ProTraining Courses

Learner Handbook

Document Control

Document Title	**Learner_Handbook_2026**
Organisation	ProTraining Courses
Document Number	DOC-036 updated 05.06.26
Version	PROLH-001
Approved By	Management Carol McGirl
Review Date	Annually

---

1. Introduction

Welcome to **ProTraining Courses**.

This Learner Handbook has been designed to provide learners with important information regarding their training course, expectations while attending training, and the policies and procedures that apply during participation in any course delivered by ProTraining Courses.

Our aim is to provide a **safe, supportive and professional learning environment** where all learners are treated with dignity and respect.

---

2. Learner Responsibilities

All learners attending courses delivered by **ProTraining Courses** are expected to:

- Arrive on time for the course
- Participate fully in all training activities
- Respect instructors and fellow learners
- Follow all safety instructions provided by instructors
- Comply with venue rules and regulations
- Treat training equipment appropriately

Failure to follow these expectations may result in removal from the course.

---

3. Training Environment

ProTraining Courses is committed to providing a **positive learning environment free from discrimination, harassment or cultural bias**.

All learners have the right to:

- Be treated with respect and dignity
- Learn in a safe environment
- Participate without discrimination

Any behaviour that disrupts the learning environment may result in disciplinary action.

---

4. Health and Safety

The health and safety of learners is a priority.

Learners must:

- Follow all safety instructions given by the instructor
- Inform the instructor of any medical conditions that may affect participation
- Report hazards or incidents immediately

Training venues used by **ProTraining Courses** meet relevant safety requirements.

---

5. Attendance Requirements

Learners must attend the **full duration of the course** in order to receive certification where applicable.

Late arrival or leaving early may result in:

- Certification not being issued
- Requirement to repeat the course

---

6. Assessment

Some courses require learners to complete **practical or theoretical assessments**.

Learners must:

- Complete assessments honestly
- Demonstrate required competencies
- Follow instructor guidance during assessment

For FAR and FAR Blended learning

Assessment: Course participants may have their skills formally assessed throughout, or at the end of the course. The timing of this is at the discretion of the instructor. However, both formative and summative assessments should be utilised in course delivery. Skill assessment sheets are developed and published by PHECC. They are available for viewing on the PHECC website.

The mandatory components are:

a) Assessment using the PHECC's CFR Community skill assessment sheet and the First Aid Response skills assessment sheets.

b) A 30-minute, 20 question MCQ written exam; the pass mark is 60%

Certification will only be issued when the required standard is achieved.

FAR Blended - Technical Requirements for Learners

To successfully access the eLearning platform, learners must have:

Internet Access

- A stable broadband internet connection
- Minimum recommended speed of **5–10 Mbps** for streaming course videos

Device

- **Desktop or laptop computer recommended** for optimal learning experience
- Tablets may be used but some functionality may be limited
- Mobile phones are **not recommended**

Browser

Learners should use the latest versions of:

- Google Chrome
- Microsoft Edge
- Safari

Outdated browsers may not be supported by Thinkific.

Software

Learners may require:

- Adobe Reader (for viewing PDF documents)
- Microsoft Office or Google Docs for document access

Account Registration

Learners must:

- Register using a **valid email address**
- Create a Thinkific account
- Confirm their email address
- Set up their login credentials

FAR Blended Assessment:

Through the Blended eLearning part of the course all participants need to complete an assessment at the end of each module in order to progress to the next module.

Blended elearning certification is only issued upon completion of all assessments on the eLearning LMS portal. It is the responsibility of ProTraining Courses to ensure that all learners

have completed and received certificate for the blended eLearning element of the training prior to face to face training.

On the face to face training day. Course participants may have their skills formally assessed throughout, or at the end of the course. The timing of this is at the discretion of the instructor. However, both formative and summative assessments should be utilised in course delivery. Skill assessment sheets are developed and published by PHECC.

The Responder Examination Handbook (PUB034) should be utilised. The mandatory

components are:

a) Assessment using the PHECC's CFR Community skill assessment sheet and the First

Aid Response skills assessment sheets.

b) A 30-minute, 20 question MCQ written exam; the pass mark is 60%.

---

7. Certification

Upon successful completion of the course and required assessments, learners will receive certification where applicable.

Certification may be withheld if:

• Course requirements are not met
• Assessments are not completed successfully
• Learner conduct breaches training rules

Admissions

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)
- Safepass
- Manual Handling
- Mental Health First Aid Response

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: (PHECC Courses only)
    - 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. eLearning must be fully completed prior to attending practical face to face training. ProTraining Courses will have access to your progress and only learners who have completed the eLearning will be admitted onto the practical training.

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.

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**.

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**.

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.

Course Capacity and Participation

For Safepass

- The maximum classroom ration is 20 learners to 1 tuto (20:1)

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. Recertification Training

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

Complaints Procedure

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**.

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.

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.

Complaints Procedure

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.

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.

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.

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.

Appeals Procedure

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.

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.

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.

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**.

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**.

ProTraining Courses is committed to addressing complaints fairly.

If a learner wishes to make a complaint they should:

1. Raise the concern with the instructor where possible
2. If unresolved, contact ProTraining Courses management
3. The complaint will be reviewed and responded to appropriately

---

9. Data Protection

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.

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.

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.

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.

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.

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.

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**.

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.

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.

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.

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.

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.

---

11. Review of Handbook

This Learner Handbook will be reviewed periodically to ensure it remains current and relevant.

Contact us: ProTraining Courses, Unit 2 MTEK 1, Armagh Road, Monaghan

Phone: 047 88598

www.protrainingcourses.com

Email: info@protrainingcourses.com