LEARNER HANDBOOK

VERSION 2.1

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WELCOME

Dear Learner,

Welcome to Technotraining and thank you for choosing us as your training provider. I hope you will find that a Technotraining training course will give you the knowledge and tools to greatly enhance your skills and career opportunities.

I and all members of the team would like to welcome you onto your chosen course, we will do our best to make this a very positive experience for you and ensure that you achieve the best possible outcome. We hope you enjoy your training programme and find it challenging, stimulating, and exciting.

The purpose of this learner handbook is to provide you with a summary of the important information that you need to know as a learner at Technotraining. It contains essential information about our policies, QQI awards and your responsibilities.

If you have any questions about anything in here or feel that we can be of help to you in any way, please contact us directly, we love questions and feedback. You can contact myself, Aisling Milton or Grace Mooney at the contact details on the next page and we will be happy give you whatever assistance we can to help you achieve your learning goals.

Kind Regards,

Derek Waters
Head of Training & Founder of Technotraining

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TECHNOTRAINING – WHO WE ARE

Technotraining was founded in 1992 by engineer Derek Waters. The company started out providing an automation training service on behalf of international automation companies who did not have a base in Ireland. This introduced us to large multinationals with complex training requirements for specific machine-based manufacturing lines. Derek had built a team of engineers with a strong interest in bridging technical knowledge gaps. We began developing and designing custom training equipment and other innovative training solutions to train manufacturing technicians to trouble shoot and problem solve without the need for costly down time or expensive swapping out of parts.

We have continued to expand our client base within the manufacturing sector over the last 20 years and have provided training solutions in areas including systematic troubleshooting, electrical safety, and fault-finding for clients like Boston Scientific, Johnson & Johnson & Amgen.

We see ourselves as a training partner for many of our clients developing solutions which enable them to achieve systematic oversight and development of employee skillsets. Employees then have the comfort of knowing that the awards they achieve improve their employability, are transferable and can be built on to contribute to life-long learning.

In 2007, we became a (FETAC) QQI quality approved provider and began to offer training courses leading to QQI Awards to the public as well as to corporate clients.

In 2008, the National Standards Association of Ireland (N.S.A.I) commissioned Technotraining to develop courses and new awards for the Emergency Lighting Sector. In conjunction with the N.S.A.I, Technotraining developed the currently published award standards in this area. The award has evolved to be an industry standard, requested by commercial interests and by regulatory authorities.

This process gave Technotraining a vital insight into how competency is determined and translated into learning outcomes and how these are defined and assessed to create module specifications that any approved provider can deliver. Technotraining learners have achieved over 1700 awards in this area and we host a National Qualification Register of qualified practitioners on our website.

TECHNOTRAINING MISSION STATEMENT

To be trusted partners in a world-class learning experience delivering innovative and impactful training with integrity, commitment, skill, and excellent customer service within the framework of quality approved processes.

We know that employers expect change in the performance of individuals who we have trained and assessed. We see it in our interests to contribute to the currency of awards in the workplace. We design and deliver engaging learning solutions with outcomes that deliver a measurable improvement in job performance.   We also seek to drive and lead to better standards of practise within sectors such as Emergency Lighting and Fire Alarm servicing and commissioning by ensuring we provide learning solutions that reflect legislation, industry standards and emerging technologies.

COMMITMENT TO QUALITY ASSURED PROVISION

Quality Assurance is central to what we do at Technotraining. All our training activities are underpinned by our robust quality assurance system. Each of our policies and procedures have been developed and implemented to ensure that training is delivered in accordance with national standards and are consistently applied across all programmes. We are currently in the process of upgrading all our policies and criteria in order to meet new quality assurance guidelines, recently issued by QQI, and applicable to all QQI validated programmes across the further education and training sector.

TECHNOTRAINING LEARNER CHARTER

Technotraining is committed to providing the best possible learning environment for our learners. We undertake to deliver training with integrity, commitment, skill, and excellent customer service. The learner is perceived as a partner in the learning process, where staff, trainers and learners work together to optimise the learning experience for all. We expect our learners to familiarise themselves with our policies, procedures, and regulations to ensure that they are aware of our expectations for them and they are clear about their expectations for us and the recourse available to them should these expectations not be met.

- We are committed to excellence – we always aim for the highest standards.
- We will provide you with all the information you need to make an informed decision about whether a training course is right for you.
- We will assist you in determining how your entry requirements meet the needs of the programme.
- We are here to support our learners in every way we can. If you have a problem, we'll try to fix it. If you need advice, we're here to guide you.
- Feedback is very important to us. We never stop evolving, and one reason is because we really care what people have to say. We love getting feedback because it helps us make our offer even better.
- We will treat everyone ethically and fairly; complaints will be dealt with effectively.
- We promote equality for all learners and will support learner diversity.
- Learner data and information will be held and destroyed according to data protection law.
- Training is delivered by highly qualified instructors, who understand the industries you work in.

ACCESS, TRANSFER AND PROGRESSION

ENGLISH PROFICIENCY REQUIREMENTS

Competence in written and spoken English is essential. International students whose first language is not English are required to have an appropriate score in an approved examination in English language. We accept an IELTS test score of 6. We also accept IELTS equivalents such as TOELF score 60-78 and Cambridge exam level B2.

If learners do not have a test result from one of these, they can complete a Duolingo English Test before registering on the course. The test can be taken online at englishtest.duolingo.com/applicants, costs US$49 and the result is available within 48 hours.

Applicants must receive a score of 95 or above to be eligible to join the course and must share their Duolingo Online test score directly with us at grace@technotraining.ie.

Recognition of prior learning (RPL) is a method of assessment which may allow learners to gain formal recognition for knowledge, skills, and competence that they have already gained through previous qualification or work experience. A learner may be granted exemptions from attendance at programme modules because of learning that they already have achieved, or experience they already have. This essentially means that if a learner has prior knowledge, through experience or training, they may be able to complete their studies in a shorter timeframe without having to revisit learning. RPL is accessed on a course-by-course bases.

To help you make this decision we offer the following resources:

•   Access to our eLearning site where you review the course content and slides and complete exam simulation questions and quizzes.

•   Detailed breakdowns of course content and structure on the http://www.technotraining.ie/ website. Particular attention should be paid to the learning outcomes as assessment activities are derived from these. All learning outcomes are assessed.

•   A phone call with the Head of Training or another trainer in advance of the course to help you decide how your prior learning might overlap with course content.

In all cases learners will be required to fill out a RPL application form. This involves mapping course learning outcomes to previous work/educational experiences. All requests for RPL must be accompanied by evidence to support the learners request for RPL.

REASONABLE ACCOMMODATIONS

Technotraining is committed to building an inclusive learning environment. The Centre is further committed to the provision of reasonable accommodation as a response to meet individual needs and as far as possible to enable full access and participation for all learners with special requirements. Learners with permanent or long-term conditions, including visual and hearing difficulties, or specific learning difficulties which they believe will significantly impair their performance in assessments may apply to the centre for a reasonable accommodation(s) to be made to facilitate them during assessments.

The grounds on which applications can be made include but are not limited to:

- Learning Difficulties
- Hearing Difficulties
- Visual Difficulties
- Physical Difficulties - this category is taken to include medical, sensory, mental health and behavioural difficulties as well as physical difficulties.

The reasonable accommodations are intended to: remove, as far as possible, the impact of the disability on the learner's performance and thus enable the learner to demonstrate his or her level of attainment and ensure that, whilst giving learners every opportunity to demonstrate their level of attainment, the special arrangements will not give the learner an unfair advantage over other learners in the same assessment.

Accommodations made by Technotraining include assistance such as:

- Provision of readers or scribes.
- Verbal run through of question structure by Trainer before exams begin.
- Additional time for assessment
- Standard examination paper enlarged to A3 size.
- A separate examination room or centre
- The format of the exam paper can be adjusted to suit certain requirements such as dyslexia e.g., questions can be adapted to use less words and more diagrams.
- The provision of visual aids such as additional lamps or magnifiers
- The provision of a sign language interpreter
- A facility to postpone an exam or assessment without penalty, this is particularly in the case of Compassionate Accommodation where the learner has a genuine reason for non-completion of an assessment material at the given time.

- The learner notifies Technotraining through the Registration form that they wish to apply for Reasonable Accommodations.
- The QA administrator emails the learner acknowledging the request and attaches the Reasonable Accommodation application form.
- This form must be completed and emailed back to the QA administrator as early as possible, but no later than two weeks prior to the commencement of assessment. This is to allow for the reasonable accommodation to be facilitated.
- Requests for Reasonable Accommodations must be accompanied by an Educational Psychologist's Report.
- All learner requests will be considered on a case-by-case basis and facilitated where it will provide the learner with an equal opportunity to complete the assessment. The Quality Manager will make the final decision on these and will notify the learner and trainer in confidence.

TRANSFER AND PROGRESSION

Achievement of an award on the National Framework of Qualifications (NFQ) enables learners to transfer or progress to other 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.

As an example, we offer three QQI Minor Awards,

6N5377 Industrial Electrical Systems,

6N5370 Programmable Logic Controllers

6N5375 Industrial Pneumatic Systems

These awards contribute 15 credits each towards the total value of 120 credits needed to achieve the QQI 6M5154 Maintenance Skills Technology Major Award. This is a significant achievement at level 6 on the National Framework of Qualifications (NFQ) and opens an entry pathway to Higher Education.

If your learners would like additional information, please contact Aisling Milton and we will be happy to advise them.

THE LEARNER JOURNEY WITH TECHNOTRAINING – WHAT TO EXPECT

REGISTRATION FORM AND PHOTO I.D.

When your booking is confirmed you will be enrolled on moodle and we ask you to fill in a Registration form. If your course is online, you will be asked to show a copy of your passport or driving licence to the trainer at the first course webinar. If your course is classroom based, you will be asked for the same photo ID on the first day. Photo ID will also be requested before each exam.

The information you provide is important as it provides us with the personal data, we will need to register you with QQI. The photo ID is needed to confirm the person achieving the award is the person who registered and completed the course. We ask you to fill the registration form in as soon as possible so we can cater for any requirements you may have.

PROGRAMME INFORMATION

Our website includes detailed information on each course, but we will also send you a pdf copy of the programme descriptor. This will lay out information relating to the course content, assessment processes, marking schemes and progression after the course.

PRE-COURSE INFORMATION

Our courses are classroom based, online webinars and/or a combination of both. There are online self-directed learning activities involved in all our courses. To engage fully with the online resources, you will need, a computer with a webcam, a microphone and high-speed internet. Our eLearning site works best with Google Chrome, but any web browser will do. Note tablets such as Ipads are not ideal. Our courses cannot be completed on a phone.

There is self-directed work to do before and between scheduled course days, it is important that you can plan time for these activities.

REMINDER EMAIL

Approximately 7-10 days prior to the course starting we will send you a reminder email with all details relating to the course, such as, the training venue location including a map, start/finish times, course timetable, course induction etc.
Please be aware that we reserve the right to alter timetables (including lecture times and dates) where necessary. We will do our very best to make sure any changes minimise inconvenience to learners. We will make every effort to communicate any changes well in advance.

We are always happy to help by phone or email if you have questions or concerns at any stage.

LEARNER INDUCTION

Learner induction is carried out at the start of the course. Learners will receive the course syllabus, course materials and assessment timetable together with other valuable pieces of information geared towards ensuring that you get the most out of the course.

RESULTS NOTIFICATION

Learners provisional results will be available on moodle within two to four weeks after the course finishes or they have completed their final assessment. We can only give a provisional result at this point as all results are authenticated by an External Evaluator.

After the External Evaluator's authentication, you will be notified of your Final Results and you will be reminded at this point of the timelines for our Recheck, Review, Appeals process.

NATIONAL QUALIFICATIONS REGISTER

Learners who have successfully completed the Emergency Lighting Commissioning Award or the Emergency Lighting Design Award will be placed on a National Register which is held on our website. They will each be given a unique qualification number.

QQI CERTIFICATES

QQI have 6 submission deadlines in each calendar year. Once all materials have been received and the candidate has been successful in their assessments their results will be internal verified and authenticated by an External Authenticator. The Centre will then submit the candidate for certification at the next available QQI submission deadline.

When the Centre receives Certificates back from QQI they will be sent out to learners to the address they submitted on their registration form if all course fees have been paid.

It should be noted that employers who book candidates onto the courses will be sent a copy/scan of the learner's certificate.

TECHNOTRAINING TRAINING APPROACH

At Technotraining we use a number of delivery methods:

LECTURES

Trainers will introduce topics and concepts to the learners, making use of PowerPoint presentations, graphics and other teaching aids.

CLASS DISCUSSIONS

We understand that learning is optimised when learners are engaged in the process. Our classes very much promote discussion and collaboratively working through the experiences of those in the room. The skill of the lecturer is needed here in directing discussions to ensure these discussions are delivering value to all learners.

ASKING QUESTIONS

From our experience, we have found sometimes learners are reluctant to ask questions during class time. Our delivery strongly encourages and appeals for questions from learners. This approach is simply based on the logic that it speeds up the course when we identify a learning gap (as expressed by a question) there and then rather than searching for this gap later in the course.

ONLINE LEARNING

Once you are enrolled on a course you are registered on our Moodle online learning platform. Some of our courses are delivered through Moodle as a combination of live webinars and self-directed learning resources. Our online learning resources are a great way to
- Prepare for a course, pre course activities give learners a great foundation for course material and means that the group can begin with a consistent base knowledge.
- Prior to a course, an experienced learner who wishes to make an informed judgement in relation to RPL exemptions from full attendance can test their knowledge with module specific quizzes.
- During a course but prior to exam assessments, learners can revise and test their knowledge.
- There are plenty of dig deeper resources for very motivated and curious learners we who want to go beyond the assessed content and deepen their knowledge further.

PRACTICAL EXERCISES

We exploit any opportunity where resources exist or can be created to expose learners to practical exercises that have very targeted learning outcomes. We see this as the most powerful way to learn. Most of our programmes involve the use of training kits which provide the opportunity for hands on learning.

ASSIGNMENTS

Learners may also be expected to complete a project/portfolio/collection of work as an assessment activity. Our courses are typically spread over days and weeks with breaks in between sections. We encourage learners to submit/hand-in copies of their assignments on the last day of the course. We find this greatly improves completion rates.

EXAMS

The internal assessor will devise a theory-based examination that assesses learners' ability to recall and apply theory and understanding, requiring responses to a range of structured questions. The examination will be based on a range of specific learning outcomes.

LEARNER RESPONSIBILITIES

Technotraining has a code of behaviour in place which sets out our expectations of how learners should interact with all members of our staff and with each other. We want to ensure that we can provide learners with a supportive, positive, and effective learning environment where every learner feels respected and does not experience bullying, intimidation, or harassment.

We view learners as partners working with us in the achievement of these objectives. We ask our learners to act responsibly, with courtesy and in a professional manner.

We also believe firmly that the best learning comes when learners are given autonomy and are empowered to identify their own learning styles, work at their own pace, and ask for guidance and support when they need it. We hope we have provided the support structures and environment to facilitate this but in return there are learner rules of engagement and responsibilities.

ATTENDANCE & PUNCTUALITY

- Learners should read all correspondence from us regarding timetables, training venues, online session joining instructions. They should then arrive punctually at all scheduled sessions.
- Learners should notify the office if they are running late. If a learner is late, they may not be admitted to a session until the first break. Trainers will decide on a case-by-case basis if and how they bring the learner up to date on the material they have missed. The overall objective will be not to inconvenience the rest of the class. Any catch up may only be possible at the end of the training day.
- Learners should maintain attendance for the duration of the course. If circumstances arise which prevent this, learners should notify the office at the earliest possible time to see what alternative arrangements can be made. Please notify us of any compassionate grounds you have for changing course or assessments dates and we will do our best to facilitate you.
- Learners should not arrive at a training session if they are unwell. They are expected to complete any health questionnaire's that are requested of them.

- Learners should treat each other and each other's property with respect, this includes behaving professionally and courteously in the class, not using offensive language, not defacing materials or property belonging to another learner. Any disruptive behaviour which interrupts and compromises the flow and order of the class, involves harassment of the trainer or other students can lead to the trainer asking the learner to leave the classroom.
- Learners are expected to treat the classroom venue with respect. This includes not leaving rubbish lying around, abiding by rules regarding food and liquids in the training room, respecting any health and safety protocols in place including scheduled fire drills etc.
- Learners must treat training equipment provided according to the instructions they are given. Training kits contain many valuable parts which can be damaged if handled incorrectly.
- Learners must not remove any training equipment from the training room unless expressly given permission by the trainer.
- Mobile phones should be on silent for the duration of training sessions.
- Learners should not attend a training class under the influence of drugs or alcohol.
- If a learner would like to make a complaint, they should contact the office and go through the complaints procedure as outlined in this Handbook. The classroom is not the place to take up a complaint with a trainer however they are very welcome to remain behind to speak to the trainer after the class is finished. Our trainers will be very happy to try to address an issue informally.
- Learners should ensure in advance of the training course that they have noted and planned for self-directed work which set both before and between class days. Teaching sessions refer and build on this work and the trainer will not be able to take time to cover any material that has not been completed by individual learners.

In order to maximise the benefit of attending one of our online programmes and in order not to compromise the quality of the online learning experience for others, learners are expected to:

- Organise a quiet space where they will not be interrupted during attendance of the live webinar element of the training
- Have a laptop or desktop computer with web camera and audio and to complete technical checks as requested
- Ensure that they have adequate network connection

- Have downloaded the Google Chrome browser
- Dedicate sufficient time to complete the self-directed activities requested of you before and between scheduled course dates
- Agree to adhere to the specific online exam rules and regulations
- Upload assessments as requested
- Behave courteously within the online environments such as group webinars, discussion forums, breakout rooms.

DISCIPLINARY PROCEDURES FOR BREACHES OF CODE OF BEHAVIOUR

When a trainer has a complaint regarding learner attendance or behaviour, they bring it to the attention of the head of Training who will arrange to meet the learner and discuss the infringement. The overall aim will be to resolve the complaint informally. Complaints may be dealt with in the following ways:

- Failure to attend at least 80% of the overall face to face sessions may involve a learner being excluded from assessments with no refund of course fees. If this is anticipated learners will be contacted by the Head of Training to discuss. They will be offered opportunities catch up on modules missed and if this is not availed of they will be excluded from assessments.
- If the trainer feels that a learner is having an undue negative impact on the learning experience for other learners, they may be asked to leave the classroom. This can involve disruptive behaviour which interrupts and compromises the flow and order of the class, harassment of the trainer or other students or general offensive behaviour. In this instance the Head of Training will negotiate if a return to the classroom is warranted.
- If a learner damages Technotraining' s, the venue's or other learners' property they will be expected to compensate for any damage or loss.
- Damage to property of others may result in a report being made to the Gardai.

LEARNER APPEALS AGAINST DISCIPLINARY ACTIONS

Learners can appeal any of the above disciplinary actions. They must contact the Technotraining office and complete an Appeal of Disciplinary Action Form outlining their reasons for appeal. The appeal will be considered by the Technotraining Appeals committee.

COMPLAINT BY A LEARNER REGARDING THE BEHAVIOUR OF ANOTHER LEARNER

Complaints may relate to:

- Bullying or Harassment
- Disruptive behaviour which as unduly effected the learning experience of the complainant
- Damage to the complainant's property

If one learner wishes to make a complaint about another learner, they should first speak confidentially to the trainer. The trainer will then discuss the grounds for complaint and see if they can have a role in addressing the circumstances involved. If this is not possible the complainant should contact the Quality Manager and discuss the complaint with them. The complaints form should be completed, and this will be reviewed by the Complaints Committee (Steering Group Chair, Quality Manager, Head of Training) and a decision will be made regarding the nature of actions required.

EXAMINATIONS RULES AND REGULATIONS

Assessment is the most important part of course delivery as this process protects the integrity of the Award. As a result, strict rules need to be in place for fair and consistent assessment.

GENERAL RULES GOVERNING EXAMS AND ASSESSMENTS

- Learners should familiarise themselves with all policies and procedures laid out in this handbook which cover all assessment protocols which will be requested of you.
- Notify us at the earliest possible stage of any learning barrier you may which may impact on your ability to complete your assessment. This will be requested at course registration stage where you can submit a Reasonable Accommodations Form.
- Complete all requested protocols associated with assessment such as signing of verification of authentication cover sheets, agreeing, and signing agreement to exam guidelines.
- Find out examination dates and locations and arrive on time for the exam.
- Note deadlines for submission of assessment materials and submit coursework on time.
- Ensure that repeat assessments or assessments for recheck are submitted in time.
- Advise administration of any changes to contact information.

CLASSROOM BASED EXAM RULES

- Mobile phones must be switched off for exams.
- Desks will be placed 1-2 metres apart and must not be moved during the exam.
- Examinations can be either closed or open book, please ensure that the only documents on the desk are the exam paper and any allowed reference documents.
- Learners fill out their name clearly in the space provided and must sign the assessment brief as requested.
- Learners must not communicate with any other candidate during the exam. The exam paper must be the work of the candidate in question and cannot be influenced by assistance from any other candidate.
- A learner may not be allowed to leave the exam during any period of the exam unless the invigilator believes the reason is genuine. If they leave without permission, they may not be re-admitted during that exam.
- Learners should keep an eye on time keeping and stop writing when it is announced

that the exam is over, learners should receive a 5-minute notice of exam finish time.

- Learners may be asked to leave if they engage in any disruptive behaviour during the exam.
- If learners finish an exam early, they must leave the exam room quietly.
- No assessment material should be removed from the room, this includes exam papers. No copying or photographing of assessment materials is allowed.

TECHNOTRAINING ONLINE EXAM RULES AND REGULATIONS

The exam is confidential. It cannot be copied, printed, saved, recorded, or reproduced in any manner, at any time. The exam questions and answers cannot be disclosed or disseminated to anyone before, during, or after the exam. Exam copies will not be provided for failed or passed exams. Technotraining commit to deleting all video and audio recordings of the exam once the exam results approval process is completed.

Exam will be conducted under the following conditions:

- The following items should be removed from the exam workspace prior to the start of the exam:
  - Any electronic devices not being use for the purpose of completing the exam.
  - Notes or papers.
- All programs, applications and websites must be closed except for the web browser used to access Moodle.
- There should only be two webpages open in this browser:
  - the webpage containing the online exam in Moodle,
  - the remote invigilation space in BigBlueButton,
- If an invigilator suspects that you have more programs and/or webpages open on your device, they may request you to share your screen in the remote invigilation space and will provide instructions for doing this.
- You cannot leave the room during the exam.
- Other individuals should not enter the room for the duration of the exam.
- Learners must not communicate with anyone except the invigilator during the exam. The exam must be the work of the candidate in question and cannot be influenced by assistance from any other person or site.
- If you require assistance during the exam, please use your microphone or private chat to communicate to the exam invigilator.
- In cases where an invigilator suspects that cheating or any other act of impropriety may be occurring, they reserve the right to begin recording your audio and video feed. These recordings will be accessible only by the Technotraining Examinations Board)

and will be used only for the purposes of determining if an act of impropriety has taken place during an exam. They will not be retained for longer than 30 days after the exam date.

- If reports of misconduct are made by the invigilator to the Quality Manager there will be an investigation into the incident which may lead to disqualification of the learner.

BEHAVIOUR CONSIDER TO BE IN BREACH OF ASSESSMENT RULES

These include and this is not an exhaustive list:

- Attempting to engage in copying another learner's work.
- Collaborating with other learners during the exam by speaking to them or sharing notes or any other communications
- Using reference materials which are not allowed.
- Causing disruption during the exam
- Leaving the exam for reasons which are not believed to be genuine.
- Removing or photographing assessment material
- Using a mobile phone during assessment
- Impersonating another learner

PLAGIARISM & CHEATING POLICY

We are committed to good academic standards and we have effective policies and procedures in place to prevent, detect, combat, and deter plagiarism and cheating. This policy refers to cheating or plagiarism in relation to exams and to submission of assessment material.

Technotraining will not tolerate cheating or plagiarism. Any learner found doing so could be expelled from the course. Cheating includes bringing unauthorised material into an examination, communicating with other learners during an exam, or seeking to gain an unfair advantage in any other way.

Plagiarism is presenting somebody else's work as your own. It includes copying information directly from the Web or books without referencing the material; working with one or more other people on an individual piece of coursework and submitting the joint coursework as your own individual effort; copying another learner's coursework; paying someone else to do the work for you.

Cheating and plagiarism can be discovered or suspected in the following ways:
1. Observation of copying during an exam from instructor.
2. Observation of learners using notes during the exam.
3. On correction where learners have very similar answers on a number of exam questions or where an answer is entered related to a different version of the exam.
4. Comparing two papers where a copying incident is suspected.

PROCEDURE IN RELATION TO BREACH OF EXAM DISCIPLINE/CHEATING & PLAGIARISM:

If during an exam the Invigilating Trainer observes that a learner is looking at another person's work or has unauthorised notes/materials or is breaching the exam guidelines in any other way they will:

- Remove any authorised materials such as notes etc from the desk of the learner.
- Make a note on the candidate's exam cover sheet regarding the infringement. If copying from another candidate is suspected, their paper will also be noted.
- The invigilator will remind all candidates again of the rules regarding exam policy.
- The Trainer will notify the Quality Manager of the assessment violation or cheating incident.

If copying was not directly observed by the Trainer during the assessment but is clear when assessments are being corrected that two sets of assessments are very similar, then the following steps are taken.

- All assessment material from both learners is scrutinised closely to see if any patterns emerge such as similarity in marks when both were sitting near each other but not when apart and discrepancy between written assessments and practical assessment.
- For a project-based assessment which has been completed at home, instances of similarity to another person's work are closely examined.
- In the instance of a suspected case of copying a report will be made to the Quality Manager. The learner will be notified that there is an investigation. In the first instance the learner may be invited to be orally interviewed on the content of the coursework within 10 working days. The aim of the interview is to determine whether the allegation is founded.
- If plagiarism cannot be confirmed during the interview process, the learner will be notified in writing. If plagiarism is still suspected, the learner will be penalised. The learner should be informed of the penalty accordingly within 5 working days of the interview. Penalties include exclusion from the QQI submission process, a lifetime ban on completing any other courses with Technotraining.

In cases where an online invigilator suspects that cheating or any other act of impropriety has occurred, a report of misconduct will be made by the invigilator to the Quality Manager. The Quality Manager will review the evidence, inc. video and audio recordings and make a determination to either modify the exam result, recommend a re-sitting of the exam or to disqualify the exam result for the learner.

RIGHT TO APPEAL

A learner has the right to appeal the decision which must be done within 5 working days of the correspondence from Technotraining. In such cases an Appeals Committee is convened, and a definitive judgement is made. The decision of the Appeals Committee is final. The learner must be notified of the decision within 10 working days of the appeal been lodged. The Appeals Committee generally includes the Chair of the Steering Group, Head of Training, and the trainer who taught the student.

COURSE FEES

Our class numbers are small in order to maximise individual attention and generally book out several weeks in advance. Therefore, course fees should be paid in full on booking. We do offer payment plans on a discretionary basis where payment can be made in instalments in advance of the course start date and these can be arranged by contacting the office.

Courses can be paid by credit card, PayPal or by bank transfer. Please note we do not take credit card information over the phone.

REFUND POLICY

- o Full refund will be given for cancellations made in excess of **15 working days** before the course start date.
- o For cancellations made within **14-10 working days** before the course start date, learners will be able to defer their booking to another course within three months of the date of the booked course. No refund will be made at this point.
- o For cancellations made within **9-5 working days** before the course start date, a 50% cancellation fee will apply.
- o For cancellations made **2 working days or less** before course start date, 100% cancellation fee will apply.

o No refund will be made to learners who fail to attend classes or who do not complete the course.

Companies and individuals may substitute participants prior to the start of the course without additional payment or penalty. This can be done right up to the day before the course start date.

Technotraining reserves the right to cancel or re-schedule any course at any time. In the unlikely event of cancellation, fees will be refunded. Technotraining also reserves the right to re-schedule the start dates of all courses While every effort has been made to ensure the accuracy of the information on the website, it may be subject to later alteration or amendment in the light of policy changes, course updates or other constraints.

RESULTS APPEALS POLICY

Learners may appeal to the Centre to have their results re-checked and/or reviewed within 14 days of receiving their final results. Technotraining will ensure that:
- The appeal will evaluate the Centre's assessment process and the learner's assessment result.
- The assessor who evaluates a learner appeal will not be the individual who made the original assessment decision.
- No new evidence may be added by the learner for the appeal.
- The learner will be informed of the outcome of the appeals process within a reasonable time frame.

Learners who wish to appeal:
- Must make any request for an appeal in writing to the Centre Manager by completing a Results Appeal Application Form.
- Forward a payment of €50 for such appeals. The cost will be refunded to the learner if the appeal is upheld.
- The written request for an appeal must identify the elements of the assignment or examination for which the re-check or review is being sought. It must also specify the grounds on which the recheck/ review is sought and must contain all the information that the learner requires to have considered in the recheck or review.

REPEATS POLICY

If a learner fails an assessment, they can repeat that assessment at no further cost. If there is a second failure, learners will have one more chance to repeat and will incur a fee of €100. Technotraining will not facilitate a third re-sit and the learner may need to attend the full course again, if, after discussion, both learner and tutor feel this to be of value.

A learner must notify the QA Administrator that they wish to repeat an assessment and arrangements will be made for them to attend a repeat exam at the next available date.

POLICY FOR SUBMISSION OF ASSESSMENT MATERIALS

ASSESSMENT DEADLINES

At Induction learners will be notified of the exam schedule and deadlines for submission of projects and portfolios. The assessment deadlines allow learners adequate time to complete assessment material and adequate time for the assessment to be marked and verified in advance of the next available QQI submission date. We strongly believe that it is in the learner's interest to submit their practical work as soon as possible after the course is finished, this leads to best outcomes and means learners complete the course and achieve the award.

FAILURE TO MEET ASSESSMENT DEADLINE

A learner can notify us in advance of deadline that a deadline will be missed. They should complete an Application for Extension to Assessment Deadline Form and email it to the QA administrator Grace Mooney grace@technotraining.ie.

This will then be considered, and we may decide to grant an extension at no additional fee, this is at Technotraining's discretion. We will consider circumstances such as compassionate reasons or work conflicts.

If a learner does not notify us in advance and submits assessment material after the deadline there is a €50 charge for a late submission of an assessment. In addition, it should be noted we only hold other exam assessments for 6 months after completion so late submission of other assessment material will not be accepted if it is more than 6 months after completion of the course.

COMPLAINTS POLICY

Technotraining will deal with all complaints fairly, transparently, effectively in a timely manner to maintain good relationships with customers, uphold our reputation in the marketplace and to feed back into our process of continuous improvement. Our goal is to resolve the complaint to the mutual satisfaction of the complainant and the person or member of our staff which the complaint is being made against. In the first instance we will always seek to resolve the complaint informally.

Technotraining takes all complaints made against its staff, programmes or facilities very seriously. Should you have any problems or complaints, please speak to any of the following member of staff to discuss your complaint in more detail. Though all three members of staff are open to you at this stage it may be useful to keep in mind that the Quality Manager is the person responsible for managing the complaints process within the company.

- Trainer
- Quality Manager
- Head of Training

If a complaint cannot be resolved satisfactorily informally a Complaints Form should be submitted to the Quality Manager. This will be reviewed internally; you may be contacted for further information and then the complaint will be submitted to our Complaints Committee which sits within our academic Steering Group for adjudication. The complainant will be contacted within 10 days of the submission of the complaint with a ruling. If the complaint is upheld the complainant may receive a refund of course fees or other reasonable compensation. The Steering Group will make recommendations on changes to our quality procedures on foot of any upheld compliant.

HEALTH & SAFETY POLICY

Technotraining complies with all health and safety legislation. The Quality Manager is responsible for the implementation and management of health and safety policies, procedures and practices.

The safety policy of TechnoTraining Ltd. is to ensure the health, safety, and wellbeing at work, of every employee, contractor, learner, and visitor of TechnoTraining Ltd., in so far as is reasonably practicable.

We require learners to follow the following guidelines

- Learners must follow the health and safety checklists for their course. These will be explained during the induction and included in course notes.
- Be aware of trip hazards, keep cables, coats and bags away from the aisles and escape routes.
- In the event of a fire or fire alarm follow the displayed evacuation procedures.
- Please don't leave any rubbish in the training room.
- Please note personal belongings are the sole responsibility of the learner at all times. Technotraining cannot be held responsible for any items reported lost or missing; however, learners are still required to report all incidents to their trainer as soon as discovered and we will do our best to help.
- Learners are also required to report any accident or safety incident to their trainer as soon as possible and it will be investigated.

EVALUATION PROCEDURES

Learners are valued stakeholders of Technotraining and are therefore asked to complete evaluation forms and take part in other activities to provide feedback on aspects of the work of the Centre, on workshops and on module content. The time and trouble learners take to complete these evaluations is appreciated. Comments and feedback are processed confidentially. The data produced by the Quality Assurance Evaluation Procedures is used to continually improve courses and services. The Centre will be publishing the outcomes of such evaluations on a regular basis through the Centre website.
www.technotraining.ie.

EQUALITY POLICY

Technotraining is committed to promoting equality in staff recruitment and training service provision. We aim to provide an inclusive environment which promotes equality and values diversity in line with our legal obligations relating to Access, Transfer and Progression and Equality and Diversity – we will work to eliminate discrimination, remove imbalances in the working and learning environment and foster and encourage an ethos of equality and adherence to the principles of equality.

SPECIFICALLY, TECHNOTRAINING WILL:

- Remain committed to supporting the educational inclusion and progression of all learners.
- Be dedicated to addressing any inequalities that may arise within our Centre.
- Ensure that actions will respond to identified needs and will actively provide a positive impact for the learner.
- Ensure that our assessment practices can facilitate equality and diversity of learning needs.

QUALITY AND QUALIFICATIONS IRELAND (QQI)

Quality and Qualifications Ireland (QQI) is a state agency established by the Qualifications and Quality Assurance (Education and Training) Act 2012 and has a board appointed by the Minister for Education and Skills. Their functions include those previously carried out by the Further Education and Training Awards Council (FETAC); the Higher Education and Training Awards Council (HETAC); the Irish Universities Quality Board (IUQB) and the National Qualifications Authority of Ireland (NQAI).

QQI
- are responsible for maintaining the ten-level National Framework of Qualifications (NFQ).
- publishes and promotes awards on the National Framework of Qualifications
- determines standards and award requirements for awards made on the NFQ.
- validates programmes leading to awards.
- provides advice on recognition of foreign qualifications in Ireland and on the recognition of Irish qualifications abroad.
- are responsible for reviewing the effectiveness of quality assurance in higher and further education and training providers in Ireland.

NATIONAL FRAMEWORK OF QUALIFICATIONS
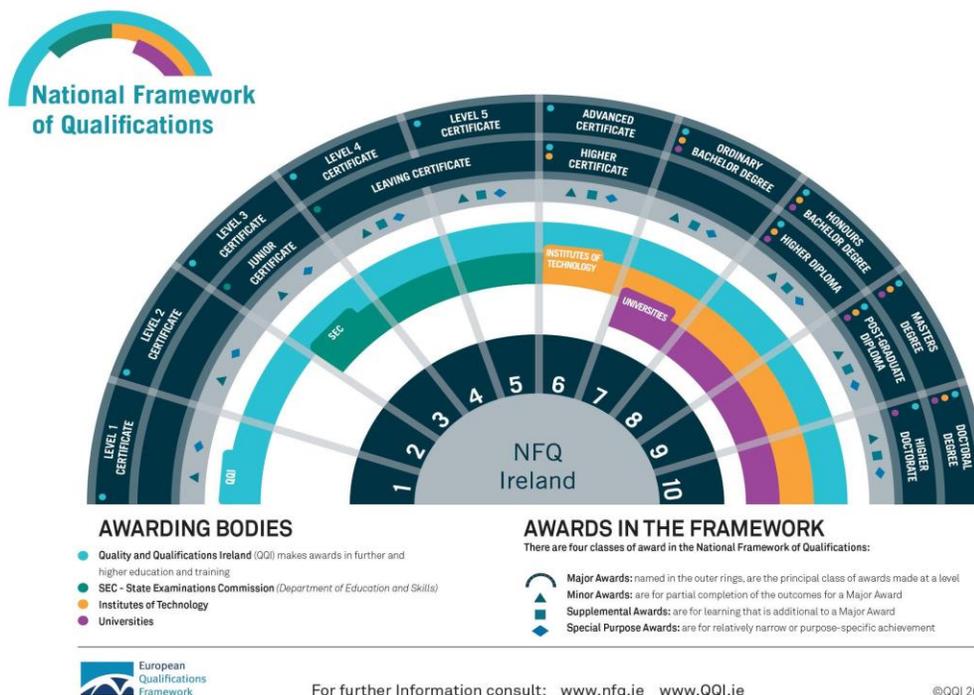
QQI AWARDS

Quality and Qualifications Courses leading to a Major QQI awards consist of modules or components that when added together lead to the Major award. To obtain a QQI Major Award certain numbers and combinations of modules/components also known as Minor Awards, usually 8, must be successfully completed. Learning at Level 6 includes advanced vocational/occupational skills. Technotraining deliver Level 6 modules only. We currently provide 5 Level 6 QQI Awards

6S0953	Special Purpose Award in Emergency Lighting
6S0955	Special Purpose Award in Emergency Lighting Design
6N5377	Minor Award in Industrial Electrical Systems
6N5375	Minor Award in Industrial Pneumatic Systems
6N5370	Minor Award in Programmable Logic Controllers

In General Modules/components at Level 6 are graded as follows:

Grade		
Pass = 50% - 64%	Merit = 65% - 79%%	Distinction = 80% - 100%

There is an exception to this general grading rule when it applies to awards related to Life Safety. The grading of assessment for our **Emergency Lighting Special Purpose** awards requires the learners achieve a **minimum of 70% to pass**. This applies to each assessment element.

TYPES OF QQI AWARDS

The Common Awards System makes use of the NFQ's four main award classifications:

MAJOR AWARDS

A major award is the principal class of award made at each level. It represents a significant volume of learning outcomes. Major awards usually comprise of 8 minor awards / modules. The CAS Specification for each major award lists the mandatory modules which must be completed along with the elective modules which are required to make up the overall specified credit value of the award. Successful completion of a Major Award at level 5 or 6 is a significant achievement on the National Framework of Qualifications (NFQ) and opens an entry pathway to Higher Education.

MINOR AWARDS

Minor awards are also commonly referred to as component certificates. These awards are single modules which can be completed and certified individually. All minor awards are linked to a major award which allows learners the opportunity to build on their minor awards and work towards gaining a major award. It is important to note that minor awards are achievements in their own right. Learners wishing to focus on one specific area or gain a specific skill e.g. Programmable Logic Controllers or Pneumatics Systems may find that completing a minor award in that area is much more appropriate that completing a major award which may be too broad to meet their specific needs.

SPECIAL PURPOSE AWARDS

A special purpose award is an award type developed for specific areas of learning that have a narrow scope. All special purpose awards comprise one or more components. This means that the credit value of this type of award will be higher than that of a minor award but significantly lower than a major award. At TechnoTraining we deliver 2 special purpose Awards, Emergency Lighting System Commissioning (6S0953) and Emergency Lighting System Design (6S0955)

BUILDING UP CREDITS

Credits for QQI major awards may be built up over a period of time. The Common Award System (CAS) Specification for each major award lists the mandatory modules which must be completed along with the elective modules which are required to make up the overall specified credit value of the award. A major award is the principal class of award made at each level. It represents a significant volume of learning outcomes.

Depending on the Level, Credit values can be accumulated as follows:

LEVEL	CREDIT VALUES FOR MAJOR AWARDS	DEFAULT MINOR CREDIT VALUES	OTHER PERMITTED CREDIT VALUES	SPECIAL PURPOSE AND SUPPLEMENTAL AWARDS
L1	20	5	10	N/A
L2	30	5	10	N/A
L3	60	10	5,10	5 to 60
L4	90	10	5, 15, 20	5 to 90
L5	120	15	5, 15, 30	5 to 120
L6	120	15	5, 15, 30	5 to 120

There are limits and exceptions to this general guideline. For details, please refer to www.QQI.ie

APPENDIX

DISCIPLINARY ACTION APPEAL FORM

	Technotraining Ltd	Form 1
TECHNO TRAINING	**Disciplinary Action Appeal Form**	**Version 1**

Personal Details	
Name:	
Contact Number:	
Course Name:	
Course Code:	
Reason for appeal: Please describe details of appeal	_____ _____ _____ _____

For Office Use Only	
Date Appeal received:	

Who Received the appeal	

Process	
Copy of appeal acknowledgement attached	
Appeals Committee Convened	
Learner notified of results of appeal	

Appeal Outcome	
Successful	
Unsuccessful	

Reason successful/unsuccessful:

_____

_____

Signed: _____ Date: _____

 TECHNO TRAINING	**Technotraining Ltd**	Form 2
	Complaints Form	Version 2

COMPLAINTS FORM

Personal Details	
Name:	
Contact Number:	
Course Name:	
Course Code:	

Complaint Details
_____ _____ _____ _____ _____ _____ _____

For Office Use Only	
Date Complaint received:	
Who Received the Complaint	
How Complaint was received	**Email** ☐ **Hardcopy** ☐

Process	
Copy of complaint acknowledgement attached.	
Complaint investigated.	
Suspected Cause identified	
Corrective Action	
Learner informed of outcome	

Corrective Action Details
_____

Suspected Cause Details
_____

What can we do to avoid a repeat issue?
_____

Signed: _____ Date: _____

	Technotraining Ltd	**Form 3**
	Application for Reasonable Accommodations	**Version 2**

Personal Details	
Name:	
Contact Number:	
Course Name:	
Course Code:	

Details of Accommodation(s) requested (please tick as appropriate)	
Additional Time	
Reader	
Scribe	
Large Font/Less words	
Audio (Recorded) version	
Provision of visual aids	
A separate examination room or centre	
Waiver from the assessment of spelling, grammar, and punctuation	
Postpone an exam or assessment without penalty	
Other (Please specify)	

Please give details of why the accommodation(s) are required.

_____

_____

An educational psychologist's report confirming the need for the accommodation(s) should be submitted with this application.

For Office Use Only

Accommodation Granted ☐   Accommodation Refused. ☐

Educational Psychologist's Report Presented   Yes ☐   No ☐

All relevant people notified (list):

_____

_____

Signed: _____ Date: _____

	Technotraining Ltd	**Form 4**
	RPL Application form for Access to a course This applies where stated entry requirements cannot be met	**Version 2.1**

RPL APPLICATION FORM FOR ACCESS TO A COURSE

Personal Details	
Name:	
Contact Number:	
Course Name:	
Course Code:	

Education Details (starting with most recent)					
Qualification/course title					
Institution					
Award code and details.					
Year of Award					
Qualification/course title					
Institution					
Award code and details.					

Employment Details (starting with most recent)				
Company				
Job Title		From	To	
Relevant Duties & Responsibilities				

Company	

Job Title		From		To	
Relevant Duties & Responsibilities					

Please note: Application for RPL must be submitted with supporting evidence i.e. certs. employer letters.

Declaration of Learner
I confirm all the details provided above are accurate and true. I am aware that I may be called for an interview to discuss my application and that all evidence is examinable. Signed: _____   Date: _____

For Office Use Only			
Who is processing the application			
Supporting Evidence received	**Yes**	**No**	
Was RPL granted	**Yes**	**No**	

Reason successful/unsuccessful:

_____
_____
_____

Signed: _____ Date: _____

TECHNO TRAINING	**Technotraining Ltd**	**Form 5**
	RPL Application form for Advanced Entry to a course	**Version 2.1**

Personal Details	
Name:	
Contact Number:	
Course Name:	
Course Code:	6N5377

Education Details (starting with most recent)				
Are you a Registered Electrical Contractor	**Yes** ☐		**No** ☐	
If Yes above state registration number				
Other Award Title being used in this RPL application.				
	NFQ Level		Year of Award	
Institution				
Course Title				
Award code				

Employment Details (starting with most recent)					
Company					
Job Title			From		To	
Relevant Duties & Responsibilities					

Company				
Job Title		From		To	
Relevant Duties & Responsibilities				

Please note: Application for RPL must be submitted with supporting evidence i.e. certs. employer letters.

Declaration of Learner
I confirm all the details provided above are accurate and true. I am aware that I may be called for an interview to discuss my application and that all evidence is examinable. Signed: _____   Date: _____

For Office Use Only				
Who is processing the application				
Supporting Evidence received	**Yes**	☐	**No**	☐
Was RPL granted	**Yes**	☐	**No**	☐

Reason successful/unsuccessful:

_____
_____
_____

Signed: _____ Date: _____

	Technotraining Ltd	Form 7
TECHNO TRAINING	**Results Review/Recheck/Appeal Application Form**	**Version 2.1**

Personal Details	
Name:	
Contact Number:	
Course Name:	
Course Code:	
Result:	

I wish to have my assessment result: Please tick.

Rechecked: ☐   **Reviewed:** ☐   **Appealed:** ☐

Reason	_____ _____ _____

For Office Use Only	
Date Form received:	
Who Received the Form	
How was Form received	Email ☐ Hardcopy ☐

Process	
Copy of form acknowledgement attached	
Learner scripts sent to second trainer for recheck.	
Learner notified of results of appeal	
QQI informed if any change of grade/certificate required.	

Appeal Outcome	
Successful	
Unsuccessful	

Reason successful/unsuccessful:

_____

_____

Signed: _____ Date: _____

	Technotraining Ltd	Form 8
TECHNO TRAINING	**Application for Extension to Assessment deadline form**	Version 2

Personal Details

Name:	
Contact Number:	
Course Name:	
Course Code:	

Please give details of why the extension is required.

_____
_____
_____
_____

A letter from your doctor or medical professional or work manager confirming the need for the extension should be submitted with this application.

For Office Use Only

Fee paid   Yes ☐   No ☐

Evidence Presented: Yes ☐   No ☐

Extension Granted ☐   Extension Refused ☐

All relevant people notified (list):

_____
_____
_____
_____
_____

Signed: _____ Date: _____