



# Elevation Training

Let's Care Together

## **Learner Handbook**

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# Welcome to Elevation Training!

Dear Learner,

Thank you for choosing to study with Elevation Training. We are delighted to welcome you and look forward to helping you along your journey to becoming a highly skilled healthcare professional. We specialise in delivering healthcare courses at level 5 on the national framework of qualifications which will equip you with the confidence and competence to deliver high quality care.

Elevation Training was established in 2010 and in 2015 became a member of the Sodexo brand. Sodexo is an international organisation that provides quality of life services throughout the world. Sodexo's ethos of facilitating the provision of quality care and providing opportunities for personal development within the care industry is mirrored in Elevation Training's mission to enable every individual to develop themselves and to positively impact the lives of others.

This handbook is designed to give you important information relating to your programme of study. In this handbook, you will find information on our learner code of conduct, learner supports available to you, your attendance requirements and how your assessments will be run, as well as other important policies and procedures. It is important that you read through this handbook before beginning your programme of study so that you will know what to expect from us, and what is expected of you.

If you have any questions, or need any assistance throughout your programme, you can speak with your tutor or alternatively, please feel free to contact us on 01 8047333 or at [info@elevationtrainingireland.ie](mailto:info@elevationtrainingireland.ie).

Wishing you every success in your studies!

Yours sincerely,



**Katie McMenam**  
*Head of Training & Quality*  
*Elevation Training*

## Our Vision

*Our vision is to develop learners to be confident in their learning and be inspired to progress their academic and vocational journey. We aspire to develop competent individuals who can provide a trusted skillset across various settings.*

## Our Mission

*Elevation Training endeavours to progress every individual by providing educational programmes that enable succession to further education and access to new employment opportunities.*

*Elevation Training prides itself on its culture of open mindedness, diversity, transparency, and diligence. The skills and personal development achieved by the individual will complement their lifelong learning, we are committed to achieving the highest quality of training to ensure attributes achieved continue with the individual throughout life's journey.*

## Our Values

### ***Now is always a good time to “LEARN”***

***Listen*** – Listening to our learners is where it all starts. Knowing their life experiences, journeys and needs allows us to continually improve our training and quality.

***Encourage*** – We believe that by creating a caring and open environment drives us to encourage our learners to achieve the best they can achieve for themselves.

***Achieve*** – We create an environment that allows the learner to achieve their goals and reach their ambitions.

***Reliable*** – While we are committed to ensuring we are diverse and continuously improving, we always remain reliable when it comes to the quality of our programmes, our excellent service, and our complete transparency.

**Nourish** – We recognise that what suits one learner may not suit another. We adapt our supports to ensure we nourish every individual in their academic journey and reach their individual goals.

# 1. Our Commitment to Quality

At Elevation Training, we believe that quality education and training make the difference between a good and an excellent caregiver. Therefore, we have created a strong quality assurance (QA) system, of policies and procedures that are compliant with QQI standards and requirements. Our QA system also undergoes periodic review by QQI to ensure our practices are to the highest standards possible.

This system applies to all aspects of our training, to ensure that all of our learners are assessed and graded in line with the national standard of education and skills.

Learners studying with Elevation Training can be confident in the knowledge that they receive a quality education.

## 1.1 Quality Assurance at Elevation Training

Elevation Training is committed to providing an education and training service that is consistent, reliable and of high quality. To support this, a comprehensive quality assurance system of policies and procedures has been developed, which allows monitoring, review and enhancement of the service(s) that the company provides.

These policies and procedures are reviewed and approved by our Academic Board in line with self-monitoring and periodic review. Amended versions are published to replace older versions after they have been approved by the Academic Board.

Tutors and Learners are encouraged to read and familiarise themselves with our Quality Assurance Manual, available [here](#).

## 1.2 What Can Learners Expect from Us

We want you to enjoy your learning experience at Elevation Training. Our courses include a range of activities and content that acknowledge and appreciate different learning styles. Training programmes incorporate formal classes, practical demonstrations, opportunity to practice, case studies, journals, brainstorming, group discussion and workbook exercises. Where practical elements within the programme are covered, the practices involved are

tailored to simulate actual care environments to ensure participants can readily transfer their knowledge to the workplace. Furthermore, all our Tutors are competent in providing feedback and instruction to participants throughout the programme.

*You can expect:*

- To learn in a safe and secure environment
- To be treated with dignity and respect by staff and other learners
- Tutors that are qualified and knowledgeable in the subject area
- Holistic approaches to teaching and learning that include modern methods and pedagogically focused practices
- A well-managed and coordinated programme
- To be well informed about all aspects of the programme
- Equality of opportunity in all aspects of your learning experience
- Feedback and support from your Tutor and other members of the programme team
- To be asked for your feedback and views so that the programme continually evolves, ever ready for the diverse range of learners involved.

## **2. Learner Code of Conduct**

We expect learners to:

- Be punctual and attend all sessions of the training course
- Let us know if you expect to be absent
- Show respect to staff, other learners and for the training room and equipment
- Follow all health and safety guidelines, in particular, specific guidelines identified in your training venue
- Participate fully in your programme of study
- Complete and submit all assignments on time, adhering to all requirements stipulated
- Submit your own work and not engage in any form of academic misconduct
- Bring any concerns or difficulties to the attention of your tutor in a prompt manner
- Abide by exam rules where applicable

## 2.1 Attendance & Punctuality

100% attendance is advised and expected. Learners who arrive more than 15 minutes late or leave more than 15 minutes early will be recorded as absent. If you cannot attend or have to exit the programme at an early stage, please talk to your tutor or contact the Training and Learning Coordinator.

It is important to talk to your tutor if you expect to be absent, or if you have difficulty keeping up with the pace of learning. In the event of absence that is unavoidable your tutor will help you in your efforts to make up the time and any learning missed.

## 2.2 Self-Directed Learning

Throughout your programme you will be required to spend time studying, revising and researching the topics you have covered. You will be required to do this in your own time, outside of the classroom environment.

Our expectation is that your personal investment towards completing the course, relative to the time spent covering the material, follows a ratio of 2:1. In other words, you can expect to spend twice the amount of time working on this material at home as the tutors do covering the material in the classroom each week.

# 3. Supports for Learners

Elevation Training is dedicated to ensuring that all learners are supported in achieving their potential. You can read our policy on Supports for Learners, as contained in section 7 of the QA Manual, is accessible [here](#).

## 3.1 Reasonable Accommodation

Section 6 of the QA Manual (accessible [here](#)) provides the procedure adopted by Elevation Training. In certain circumstances, we can provide Reasonable Accommodations for learners requiring additional support, such as:



- oral or audio evidence
- modified presentation of assignments/examination papers e.g. enlargements
- scribes/readers/transcriber
- sign language interpreters
- rest periods
- adaptive equipment/software
- the use of assistive technology
- extra time.

Reasonable Accommodations will be applied in a fair and impartial manner that will in no way advantage or disadvantage any learner. If you feel you need additional support, please speak with your tutor.

### **3.2 Personal Circumstances**

We understand that unexpected situations can arise during the course of your programme. Again, there are supports available for these situations which you can read about [here](#) within section 6.11 of the QA Manual. If this is applicable to you, please complete the [Personal Circumstances & Deferral Form](#) online.

### **3.3 Class Representative**

As outlined in section 7.7 of the QA Manual (accessible [here](#)), we invite each group to nominate a class representative who agrees to act as liaison between the class, the tutor and Elevation Training. If you have any issues which affect the class group, please highlight them to your class representative.

## 4. Quality & Qualifications Ireland (QQI) and the National Framework of Qualifications (NFQ)

QQI is the Irish State agency responsible for promoting quality and accountability in education and training services in Ireland.

QQI promote, maintain, and develop the National Framework of Qualifications, a 10-level framework for the development, recognition and awarding of qualifications in Ireland.

*Established in 2003, the Irish National Framework of Qualifications is a 10-level, single national entity through which all learning achievements may be measured and related to each other. Underpinned by quality assurance principles, the National Framework of Qualifications describes qualifications in the Irish education and training system and sets out what each qualification says about what learners know, understand and are able to do.*

QQI also sets out qualifications' pathways from one National Framework of Qualifications level to the next. We deliver a number of QQI accredited courses that lead to awards at level 5 on National Framework of Qualifications.

Additional information is available at: <http://www.qqi.ie>

### 4.1 What is Accreditation and Why is it Important

Accreditation is the formal validation of what you have learned. Programmes/Courses that are accredited or validated through a qualification on the National Framework of Qualifications has many benefits. As well as providing a sense of personal achievement and demonstrating the standard of learning involved, achieving accreditation may also allow you to progress to further or higher education and training and/or better employment opportunities.

Further information about QQI, the National Framework of Qualifications and the different levels and accreditation, is provided to you during your onboarding; during your induction at the start of each programme.

## 4.2 Access, Transfer and Progression

We can advise you about transfer and progression in either education and training or employment. Section 3.2 of the QA Manual (accessible [here](#)) conveys how we will support you to achieve anything from one minor award up to your major award in healthcare, at Level 5. If you would like more information on transfer or progression to other programmes of study, please contact the Programme and Compliance Manager for more information.

## 5. Assessment Process

As contained within section 6 of the QA Manual (accessible [here](#)), Elevation Training promotes and supports a learning environment where the process of assessment for learners is transparent, fair and consistent, valid, reliable, reflects good practice and adheres to legislative requirements.

It is your responsibility *to carefully note the dates, times and locations of examinations/practical demonstrations and assignment submission deadlines* relevant to your programme. You are responsible for adhering to these.

Assignments will not be accepted without an accompanying Learner Submission Form. You must keep a copy of your assignments. Tutors will issue you with a receipt for the submission of each assignment.

Grading of all assessments is done in line with the [QQI Grading System](#).

### 5.1 Academic Misconduct

Academic misconduct is any behaviour (e.g. plagiarism) that undermines the integrity of academic processes as utilised at Elevation Training. Section 6.6 of the QA Manual provides the expectations of learners in their engagement of courses at Elevation Training (accessible [here](#)).

## 5.2 Plagiarism

You are required to carry out research for your assignments. All information you learn from a published source must credit the original author if you include it in your assignments. All authors you reference must then be included in a 'Reference List' at the end of each assignment. (see Guide to Harvard Referencing in your welcome email).

If you are found to have plagiarised your work, it will not be graded and you may be subject to other sanctions depending on the nature of the misconduct involved. All of the following are considered plagiarism:

- submitting someone else's work as your own
- copying words (text) or ideas from someone else without giving credit
- failing to put a quotation in quotation marks
- giving incorrect information about the source of a quotation
- changing words but copying the sentence structure of a source without giving credit
- copying so many words or ideas from a source that it makes up most of your work, whether you give credit or not

By signing the [Learner Submission Form](#), you are attesting to the fact that all work presented is your own. If a Tutor has declared an assignment to be plagiarised, the assignment will be awarded zero per cent.

## 5.3 Assessment Submission Deadlines

Assignment submission requirements are presented in section 6.5 of the QA Manual (accessible [here](#)).

Submission dates for your programme assessments are provided to you on day 1 of your course. You must submit your assignments to the tutor, by the stated submission date for your course, with an accompanying submission form.

If you fail to submit the required written assignments for your programme, on the agreed due date, without prior approval from the Programme and Compliance Manager, any practical demonstration or exam previously completed by you will be marked out of a maximum of 50%.

## 5.4 Deferrals

As elaborated in section 6.11 of the QA Manual (accessible [here](#)), if you encounter circumstances that are beyond your control, which prevent you from finishing your programme, you can apply to complete your programme at a later date by submitting a [Personal Circumstances/Deferral Application Form](#) online. This application may be made up to and including the day before an assignment or examination deadline. Applications after this time will not be accepted. Assessment material submitted after the deadline without an approved deferral will be marked out of a maximum of 50%.

Assessment material will be securely stored by us for two certification periods after your certificate has been issued, upon which time it will be disposed of in an appropriate manner.

## 5.5 Issuing Results and Award Certificates

Your assessment results will be issued to you by post, to the address we have on file for you, after all quality assurance checks have been done on the marking and grading of the work you submitted.

## 5.6 Appeals

Section 7.2 outlines policy concerning general appeals, with section 6.8 providing the associated appeals process pertaining to assessment. If you wish to appeal your results, you can submit an [Appeal Form](#) online.

## 5.7 Feedback and Evaluation

### 5.7.1 Feedback on Assessment

Throughout your programme, your tutor will provide you with feedback on any draft assignment work you submit, and any informal classroom work you complete. Section 5.3 of

the QA Manual (accessible [here](#)), provides specific information pertaining to the process of providing learners with assessment feedback.

This feedback provides you with an opportunity to work on improving your draft assignments before final submission.

### 5.7.2 Programme Evaluation

At the end of your programme, we ask you to complete a feedback form (accessible [here](#)). We welcome honest and open feedback so that we can continue to improve the quality of our programmes and supports.

## 6. Complaints

We welcome complaints as they provide an indication of areas where we need to improve. We evaluate all complaints carefully and put in place action plans to rectify the situation where necessary. You can access a copy of our Complaints Policy within section 7.3 of the QA Manual (accessible [here](#)). or you can talk to your tutor.

## 7. Data Protection

At Elevation Training we take our obligations and responsibilities regarding your privacy and data protection rights very seriously. All of our processes are in line with General Data Protection Regulations. Our full Data Protection Policy is available within section 8.2 of the QA Manual (accessible [here](#)). Should you wish to make a data access request, or complaint in relation to data protection, please complete [this form](#).

## 8. Contact Details

For any assistance, contact the Training & Learning Coordinator using any of the details below.

Address: Elevation Training  
Unit 1 & 2 Woodford Court  
Woodford Business Park  
Santry  
Dublin 17  
DK17 KW59

Phone: 01 8047333

Email: [info@elevationtrainingireland.ie](mailto:info@elevationtrainingireland.ie)

Website: [www.elevationtrainingireland.ie](http://www.elevationtrainingireland.ie)