



## Learner Handbook

### Welcome to your FRS Training Course

Thank you for choosing FRS Training. We are committed to helping you succeed. This handbook contains essential information, so please read it carefully. If you have any questions, please ask your instructor.

Your instructor is your main source of support throughout the course and will do their best to ensure you complete it successfully. If you have any special requirements, queries, or concerns, please talk to your instructor in confidence. We will do our best to put any arrangements you need in place. You can speak to your instructor before or after class.

**Contact Details for FRS:** For any issues or concerns, please contact us at **info@frstraining.com** or by phone on **0818 201111**

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### Course Accreditations

FRS Training is an approved training institution (ATI) with the following accrediting bodies:

- QQI
- PHECC
- Lantra
- City & Guilds
- SOLAS

### Learner Information Handbook

Please refer to our PHECC Learner information on our website:

<https://www.frstraining.com/learner-information/phecc/>

Please refer to our QQI Learner information on our website:

<https://www.frstraining.com/learner-information/qii/>

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## Learner Charter

### What You Can Expect from Us

- **Expert Instruction:** You'll learn from experts in a safe and well-resourced environment.
- **High-Quality Resources:** We provide high-quality learning materials, equipment, and support.
- **Respectful Environment:** We treat all learners, instructors, and staff with dignity and respect.
- **Support and Feedback:** Your instructor and the course team will provide ongoing support and feedback.
- **Your Feedback Matters:** We will ask you for your feedback on the course to ensure we're meeting your needs.
- **Small Class Sizes:** Our instructor-to-learner ratio is 1:8, ensuring you get personalized attention.

### Learner Responsibilities

Your instructor will cover these in more detail during your induction, but in short, we ask you to:

- **Participate Fully:** Attend and participate in all elements of the course.
  - **Dress Appropriately:** Wear comfortable and practical clothing.
  - **Show Respect:** Treat your instructor, staff, and fellow learners with respect.
  - **Care for Equipment:** Respect the equipment in the training room
  - **Communicate Concerns:** Discuss any concerns or difficulties with your instructor.
  - **Seek Support:** Let us know if you need additional support (e.g., if you have dyslexia).
  - **Stay in Touch:** Notify us of any changes to your contact details.
  - **Follow Guidelines:** Adhere to all health and safety procedures.
  - **Silence Your Phone:** Switch off your mobile phone while in class.
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### Use of Equipment

Please do not remove or misuse any equipment. Do not leave valuables unattended. Please return all kits and equipment to your instructor when finished. Report any breakage or damage to your instructor immediately. Learners may be required to pay for the repair or replacement of damaged equipment if found to be negligent.

### Attendance and Punctuality

We ask that you attend your training course and be punctual. **Full attendance is mandatory.** If you are absent for any of the required hours, we will consider that you have withdrawn from the course. Please be present in the training room before the class begins. We adhere strictly to start and finish times. If you are having difficulty attending or need to leave the course, please speak to your instructor.

### Absences & Compassionate Consideration

If you are absent from a critical course component, you may not be allowed to complete the course. However we recognise that exceptional circumstances, such as a domestic crisis, can arise. If this happens, please speak to your instructor. We will make every effort to accommodate you.

### Equality, Diversity, and Inclusion

We are committed to creating an environment that promotes equality, diversity, and inclusion and to treating all employees, instructors, and learners with respect. You have the right to an environment free of bullying and harassment. Please bring any such incidents to our attention as soon as possible, and we will handle them promptly and confidentially.

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### Health and Safety

Your well-being is our priority. We take great care to ensure the health, safety, and welfare of our instructors and learners. We expect all learners to abide by our health and safety procedures, which your instructor will cover during induction.

Please obey your instructor and respond promptly and orderly to emergency evacuation procedures or fire drills. In case of an emergency evacuation, do not re-enter the building until instructed to do so by your instructor.

Report any accidents or injuries to your instructor immediately so they can be assessed and medical attention arranged if necessary.

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## Assessment

Each course we run has a different assessment method. Learners will need to show understanding and competency in order to pass the course. Your skills will be assessed throughout or at the end of the course.

PHECC:

- Assessment using the PHECC's CFR Community skill assessment sheet and the First Aid Response skills assessment sheets
- A 30-minute, 20 question multiple choice question written exam; the pass mark is 60%.

QQI:

- The learner is required to complete - Skills Demonstration and written Examination

## Assessment Appeals

If you do not pass an assessment, you may be able to appeal the result within 14 days of receiving your notice. Please speak to the Training Administrator when you receive your results, and she will explain the process.

## Academic Integrity

We expect learners to act honestly and ethically. We investigate all suspected cases of assessment misconduct, which may result in penalties up to and including being asked to leave the course. Examples of misconduct include cheating on exams or receiving unauthorised assistance with assessment tasks.

## Certification and Recertification

Upon successful completion of the assessment, you will be awarded your relevant certificate:

PHECC:

- a joint PHECC/FRS First Aid Response digital certificate. This certificate is valid for two years and the expiry date is quoted on the document.
- To recertify, you must complete a 2-day PHECC First Aid Response Renewal course, which consists of 12 classroom hours. When registering for the renewal course, you must submit a copy of your original, in-date award certificate.
- The certificate must be no more than 30 days past the expiry date. If you misplace your original certificate, we can arrange a replacement if necessary.

QQI:

- A lifelong hardcopy certificate with no expiry date will be posted to the address you have provided.
- If you misplace your certificate, we can support you in arranging a replacement if necessary for a fee of €100 payable directly to QQI.

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### Confidentiality and Data Protection

We maintain your personal data in accordance with data protection legislation. We only share personal data with instructors, external authenticators, and relevant accrediting body on a needs-only basis. Please ensure your personal details, particularly your mobile number and email address, are current and up-to-date. Please see our Privacy Policy statement on the FRS Training website: <https://www.frstraining.com/> for further details.

### Complaints

If you are not satisfied with the course, please let us know. We will handle the matter promptly, impartially, and confidentially. First, please discuss the issue with your instructor, who will try to resolve the matter immediately. If the instructor cannot resolve the issue or if you prefer not to discuss it with them, please submit your complaint to [info@frstraining.com](mailto:info@frstraining.com), who will consider the matter and initiate our formal procedure if appropriate. A copy of our complaints procedure is available on our website: [https://www.frstraining.com/learner-information/complaints\\_compliments\\_policy/](https://www.frstraining.com/learner-information/complaints_compliments_policy/)