procedures:

Role: The Internal Verifier ensures;

Learners assessment requirements are corrected and marked correctly. The Internal Verifier confirms that the assessment is administered and marked fairly & accurately in accordance with the required standard.

That the results of the learners are recorded correctly. The Internal Verifier shall be satisfied that the assessment is the learners own work and there are no grounds to query academic integrity (do the results correlate with the feedback provided from the learner/feedback or are there similarity across marking for all course attendees)

Certification is only issued where the Learner has met the course requirements. The Internal verifier will consider all elements and the course paperwork to satisfy themselves that the course requirements have been set such as attendance. Ensure that Recognized Prior Learning has been evidenced in office or on the training date for the instructor where applicable.

Confirm the accuracy of assessment results for a sample of learner evidence

Identify and correct errors identify errors in the course materials and advise the instructor of any issues requiring remedial action

Note irregularities and take remedial or corrective action analyse feedback from Instructors and Learners to identify issues regarding the course delivery such as number of attendees (ratio) equipment and take appropriate action.

Internal Verification and External Verification Policy and Procedures

The Purpose of the policy and procedure is to state outline the process of Internal Verification.

At UFAS, we are committed to the provision of comprehensive training and adherence to best practice. The Role of the Internal Verifier is currently occupied by the Senior Instructor. An External Verifier has been engaged to conduct external authentication every six months with a sampling strategy of 50% .To avoid Conflict of Interest, actual or perceived, the External Verifier is independent of UFAS with experience in matter such as training & development and preparation of reports.

Internal verification is the process of monitoring the delivery of the academic program in accordance with the required guidelines and provide internal oversight of the training and education activities.

Procedures:

Role: The Internal Verifier ensures:

- Learners assessment requirements are corrected and marked correctly
- The Internal Verifier confirms that the assessment is administered and marked fairly & accurately in accordance with the required standard.
- That the results of the learners are recorded correctly. The Internal Verifier shall be satisfied that the assessment is the learners own work and there are no grounds to query academic integrity (do the results correlate with the feedback provided from the learner/feedback or are there similarity across marking for all course attendees)
- Certification is only issued where the Learner has met the course requirements. The Internal verifier will consider all elements and the course paperwork to satisfy themselves that the course requirements have been set such as attendance. Ensure that Recognized Prior Learning has been evidenced in office or on the training date for the instructor where applicable.
- Confirm the accuracy of assessment results for a sample of learner evidence
- Identify and correct errors
- Identify errors in the course materials and advise the instructor of any issues requiring remedial action
- Note irregularities and take remedial or corrective action

- Analyse feedback from Instructors and Learners to identify issues regarding the course delivery such as number of attendees (ratio) equipment and take appropriate action.
- Monitor Instructors in the delivery of the course in accordance with the awarding bodies requirements
- Ensure the appropriate awarding bodies materials have been used course paperwork learner resources ensure course duration is correct
- Ensure that Learners assessment is appropriate, fair and is consistent
- The Internal Verifier shall ensure that the diversity of learners is respected and assessments are not marked in a manner considered arbitrary or unjust
- Decisions on awarding certification are valid and consistent.
- Produce an Internal Verification report
- The IV report will consider the feedback, ensure the premises is suitable, appropriate ratios maintained identify if supports were used and impact of these. Identify issues such as potential complaints and if further action is required
- Identify issues with Instructors or learning environment by analysing learner and instructor feedback
- Identifying emerging trends with Instructor from Learner feedback or continued issues and/or complaints regarding course delivery
- Remediation is offered where appropriate
- Appropriate Learner Supports are available
- Identify trends in Learners needs and/or expectation

Internal Verification shall be completed following every course by the Internal Verifier for UFAS Contractors and External Affiliates. The Sampling strategy is 100% and the timescale is completion of the IV report within 5 working days of receipt of course paperwork

The Internal Verifier shall ensure that new personnel added to faculty are earmarked for external monitoring as soon as practicable.

The Internal Verifier shall collaborate with the Director of Training in respect of trends or emerging risks with course delivery and refer to Company Director where there are issues regarding proprietary or human resources.

Where the Internal Verifier is involved in course delivery, these courses shall be verified by a Tutor on faculty.

The Internal Verifier shall not externally monitor the same course they will internally verify.

This shall be monitored annually or earlier if change is required.

- Monitor Instructors in the delivery of the course in accordance with the awarding bodies requirements. Ensure the appropriate awarding bodies materials have been used course paperwork learner resources ensure course duration is correct.

- Ensure that Learners assessment is appropriate, fair and is consistent The Internal Verifier shall ensure that the diversity of learners is respected and assessments are not marked in a manner considered arbitrary or unjust.
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Where the Internal Verifier is involved in course delivery, these courses shall be verified by a Tutor on faculty.

The Internal Verifier shall not externally monitor the same course they will internally verify.

This shall be monitored annually or earlier if change is required.

Internal Verifier (Role Descriptor)

The Internal verifier ensures that the instructors, course directors and administration staff are following the guidelines and procedures put in place and working effectively. The Internal Verifier ensures that course paperwork corresponds with the course ran and conducted in accordance with the standard which has been set by the governing body. Internal verifier prepares IV reports and works with the external auditor.

The Sampling strategy is 100% and the relevant timescale for completion of IV reports is five working days following receipt of the course paperwork

Forms and Templates

UFAS Internal Verification Report Form

Date of Verification	Click or tap to enter a date.
Internal Verifier	
Course Title	
Instructor Name	

Checklist:	Yes	No	Action taken
1. Correct course paperwork completed by Instructor for relevant course			Choose an item.
2. Course paperwork is UFAS material			
3. Feedback from Learner completed			
4. Has Learner feedback raised any issue requiring action			
5. Has Instructor feedback raised any issue requiring feedback			
6. Has the Instructor calculated the student grade in line with the required standard for MCQ (if applicable)			
7. Has the Instructor calculated the student grade in line with the required standard for Practical Skills check			
8. Was remediation required and recorded by the attending Instructor			

9. Does the course work indicate to the IV that the learning objectives have been met with reference to learner performance			
10. Were learner supports used- consider if same should have been used (see feedback)			
11. Have the Learners been advised of their right to appeal or a request for appeal received			
12. Has a complaint been raised in respect of the course or the instructor			
13. Does the Instructor hold and up to date and relevant qualification & insurance for the course to be verified			
14. Can certification be issued based on the above and submitted paperwork			
Course paperwork has been assessed and approved by UFAS committee member/s Proof of current FAR certificate provided where applicable Proof of FAR blended learning theory provided where applicable			

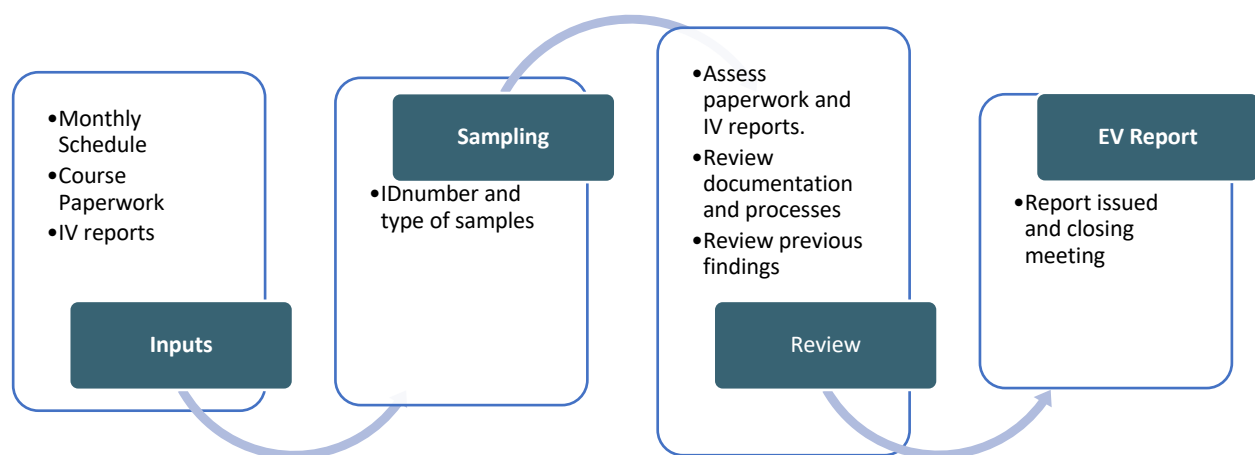
IV comments:

This should include any actions required - feedback to be given to the Instructor, remediation action required etc.

Choose an item.

External Authenticator Policy and Process

Process Map



Policy and Procedure in Detail

The External Authenticator (EA) will be appointed by the Managing Director who will be responsible to ensure the EA meets all the requirements laid out in the SLA.

The EA will review the Internal Verifier (IV) report at least once every quarter where the EA will provide the organisation with a detailed report evaluating the performance of the service delivery activities (Faculty Management, Learner Management, Programme Management, Assessments and Certifications, Curriculum Management and Internal Verifier) ensuring compliance with the internal policies and procedures and identifying areas for improvement.

External Verifier

An **External Verifier** has been appointed as part of the quality assurance system, providing oversight of education and training activities.

The **External Verifier** has broad subject matter expertise in learning and development, independent of UFAS and meets the requirements of PHECC and available to liaise with the external bodies where required. The role involves responsibilities stated by the PHECC such as review of internal reports, moderating assessment results, identifying issues in relation to assessment, producing an external authentication report, recommending results for approval.

Sampling strategy & Timescales: The Sampling strategy shall be determined by the External Verifier, initial minimum set as 10% of PHECC courses annually. The sampling strategy may change in the future and the guidance from the Verifier shall be followed in respect of same

Forms and Templates



External Authenticator (EA) Report

External Authenticator Name		Report Template Version	2.0
--------------------------------	--	----------------------------	-----

Date of Review		Scope and Period of the Review	
Number of Certificates Issued during the Period		Number of Training Courses During the Period	
Courses Approved and Reviewed		Previous Review Date	
Approved Courses to be Assessed			

Executive Summary

Opening Meeting

Closing Meeting

Summary of Findings	
Finding Type (NC/OFI)	Detailed Findings

List of Documents Reviewed

Course Review Details

Total number of courses and Sample Review

	FAR	Blended FAR	CFR-C	FAR - Re-Cert	CFR	CFR-C Blended	Total/Average
Number of Certs Issued							
Number of Participants							
Number of Tutors (delivered)							
Number of Courses							
Number of Participants Sampled							
Number of Courses Sampled							
Number of Tutors Sampled							
% Participants Sampled							
% Courses Sampled							
% Tutors Sampled							

Course Type	Course/Tutor Name	Course date	# Participants	Cert Numbers	Documents (Y/N)						Internal Verifier
					AS	SI	VA	LF	TF	LA	

Documents List: AS – Assessment Sheet (Practical and MCQ's), SI – Sign-In Sheets, VA – Venue Assessment, LF – Learner Feedback, TF – Tutor Feedback, LA – Learner Accommodation Note

Document Review		
Internal Verifier (IV) Reports	Is there a Report available for all Programmes Delivered	
	Size of the Samples Taken (# & % & List) by EA	
	Are all reports reviewed by the certification committee/person before certificate issued?	
	Is the Internal Verifier independent/unbiased to the Tutor?	
	What if any changes were made to marks during Internal Verification?	
	Blended Training Requirements and Monitoring of System and Learners	
Learner Journey	Has the Attendance of Learners been recorded?	
	Have certificates been held back for Learners who did not meet the criteria for attendance?	
	Have certificates been held back for Learners who did not meet the PASS criteria?	
	Have all learners completed the Learner Feedback Sheet?	
	Have accommodations been documented for learners who requested support?	
Tutor Journey	Have all assessment sheets been recorded and reported?	
	Have all new faculty undergone induction in the different training courses.	

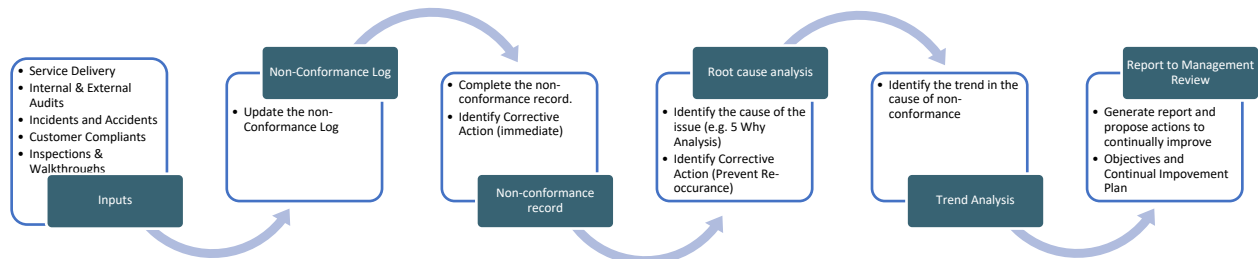
	Have Tutor Performance Reviews and Discussions taken place?	
	Is the list/register of approved Tutor's including qualifications/certifications up to date?	
	Have all Tutors completed the Tutor Feedback Sheet?	
	Have all faculty suitable contracts in place	
Curriculum Changes	What Changes have been made to the programme?	
	Have the changes followed the internal change process?	
	Have changes been communicated to Tutors and Internal Verifiers?	
	Has the IV process ensured the correct curriculum is used in each course?	
Implementation of previous findings and continual improvement	Have the findings from the last EA Review been included in the non-Conformance/Continual Improvement Log?	
	Have the findings been investigated, root cause identified and action taken to close?	
	Has there been trend analysis of the root cause and findings relating to EA and IV Reviews?	
	Have the improvements and non-conformances identified in IV reports been included in the Non-conformance Log?	
	Have the findings been investigated, root cause identified and action taken to close?	
	Has there been trend analysis of the root cause	

	and findings relating to EA and IV Reviews?	
Document Control	Have all documents document control information?	
	Have all documents been reviewed in the last 12 months.	
	Are the most current documents in use?	

Document Name	External Authenticator Report Template	Document Issue Date	22/08/2024
Document Number	FOR-008	Last Review Date	
Document Issue Number	2	Next Review Date is Applicable	22/08/2026

Continual Improvement Processes

Process Map



Policy and Procedure in Detail

Continual improvement is an integral part of the management system. All non-conformances, complaints and issues identified from internal and external sources will be mapped and recorded in the Non-Conformance Log which will include the investigation of root cause and the actions to be taken.

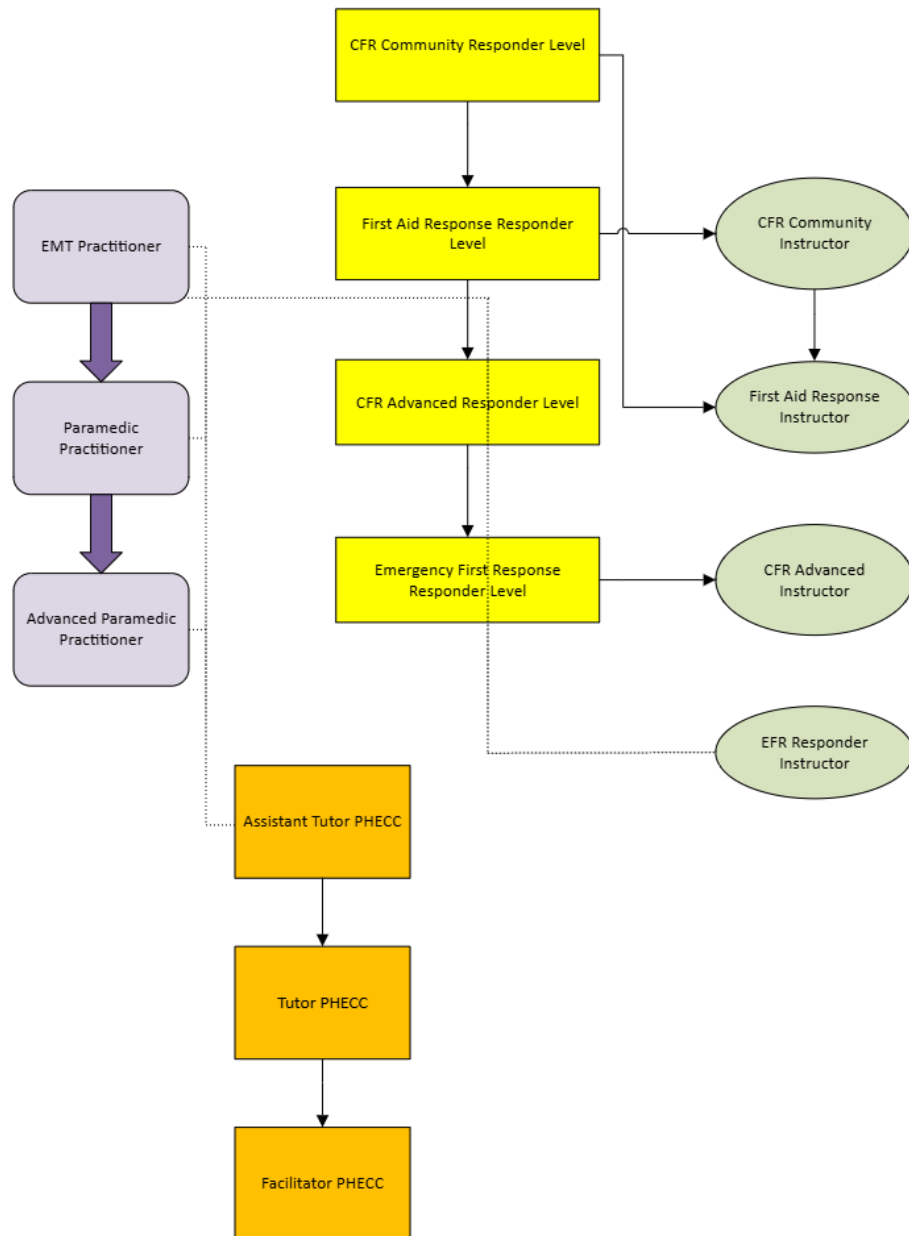
The Managing Director is responsible to ensure process is followed and the trends are reported to the Management Review Meeting.

See Overview and Context of the Management System document for additional information.

Forms and Templates

See Non-Conformance Log and EV reports

Learner Progression



Learner Handbook

See "Learner Guide/Manual" document

Appendix 1 – Blended Modules Material

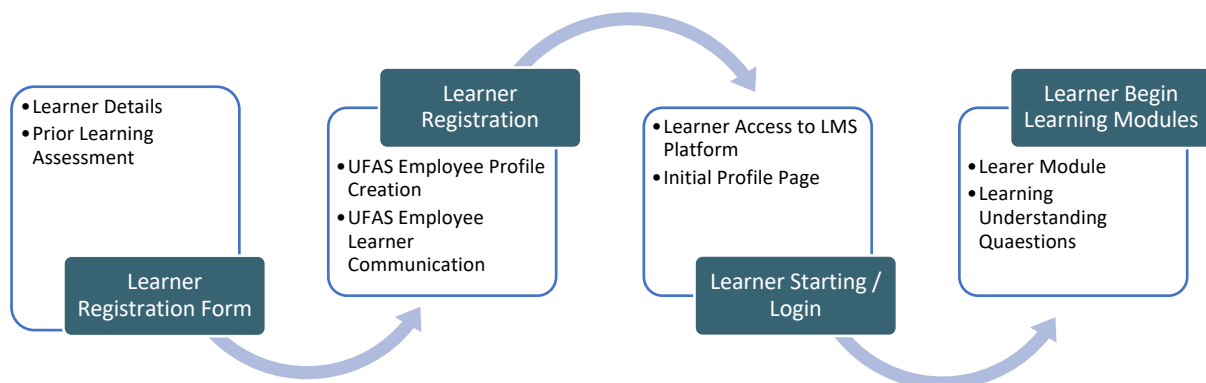
Access to Learning – Blended and Classroom



Access to Learning System Process Blended FAR ad CFR-C

1. Access to the learning system

Procedures for Student access to the LMS platform.



Learners will complete the registration form online or physically or via email. This form will be forwarded to the Universal First Aid Services (UFAS) office for processing and creation of the online profile of the learner.

The UFAS administrator/registrar will create the Learner profile on the LMS Platform. The information will be verified and checked ensuring the Learner will have direct access to the platform. Employer name may be recorded as applicable to allow final certificates to be provided to the employer.

The UFAS administrator/registrar will maintain an offline list of all Learners ensuring GDPR internal and external requirements may be met. Note: once Learners have completed all elements of the course, in accordance with the Data Protection Processes, UFAS will remove the Learners data from the LMS to protect privacy.

The UFAS administrator/registrar will send the learners login details, learner manuals, instructions and a link to access the LMS to the Learner via email, this email also included information on technical support relating to the LMS. Instructions are provided for the Learner to set their individual password. Further Instructions on the use of the LMS platform such as navigating the course, progress bar are provided.

Technical support contact details and processes in place on the LMS to support the Learner to gain access. Additionally, support details are available throughout the LMS modules to support the Learner. Please see Learner Supports for further information.

Procedures for Pre-Hospital Emergency Care Council (PHECC) Assessor access to the LMS platform.

The UFAS administrator/registrar will always maintain an Assessor access/registration during the time of assessment. These credentials will be shared with the PHECC and will be deactivated with 30 days of the assessment period.

The contact details and data of the Assessor will not be recoded to ensure confidentiality and anonymity of the Assessor.

****Course content and progression control for Assessors i.e. the ability for the Assessor to move past a module without completing the Learning Understanding Questions or ability to speed up the presentation is enabled by the administrator/registrar for the assessor to move through the course without block mechanisms operating.****

Current Log in credentials to UFAS LMS system for PHECC Assessor

Log in page

Log in username test@ufas.ie

Log in Password phecc2023

2. Access to the learning system

The following is communicated to the Learners at point of registration;

Technology Requirements:

To complete our courses, ensure you have a PC/laptop or tablet that has:

Windows 8 or later or a Mac with OSX 10.5 or later.

Standard PC processor and at least 8GB of RAM.

Internet connection with a speed of at least 1 Mbps.

Internet browser – latest version of Chrome, Firefox, Microsoft Edge, or Safari, set to accept cookies and pop-ups.

Computer must be capable of playing video and sound, as courses include video content.

Useful Links for the Visually Impaired:

A free web browser for the visually impaired can be downloaded [here](#): Web Browser for the Visually Impaired.

Student supports for IT issues

The student will be able to email or call the if they are having any issue with logging in to the platform. This information will be provided in the welcome email. All UFAS staff have being trained to deal with any technical issue what may arise.

(Example Welcome email student will receive from the LMS platform)

Hello Mary ,

Welcome to EPITYCHÍA INSTITUTION Your Home of Online Health & Safety Training Let's get started.

[Click here to set your password.](#)

Sign in URL: https://epitychia.thinkific.com/users/sign_in



Technology Requirements:

To complete our courses, ensure you have a PC/laptop or tablet that has:

Windows 8 or later or a Mac with OSX 10.5 or later.

Standard PC processor and at least 8GB of RAM.

Internet connection with a speed of at least 1 Mbps.

Internet browser – latest version of Chrome, Firefox, Microsoft Edge, or Safari, set to accept cookies and pop-ups.

Computer must be capable of playing video and sound, as courses include video content.

Useful Links for the Visually Impaired:

A free web browser for the visually impaired can be downloaded [here](#): Web Browser for the Visually Impaired.

Student Information / Support Blended



1.3 Student Information/Support Blended CFR-C

Blended Learning Policy for Students Access

1. Scope:

This document outlines the procedures and guidelines for students engaging in blended learning through the Learning Management System (LMS).

The Blended Learning PHECC CFR-C program (synchronous/asynchronous) model is delivered in accordance with the Education and Training Standards with a minimum duration of 4 hours, with at least 2 hours of training hours online and at least 2 hours in person classroom training.

Learner Support:

The UFAS Learning Support Policy and Procedures have been updated to accommodate learners on the blended program including; technical assistance for

use of the LMS platform, tutor support for learners requiring assistance with course materials and provision for Learners who may be more suitable candidates for solely in person classroom training.

Student Monitoring:

Learners utilising the LMS e-learning course are monitored by UFAS through periodic monitoring and weekly learner progress reports to measure learner progress through the course. Learner information provided by UFAS outlines that UFAS may contact the Learner to check that there are no issues with use of the platform due to period of inactivity or slow progress.

The student evaluation form has been updated, student knowledge tests have been incorporated into the learning modules to ensure learners cannot scroll through the course materials and to test their knowledge and revision exercise.

All elements of the blended learning program are subject to the same quality assurance procedures including Internal Verification, results approval and External Authentication.

2. Procedure:

Upon course booking, Learners are e-mailed by UFAS with their Course Booking form which has been amended to reflect the e-learning option. UFAS will email the Learner directly with Booking information providing information on their course outline, appeals, complaints, technical supports available, assistance with their e-learning course and learner progression.

2.1 Email Notification:

Upon enrolment, students will receive an email notification containing relevant information and instructions for accessing the LMS.

2.2 LMS Access:

Students will be directed to click on a provided link, leading them to the LMS platform.

2.3 Password Setup:

Students are required to set a personalized password upon entering the LMS platform.

2.4 Dashboard Overview:

After successful login, the system will navigate students to their dashboard, displaying enrolled courses.

2.5 Course Initiation:

To begin a course, students must click on the "Start My Course" button, initiating their learning journey.

2.6 Course Navigation:

Inside the course, navigation tools will be positioned on the left side. Progression to the next section is restricted until the current section is completed, including passing the Student Knowledge tests.

2.7 Learning Resources:

Comprehensive Performance Guides (CPGs) and course notes will be accessible within the LMS to support students in their studies. Learning Objectives are explained through all course materials

2.8 Technical Support:

In case of educational or technical issues, students can utilize the support feature. By navigating to their personalized tab and selecting the support button, students can email the Academic Technical Instructor (ATI) to articulate their concerns.

2.9 Certification:

Upon successful completion of the course, students will receive a Certificate of Completion for the e-learning asynchronous section. This certificate must be presented to the instructor on the Classroom Section to validate their completion of the online theory section which is recorded and checked by UFAS.

3.0 Additional Supports

Where a Learner is identified as experiencing issues with course completion online, such learners will be facilitated by offering a place on a non-blended CFR-C course at no additional charge. Additional Instruction may be offered by Faculty/Course Director for blended Learners through Zoom or other online meeting platforms, where this is appropriate to the needs of the Learners.

3.1 Recordkeeping:

All relevant online data pertaining to student enrolment, progress, and completion will be deleted from the system once the student has completed the CFR-C in person class training (synchronous). All data will be downloaded and stored on file in the ATI for two years, after which it will be deleted to comply with GDPR regulations, minimizing excessive data collection and retention.

3.2 Benefits of Online/Distance Learning:

Convenience of learning at home, place of work, or other preferred locations.

Option to customize learning, ability to measure progress, flexibility, and part-time study.

Access available around the clock.

Ability to learn at Individual's own pace.

Access available across all devices – PC, laptops, tablets, and smartphones.

3.3 Technology Requirements:

- To complete our courses, ensure you have a PC/laptop or tablet that has:
- Windows 8 or later or a Mac with OSX 10.5 or later.
- Standard PC processor and at least 8GB of RAM.
- Internet connection with a speed of at least 1 Mbps.
- Internet browser – latest version of Chrome, Firefox, Microsoft Edge, or Safari, set to accept cookies and pop-ups.
- Computer must be capable of playing video and sound, as courses include video content.
- Useful Links for the Visually Impaired:

NOTE: A free web browser for the visually impaired can be downloaded [here](#):
Web Browser for the Visually Impaired.

-
- Information on additional supports and technological requirements shall be confirmed by UFAS upon confirmation of booking.

Linked Documents: Learner supports policy and procedure 3.3, Equality & Access to Training Policy & Procedure 3.3, Record Management Policy & Procedures 3.3, 3.3, Induction Staff Faculty Training 1.4, Lesson Plan Online Blended Learning, Lesson Timetable Blended Online Learning, 1.1 Delivery Methodology



UNIVERSAL
FIRST AID SERVICES

Course booking form

Name	
Date	
Course	
Blended or Non-Blended training	
**For e-learning candidates – we will process your data for the purposes of facilitating access to our LMS and for monitoring purposes. Please confirm your consent to processing of your data for this purpose.	

<u>You may withdraw your consent at any time.</u>	
Email	
Contact number	
Postal Address	
Do you or any other of your attendees/ Staff have a condition which may impact on your/ their ability to complete the course. <i>(Please note any information provided will be held in the strictest of confidence and will not kept for longer than we need- this information will not be shared with any person/body outside of UFAS)</i> If yes, can you provide us with any additional information which may help? Examples include; • Additional time for assessment or multiple-choice questionnaire • additional supports such as large print reading materials • Additional Instructor support • For blended learning candidates- you may avail of a in person training session should you wish at any point during your e-	

learning program.

Are there any special considerations or information you can give us which you feel may help you or your staff in training or afterwards? This can include information such as;

- Information about your premises
- Health and Safety issues we should be aware of in your workplace
- Employee staff preferences
- If a minor or a vulnerable person will be attending or present at your premises

Please provide any information you feel is important to you or your staff

By providing my consent below, I acknowledge that I have read and understood the terms of this document and voluntarily agree to the processing of personal data for the purposes outlined above.

Signature_____	
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UNIVERSAL
FIRST AID SERVICES

Your Course information.

Thank you for booking your blended learning (e-learning & in class training session) course with UFAS. To ensure you have the best learning experience possible, we have included some essential information regarding your booking.

You will shortly receive an email from UFAS with information on how to log in to our LMS service. To register a Learner account for you, we will need to upload your name, email address and organization/employer details (if applicable) to the platform. This information is collected and processed to facilitate your access to the course and for monitoring your progress. You may withdraw your consent any time before, during and after the course and UFAS will work with you in arranging an alternative course for you to complete your training.

Our LMS platform is built with you, the learner, in mind. Once your e-learning component commences, you will see a help link appear at the beginning of your module and prior to the student knowledge test at the end of each subsequent

module. If you select this link, you will be directed to an email address for UFAS support. If you have any technical issues, questions relating to your course materials or have any questions- you are welcome to use this facility.

UFAS will monitor all our learners' progress, to make sure you are having the best experience and to make sure our systems and processes are working. We may contact at intervals while completing your e-learning modules to check in and ensure that you are having any issues with the materials or the LMS.

Once you have completed the e-learning section of your course, you will be issued with a certificate of completion. This is a record of your successful completion of the e-learning component of your PHECC CFR-C course only. When you have successfully completed both elements (e-learning & in person class training) you will be issued with your PHECC CFR-C Certificate.

Your Pre - Hospital Emergency Care Council CFR-C (Cardiac First Response Community) course will consist of a minimum of 4 hours delivered through e-learning modules and in person training sessions. If you find at any point you would like to swap your course for an in-person course, please let us know and we will accommodate your request as soon as possible.

As part of the PHECC Cardiac First Response Community course, you are required to complete a practical skills assessment and examination with your instructor on your in-person training sessions. This is a requirement for successful completion of the course as set out by the Pre-Hospital Emergency Care Council. If you think you may need some assistance or would benefit from some support to complete your training at any time, please let us know. Please be assured that any information you provide to us regarding your needs for support will be kept confidential.

Any data we collect from you will not be shared with 3rd parties or sold to others. UFAS understands the need to protect your information and if you object to UFAS collecting or processing your data at any time, please let us know. Under Data Protection Legislation and GDPR (General Data Protection Regulation) you have a number of rights in relation to your data including the right to access your data, right to deletion, right to be informed, right to rectification, right to restrict processing, right to data portability and rights in relation to automated decision making and profiling.

You can raise any questions, queries or concerns you have in relation to any of your data held by UFAS to our designated contact Mr. PJ Carroll. This does not impact your ability to make a complaint or raise any issue with the DPC (Data Protection Commissioner). A Copy of our Data Protection Policy and privacy notice is available on our website. If we become aware of any issue with the data we hold for you, such as a data breach, we will contact you to let you know as soon as possible but no later than 72 hours after the incident. You can also make a Data Subject Access request to request details of all information held by UFAS relating to you. you can make this through any means, and we will advise you of all the steps taken.

Upon completion of your course, if you are unhappy with the result, you have been awarded, please contact UFAS as soon as possible. We will ask you for more information and review your grade to ensure that your result is accurate and fair. Once we have reviewed this, we will contact you and let you know if there has been any change to your result or any other steps we can take to assist you.

IF you are unhappy with any element of your training course, such as the service received, technical problems or staff issues- please let us know and we can investigate your complaint. The earlier you can make us aware of a problem, the better equipped we are to resolve your complaint. You can make your complaint in person, over the phone or by email and we will acknowledge your complaint within 24 hours and will contact you for more information to best resolve the issue for you. Feedback is important to us so please do let us know if there is anything we can do to improve our service.

Diversity is important to UFAS, and we want to create a safe and respectful learning environment for all our learners, faculty and staff. We have policies and procedures in place to ensure the needs and experiences of all our learners are respected. If you have any comments, feedback or complaints in respect of your treatment by UFAS or by our team, please let us know. We also ask that when engaging with UFAS staff faculty and fellow learners, you treat your fellow learner's and faculty with respect and dignity.

Following your training, you may wish to build on your qualifications and pursue further training. if you have any questions regarding your Learner progression, you can contact us to speak to a member of staff or faculty, review our website

for more information on your future learning or ask your instructor in person. We will be happy to assist.

Learner email – Blended



Course booking form

Name	
Date	
Course	
Blended or Non-Blended training	
**For e-learning candidates – we will process your data for the purposes of facilitating access to our LMS and for monitoring purposes. Please confirm your consent to processing of your data for this purpose. <u>You may withdraw your consent at any</u>	

time.	
Email	
Contact number	
Postal Address	
Do you or any other of your attendees/ Staff have a condition which may impact on your/ their ability to complete the course. <i>(Please note any information provided will be held in the strictest of confidence and will not kept for longer than we need- this information will not be shared with any person/body outside of UFAS)</i> If yes, can you provide us with any additional information which may help? Examples include; • Additional time for assessment or multiple-choice questionnaire • additional supports such as large print reading materials • Additional Instructor support • For blended learning candidates- you may avail of a in person training session should you wish at any point during your e-learning program.	

Are there any special considerations or information you can give us which you feel may help you or your staff in training or afterwards? This can include information such as;

- Information about your premises
- Health and Safety issues we should be aware of in your workplace
- Employee staff preferences
- If a minor or a vulnerable person will be attending or present at your premises

Please provide any information you feel is important to you or your staff

By providing my consent below, I acknowledge that I have read and understood the terms of this document and voluntarily agree to the processing of personal data for the purposes outlined above.

Signature_____

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UNIVERSAL
FIRST AID SERVICES

Your Course information.

Thank you for booking your blended learning (e-learning & in class training session) course with UFAS. To ensure you have the best learning experience possible, we have included some essential information regarding your booking.

You will shortly receive an email from UFAS with information on how to log in to our LMS service. To register a Learner account for you, we will need to upload your name, email address and organization/employer details (if applicable) to the platform. This information is collected and processed to facilitate your access to the course and for monitoring your progress. You may withdraw your consent any time before, during and after the course and UFAS will work with you in arranging an alternative course for you to complete your training.

Our LMS platform is built with you, the learner, in mind. Once your e-learning component commences, you will see a help link appear at the beginning of your module and prior to the student knowledge test at the end of each subsequent module. If you select this link, you will be directed to an email address for UFAS support. If you have any technical issues, questions relating to your course materials or have any questions- you are welcome to use this facility.

UFAS will monitor all our learners' progress, to make sure you are having best experience and to make sure our systems and processes are working. We may contact at intervals while completing your e-learning modules to check in and ensure that you are having any issues with the materials or the LMS.

Once you have completed the e-learning section of your course, you will be issued with a certificate of completion. This is a record of your successful completion of the e-learning component of your PHECC FAR course only. When you have successfully completed both elements (e-learning & in person class training) you will be issued with your PHECC First Aid Certificate.

Your Pre - Hospital Emergency Care Council FAR (First Aid Response) course will consist of a minimum of 18 hours delivered through e-learning modules and in person training sessions. If you find at any point you would like to swap your course for an in-person course, please let us know and we will accommodate your request as soon as possible.

As part of the PHECC First Aid Response course, you are required to complete a practical skills assessment and Multiple-Choice Question examination with your Instructor on your in-person training sessions. This is a requirement for successful completion of the course as set out by the Pre-Hospital Emergency Care Council. If you think you may need some assistance or would benefit from some support to complete your training at any time, please let us know. Please be assured that any information you provide to us regarding your needs for support will be kept confidential.

Any data we collect from you will not be shared with 3rd parties or sold to others. UFAS understands the need to protect your information and if you object to UFAS collecting or processing your data at any time, please let us know. Under Data Protection Legislation and GDPR (General Data Protection Regulation) you have a number of rights in relation to your data including the right to access your data, right to deletion, right to be informed, right to rectification, right to restrict processing, right to data portability and rights in relation to automated decision making and profiling.

You can raise any questions, queries or concerns you have in relation to any of your data held by UFAS to the our designated contact Mr. PJ Carroll. This does not impact your ability to make a complaint or raise any issue with the DPC (Data

Protection Commissioner). A Copy of our Data Protection Policy and privacy notice is available on our website. If we become aware of any issue with the data we hold for you, such as a data breach, we will contact you to let you know as soon as possible but no later than 72 hours after the incident. You can also make a Data Subject Access request to request details of all information held by UFAS relating to you. you can make this through any means and we will advise you of all the steps taken.

Upon your course completion, if you are unhappy with the result you have been awarded, please contact UFAS as soon as possible. We will ask you for more information and review your grade to ensure that your result is accurate and fair. Once we have reviewed this, we will contact you and let you know if there has been any change to your result or any other steps we can take to assist you.

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Related Documents

Document Number	Document Title
PRO-002	Tutor Journey Manual
	Curriculum Manual
	Overview and Context of the Management System