Occupli

Putting Safety To Work

LEARNER HANDBOOK

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1 INTRODUCTION

1.1 Welcome from Occupli

Dear Learner,

Welcome to our training centre and to our Learner Handbook. At Occupli, we pride ourselves on the quality and effectiveness of our training course and of our tutors.

We would like to take this opportunity to give you an outline of our company, our history, our course accreditations, policies and procedures and other relevant information that will improve your learning experience with us.

We are here to help you at all times and our friendly staff will be delighted to answer any questions you may have at any time. Our main contact details are included below.

We have detailed policies and procedures for all training eventualities and please refer to them if in need of clarity in any regard.

We are a Health and Safety company and your safety and well-being and the safety of all our staff and learners is of paramount importance to us. Please ensure that you are aware of our fire and safety rules at our centres in Dublin, Cork and Ringaskiddy.

Finally, we wish you all a really great learning experience with us and we hope that your time here will lead to further success in your futures.

Martin Clancy

Managing Director, Occupli

1.2 About Occupli ; General Services and Accreditations

Occupli is a leading provider of Health & Safety Services in Ireland today. We provide a diverse range of services from Training to Recruitment; Safety Consultancy to Climate change consultancy; Fire and Rescue training to numerous accredited courses and much more. Please refer to our two main websites www.Occupli.com and www.carbonaction.co.uk for full information on all these services. Our Company consists of several business divisions:

1. Training,
2. Consultancy
3. Recruitment
4. Carbon Action
5. Online training and software solutions
6. Fire and Rescue services

COMPANY and COURSE ACCREDITATIONS

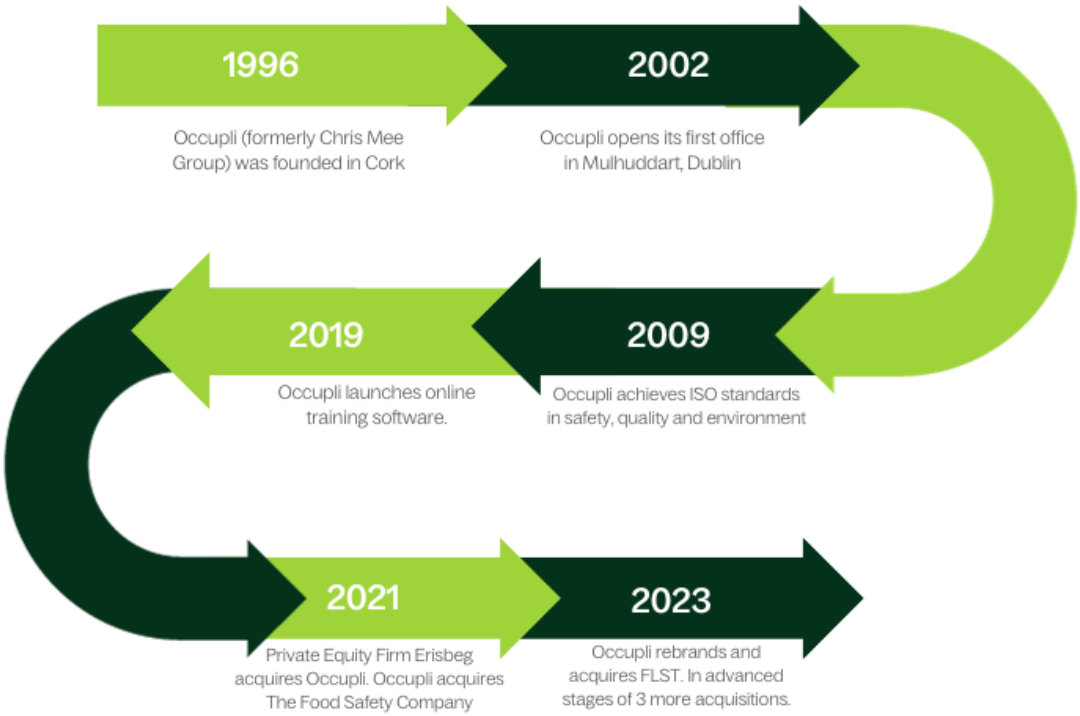
Occupli as a company is accredited to ISO 9001, 14001 and 45001 certifications. Our course accreditations include the following non-exhaustive list.

- Quality & Qualifications Ireland (QQI)
- Institute of Occupational Safety & Health (IOSH)
- National Examination Board of Occupational Safety & Health (NEBOSH)
- Pre-Hospital Emergency Care Council (PHECC)
- SOLAS – The Further Education and Training Authority
- Canadian Standards Association (CSA)

BRIEF HISTORY

Founded in 1996 in Carrigaline, Co. Cork, the Company has grown and developed to become a one-stop shop for all EHS Services. Moving to Little Island in 2011 and creating a presence in Dublin (Ballymount), the Company provides services for Company's all-around the country.

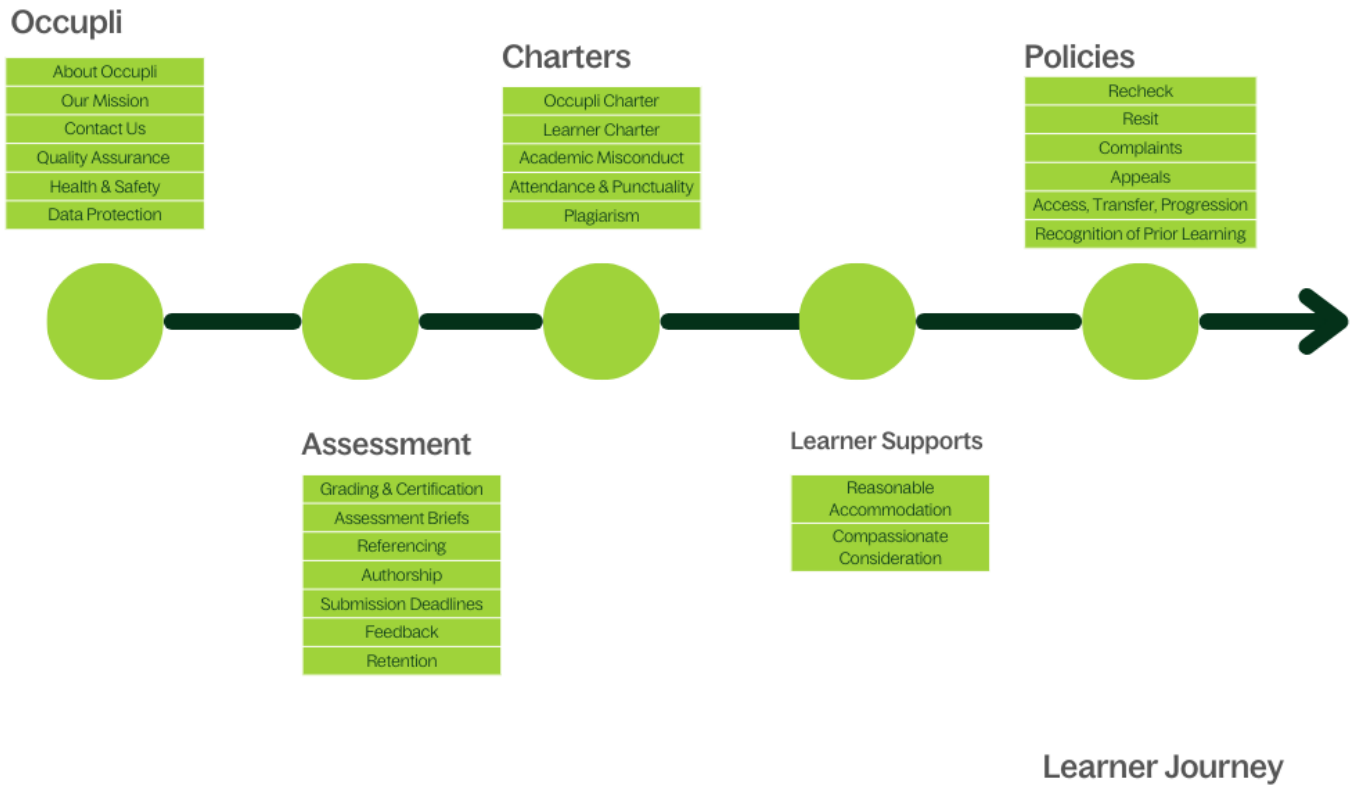
Company Timeline Graphic:



1.3 The learner Journey

We at Occupli hope that you will enjoy your learning journey with us, and we fully encourage you to engage with us, so that we can make your time with us as pleasant and productive as possible. This Learner Handbook provides you with information about Occupli training, how we conduct assessments, mutual responsibilities, the learner supports that are available to you and policies that are in place to address situations that may arise along your journey.

The following document outlines information and interactions that may be of use to you while you are studying with Occupli and during your assessment/examination phase with us. It also refers to various policies and learner supports that are available here with us. The learner experience flow chart in Appendix 1 provides a stepwise overview of the process.



1.4 Our Mission

The Occupli Mission statement is

"To be a leading provider of outsourced professional consultancy, training and people solution resources internationally"

The Occupli Training mission statement is

"To provide flexible and high-quality training programmes to the highest national standards. We offer best value training solutions to meet our client's learning objectives and are we committed to continually improving our training programmes through systematic evaluation and valued client feedback'

1.5 Contact details

If you have any questions, wish to raise a concern, make a complaint or need further information at any point during or after the programme, please talk to your trainer or contact info@Occupli.com

Address: Euro Business Park, Little Island, Co. Cork	Eircode T45 DK25
Website: www.Occupli.ie	Phone: (021) 497 8100
E-mail: info@Occupli.com	

1.6 Occupli Quality Assurance System (QAS)

As a provider recognised by many accredited training bodies, we at Occupli training have an agreed quality assurance system (QAS) in place; a system of policies and procedures which we implement to maintain and enhance the quality of our programmes and maintain our relationship with all our accrediting bodies

Use of External Experts: Authenticators, Evaluators and Subject Matter Experts

Our quality assurance procedures include explicit criteria and procedures for the recruitment, selection and engagement of subject matter experts, external evaluators and external authenticators. We provide guidelines relating to the participation of such external experts.

We have academic governance structures in place which ensure there is no conflict of interest for the provision of training services to our clients. Academic governance is free from commercial influence and maintains a fair and impartial process to the learning we provide. Independence and expertise is considered each time the services of an expert is engaged.

1.7 Accrediting Bodies

Occupli offers a range of programmes that are validated by the following awarding bodies:

- Quality & Qualifications Ireland (QQI)
- Institute of Occupational Safety & Health (IOSH)
- National Examination Board of Occupational Safety & Health (NEBOSH)
- Pre-Hospital Emergency Care Council (PHECC)
- SOLAS – The Further Education and Training Authority
- Canadian Standards Association (CSA)

Occupli ensures that awards and accreditations are organised with reputable bodies and are subject to appropriate internal and external quality assurance procedures as set out by these bodies. Details of our arrangements with the various awarding bodies are published on the Occupli website.
Occupli currently do not engage with external partnerships, use second providers or sub-contract the provision of programmes, or plan to do so in the near future. We understand that if we are to do so, we must have quality assurance procedures in place which cover all such arrangements; we are also aware of our requirements to carry out due diligence on the reputation, legal status, standing and financial sustainability of any parties we propose to engage with in advance of the agreement of any arrangements.

SOLAS - The Further Education and Training Authority

Solas is the state agency responsible for planning and co-ordinating Further Education & Training in Ireland. The Occupli offer programmes under Solas' Construction Services Certificate Scheme (CSCS), primarily Safe Pass. For more information on SOLAS go to https://www.solas.ie

NEBOSH (National Examination Board in Occupational Safety & Health)

Occupli Training is a leading provider of NEBOSH programmes in Ireland. We are a fully registered NEBOSH Centre since 2003 with centres in Dublin and Cork. NEBOSH was formed in 1979 as an independent examining and awarding body. We offer NEBOSH qualifications in health & safety, fire, environmental and risk management. All NEBOSH certificates are internationally recognised. For more information on NEBOSH go to https://www.nebosh.org.uk

Pre-Hospital Emergency Care Council (PHECC)

PHECC is the independent statutory body that sets the standards for all recognised pre-hospital emergency training programmes. From the 1st June 2018 First Aid Response Education and Training Standard (FAR) is the new minimum qualification for all workplace first aiders. For more information on PHECC go to https://www.phecit.ie

Accrediting Bodies (continued)

IOSH (Institute of Occupational Safety & Health)

Occupli is a leading provider of approved IOSH programmes in Ireland, providing a range of off-the-shelf and bespoke programmes to clients and individuals. IOSH is a leading provider of health & safety training, and also providing professional membership to health and safety professionals all over the world. For more information on IOSH go to https://iosh.com

We offer a wide range of IOSH approved programmes, including but not limited to the following:

- Managing Safely
- Fire Safety for Managers
- SHE for Construction Site Managers
- Introduction to Explosion Safety Management
- Explosion Safety Management
- Working Safely
- Process Safety
- Machinery Safety
- PSCS
- PSDP

Quality and Qualifications Ireland (QQI)

QQI (Quality and Qualifications Ireland) is the independent State agency responsible for promoting quality and accountability in education and training services in Ireland. It was established in 2012 by the Qualifications and Quality Assurance (Education and Training) Act 2012. What do QQI do?

- Maintains the ten-level NFQ (National Framework of Qualifications).
- Sets standards for awards made on the NFQ.
- Validates education and training programmes
- Makes awards in the further education and higher education sectors
- Provides advice on recognition of foreign qualifications in Ireland and on the recognition of Irish qualifications abroad.
- Publishes a directory of providers and awards in the NFQ.
- Reviews the effectiveness of quality assurance in further and higher education and training providers in Ireland.
- Authorises use of an International Education Mark (IEM)The Irish National Framework of Qualifications (NFQ)

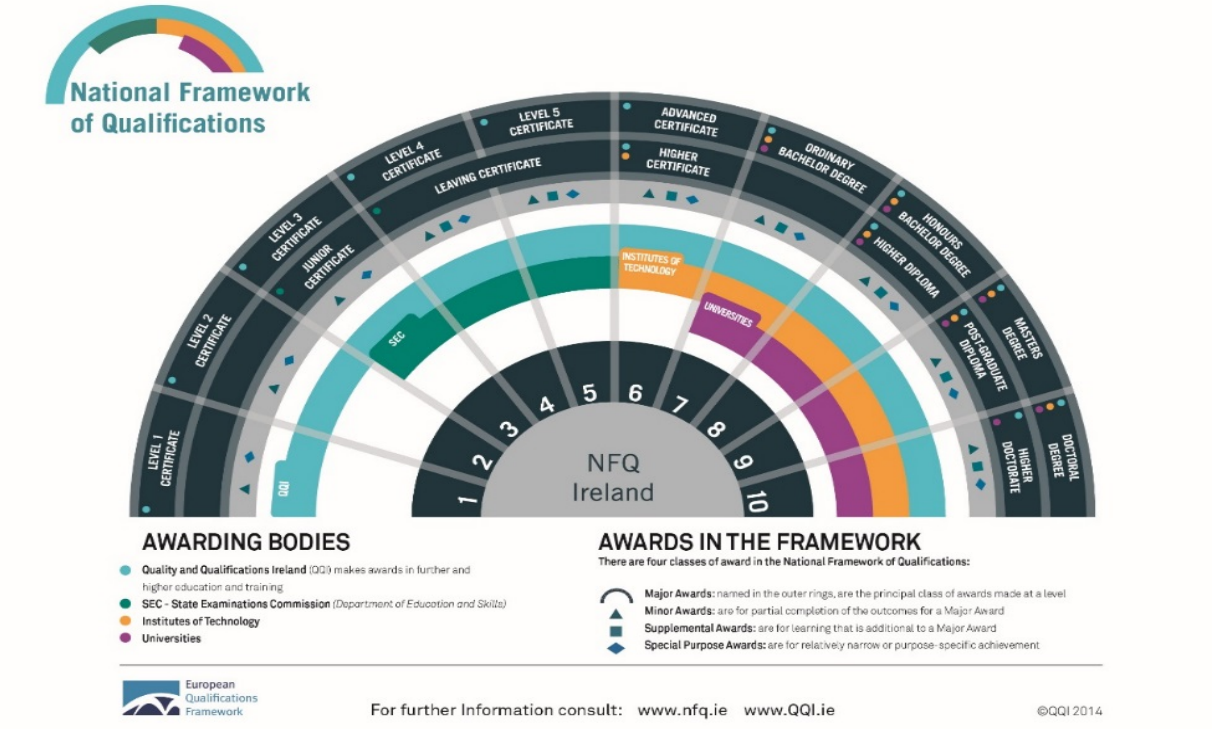
For more information on QQI go to https://www.qqi.ie

National Framework of Qualifications (NFQ)

The NFQ is a ten-level system (1–10) 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. There are four types of awards;

- Major Awards: the principal class of award made at a level
- Minor Awards: for partial completion of the outcomes for a Major Award
- Supplemental Awards: for learning that is additional to a Major Award
- Special Purpose Awards: for relatively narrow or purpose-specific achievement

Occupli Training offer programmes leading to Minor Awards and Special Purpose awards at Levels 5 and 6 on the NFQ.



1.8 Health and Safety

Please ensure you sign the attendance sheet as soon as you come into the centre as this will allow us to account for everyone in the event of an emergency. The training rooms are used by a variety of different groups. Please leave all rooms tidy and remove all personal belongings when you are leaving the room. We do not have student storage facilities, so you must bring your work home with you. If you see any Safety hazard please report it immediately to your tutor.

1.9 Emergency Situations

In the unlikely event of a fire or other emergency, please follow your tutor's instructions and carefully leave the building in an orderly fashion using the nearest exit. Do not wait to collect personal belongings. Fire exits are clearly marked. The tutor will ensure that all learners are present for the head count if necessary.

1.10 Data Protection.

The personal data we hold on file for our learners is maintained in accordance with the requirements of relevant GDPR and data protection legislation.

2 ASSESSMENT

2.1 Quality Assuring Assessment

Our quality assurance policies and procedures ensure that our learners are assessed in a fair and consistent way. Assessments are carefully designed, developed and delivered, in compliance with the relevant awarding body standards and with you the learner in mind. You will be provided with comprehensive information regarding the assessment beforehand and our trainers are available to provide further clarification prior to commencement. Here you will find an overview of the system. The assessment judgment is made based on whether the learner has achieved the pre-defined learning outcome and reached the required standard of knowledge, skill and competence for the award.

National standards (or relevant awarding body) identify the knowledge, skill and/or competence that must be attained by a learner in order to achieve a specific award. These standards are expressed as learning outcomes and are outlined in the Award Specification for each award. The Award Specification also identifies valid and reliable techniques for the assessment of learner achievement.

You will be given details of assessment and assessment submission deadlines by your trainer at induction. Depending on the module you will be assessed by one or more of the following assessment techniques; assignment, collection of work/portfolio, a learner record, a project, an examination or a skills demonstration. Your trainer will advise you on how to layout, format, present and submit your assignments.

2.2 Grading Systems

Grading systems and Pass / Fail cut-offs are specific to the individual awarding bodies set criteria for each course. You will be advised of these at induction and again prior to any examination taking place.

All QQI courses will be graded according to Pass/Merit/Distinction criteria. The table overleaf provides further details.

- QQI

Pass 50 - 64%	Merit 65 - 79%	Distinction 80 - 100%
achieved the learning outcomes as outlined in the minor award - a pass is the minimum acceptable standard	achieved the learning outcomes as outlined in the minor award - a merit implies a good standard has been achieved	achieved the learning outcomes as outlined in the minor award - a distinction implies that an excellent standard has been achieved
used the language of the vocational/specialised area competently	used the language of the vocational/specialised area with a degree of fluency	used the language of the vocational/specialised area fluently and confidently
attempted to apply the theory and concepts appropriately	expressed and developed ideas clearly	demonstration-depth understanding of the subject matter
provided sufficient evidence that has relevance and clarity	demonstrated initiative, evaluation and analytical skills	demonstrated a high level of initiative, evaluation skills
	presented coherent and comprehensive evidence	demonstrated analytical and reflective thinking
		expressed and developed ideas clearly, systematically and comprehensively
		presented coherent, detailed, and focused evidence

2.3 Presentation of Assessments

All assignments should be typed in New Times Roman, font 12, double-spaced with page numbering and referenced using the Harvard system of referencing. Please ensure that your name is on all submitted programme work and keep a copy for your own records (we do not return programme work).

2.4 Examinations

You will be briefed by your trainer at induction about the examination process applicable to your course. You will be informed of when to expect the examination, how long it will take and the format it will take (i.e.: how many parts, number of questions, marking/grading etc.). The duration and content of examinations are created by and the sole responsibility of the accrediting body. It is our policy at Occupli training to follow these set criteria as laid out by the awarding body standards and we will only use approved materials. You will be provided with these details at induction and again just prior to sitting the examination.

2.5 Assessment Briefs

You will be given an assessment brief for each piece of assessment. The brief sets out specific guidelines you must follow when completing the assessment. Marking schemes and criteria for marking are also detailed on each assessment brief.

2.6 Referencing

We require learners to use the Harvard system of referencing and our trainers will guide you in this regard.

2.7 Authorship Statement

Each assignment must be accompanied by a signed authorship statement; this statement confirms that the learner has received information regarding the conduct of the assessment, the marking scheme, the submission requirements, and that the assessment work being submitted is the learners' own work. We do not mark and grade assignments unless they contain an authorship statement that is signed and dated by the learner. If you are submitting an assignment by email to Occupli Training, the sender's e-mail will be taken as evidence that the work submitted is the original work of the candidate and will be accepted as the authorship statement for the assignment. We regard the e-mail address given on the Learner Registration Form as the official e-mail address of the learner and it is the learner's responsibility to notify us of any change.

2.8 Assessment Submission Deadlines (late submission)

To ensure fairness in assessment, all assignments must be submitted on or before the dates set out on the Assessment Brief or as indicated by the trainer. Assessment items submitted after the due date may be subject to a penalty unless an extension has been granted. The learner's overall mark will be reduced by **10%** for late submission. Requests for extensions must be submitted via

assessments@Occupli.com in advance of the submission date with supporting evidence if relevant e.g. medical certificate in case of sickness.
All extension requests must be accompanied by a completed extension request form which will be sent to you by one of our training administrators on initiation of the process.

2.9 Return of Programme work

Learner assessment materials are retained by Occupli training at least until relevant governing body issue the award certificates. Learner assessment materials will be confidentially destroyed within twelve months of the issue of certificates. Assessment materials are not returned to learners.

2.10 Feedback/Programme Evaluation

To help ensure that Occupli is offering the best possible programmes, we ask both learners and tutors to give us feedback which we incorporate into programme reviews and updates. We have specific forms for learners and for tutors.

As a learner please ensure that you complete the Learner Feedback Form when asked to do so by your tutor. We also encourage you to provide informal feedback to your tutor at any point during the programme. We want you to let us know what you think.

We also get feedback from our internal observation checks. We have a detailed form to record both facilities and course delivery, including pedagogical methodology.

2.11 Issuing results and award certificates

You may be given preliminary results of whether you passed or failed by your trainer, however you will not receive official results until examinations have gone through our results authentication and approval process. We will only issue results to learners when they have been approved and signed-off by our Results Approval Panel. Failure of any examination will be formally notified by email, should this occur please refer to Section 5 of this handbook for further information on recheck, resit and appeals policies.

Depending on the awarding body you can expect to receive your award certificates approximately six – eight weeks later (i.e. when we receive them from the awarding body). Please keep your award certificate safe and secure when you receive it some awarding bodies will only issue replacement certificates at a cost of €100. QQI can provide a Record of Awards i.e. a full statement of all certificates, components and their grades for a cost of €20. Please note that these are not re-issued certificates. Occupli Training do not store copies of certificates on their system.

3 LEARNING CHARTERS

3.1 Occupli Charter

What learners can expect from Occupli Training

- Programmes that are relevant to their needs and to the current and future industry needs
- Programmes delivered by experienced and qualified trainers using well prepared and up to date programme materials
- The promotion of equality for learners and trainers and the recognition of the value of diversity
- A positive and safe learning environment
- Clear, accurate and relevant information on all programmes and an induction at programme commencement
- Personal information handled sensitively and in accordance with data protection
- Fair and consistent Assessment
- An opportunity to give feedback on our programmes and services
- Queries and complaints dealt with in a professional, consistent, and timely manner

3.2 Learner Charter

Learners' Responsibilities in the Learning Process.

When a learner participates in one of our training programmes, we expect them to:

- Take responsibility for their own learning and actively participate in all programme activities
- Attend all scheduled classes punctually or, if late/unable to attend, to let the Training Administrator know that they will be absent.
- Respect trainers and other learners
- Complete assignments to the best of their ability and in the agreed time frame
- Treat all equipment and the buildings with care and play their part in ensuring a safe and healthy learning environment
- Adhere to housekeeping rules

3.3 Attendance and Punctuality

In order to ensure you get the most out the programme and to help you achieve the best outcome possible we expect 100% attendance. We also expect learners to be punctual and to be present in the training room before the training session begins. If you cannot attend any class for any reason or have

to exit the programme at an early stage, please contact us to discuss. It is important to talk to us if you expect to be absent, or if you are having difficulty in keeping up.

3.4 Academic Misconduct

We expect learners to conduct their studies honestly, ethically and in accordance with accepted standards of academic conduct. Examples of academic misconduct include cheating in exams, plagiarism, presenting falsified or improperly obtained data or being assisted in the presentation of assessment tasks. It is our policy to penalise learners who are found guilty of academic misconduct. Learners found to be involved in any form of assessment misconduct may be disqualified from undertaking programme assessment or asked to exit the programme. Occupli Training will investigate any form of suspected assessment misconduct/malpractice.

3.5 Plagiarism

Plagiarism is where you effectively steal from the documents or ideas of others and pass them off as your own. This is dishonest and in certain circumstances is punishable under law and specifically under the 2000 Copy Right and related Rights Acts.

Failure to acknowledge the provenance of your work is not acceptable. You must not use other people's ideas and statements in an assessment. All passing off is viewed by Occupli Training as cheating and in serious cases as academic fraud. Ignorance of this fact is not accepted as a defence in the event of being caught in the process of passing off others work as your own.

It is the action and not the intention that constitutes plagiarism. Although it is acceptable to use information from books and the internet, it is not acceptable to copy and paste large quantities of information from an internet website into your assessment work and reference it.

It is essential that you summarise the information you have read and put the content into your own words as this proves that you have understood what you have written. The major part of any piece of assessment work must be written in your own words. It is essential that you reference ALL sources of information during assessments and project work.

4 LEARNER SUPPORTS

4.1 Reasonable Accommodation/ Learners with Special Requirements

Occupli Training is committed to equality of opportunity for learners, staff and stakeholders and takes a pro-active approach to accommodating diversity. We recognise our responsibility to learners who have a disability/specific need and do our best to provide reasonable accommodation when it is practicable and feasible to do so (an accommodation is a modification of classroom or an evaluation procedure designed to address particular needs). We use "Ahead Teaching and Learning: Making learning accessible for students with disabilities in further education" as a reference document for guidance when making arrangements for reasonable accommodation. We will also endeavour to cater to the needs of the international student and accommodate any reasonable request.

We invite learners who have any special needs/requirements to speak to either a Trainer or Training Administrator in confidence before or as soon as the programme begins. You will be asked to complete a "request for reasonable accommodation" form to provide details of your request and we will do our best to accommodate special requirements and assist those who may need special assessment arrangements – e.g. additional time or the provision of special equipment.

When a learner requires additional time to submit an assessment this may be allowed on a case by case basis, a marking penalty may be applied of the order of 10%. You will be asked to complete a "request for extension" form to provide details of your request. New agreed revised timelines and associated penalty will then be documented and approved on this form.

4.2 Compassionate Consideration

Occupli Training recognises that exceptional circumstances may arise where learners may not be able to submit assessment on the due date/attend an exam e.g. domestic crisis, death of close relative. Where this arises, learners are asked to contact the Training Administrator directly to discuss the circumstances and apply for compassionate/special consideration. Every effort will be made to accommodate you.

4.3 Contingency arrangements and Protection for Enrolled learners

Occupli Training recognises that exceptional or unforeseen circumstances may arise that require a training course to cease prematurely. We have a panel of reserve trainers in place that we can utilise if any of our trainers are unavailable at short notice. In the case of the unavoidable absence of a trainer for any reason, a suitably qualified replacement trainer will be arranged to cover the absence. Only in exceptional circumstances do we cancel, postpone or reschedule a programme or make a change to the time-table. Our objective is to conduct all programmes without interruption and avoid causing any disruption or inconvenience to our learners, in the event that such a situation arises learners will be offered an alternative date in order to complete the training course or have their moneys rebated.

4.4 Online / Blended Learning

It is the policy of the Occupli that students are inspired, motivated and engaged to learn, through blended learning approaches that vary according to their appropriateness to the particular learning context. Staff are encouraged and supported to adopt fit-for-purpose and innovative blended learning approaches. These approaches are a mixture of online delivery and practical classroom demonstrations and assessments.

Blended learning is a flexible way of completing your course of study, combining online aspects with in-classroom experience to allow for an accessible learning style. In a blended course, students may view lectures, access readings, ask questions and complete assignments online, so time in the classroom can focus more on discussion and activities.

We expect that all students will engage with this approach to teaching and learning and exceptional levels of engagement. It needs to be made clear to students that work is not "optional" and we expect tasks to be completed.

Blended learning and flexible delivery are chosen to enhance student engagement and learning outcomes. Blended learning students have access to all of Occupli's resources if and when needed.

The policy will be supported by the option for one to one engagement to ensure the resources and delivery method are suiting the learner needs.

When you are enrolled in an online/blended course, you will be sent an email with your registration details to an online training platform, Safeware. This will allow you access to the course content, timetable, FAQs and video conference room.

Students are expected to log-in 24 hours prior to the training commencing to verify content is accessible and camera and microphone are functioning. Please notify the training department or email support@Occupli.com if you encounter any difficulties and we will endeavour to assist you in resolving these issues. It may not always be possible to do this immediately prior to scheduled start times, so we ask you allow sufficient time.

Students are expected to have their cameras on throughout the training session and microphones on mute unless otherwise instructed by your tutor. Your tutor will provide you further guidance and details on how teamwork, assessments and/or projects will be conducted prior to commencing

4.5 Students outside of Ireland

Occupli Training can also cater to the International student and their needs. We will do our best to accommodate any reasonable requests that an International student may have. Please contact the training administrator for further details.

4.6 Student / Learner Representative

It is the policy of the Occupli that the student/learner voice is heard and informs decision making at the highest level of our academic governance system. We have appointed a learner who has completed training with us in the last two years to represent the learner perspective and be the learner voice on our Academic Council.

5 POLICIES

5.1 Recheck

If a learner suspects a clerical error in the tallying of assessment marks, they should raise their concern as soon as possible with the trainer or a member of our administration staff. The Internal Verifier will recheck the marking sheets and revert to the learner.

5.2 Resit

If a learner does not achieve the pass standard they may repeat. Learners are permitted to repeat only once. Opportunities to repeat an assessment activity are dependent on timetabling, the nature of the activity and the practical and/or operational issues involved. The learner should contact the Training Administrator directly to organise the repeat of an assessment activity.

5.3 Appealing Assessment Results

Occupli recognises that on occasion students may feel that they have grounds for appeal against a decision related to assessment of their academic work. We facilitate learners who wish to appeal an assessment result which they consider to be invalid or unfair or who wish to make a complaint about any aspect of our assessment processes.

All learners will be given the right to appeal a result and all appeals must be made in writing within 14 days of the result publication date. The learner may request a recheck of the examination paper/assessment where a suspected error may be identified.

There are two grounds on which students may appeal an assessment decision:

1. **Procedural irregularity.** Where there is evidence that the procedures relating to a decision were not followed properly, which may have impacted on the decision.
2. **Extenuating circumstances.** Where the student wishes the assessor to consider circumstances which the student feels impacted on their performance in the assessment.

You will be provided with information about the process at Induction and again with the statement of results. Students with concerns about the outcome of an assessment should contact their tutor or one of our training administration staff as soon as possible.

Appealing Assessment Results (contd)

All appeals are handled in compliance with standard operating procedures and will be notified to our Results Approval Panel to review. An independent reviewer will be appointed to review the assessment paperwork. The original assessor will take no part in the review. Findings will be presented to our Academic Council for review and approval of final decision.

There is a charge associated with the appeals process. The exact charge depends on the specific training course and awarding body, the average charge is approximately €75 but can be more, please contact the one of our training administrators as soon as you wish to use the appeals process.

One of the following decisions will be communicated to the learner by the Administrator in writing within 10 working days of the decision having been made.

1. Uphold the original assessment decision.
2. Modify the original assessment decision.

In exceptional circumstances, the learner may be provided with an opportunity for reassessment. The decision of the Academic Council will be final. We will retain records of appeals for a minimum period of 2 years.

5.4 Access Transfer and Progression

Achievement of an award on the NFQ enables learners to transfer or progress to other related programmes leading to awards at the same or higher levels of the NFQ. We provide learners with advice and information about transfer and progression opportunities following the successful completion of a programme with us. If you would like information related to transfer or progression, please contact a Training Administrator, who will be happy to give you the correct advice.

5.4.1 Access

QQI define access as "the process by which learners may commence a programme of education and training having received recognition for knowledge, skill or competence required." To access programmes provided by Occupli candidates will be expected to meet the following criteria:

- Candidates must be 18 years or older at the commencement of the programme.
- If the candidate does not have a minimum of Pass Grade at Ordinary Level in Irish Leaving Certificate English the candidate must provide evidence of competence in written and spoken English (e.g. B2+ CEFR).

Learners who may not be able to demonstrate compliance with the entry criteria may request access by means of Recognition of Prior Learning (see below)

5.4.2 Transfer

QQI define transfer as "the process by which learners may transfer from one programme of education and training to another programme having received recognition for knowledge, skill and competence acquired".

In principle, a learner may transfer from one Occupli training programme to another, or from Occupli to another provider while retaining all certification achieved to date with Occupli training. In practical terms, this means that should any alternate programme have modules in common with the original programme, the learner may transfer to the alternate programme without the need to retake any common modules or assessments.

Learners who wish to avail of transfer opportunities should contact the Training Administrator who will provide guidance and any further assistance required.

5.4.3 Progression

QQI define progression as "the process by which learners may transfer from one programme of education and training to another programme". This seems similar to transfer, but the difference is that progression implies an escalation of level on the National Framework of Qualifications. Learners progress from a lower level to a higher level.

Occupli offer programmes leading to Minor and Special Purpose awards at Level 4, 5 & 6 on the National Framework of Qualifications.

Opportunities for progression are programme-specific and learners are invited to discuss such opportunities with the centre administrators.

5.5 Complaints

If you are unhappy with any aspect of the programme or our services, please let us know. We have a complaints process which you can use if your complaint cannot be resolved informally. Please contact

the training Department for details of the process. We will do all we can to ensure that complaints are resolved in a fair, timely and constructive manner.

5.6 Recognition of Prior Learning (RPL)

Recognition of Prior Learning or RPL is defined by the RPL Practitioner Network Ireland as "A process used to evaluate the skills and knowledge acquired by the person outside the classroom for the purpose of recognising competence against a given set of standards, competencies, or learning outcomes".
The European Commission state that RPL includes formal learning (typically education or training provider programmes leading to awards), non-formal learning (such as workplace learning which may be assessed, but typically not certified) and informal learning (experiential learning / learning by doing).

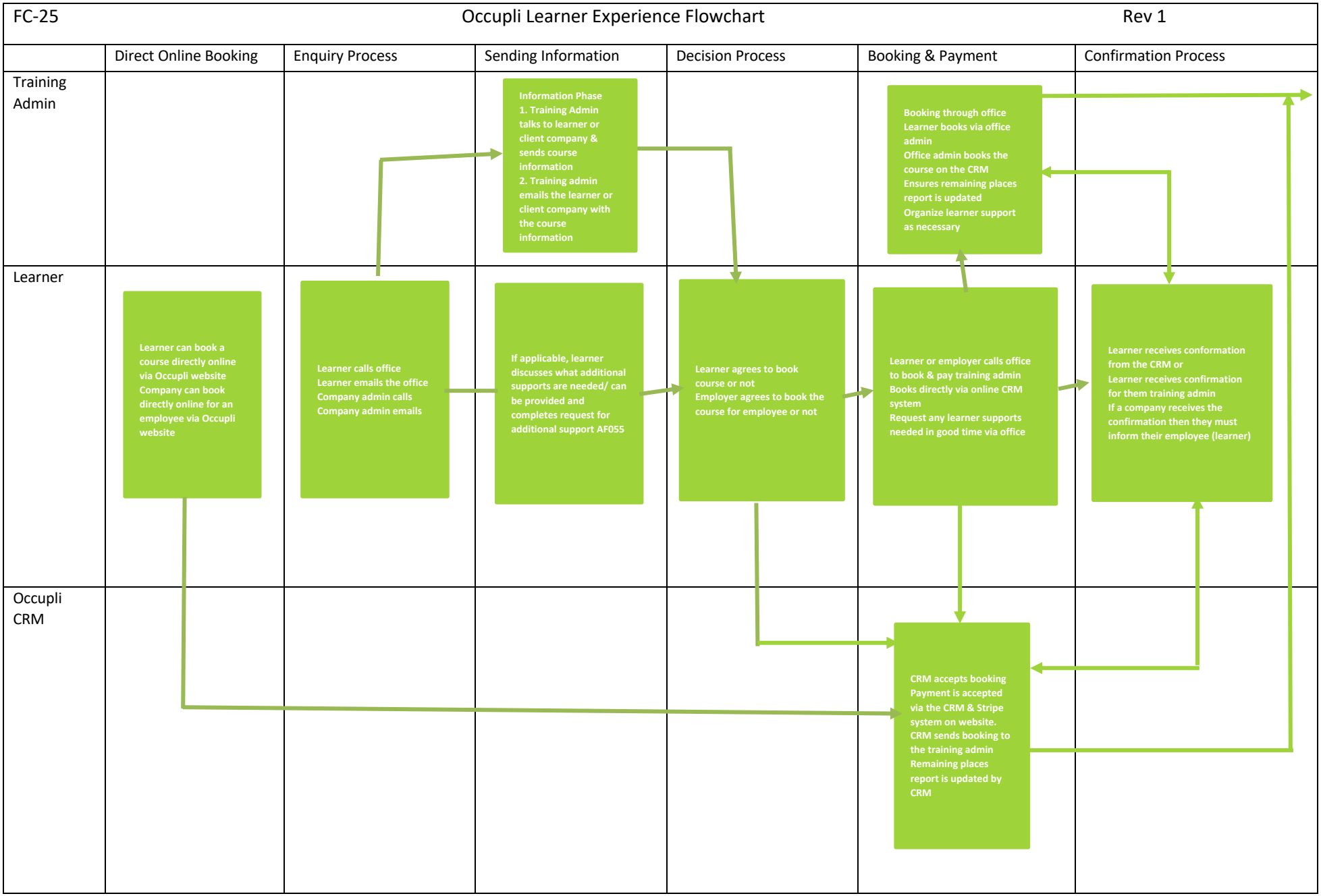
Students who have completed other QQI awards or hold certification from other awarding bodies relevant to your course are advised to provide Occupli Training with copies of certificates. In addition, we may require you to submit copies of the applicable course syllabus.

Each application for recognition of prior learning or an exemption is assessed individually, and you may be able to use certificates or previous work experience to help you gain an award. Please note that we will only accept awards that are no older than five years for the purpose of gaining an exemption.

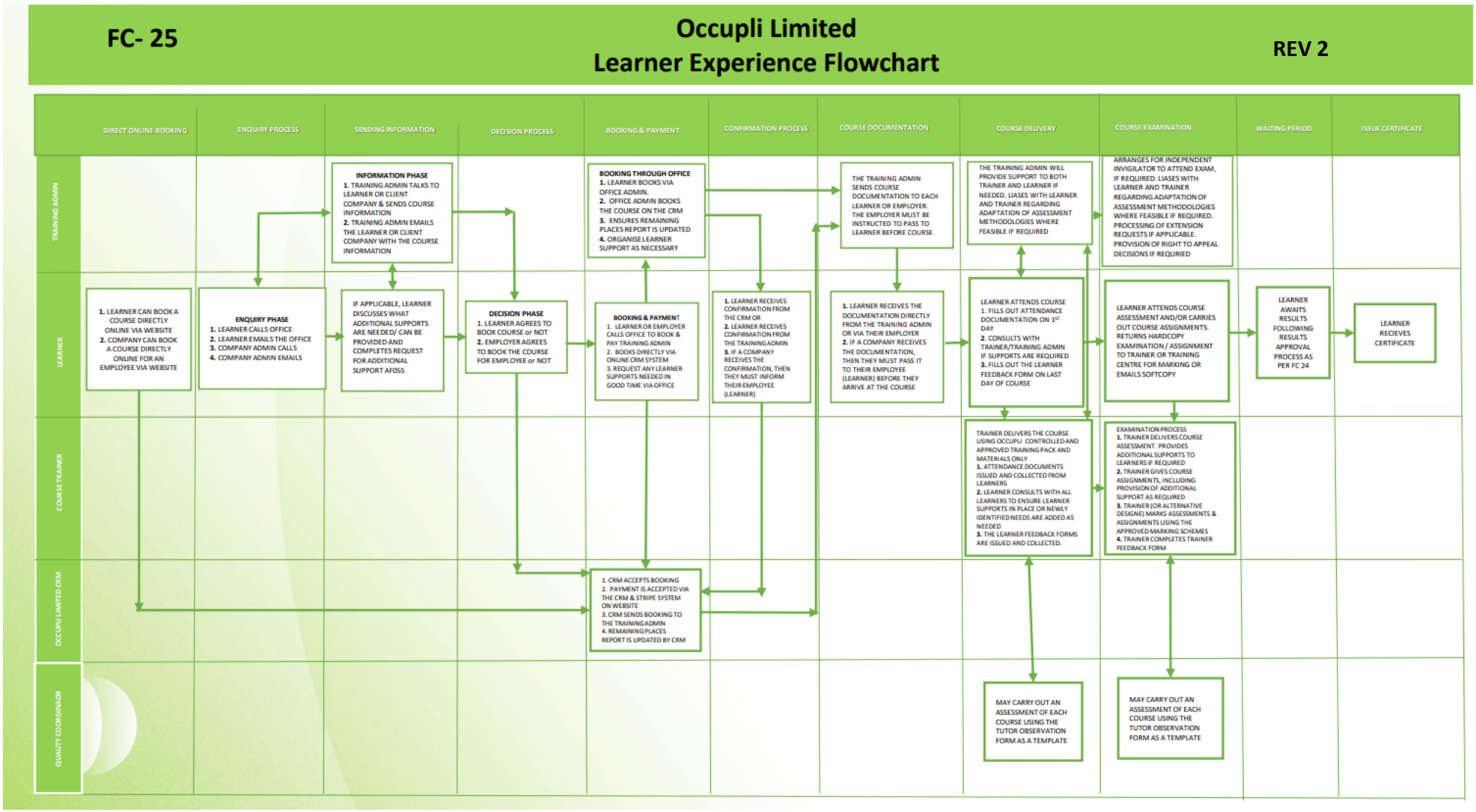
Learners wishing to avail of RPL should contact the Occupli Training administrator who will discuss the RPL procedure with you.

PHECC specific recognition of prior learning:

Occupli Limited recognises prior learning for when a learner has completed a CFRC training course within eight weeks of commencing a FAR refresher course.


FC-25
Occupli Learner Experience Flowchart
Rev 1
Direct Online Booking
Enquiry Process
Sending Information
Decision Process
Booking & Payment
Confirmation Process
Training Admin
Learner
Occupli CRM
Information Phase
1. Training Admin talks to learner or client company & sends course information
2. Training admin emails the learner or client company with the course information
Booking through office
Learner books via office admin
Office admin books the course on the CRM
Ensures remaining places report is updated
Organize learner support as necessary
Learner can book a course directly online via Occupli website
Company can book directly online for an employee via Occupli website
Learner calls office
Learner emails the office
Company admin calls
Company admin emails
If applicable, learner discusses what additional supports are needed/ can be provided and completes request for additional support AF055
Learner agrees to book course or not
Employer agrees to book the course for employee or not
Learner or employer calls office to book & pay training admin
Books directly via online CRM system
Request any learner supports needed in good time via office
Learner receives conformation from the CRM or
Learner receives confirmation for them training admin
If a company receives the confirmation then they must inform their employee (learner)
CRM accepts booking
Payment is accepted via the CRM & Stripe system on website.
CRM sends booking to the training admin
Remaining places report is updated by CRM

FC- 25	Occupli Learner Experience Flowchart				Rev 1
	Course Documentation	Course Delivery	Course Examination	Waiting Period	Issue Certification
Training Admin	From confirmation please The training admin sends course documentation to each learner or employer. The employer must be instructed to pass to learner before	The training admin will provide support to both tutor and learner if needed. Liases with learner and tutor regarding adaption of assessment methodologies where feasible if required.	Arranges for independent invigilator to attend examination, if required. Liases with learner and tutor regarding adaption of assessment methodologies where feasible if required. Processing of extension requests if applicable. Provision of right to appeal decisions if required.		
Learner	Learner receives the documentation directly from the training admin or via their employer. If a company receives the documentation then they must pass it to their employee (learner) before they arrive at the course	Learner attends course. 1. Fills out attendance documentation on first day. 2. Consults with tutor/ training admin if supports are required. One to one time provided if required. 3. Fills out the learner feedback form on last day.	Learner attends course assessment and/or carries out course assignments. Additional supports provided if required. Returns hardcopy of exam/assignment to tutor or training centre for marking or emails softcopy.	Learner awaits results following results approval process as per FC 24	Learner receives cert
Course Tutor		Tutor delivers the course using Occupli controlled and approved training pack and materials only. Attendance documents issued and collected from learners. Consults with all learners to ensure learner supports in place or newly identified needs are added as needed	Examination Process Tutor delivers course assessment, and provides additional supports to learners if required. Tutor gives course assignments, including provision of additional support, where required. Tutor marks assessments & assignments using the approved marking schemes. Tutor fills out trainer feedback form.		
Quality Coordinator		May carry out an assessment of each course using the tutor observation form as a template	May carry out an assessment of each course using the tutor observation form as a template		


FC- 25
Occupli Limited
Learner Experience Flowchart
REV 2
DIRECT ONLINE BOOKING
ENQUIRY PROCESS
SENDING INFORMATION
DECISION PROCESS
BOOKING & PAYMENT
CONFIRMATION PROCESS
COURSE DOCUMENTATION
COURSE DELIVERY
COURSE EXAMINATION
WAITING PERIOD
ISSUE CERTIFICATE
TRAINING ADMIN
LEARNER
COURSE TRAINER
OCCUPLI LIMITED CRM
QUALITY COORDINAOR
1. LEARNER CAN BOOK A COURSE DIRECTLY ONLINE VIA WEBSITE
2. COMPANY CAN BOOK A COURSE DIRECTLY ONLINE FOR AN EMPLOYEE VIA WEBSITE
ENQUIRY PHASE
1. LEARNER CALLS OFFICE
2. LEARNER EMAILS THE OFFICE
3. COMPANY ADMIN CALLS
4. COMPANY ADMIN EMAILS
INFORMATION PHASE
1. TRAINING ADMIN TALKS TO LEARNER OR CLIENT COMPANY & SENDS COURSE INFORMATION
2. TRAINING ADMIN EMAILS THE LEARNER OR CLIENT COMPANY WITH THE COURSE INFORMATION
IF APPLICABLE, LEARNER DISCUSSES WHAT ADDITIONAL SUPPORTS ARE NEEDED/ CAN BE PROVIDED AND COMPLETES REQUEST FOR ADDITIONAL SUPPORT AFOSS
DECISION PHASE
1. LEARNER AGREES TO BOOK COURSE or NOT
2. EMPLOYER AGREES TO BOOK THE COURSE FOR EMPLOYEE or NOT
BOOKING THROUGH OFFICE
1. LEARNER BOOKS VIA OFFICE ADMIN.
2. OFFICE ADMIN BOOKS THE COURSE ON THE CRM
3. ENSURES REMAINING PLACES REPORT IS UPDATED
4. ORGANISE LEARNER SUPPORT AS NECESSARY
BOOKING & PAYMENT
1. LEARNER OR EMPLOYER CALLS OFFICE TO BOOK & PAY TRAINING ADMIN
2. BOOKS DIRECTLY VIA ONLINE CRM SYSTEM
3. REQUEST ANY LEARNER SUPPORTS NEEDED IN GOOD TIME VIA OFFICE
1. CRM ACCEPTS BOOKING
2. PAYMENT IS ACCEPTED VIA THE CRM & STRIPE SYSTEM ON WEBSITE
3. CRM SENDS BOOKING TO THE TRAINING ADMIN
4. REMAINING PLACES REPORT IS UPDATED BY CRM
1. LEARNER RECEIVES CONFIRMATION FROM THE CRM OR
2. LEARNER RECEIVES CONFIRMATION FROM THE TRAINING ADMIN
3. IF A COMPANY RECEIVES THE CONFIRMATION, THEN THEY MUST INFORM THEIR EMPLOYEE (LEARNER)
THE TRAINING ADMIN SENDS COURSE DOCUMENTATION TO EACH LEARNER OR EMPLOYER. THE EMPLOYER MUST BE INSTRUCTED TO PASS TO LEARNER BEFORE COURSE
1. LEARNER RECEIVES THE DOCUMENTATION DIRECTLY FROM THE TRAINING ADMIN OR VIA THEIR EMPLOYER
2. IF A COMPANY RECEIVES THE DOCUMENTATION, THEN THEY MUST PASS IT TO THEIR EMPLOYEE (LEARNER) BEFORE THEY ARRIVE AT THE COURSE
THE TRAINING ADMIN WILL PROVIDE SUPPORT TO BOTH TRAINER AND LEARNER IF NEEDED. LIASES WITH LEARNER AND TRAINER REGARDING ADAPTATION OF ASSESSMENT METHODOLOGIES WHERE FEASIBLE IF REQUIRED
LEARNER ATTENDS COURSE
1. FILLS OUT ATTENDANCE DOCUMENTATION ON 1ST DAY
2. CONSULTS WITH TRAINER/TRAINING ADMIN IF SUPPORTS ARE REQUIRED
3. FILLS OUT THE LEARNER FEEDBACK FORM ON LAST DAY OF COURSE
TRAINER DELIVERS THE COURSE USING OCCUPLI CONTROLLED AND APPROVED TRAINING PACK AND MATERIALS ONLY
1. ATTENDANCE DOCUMENTS ISSUED AND COLLECTED FROM LEARNERS
2. LEARNER CONSULTS WITH ALL LEARNERS TO ENSURE LEARNER SUPPORTS IN PLACE OR NEWLY IDENTIFIED NEEDS ARE ADDED AS NEEDED
3. THE LEARNER FEEDBACK FORMS ARE ISSUED AND COLLECTED.
MAY CARRY OUT AN ASSESSMENT OF EACH COURSE USING THE TUTOR OBSERVATION FORM AS A TEMPLATE
ARRANGES FOR INDEPENDENT INVIGILATOR TO ATTEND EXAM, IF REQUIRED. LIASES WITH LEARNER AND TRAINER REGARDING ADAPTATION OF ASSESSMENT METHODOLOGIES WHERE FEASIBLE IF REQUIRED. PROCESSING OF EXTENSION REQUESTS IF APPLICABLE. PROVISION OF RIGHT TO APPEAL DECISIONS IF REQUIRED
LEARNER ATTENDS COURSE ASSESSMENT AND/OR CARRIES OUT COURSE ASSIGNMENTS. RETURNS HARDCOPY EXAMINATION / ASSIGNMENT TO TRAINER OR TRAINING CENTRE FOR MARKING OR EMAILS SOFTCOPY
EXAMINATION PROCESS
1. TRAINER DELIVERS COURSE ASSESSMENT. PROVIDES ADDITIONAL SUPPORTS TO LEARNERS IF REQUIRED
2. TRAINER GIVES COURSE ASSIGNMENTS, INCLUDING PROVISION OF ADDITIONAL SUPPORT AS REQUIRED
3. TRAINER (OR ALTERNATIVE DESIGNE) MARKS ASSESSMENTS & ASSIGNMENTS USING THE APPROVED MARKING SCHEMES
4. TRAINER COMPLETES TRAINER FEEDBACK FORM
MAY CARRY OUT AN ASSESSMENT OF EACH COURSE USING THE TUTOR OBSERVATION FORM AS A TEMPLATE
LEARNER AWAITS RESULTS FOLLOWING RESULTS APPROVAL PROCESS AS PER FC 24
LEARNER RECIEVES CERTIFICATE