

Learners Handbook

AMBER SAFETY LTD

Amber Safety Ltd

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About Amber Safety

Amber Safety Limited is a training and consultancy organisation with training and development as our principal function.

Our team play a role in the quality assurance processes. We are a learner and customer-focused organisation with strong focus on reacting to any training requirements with speed and efficiency by maintaining a quality pool of resources, and selecting trainers, staff and consultants with the best qualifications and experience.

We adopt modern training methodology which emphasise learner active participation and making them part of the training process. We adopt the highest standards of quality and service, aiming at cultivating professional competence and providing effective training, consultancy and product requirements.

Amber Safety is fully committed to providing the highest quality training and consultancy services. The effectiveness of our Quality Management System is monitored by planned audits, management reviews and customer satisfaction surveys Amber Safety Limited. Amber Safety Limited commits to Systematic Training Approach (SAT). Systematic Training Approach for public programmes. We use an array of training methods available to ensure the training effectiveness and learner's satisfaction.

The Amber Safety Management Team

The Amber Safety team of Management, Expert Trainers and Consultants have extensive hands-on experience backed with professional qualifications, supported by our Administration and Management Office Team based in our Training Centre in Limerick City.

Amber Safety Ltd serves clients nationwide. Our clients range from small to large, commercial, and non-commercial, and social and government agencies. Some of the sectors served include social, healthcare, hospitality, transport, construction, pharma, medical device, and manufacturing.

About your training course

1. Think about what you would like to learn.

Before you attend the course, please visit our website to familiarize yourself with the course content & course objectives. Think about your own objectives for attending the course and check if they align with.

2. Think about your approach to the course.

For many of our learners, going back to the classroom can be a stressful experience. Many people haven't attended any formal training in a long time. If you are one of them, please be aware that:

- Amber Safety is committed to creating a friendly environment free from any judgement or prejudice.
 - If you have any additional needs, please contact us prior to your course date and we'll make sure your needs are met.
3. Please engage in the classroom. Ask questions, seek clarification, use additional support available.
 4. If you have any questions after you finish the course, please do not hesitate to contact us at 061 302520 or by email training@ambersafety.ie

Equality & Diversity Policy

1. SCOPE

This policy is designed to ensure that Amber Safety Limited complies with its obligations under equality legislation (The Equality Act 2017) and demonstrates our commitment to treating people equally and fairly.

In England, Scotland and Wales, the Equality Act 2017 brought together and harmonised equality legislation. Legislation in Northern Ireland is different and is principally from Section 75 of the Northern Ireland Act 1998, Equal Status Act 2000, revised to 2015 (ROI) and all other equivalent/relevant/legislation.

The Northern Ireland Act 1998 places public authorities, including HEIs, under a duty to have due regard to the need to promote equality of opportunity between:

- People of different religious beliefs, political opinions, racial groups, ages, marital statuses or sexual orientations
- Men and women generally
- People with and without a disability
- People with and without dependants

Equality means everyone having the same chances to do what they can. Some people may need extra help to get the same chances.

Diversity recognises that each of us are different and unique, consequently, it makes sense that treating everyone the same is not necessarily going to work. Different people will have aspirations, expectations, opportunities, responsibilities and needs. Therefore, treating people fairly means recognising their differences, respecting them and acting accordingly. In short, diversity is about valuing differences.

We recognise and value people's differences and will assist them to use their talents to reach their full potential.

Amber Safety Limited is opposed to any form of discrimination on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation (defined as Protected Characteristics).

2. RESPONSIBILITIES

The Managing Director has overall responsibility for promoting awareness of this policy and for monitoring its effectiveness and to ensure individuals and learners.

- Adhere to the policy.
- Inform [Individual Name] if they become aware of any discrimination practices.
- Help to create an environment in which all individuals are valued and respected.

3. OBJECTIVES

Amber Safety Limited objectives are:

- Sustaining, regularly evaluating and continually improving its services to ensure equality and diversity principles and best practice are embedded in our performance to meet the needs of learners.
- Working together to provide accessible and relevant service provision that responds to learners' needs.
- Monitoring of services, publicity and events provided by Amber Safety Limited to ensure that they are accessible to all sections of society.

4. COMMITMENT

Amber Safety Limited is committed to upholding and promoting equality of opportunity through all aspects of its work and will treat all people with dignity and respect, valuing the diversity of all. It will eliminate all forms of discrimination and will tackle social exclusion, inequality, discrimination, and disadvantage.

Amber Safety Limited understands the diverse nature of individuals by:

- Appreciating the needs of individuals and learners
- Meeting the needs of individuals and learners
- Ensuring information and learning opportunities are available to everyone.
- Ensuring individuals and learners are not prejudiced.
- Insensitivity to difference – ensure individuals and learners are not ignored and will be included.
- Over generalisation – efforts are made to obtain individual information.
- Assumed homogeneity – differences of individuals and learners are acknowledged.
- Overt double standards – provide the same treatment.
- Under representation or exclusion – include individuals and learners whenever relevant.
- Stereotyping – avoid stereotyping individuals and learners.

Amber Safety Limited is committed to taking positive steps to ensure that:

- All people are treated with dignity and respect, valuing the diversity of all.
- Equality of opportunity and diversity is promoted.
- The differences and individual contributions are recognised and valued.
- Services are accessible, appropriate, and delivered fairly to all.
- Individuals and learners are made aware, understand, agree and are willing to implement this policy.

- All individuals and learners will have access to this policy.
- Equality and diversity awareness are raised through information and training.
- Recruitment and selection for employment is based on aptitude and ability and applicants' diversity demographics are captured as part of the recruitment process to promote the elimination of unlawful discrimination.
- Staff development is determined solely by criteria which is relevant to the duties of a post and will support career development and progression to ensure diverse representation.
- Effective record keeping and monitoring is in place to measure effectiveness.

Training and Qualifications

- Every learner is assessed according to his or her personal capability prior to any training/qualification/assessment.
- Training and qualification opportunities in diverse geographical locations is offered.
- Training and qualifications are offered to learners who can achieve the required standards and free from unnecessary barriers that restrict access and progression.
- Content and language of all written information including training and assessment materials are non-discriminatory and free from social and racial bias or stereotypical wording.
- Promotional materials are monitored for the use of potentially discriminatory language and bias and make use of images that are representative of society.
- Appeals policy is published and made available to individuals and learners.
- Reasonable adjustments policy is published and made available to ensure that this is achieving its objective of providing all learners with equal access to fair training /qualifications assessment.
- Monitoring of data on ethnicity, gender, age, and disability in relation to learners
- Learners with a protected characteristic, when they are undertaking one of our training /qualifications/assessment, are neither advantaged nor disadvantaged in comparison to learners who do not share that characteristic.

5. COMMON AREAS WHERE DISCRIMINATION CAN OCCUR

Everyone has a responsibility to respect the feelings and sensibilities of others and to behave in a way that does not cause offence. Respect for all people is at the heart of our strategy and will take all reasonable steps to avoid discrimination against:

- Direct discrimination: When an individual is treated less favourably than you treat (or would treat) another individual because of a protected characteristic.
- Discrimination by association: When an individual is treated less favourably because of their association with another person who has a protected characteristic.
- Perceptive discrimination: Where an individual is directly discrimination against an individual because others think, they possess a particular protected characteristic.
- Indirect discrimination: When a certain criteria or practice is applied in the same way for all individuals but has the effect of putting others sharing a protected characteristic at a particular disadvantage.
- Age – treating someone unfairly because they are being too old or too young
- Disability – treating someone unfairly because they have a disability such as sensory or mobility impairment, a form of disfigurement, or a learning or mental health problem.
- Gender reassignment – treating someone unfairly because they are proposing to undergo, is undergoing, or has undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex.
- Marriage or civil partnership - treating someone unfairly because the person is married or is a civil partner.
- Race, religion or belief – treating someone unfairly because of where they or their family, originate from or because of their faith, culture or skin colour, or failing to respect their religious or philosophical beliefs.
- Pregnancy and maternity - treating someone unfavourably because of a pregnancy or given birth or breast feeding.
- Sex - treating someone unfairly because of their sex - a man or a woman.
- Sexual orientation and transsexuality – treating someone unfairly because they are a gay man, a lesbian, bisexual or transgendered or of another sex.

6. REASONABLE ADJUSTMENT

It is the responsibility of Amber Safety Limited and its instructors/assessors/staff/subcontractors to identify learners who are having difficulty or are likely to have difficulty in undertaking training or assessment activities. It is important that the learner is involved in all discussions to set any reasonable adjustments.

We will endeavour to accommodate the needs of learners with a particular training, qualification, or assessment requirement, according to individual circumstances, ensuring

such learners are not disadvantaged in relation to other learners and that certificates accurately reflect learner attainment.

We will give every consideration to reasonable adjustment or special consideration requests and will consult with and follow the Awarding Organisation or Accrediting Body process for which the training /qualification/assessment is accredited with. Please refer to the Reasonable Adjustment Policy which outlines reasonable adjustments for learners. Records of reasonable adjustments will be kept for audit purposes and evaluated for trends and continual improvement.

7. LEGAL RESPONSIBILITY

Discrimination is a key concept of the legislation and direct and indirect discrimination are defined and recognised by the Act. Amber Safety Limited has a clear duty to ensure that the provisions of relevant legislation and codes of practice are followed. We are committed to ensuring, through policies and procedures the promotion of equality and diversity and the prevention of discrimination. We will fulfil our legal and moral obligations as an employer and during our training activities.

This policy is reviewed regularly and updated annually or as and when required.

You may find this website useful: <http://www.equalityhumanrights.com> Republic of Ireland

- Equal Status Act 2000, revised to 2015 - <http://www.irishstatutebook.ie/eli/2000/act/8/enacted/en/print>, includes the Employment Equality Act 1998
- Protection characteristics in ROI also includes the 'Traveler community.'

This policy is reviewed regularly and updated annually or as and when required.

POL-001 Appeals and Complaints Policy

1. SCOPE

This policy outlines how Amber Safety deals with appeals and complaints. An appeal is defined as an application for a decision taken by Amber Safety in relation to a learner to be overturned. We are committed to providing a fair and transparent appeals & complaints service.

2. RESPONSIBILITIES

The policy applies to learners and Amber Safety employees. Amber Safety Director has the overall responsibility for ensuring that this policy is implemented.

3. POLICY PRINCIPLES

Appeals and complaints from learners and/or sub contactors may be made in relation to a decision where we did not apply procedures consistently or those procedures were not followed properly and fairly, examples may include:

- A decision to decline a request to make reasonable adjustments or give special considerations.
- The outcome of assessment, including external verification and certification.
- Any action taken by Amber Safety following investigations into incidents of malpractice or maladministration.

4. APPEALS & COMPLAINTS PROCESS

When submitting an appeal or complaint, the following supporting information is required, where applicable:

- Learner(s) name and contact details.
- Training/qualification/assessment or event to which the appeal refers.
- Date of event to which the appeal refers.
- Date(s) learner or service user received notification of Amber Safety decision
- Title and certificate number of the training or qualification affected
- Full nature of the appeal.

Appeals should be made as early as possible and must be made in writing within 4 weeks of the date of the event that the appeal refers to. As much detail, as possible should be submitted along with any supporting evidence available.

Appeals and complaints should be directed to Amber Safety MD, Brendan Morris, B2 Corcanree Business Park, Dock Road, Limerick V94 CDA3 or via email: brendan@ambersafety.ie

An initial response to appeals will normally be made within 5 working days, and a Director of Amber Safety will appoint a representative of Amber Safety to conduct the investigation. The representative will not have had any involvement in the training and assessment process relating to the learner or service user and will be qualified to make a final decision.

A written response will be given to all reasonable written appeals (letter or email) within a maximum of 10* working days from the date of receipt of the appeal to either:

- Amend our original decision considering the new rationale/evidence being put forward and which has now been reviewed; or

- Confirm we stand by our original decision and in doing so the rationale for this decision and where the appellant is not content with the decision made, they may appeal to the relevant regulatory body (SOLAS, LANTRA, PHECC).

*If this time needs to be extended the applicant will be advised stating a predicted reply date.

Complaints procedure and contact details for a regulator or a regulated Awarding Organisation can be obtained from the following regulators website.

- Workplace Relations Commission www.workplacerelations.ie

Where a referral is made to the regulators, we will take appropriate, preventative and/or corrective action to prevent re-occurrence as appropriate, such as:

- Identifying any other learners who have been affected to correct and mitigate, as far as possible, the effect of the failure (e.g., and amend the results for the learner(s) affected following an appropriate investigation)
- Reviewing our associated processes and policies to ensure that the ‘failure’ does not occur again or mitigate the situation as far as possible if the failure that occurred cannot be corrected.
- Cooperating with any follow-up investigations required by the regulators and, if appropriate, agree any remedial action with them.

Where the appeal relates to the outcome of assessment, we will ensure independent review any assessment evidence concerned.

Where an appeal against assessment brings the outcome of other results into serious question this would be considered a potential ‘adverse effect’ as other learners may be affected.

In such cases, we will ensure that:

- Any other learner who has been affected is identified.
- Effects are corrected or mitigated as far as possible. This may involve adjusting the outcome of assessments (pass/fail) and re-issuing results or revoking certificates.
- Appropriate action is taken to avoid a re-occurrence. This may involve for example taking action against sub contactors, assessors, instructors or internal quality assurers, external quality assurers.

Amber Safety ensures that any actions are monitored through its internal reporting process. Trends are identified and action put in place to negate reoccurrence.

5. REPORTING

We record appeals via a risk register to identify and monitor any recurrent issues or trends. This policy is reviewed regularly and updated annually or as and when required.

Complaints & Appeals Procedure

Six Point Complaints Process

1. Acknowledgement: Amber Safety will acknowledge receiving an appeal or complaint within five working days from the days it's received. Amber Safety Director appoints Amber Safety Representative to conduct investigation.
2. Review: Amber Safety Representative will undertake the initial review of an appeal or complaint and determine if any additional information or documentation is required to complete investigation.
3. Investigation: Within 10 working days Amber Safety Representative will investigate learner's/ customer's complaint in objective and impartial manner. Amber Safety will consider information learner/customer provides, company's actions in relation to dealings with learner/customer and any other information that may be available to assist with the investigation.
4. Response: Amber Safety will respond to complaint made by learner/customer on the completion of the investigation process. The response will address the findings of the investigation and course of action taken by Amber Safety in relation to the complaint.
5. Action: Actions will be taken on the completion of the investigation. If necessary, business practices/policies/procedures will be amended to prevent similar complaints in future.
6. Record: Amber Safety records complaints for continuous improvement purposes.

Finding more about your awarding body

If you would like to know more about the awarding body, please visit the relevant website.

Pre-Hospital Emergency Care Council (PHECC) – <https://www.phecit.ie/>

QQI - <https://www.qqi.ie/>

LANTRA - <https://www.lantra.co.uk/>

IPAF - <https://www.ipaf.org/en>

Contact Us

Our Address is

B2 Corcanree Business Park
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Telephone: 061 302520

Email: trainig@ambersafety.ie

Website: www.ambersafety.ie