



# Learner Handbook

## Welcome to FRS Training

Thank you for choosing FRS Training. We are committed to your success.

This handbook contains essential information, so please read it carefully. Your trainer is your main source of support and will do their best to help you succeed. If you have any special requirements, queries, or concerns, please talk to your instructor in confidence before or after class.

If you want to contact us directly please email us at [info@frstraining.com](mailto:info@frstraining.com) or call us on 0818 201111.

## Course Accreditations

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

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

Please refer to our PHECC Learner information on our website:

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

## Quality and Qualifications Ireland (QQI)

QQI is the state agency established by the Qualifications and Quality Assurance (Education and Training) Act 2012 and is national awarding body for further education and training and most private higher education providers in Ireland. For more information go to the Learner Information section of the QQI website [www.qqi.ie](http://www.qqi.ie)

## Transfer and Progression

Achievement of an award on the NFQ (ten-level system giving an academic or vocational value to qualifications obtained in Ireland. Each level is based on nationally agreed standards of what a learner is expected to know and be able to do after receiving an award) enables you to transfer or progress to other courses leading to awards at the same or higher levels of the NFQ. If you would

like information about transfer and progression opportunities, please contact us and we will be happy to advise you.

Please refer to our QQI Learner information on our website:

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

## 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.
- **Healthy and safe environment:** We do everything we can to ensure the health, safety, and welfare of our instructors and learners
- **Respectful Environment:** We treat all learners, instructors, and staff with dignity and respect and promote an environment free of bullying and harassment.
- **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:** Ensuring you get individual attention.

## Learner Responsibilities

To ensure your success we ask you to:

- Attend on time and participate in all elements of the course. 100% attendance is mandatory. Please be present in the training room before the class begins.
- Abide by our health and safety procedures highlighted at induction. This is particularly important if the programme involves risk.
- Treat your instructor, staff, and fellow learners with respect.
- Respect the equipment provided and do not misuse it. We may ask you to cover the cost of damaged equipment
- Discuss any concerns or difficulties with your instructor.

- Let us know if you have any special needs/requirements before or as soon as the course begins. We do our best to accommodate special requirements e.g. additional time for an exam or provide special equipment
- Notify us of any changes to your contact details particularly your mobile number and email address asap

### **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 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.

### **Assessment**

The trainer will explain how your programme is assessed at induction and will talk through the assessment briefs and exam regulations. You will also get an assessment timetable. If you have any concern in relation to assessment, talk to your trainer.

### Assessment Deadlines

To ensure fairness in assessment, all assessments must be submitted on/before the dates set out on the timetable unless your trainer tells you otherwise. You can request an extension if there are exceptional circumstances e.g. certified illness. You must do this at least one week before the submission date and have supporting evidence e.g. medical certificate in case of sickness.

### Repeating Assessment

If you do not pass an assessment at the first attempt, you have one opportunity to repeat.

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 Demonstrations and/or written Examinations depending on the programme

### Assessment Appeals

If you are unhappy with the outcome of assessment, please contact the Training Administrator who will explain how your work was marked and graded. If you are still not satisfied, you can formally appeal the result within 14 days of receiving your results, if you have substantive grounds for doing so. The Training Administrator will explain the process.

### Academic Integrity

We expect learners to act honestly and ethically. If we think a learner is plagiarising or cheating in an exam, we investigate it and may impose a penalty up to and including being asked to leave the course. Your trainer will advise you about academic integrity.

## Certification and Recertification

When you complete assessment successfully, you will be awarded the relevant certificate:

PHECC:

- A joint PHECC/FRS First Aid Response digital certificate (valid for two years and the expiry date is on the document).
- When the certificate expires, you can renew it by completing a 2-day renewal course (details on our website). 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:

- We will post a hardcopy certificate with no expiry date to the address you provided.
- If you misplace a QQI award certificate, you have to go directly to QQI. See details at <https://www.qqi.ie/what-we-do/qqi-awards/replacement-certificates-learner>.

## Confidentiality and Data Protection

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

## Complaints

If you are not happy with anything, please let us know so we can resolve it promptly. First, talk to your trainer, who will try to resolve the matter immediately. If the trainer cannot resolve the issue or if you prefer not to discuss it with them, please contact the Training Administrator you booked the course with. 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/)