ProTraining Courses

Privacy Policy and Procedures

Document Title: Data_Protection_Policy_PROPP-002 1.0

Version: 1.0
Approved By: Managing Director Carol McGirl
Issue Date: 06/03/2026
Review Date: 01/01/2027

---

1. Purpose

The purpose of this policy is to outline how **ProTraining Courses** collects, processes, stores, and protects personal data in accordance with:

- General Data Protection Regulation (GDPR)
- Data Protection Act 2018 (Ireland)
- Electronic Communications Regulations
- Other relevant data protection legislation.

This policy ensures that personal data is handled lawfully, fairly, and transparently.

---

2. Scope

This policy applies to:

- All staff, instructors, contractors, and representatives of **ProTraining Courses**
- All learners, clients, and website users whose personal data is processed
- All systems, services, and platforms used to collect or process personal data.

This includes data collected through:

- The ProTraining Courses website
- Email and phone communication
- In-person interactions
- Social media channels
- Course registrations and bookings.

---

3. Definitions

Personal Data
Any information relating to an identifiable individual.

Examples include:

- Name
- Address
- Email address
- Phone number
- IP address
- Professional information.

Data Subject
The individual whose personal data is being processed.

Processing
Any action performed on personal data including collection, storage, use, disclosure, or deletion.

---

4. Responsibilities

Managing Director

The Managing Director is responsible for:

- Ensuring compliance with GDPR and data protection legislation
- Implementing appropriate data protection procedures
- Ensuring staff awareness and training.

Staff and Instructors

Staff and instructors must:

- Handle personal data securely
- Only collect data necessary for business purposes
- Report any suspected data breaches immediately
- Follow this policy and related procedures.

---

5. Personal Data Collection

ProTraining Courses collects personal data in order to deliver training services, manage bookings, and communicate with learners and clients.

Personal data may be collected:

- Directly from individuals
- Through the website
- Through cookies and website technologies
- Through email, phone calls, forms, and documents.

---

6. Types of Personal Data Collected

ProTraining Courses may collect the following personal data:

- Name
- Email address
- Postal address
- Phone numbers
- Profession / job role
- Payment information
- Certification records
- Course attendance records
- CPD records
- Competency or qualification information.

In addition, we may collect:

- Website usage data
- IP addresses
- Feedback and communications.

---

7. Legal Basis for Processing Personal Data

Personal data is processed based on one or more of the following legal grounds:

Consent

Personal data may be processed where an individual has given clear consent.

Contractual Necessity

Data may be processed where it is necessary to fulfil a contract such as:

- Course bookings
- Training services
- Certification.

Legitimate Interest

Data may be processed where there is a legitimate interest in doing so, provided the individual's rights are not overridden.

Examples include:

- Marketing relevant training courses
- Customer service communication
- Business development activities.

---

8. Use of Personal Data

Personal data may be used for the following purposes:

- Processing course bookings
- Sending booking confirmations
- Providing course information
- Managing certification records
- Issuing invoices
- Sending course reminders
- Notifying clients when certification renewal is required
- Responding to enquiries
- Requesting feedback
- Improving services.

---

9. Data Retention

Personal data will only be stored for as long as necessary to fulfil the purpose for which it was collected.

Retention periods may consider:

- Legal obligations
- Contractual requirements
- Certification validity periods
- Legitimate business needs.

When personal data is no longer required it will be **securely deleted or anonymised**.

---

10. Data Security

ProTraining Courses takes appropriate technical and organisational measures to protect personal data.

Security measures include:

- Secure systems and databases
- Restricted access to personal data
- Password protection
- Secure storage of documents
- Secure transmission of sensitive information.

Both **online and offline protections** are implemented.

---

11. Website and Cookies

When users interact with the ProTraining Courses website, certain information may be automatically collected, including:

- IP address
- Website usage behaviour
- Cookies and tracking technologies.

Cookies are used to improve website functionality and user experience.

---

12. External Links

The ProTraining Courses website may contain links to external websites.

ProTraining Courses is **not responsible for the privacy practices of external websites** and users are encouraged to review the privacy policies of those sites.

---

13. Data Subject Rights

Under GDPR, individuals have the following rights:

- Right of access to their personal data
- Right to correct inaccurate data
- Right to request deletion of data
- Right to withdraw consent
- Right to restrict processing
- Right to data portability
- Right to object to processing
- Right to lodge a complaint with the Data Protection Commission.

Requests relating to these rights will be responded to **within one month** where possible.

---

14. Social Media

Information shared on social media platforms may be visible to other users.

ProTraining Courses cannot control how third parties use information shared on these platforms.

Users are advised to exercise caution when posting personal information.

---

15. Contact Details

If you have any questions regarding this policy or how your personal data is processed, please contact:

Data Protection Contact
ProTraining Courses
Email: protrainingcourses@gmail.com
Website: www.protrainingcourses.com

ProTraining Courses

Complaints and Appeals Policy & Procedure

Document Title: Compaint_and_Appeals_PROCAA Version 1.0

Organisation: ProTraining Courses
Version: 1.0
Effective Date: 08/03/2026
Approved By: Director of Training – Carol McGirl
Review Date: Annually

---

1. Purpose

The purpose of this policy is to ensure that **all complaints and appeals relating to ProTraining Courses are handled in a fair, transparent, and timely manner**.

This policy establishes a structured process for:

- Receiving complaints
- Investigating concerns
- Managing appeals relating to assessments or results
- Ensuring continuous improvement of services.

---

2. Scope

This policy applies to:

- Learners
- Clients
- Staff
- Instructors
- External Faculty
- Any stakeholder interacting with ProTraining Courses.

It applies to complaints relating to:

- Training delivery

- Assessment and grading
- Instructor conduct
- Customer service
- Operational issues.

---

3. Policy Statement

ProTraining Courses is committed to maintaining an **open, transparent and accessible complaints and appeals process**.

The organisation recognises that feedback, complaints, and appeals provide valuable opportunities to improve services and maintain high standards of training delivery.

All complaints will be handled **fairly, confidentially, and without bias**.

---

4. Definition of a Complaint

A complaint is defined as **any expression of dissatisfaction** relating to ProTraining Courses services which may involve:

- Material inconvenience
- Distress
- Financial loss
- Injury
- Concerns regarding course delivery, assessment, or service.

Complaints may also include feedback on what went wrong and suggestions on how issues can be resolved.

---

5. Responsibilities

Director of Training

The Director of Training is responsible for:

- Receiving and investigating complaints
- Managing appeals relating to learner assessments

- Ensuring fair and impartial investigation
- Communicating outcomes to relevant parties
- Implementing corrective actions where required.

---

6. Complaints Procedure

6.1 Submission of Complaints

Complaints may be submitted through the following channels:

- Telephone
- Email
- Written correspondence
- In person during training delivery.

All complaints will be treated consistently regardless of how they are received.

6.2 Complaint Acknowledgement

Where possible, complaints will be acknowledged by phone or email.

The complainant will be informed of:

- The receipt of the complaint
- The next steps in the process
- An estimated timeline for resolution.

6.3 Investigation

The Director of Training will investigate the complaint by:

- Reviewing relevant documentation
- Consulting with instructors or staff involved
- Gathering information from relevant parties.

Where necessary, the complaint may be referred to:

- An external advisor
- The relevant accreditation body.

6.4 Complaint Outcome

Once the investigation is complete:

- The outcome will be communicated to the complainant
- Clear reasoning for the decision will be provided
- Any corrective actions will be identified.

If the complainant remains dissatisfied, the matter may be referred to the appropriate external body.

---

7. Appeals Procedure

7.1 Appeals Relating to Assessment Results

Learners attending **PHECC courses** may appeal their assessment results.

Appeals must be submitted **within 14 days of course completion**.

Appeals may be submitted:

- In writing
- By email
- By telephone.

7.2 Appeals Review

The Director of Training will review the appeal and may:

- Review assessment documentation
- Consult the instructor involved
- Seek advice from external accreditation bodies if required.

7.3 Remediation

Where an appeal relates to assessment results:

- Remediation should be offered on the training day where possible
- Additional instruction may be offered at an alternative date where required.

7.4 Appeals Outcome

The outcome of the appeal will be communicated to the appellant within an agreed timeframe and **no later than four weeks from submission of the appeal**.

---

8. Feedback and Quality Monitoring

Feedback forms are provided for **all PHECC courses**.

Feedback will be reviewed by the **Internal Verifier** as part of desk monitoring processes.

Where feedback identifies issues:

- Instructors may receive feedback
- Operational improvements may be implemented.

If additional clarification is required, ProTraining Courses may contact the learner or client **with their consent**.

---

9. Monitoring and Review

This policy will be reviewed:

- **Annually**, or
- Earlier if required due to changes in operational practices or accreditation requirements.

This policy is binding on all **Staff, Instructors and External Faculty** of ProTraining Courses.

Approved By:
Director of Training – Carol McGirl

Signature: _____

Date: _____

ProTraining Courses

Quality Assurance Policy and Procedure

Document Title: Quality Assurance Policy and Procedure
Organisation: ProTraining Courses
Version: 1.0
Review Date: Annually or as required
Approved By: Director of Training Carol McGirl

---

1. Purpose

The purpose of this policy is to ensure that **ProTraining Courses consistently delivers high-quality training and assessment services** in accordance with recognised standards and accreditation requirements.

This policy outlines the procedures in place to ensure that:

- Training delivery meets recognised quality standards
- Learner assessment is fair, valid and consistent
- Certification is issued only when learners meet course requirements
- Internal verification processes are implemented and maintained
- Continuous improvement is achieved through monitoring and feedback

---

2. Scope

This policy applies to:

- All employees of ProTraining Courses
- Contracted instructors
- External faculty
- Internal Verifiers
- Any personnel involved in training delivery, assessment, or certification processes.

---

3. Policy Statement

ProTraining Courses is committed to maintaining **high standards of training delivery, learner assessment, and certification**.

Quality Assurance is considered a **systematic process that ensures services, training programmes, and assessments meet established standards and accreditation requirements**.

The organisation maintains a structured **Internal Verification (IV) system** to ensure quality, fairness, and compliance with all relevant awarding body requirements.

---

4. Responsibilities

Director of Training

The Director of Training is responsible for:

- Overall implementation of the Quality Assurance system
- Ensuring staff understand and follow QA procedures
- Delegating QA responsibilities where appropriate
- Ensuring sufficient resources are available to maintain QA standards
- Ensuring this policy is reviewed regularly.

Internal Verifier (IV)

The Internal Verifier is responsible for monitoring and verifying compliance with quality standards by:

- Reviewing learner assessments
- Ensuring assessment requirements are correctly applied
- Confirming learner results are accurately recorded
- Ensuring certification is issued only when learners meet requirements
- Identifying any irregularities or issues
- Taking corrective or remedial action where required
- Producing internal verification reports
- Maintaining accurate records of learner certification.

Instructors / External Faculty

All instructors and external faculty must:

- Hold the appropriate qualifications required to deliver training programmes
- Provide evidence of qualifications before engagement
- Deliver courses in accordance with ProTraining Courses policies
- Use only ProTraining Courses approved course materials and documentation
- Follow the approved assessment procedures
- Inform learners of their right to appeal assessment results.

---

5. Procedures

5.1 Instructor Qualification Verification

Prior to engagement, ProTraining Courses will verify that all instructors delivering courses:

- Hold relevant instructional and professional qualifications
- Are appropriately qualified to deliver **PHECC FAR and CFR Community courses**
- Provide documented proof of qualifications.

5.2 Course Preparation and Venue Suitability

Prior to course delivery:

- Clients will be contacted in advance
- Venue suitability will be assessed
- Any learner support needs will be identified
- Any issues that may impact course delivery will be addressed.

5.3 Assessment and Internal Verification

The Internal Verifier will ensure that:

- Learner evidence meets the required award standard
- Correct assessment methods are used
- Assessment documentation is completed correctly
- Learner results are recorded accurately
- ProTraining Courses approved materials are used
- Assessment is fair, appropriate and consistent.

5.4 Learner Appeals

Learners who are dissatisfied with their assessment results have the right to appeal.

- Appeals must be submitted directly to **ProTraining Courses** within **14 days** of course completion.
- Appeals received after this timeframe may be considered at the organisation's discretion.
- Where possible, instructors should provide **remediation opportunities on the day of assessment**.

5.5 External Accreditation

ProTraining Courses operates in accordance with accreditation requirements set by:

Pre-Hospital Emergency Care Council (PHECC).

All staff, instructors, and external faculty must comply with the quality assurance standards required by the accrediting body.

5.6 Continuous Improvement

Quality improvement is supported through:

- Internal verification processes
- Instructor feedback
- Client feedback
- Learner feedback

- Periodic policy review.

---

6. Monitoring and Review

This policy will be:

- Reviewed **annually**, or
- Reviewed earlier where changes in legislation, accreditation requirements, or operational needs occur.

ProTraining Courses

Cookie and Privacy Policy & Procedures

Document Title: Cookie _and _Privacy_Policy_Procedures_PROCPP-002
Organisation: ProTraining Courses
Version: 1.0
Effective Date: 06/03/2026
Approved By: Director of Training Carol McGirl
Review Date: Annually

---

1. Purpose

The purpose of this policy is to outline how **ProTraining Courses collects, uses, stores and protects personal information**, and how cookies are used on the organisation's website.

This policy ensures compliance with:

- **General Data Protection Regulation (GDPR)**
- **Data Protection Acts**
- Relevant privacy and electronic communications regulations.

---

2. Scope

This policy applies to:

- All website users
- Learners
- Clients
- Staff
- Instructors
- External faculty
- Any individual whose personal data may be processed by ProTraining Courses.

---

3. Cookie Policy

3.1 What Are Cookies

Cookies are small text files stored on a user's device (computer, smartphone, or tablet) when visiting a website. They allow websites to recognise users and remember preferences.

3.2 How ProTraining Courses Uses Cookies

Cookies may be used on the ProTraining Courses website for the following purposes:

Essential Cookies

These cookies are necessary for the website to function properly and allow users to navigate and access core features.

Performance and Analytics Cookies

These cookies collect anonymous statistical information about how visitors interact with the website. This information helps improve website functionality and user experience.

Functionality Cookies

These cookies remember user preferences such as language settings or previous selections.

Targeting and Advertising Cookies

These cookies help deliver relevant content and measure the effectiveness of advertising campaigns. Certain information may be shared with third-party advertising services.

3.3 Types of Cookies Used

Session Cookies

Session cookies are temporary and are deleted when the user closes their browser.

Persistent Cookies

Persistent cookies remain on the user's device until they expire or are manually deleted. These cookies remember preferences for future visits.

3.4 Third-Party Cookies

ProTraining Courses may allow third-party providers such as:

- Analytics providers (e.g., Google Analytics)

- Social media platforms
- Advertising partners

to place cookies on the website. These cookies are governed by the privacy policies of the respective third-party organisations.

3.5 Managing Cookies

Users may control cookies through their browser settings. Most browsers allow users to:

- Accept or reject cookies
- Delete stored cookies
- Block third-party cookies
- Set preferences for specific websites

Please note that disabling cookies may affect the functionality of the website.

3.6. Changes to This Cookie Policy

We may update this Cookie Policy from time to time to reflect changes in our practices or relevant legal requirements. We recommend that you review this policy periodically for any updates.

7. Contact Us

If you have any questions about our use of cookies or this Cookie Policy, please contact us at:

- Email: [info@protrainingcourses.com]
- Address: [Unit 2, MTEK 1, Armagh Road Monaghan]
- Phone: [047 88598]

ProTraining Courses

Admission Policy & Procedures

Document Title: Admissions_Policy_PROAD-001_Version 1.0
Organisation: ProTraining Courses
Version: 1.0
Effective Date: 06/03/2026
Approved By: Director of Training – Carol McGirl
Review Date: Annually

---

1. Purpose

The purpose of this policy is to outline the procedures and requirements for admission to training programmes delivered by **ProTraining Courses**.

This policy ensures that all applicants are treated fairly, transparently, and consistently when applying for training programmes delivered by the organisation.

---

2. Scope

This policy applies to:

- All learners applying to attend courses delivered by **ProTraining Courses**
- All staff, instructors, and administrative personnel involved in the admissions process
- All training programmes delivered by ProTraining Courses, including classroom and blended learning programmes.

---

3. Responsibilities

Managing Director

The Managing Director is responsible for:

- Overall compliance with this policy
- Ensuring that admissions processes are implemented fairly and consistently
- Reviewing and updating this policy when required

Instructors and Staff

Instructors and administrative staff are responsible for:

- Implementing the admissions process in accordance with this policy

- Ensuring that learners are informed of course requirements
- Identifying and supporting learner needs where appropriate

---

4. Policy Statement

ProTraining Courses is committed to providing **fair and equal access to training programmes** for all learners.

There are currently **no entry requirements** for attending the following programmes:

- First Aid Responder (FAR)
- Cardiac First Responder (CFR)

These courses are open to all learners regardless of:

- Work experience
- Academic background
- Previous qualifications

Courses may be delivered in either:

- **Classroom format**, or
- **Blended learning format** consisting of approximately:
    - 50% self-paced online learning
    - 50% classroom-based practical instruction

The blended format allows learners to complete theoretical knowledge online before attending the practical components of the course.

---

5. Equality and Non-Discrimination

ProTraining Courses operates in accordance with the **Equal Status Acts 2000–2018**.

Discrimination is prohibited on the following nine grounds:

- Gender
- Marital status
- Family status
- Age
- Disability
- Sexual orientation

- Race
- Religion
- Membership of the Traveller Community

The admissions process will not create barriers that prevent individuals from accessing training programmes.

---

6. Language Requirements

All courses are delivered in **English**.

Learners should have sufficient ability in:

- Conversational English
- Reading
- Writing

This is necessary to ensure that learners can fully understand course material and demonstrate competencies in accordance with **PHECC standards**.

---

7. Learner Supports and Reasonable Adjustments

ProTraining Courses is committed to supporting learners who may require additional assistance.

Learners who have concerns regarding:

- Mobility
- Physical conditions
- Learning needs
- Mental health conditions

may request **reasonable adjustments or learner supports**.

These supports may include:

- Adjustments to learning delivery
- Additional instructional support
- Alternative assessment methods where appropriate

Learner support requirements may be identified:

- During the application or registration process
- Through discussion with instructors

- During the delivery of the course

Where required, ProTraining Courses will consult with the learner or client to determine appropriate support measures.

Further guidance is available in the **Reasonable Adjustments and Learner Supports Policy**.

---

8. Assessment Considerations

If a learner experiences difficulty completing **MCQ assessments**, alternative assessment arrangements may be considered where appropriate.

These arrangements may be discussed with:

- The course instructor
- The course provider
- The relevant accreditation body where required.

---

9. Course Capacity and Participation

For FAR and CFR programmes:

- The **maximum classroom ratio is 8 learners to 1 tutor (8:1)**.

Where blended learning is delivered:

- Learners must complete classroom practical modules within **60 days** of completing the online learning component.

---

10. Refresher Training

Learners attending refresher courses must provide **evidence of previous certification** to confirm eligibility for refresher training.

ProTraining Courses

Privacy Policy and Procedure

Document Title: Privacy_Policy_Procedure_PROPPP-002
Organisation: ProTraining Courses
Version: 1.0
Effective Date: 06/03/2026
Approved By: Director of Training – Carol McGirl
Review Date: Annually

---

1. Purpose

The purpose of this policy is to outline how **ProTraining Courses collects, processes, stores, and protects personal data** in accordance with relevant data protection legislation.

This policy ensures that ProTraining Courses complies with:

- General Data Protection Regulation (**GDPR**)
- Data Protection Acts
- Relevant data protection and privacy legislation.

---

2. Scope

This policy applies to:

- Learners
- Clients
- Website users
- Staff
- Instructors
- External Faculty
- Any individual whose personal data may be processed by ProTraining Courses.

This policy applies to all personal data processed in relation to the organisation's services, training programmes, and website.

---

3. Policy Statement

ProTraining Courses is committed to protecting the privacy and personal data of all individuals who interact with the organisation.

The organisation will ensure that:

- Personal data is collected lawfully and transparently
- Personal information is used only for legitimate organisational purposes
- Personal data is protected against unauthorised access, loss, or misuse
- Data processing complies with GDPR principles.

---

4. Types of Information Collected

4.1 Personal Data

Personal data refers to information that can identify an individual or allow them to be contacted. This may include:

- Name
- Address
- Email address
- Contact information

Personal data is only collected when it is voluntarily provided by the individual.

4.2 Non-Personal Information

ProTraining Courses may also collect non-personal statistical information about website users.

This may include:

- IP addresses
- Browser types
- Website traffic data

- Analytical information regarding website usage.

This information is used only for statistical analysis and service improvement and cannot identify individuals.

---

5. Use of Personal Data

Information collected by ProTraining Courses may be used for the following purposes:

- Providing training services and responding to enquiries
- Delivering information requested by clients or learners
- Improving website functionality and services
- Communicating relevant updates, training information, or service notifications.

---

6. Data Protection and Security

ProTraining Courses will take appropriate technical and organisational measures to protect personal data from:

- Unauthorised access
- Loss or theft
- Alteration or misuse
- Unauthorised disclosure.

Access to personal data will be restricted to authorised personnel who require the information to perform their duties.

---

7. Disclosure of Personal Data

ProTraining Courses will **not sell personal data to third parties**.

Personal data will only be disclosed where:

- Required by law
- Explicit consent has been provided by the individual
- Disclosure is necessary to fulfil a service requested by the individual.

---

8. External Faculty and Professional Conduct

ProTraining Courses maintains professional relationships with instructors and external faculty.

The organisation will:

- Not contact instructors' clients for the purpose of soliciting business
- Not engage in anti-competitive behaviour
- Maintain relationships with instructors and external faculty based on trust and professional integrity.

Any attempt to undermine these relationships may be considered a breach of agreements with ProTraining Courses.

---

9. Website and External Links

The ProTraining Courses website may contain links to external websites. These websites operate independently and are responsible for their own privacy practices.

ProTraining Courses is not responsible for the content or privacy policies of external websites.

---

10. Data Transmission Disclaimer

While ProTraining Courses implements security measures to protect personal data, no internet transmission can be guaranteed to be completely secure.

Individuals who submit information electronically do so at their own risk.

Where coursework or documentation is submitted by post or courier, ProTraining Courses does not accept liability for loss or damage during transit.

---

11. Monitoring and Review

This policy will be reviewed:

- **Annually**, or
- Earlier if required due to changes in legislation or organisational requirements.

The most recent version of the policy will be published where appropriate.

---

12. Contact Information

ProTraining Courses
Unit 2, MTEK 1
Armagh Road
Monaghan

Email: info@protrainingcourses.com
Phone: 047 88598

Approved by:
Director of Training – Carol McGirl

Signature: _____

Date: _____

When personal data is no longer required it will be **securely deleted or anonymised**.

---

10. Data Security

ProTraining Courses takes appropriate technical and organisational measures to protect personal data.

Security measures include:

- Secure systems and databases
- Restricted access to personal data
- Password protection
- Secure storage of documents
- Secure transmission of sensitive information.

Both **online and offline protections** are implemented.

---

11. Website and Cookies

When users interact with the ProTraining Courses website, certain information may be automatically collected, including:

- IP address
- Website usage behaviour
- Cookies and tracking technologies.

Cookies are used to improve website functionality and user experience.

---

12. External Links

The ProTraining Courses website may contain links to external websites.

ProTraining Courses is **not responsible for the privacy practices of external websites** and users are encouraged to review the privacy policies of those sites.

---

13. Data Subject Rights

Under GDPR, individuals have the following rights:

- Right of access to their personal data
- Right to correct inaccurate data
- Right to request deletion of data
- Right to withdraw consent
- Right to restrict processing
- Right to data portability
- Right to object to processing
- Right to lodge a complaint with the Data Protection Commission.

Requests relating to these rights will be responded to **within one month** where possible.

---

14. Social Media

Information shared on social media platforms may be visible to other users.

ProTraining Courses cannot control how third parties use information shared on these platforms.

Users are advised to exercise caution when posting personal information.

---

15. Contact Details

If you have any questions regarding this policy or how your personal data is processed, please contact:

Data Protection Contact
ProTraining Courses
Email: protrainingcourses@gmail.com
Website: www.protrainingcourses.com

Data Protection Guidance for Staff, Instructors and External Faculty

ProTraining Courses is committed to protecting the privacy and confidentiality of personal data in compliance with the General Data Protection Regulation (GDPR), the Data Protection Act 2018, and other applicable data protection laws in Ireland.

As an ProTraining Courses employee, independent contractor or member of external faculty you play a crucial

role in safeguarding personal data. This guidance document provides key principles and best practices to ensure compliance with data protection laws. When considering Data Protection – Please consider the following in respect of all information

held;

- Do we need this informa0on?
- Do we know why we are collec0ng this data?
- How long do we need this data for?
- Will the Individual understand why we are holding this?
- Is the informa0on up to date and relevant?
- Should this informa0on be deleted- is it necessary?

Is there more than one record of this information- if so delete the duplicated records?

Do you understand the implications of Data Breach and do you know what to do?

You should;

1. Understand the Importance of Data Protection:

• Familiarize yourself with the principles of data protection, including lawfulness, fairness, transparency, purpose limitation, data minimization, accuracy, storage limitation, integrity, confidentiality, and accountability.

2. Confidentiality and Security:

• Treat all personal data as confidential and handle it securely.

• Do not disclose personal data to unauthorized individuals or third parties. User Data should not be sold to any 3rd party.

• Use strong passwords and secure access controls to protect personal data.

• Encrypt personal data when transmitting it electronically.

• Lock computers and lock physical documents containing personal data when not in use.

• Report any suspected or actual data breaches or security incidents to Mr Carroll. Near Misses should also be recorded for Risk Management purposes

3. Data Collection and Processing:

Only collect and process personal data that is necessary for the intended purpose and is lawful.

ProTraining Courses

• Obtain explicit consent when required and ensure consent is freely given, specific, informed, and unambiguous.

• Update personal data promptly and ensure it remains accurate and relevant.

• Do not retain personal data longer than necessary, and dispose of it securely when no longer needed.

• Do not use personal data for purposes other than those for which it was collected, unless legally permitted.

• Do not transfer personal data outside the European Economic Area (EEA) without appropriate safeguards.

4. Data Subject Rights:

• Be aware of individuals' rights regarding their personal data, such as the right to access, rectify, erase, restrict processing, data portability, and object to processing.

• Promptly respond to data subject requests related to their rights and seek guidance if required.

5. Sharing Personal Data:

• Only share personal data on a need-to-know basis and for legitimate purposes.

• Obtain appropriate consent or legal basis before sharing personal data with third parties.

• Use secure methods when transmitting personal data to external parties

6. Data Protection Impact Assessments (DPIAs):

• Collaborate with the Data Protection Officer to conduct DPIAs for high-risk processing activities.

• Identify and assess potential privacy risks and implement appropriate measures to mitigate those risks.

7. Data Breach Reporting:

• Report any actual or suspected data breaches or security incidents to the Data Protection Officer immediately.

• Provide accurate and timely information to enable prompt assessment and appropriate actions.

8. Training and Awareness:

Participate in data protection training sessions where provided by ProTraining Courses.

9. Compliance and Monitoring:

• Comply with ProTraining Courses's data protection policies, procedures, and legal obligations.

• Cooperate with internal audits, assessments, and monitoring activities related to data protection.

ProTraining Courses

• Report any non-compliance or concerns related to data protection to the Data Protection Commissioner.

10. Data Protection Issues Contact: Carol McGirl

Remember, data protection is a shared responsibility. By following these guidelines, you contribute to ProTraining Courses's commitment to protecting personal data and ensuring compliance with data protection laws.

Date: _____

Signed:_____

ProTraining Courses

Assessment and Awards Policy & Procedure

Document Title: Assessment and Awards Policy & Procedure PROAAP
Organisation: ProTraining Courses
Version: 1.0
Effective Date: 08/03/2026
Approved By: Director of Training – Carol McGirl
Review Date: Annually

---

1. Purpose

The purpose of this policy is to ensure that **assessment and certification processes within ProTraining Courses are fair, consistent, valid and transparent**.

This policy establishes procedures to ensure that learner assessments are conducted in accordance with the requirements of relevant accreditation bodies and internal quality assurance standards.

---

2. Scope

This policy applies to:

- All learners attending ProTraining Courses programmes
- Instructors and External Faculty
- Internal Verifiers
- Staff involved in training delivery and certification.

This policy specifically applies to **all PHECC courses delivered by ProTraining Courses**, but may also apply to other programmes delivered by the organisation.

---

3. Policy Statement

ProTraining Courses is committed to implementing **fair, consistent, and effective assessment practices** for all courses delivered.

The organisation will ensure that:

- Assessments meet the standards required by accrediting bodies

- Learners are assessed fairly and consistently
- Appropriate learner supports are provided where required
- Assessment decisions are subject to internal verification
- Certification is only issued where learners meet the required standards.

Learners are placed at the centre of the assessment process wherever reasonably practicable.

---

4. Assessment Methods

Learner assessment may include the following methods:

Practical Assessment

Learners will be assessed by the attending instructor on practical skills relevant to the course requirements.

Knowledge Assessment

Where applicable, learners may complete:

- Multiple Choice Question (MCQ) assessments
- Written assessments.

Assessment methods will comply with the standards set by the relevant accreditation body.

---

5. Internal Verification

To ensure fairness and consistency:

- The **Director of Training will act as Internal Verifier**.
- The Internal Verifier will review assessment practices and outcomes.
- Internal verification ensures that assessment decisions are consistent and aligned with accreditation standards.

Where required, assessments may also be subject to **external verification by PHECC**.

---

6. Responsibilities

Director of Training / Internal Verifier

The Director of Training is responsible for:

- Oversight of assessment standards
- Internal verification of assessment decisions
- Ensuring compliance with accreditation body requirements
- Monitoring documentation and certification processes.

Instructors and External Faculty

Instructors and External Faculty must:

- Conduct assessments in accordance with course requirements
- Ensure all assessment documentation is completed accurately
- Follow ProTraining Courses assessment procedures
- Submit all course documentation promptly following course completion.

Failure to comply with documentation requirements may result in:

- Delays in certification
- Contractual action
- Termination of instructor agreements where appropriate.

Where delays in returning paperwork occur, instructors must notify the Director of Training as soon as possible.

---

7. Equality in Assessment

ProTraining Courses is committed to promoting **equality and fairness in the assessment of all learners**.

Assessments will be conducted without discrimination based on:

- Gender
- Age
- Race

- Sexual orientation
- Social class
- Disability
- Family status
- Membership of the travelling community
- Any other protected characteristic.

Where appropriate, reasonable learner supports will be provided to ensure fair assessment.

---

8. Principles of Assessment

ProTraining Courses will ensure that assessment practices:

- Treat all learners fairly
- Maintain clear and effective communication with learners
- Are conducted consistently across all courses
- Provide appropriate learner supports
- Maintain high standards of professionalism and training delivery.

---

9. Certification

Certification will only be issued where:

- Learners have successfully completed all required assessments
- Course documentation has been completed correctly
- Internal verification requirements have been met.

Certification processes will comply with the standards required by the relevant accreditation body.

---

10. Monitoring and Review

This policy will be reviewed:

- **Annually**, or
- Earlier if required due to changes in accreditation requirements or organisational procedures.

This policy is binding on all **Staff, Instructors and External Faculty** of ProTraining Courses.

Approved By:
Director of Training – Carol McGirl

Signature: _____

Date: _____

ProTraining Courses

Learner Appeals Policy & Procedure

Document Title: Learner_Appeals_Policy_Procedure_PROLAP-002_
Document Number: PROAAP-003
Organisation: ProTraining Courses
Version: 1.0
Effective Date: 08/03/2026
Approved By: Director of Training – Carol McGirl
Review Date: Annually

---

1. Purpose

The purpose of this policy is to ensure that **learners have a fair, transparent, and accessible process for appealing assessment results** issued by ProTraining Courses.

This policy establishes procedures to ensure that appeals are:

- Handled fairly and objectively
- Reviewed in a timely manner
- Managed in accordance with accreditation body requirements.

---

2. Scope

This policy applies to:

- All learners attending ProTraining Courses
- Instructors and External Faculty
- The Director of Training
- Any staff involved in assessment or certification processes.

This policy particularly applies to **PHECC accredited courses delivered by ProTraining Courses**.

---

3. Policy Statement

ProTraining Courses is committed to ensuring that learners have the opportunity to appeal their assessment results if they believe an error has occurred or if they are dissatisfied with their grade.

The appeals process will:

- Be fair and transparent
- Be accessible to all learners
- Ensure impartial review of assessment decisions
- Provide clear communication of outcomes.

Learners will be informed of their right to appeal by instructors during scheduled training sessions.

---

4. Responsibilities

Director of Training

The Director of Training is responsible for:

- Overseeing the appeals process
- Reviewing assessment results where an appeal is submitted
- Consulting with instructors or external faculty where necessary
- Communicating outcomes to the learner.

Instructors / External Faculty

Instructors and External Faculty are responsible for:

- Informing learners of their right to appeal
- Cooperating with the appeals review process
- Providing assessment documentation when required.

---

5. Appeals Procedure

5.1 Submission of an Appeal

Learners may submit an appeal if they believe their assessment result was issued incorrectly.

Appeals may be submitted through any reasonable communication method including:

- Email
- Telephone
- Written correspondence
- Social media or other communication platforms.

5.2 Appeals Review

Upon receipt of an appeal:

1. The Director of Training will acknowledge the appeal.
2. The learner's assessment result and documentation will be reviewed.
3. The instructor or external faculty member involved may be consulted.
4. Where appropriate, the mark or grade may be amended.

5.3 Communication of Outcome

The learner will be informed of:

- The outcome of the appeal
- Any revised grade or assessment result
- The reasoning behind the decision.

5.4 Remediation

Where appropriate, learners may be offered:

- Remediation on the training day where possible
- Additional instruction or reassessment at a later date.

---

6. Monitoring and Continuous Improvement

The appeals process will be monitored and reviewed annually to ensure that it:

- Remains effective
- Complies with accreditation requirements
- Continues to meet the needs of learners and stakeholders.

Feedback from appeals may be used to improve training delivery and assessment processes.

---

7. Policy Distribution

A copy of this policy will be provided to:

- Staff
- Management
- Instructors
- External Faculty.

This ensures that all relevant personnel are aware of the appeals process and their responsibilities.

---

8. Monitoring and Review

This policy will be reviewed:

- **Annually**, or
- Earlier if required due to regulatory or operational changes.

This policy is binding on all **Staff, Instructors and External Faculty** of ProTraining Courses.

Approved By:
Director of Training – Carol McGirl

Signature: _____

Date: _____

ProTraining Courses

Child Protection and Safeguarding Policy & Procedure

Document Title: Child Protection Safeguarding Policy Procedure PROCP-002

Organisation: ProTraining Courses
Version: 1.0
Effective Date: 08/03/2026
Approved By: Director of Training – Carol McGirl
Review Date: Annually

---

1. Purpose

The purpose of this policy is to ensure that **ProTraining Courses provides a safe learning environment for children, young people, and vulnerable persons who participate in training programmes**.

This policy outlines the procedures and safeguards implemented to protect individuals who may be at risk of harm.

---

2. Scope

This policy applies to:

- Children and young people attending training courses
- Vulnerable persons attending training courses
- Staff
- Instructors
- External Faculty
- Any individual delivering services on behalf of ProTraining Courses.

---

3. Policy Statement

ProTraining Courses is committed to ensuring the **safety, welfare, and protection of children and vulnerable persons** who participate in training programmes.

While there is **no minimum age requirement for participation in PHECC courses**, ProTraining Courses recommends **16 years of age as an appropriate minimum age** to support successful course completion.

The organisation will implement appropriate safeguards and procedures to ensure that training is conducted in a safe, respectful, and protective environment.

---

4. Definition of Vulnerable Persons

For the purposes of this policy, vulnerable persons may include individuals who may be more susceptible to harm due to factors such as:

- Age
- Disability
- Mental health conditions
- Illness
- Dependency on others
- Other personal or social vulnerabilities.

---

5. Responsibilities

Director of Training

The Director of Training is responsible for:

- Ensuring safeguarding policies are implemented
- Ensuring instructors understand child protection responsibilities
- Monitoring compliance with safeguarding procedures.

Instructors and External Faculty

Instructors and External Faculty are responsible for:

- Following safeguarding procedures at all times
- Maintaining professional boundaries with learners
- Ensuring that training environments remain safe and appropriate

- Reporting any safeguarding concerns where appropriate.

---

6. Safeguarding Procedures

6.1 Selection and Supervision of Instructors

ProTraining Courses will ensure appropriate safeguards when engaging instructors and staff.

Where applicable:

- Instructors may be required to provide **Garda Vetting** documentation, or
- Attend training with a **Garda Vetted accompanying person**.

Instructors are also encouraged to complete the **Children First e-learning course provided by the HSE**.

ProTraining Courses recognises that health and safety training providers cannot act as a Garda Vetting organisation. However, many instructors may hold Garda Vetting through organisations such as:

- Irish Red Cross
- Civil Defence
- Other relevant bodies.

6.2 Off-Site Training in Schools or Facilities

Where training is delivered in:

- Schools
- Educational facilities
- Locations serving vulnerable persons

A **teacher, guardian, or responsible representative must be present during training sessions** involving minors.

6.3 Compliance with Children First Act 2016

All instructors will comply with the requirements set out in the **Children First Act 2016** and any safeguarding policies in place within the client organisation.

6.4 Restrictions on One-to-One Training

Where training is delivered in schools or early years settings:

- Instructors will **not conduct training or examinations on a one-to-one basis** with a child, young person, or staff member.
- Any learner requiring additional support will receive assistance in the presence of another responsible adult.

6.5 Group Setting for Assessment

Where examinations or additional assistance are required for minors:

- Assessments will take place in a **group setting**, or
- In the presence of a **teacher, school representative, or authorised adult**.

This ensures transparency and protects both learners and instructors.

---

7. Safe Learning Environment

ProTraining Courses aims to provide a training environment that is:

- Safe
- Respectful
- Inclusive
- Supportive for all learners.

These safeguards help protect learners, instructors, and clients while ensuring high standards of professional conduct.

---

8. Monitoring and Review

This policy will be reviewed:

- **Annually**, or

- Earlier if required due to legislative or operational changes.

This policy is binding on all **Staff, Instructors, and External Faculty** of ProTraining Courses.

Approved By:
Director of Training – Carol McGirl

Signature: _____

Date: _____

ProTraining Courses

Recognition of Prior Learning (RPL) Policy & Procedure

Document Title: Recognition_of_Prior_Learning_Policy_Procedure-PRORPL-002**Organisation:** ProTraining Courses
Version: 1.0
Effective Date: 08/03/2026
Approved By: Director of Training – Carol McGirl
Review Date: Annually

---

1. Purpose

The purpose of this policy is to outline how **ProTraining Courses recognises prior learning achieved by learners through previous education, training, or work experience**.

Recognition of Prior Learning (RPL) allows relevant knowledge, skills, and competencies previously obtained by a learner to be formally recognised.

This may allow learners to:

- Gain entry to a programme
- Receive exemptions from certain programme requirements
- Gain access to assessments required to complete a programme.

---

2. Scope

This policy applies to:

- Learners applying to ProTraining Courses programmes
- Staff responsible for programme administration
- Instructors and External Faculty
- The Director of Training acting as Internal Verifier.

This policy applies specifically to **PHECC approved courses delivered by ProTraining Courses**, where applicable.

---

3. Definition of Recognition of Prior Learning

Recognition of Prior Learning (RPL) refers to **prior learning that is given formal value through affirmation, acknowledgement, assessment, or certification**.

Prior learning may be acquired through:

- Previous education or training
- Work experience
- Informal learning
- Professional development.

---

4. Policy Statement

ProTraining Courses is committed to ensuring that learners are provided with opportunities to have relevant prior learning recognised where appropriate.

The organisation will ensure that RPL processes are:

- Fair
- Transparent
- Consistent
- Aligned with the standards of the relevant accreditation body.

All RPL applications will be assessed against the learning outcomes and standards required for the relevant course.

---

5. Responsibilities

Director of Training / Internal Verifier

The Director of Training is responsible for:

- Overseeing the Recognition of Prior Learning process
- Ensuring RPL assessments are conducted fairly
- Monitoring RPL decisions and outcomes
- Ensuring compliance with accreditation standards.

Instructors and Centre Representatives

Instructors or centre representatives may:

- Provide guidance to learners applying for RPL
- Assist learners in understanding course standards
- Support learners in compiling their evidence portfolio.

---

6. Recognition of Prior Learning Procedure

Stage 1 – Award Identification and Learner Eligibility

The first step involves identifying the relevant award or course standard.

- The course must be **PHECC approved** where applicable.
- The learner's eligibility will be assessed through a preliminary review of the course learning outcomes and standards.

Stage 2 – Matching Experience to Standards

The learner's previous knowledge, skills, and competencies will be matched against the relevant award standards.

A **centre representative or mentor may assist the learner** in mapping their experience to the required standards.

Stage 3 – Gathering Evidence

Learners must provide evidence demonstrating that their previous experience meets the required learning outcomes.

Evidence may include:

- Curriculum Vitae (CV)
- Certificates from previous courses
- Job descriptions
- Employer references or testimonials
- Work samples or products

- Records of professional training
- Workplace assessments or test results
- Interviews or demonstrations.

All evidence will be compiled into a **portfolio of evidence**.

Stage 4 – Assessment of Evidence

The learner's portfolio will be assessed against the course standards.

Evidence will be evaluated based on the following principles:

- **Sufficiency** – enough evidence has been provided
- **Validity** – evidence relates to the required standards
- **Authenticity** – evidence genuinely belongs to the learner
- **Currency** – evidence is recent and relevant
- **Reliability** – evidence is consistent and credible.

Stage 5 – Recommendation

Following assessment, one of the following outcomes may be recommended:

a) The learner meets the required standards for the course or assessment.

b) The learner partially meets the required standards and must provide additional evidence.

c) The learner has not provided sufficient evidence to demonstrate competency.

Stage 6 – Monitoring

The outcome of the RPL assessment will be monitored by ProTraining Courses to ensure compliance with accreditation standards.

Internal verification processes may also be applied to ensure fairness and consistency.

---

7. Monitoring and Review

This policy will be reviewed:

- **Annually**, or
- Earlier if required due to changes in accreditation requirements or organisational procedures.

This policy is binding on all **Staff, Instructors and External Faculty** of ProTraining Courses.

Approved By:
Director of Training – Carol McGirl

Signature: _____

Date: _____