

## **ProTraining Courses Quality Assurance**

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## **1. Governance**

### **1.1 Introduction to ProTraining Courses**

ProTraining Courses was established in 2015 by Managing Director, Carol McGirl. ProTraining Courses deliver Health & Safety Courses throughout Ireland. These courses include First Aid Response certified by PHECC (Pre Hospital Emergency Care Council), Emergency First Aid, Manual Handling, Fire Safety, Mental Health First Aid and Solas Safepass.

ProTraining Courses is a Recognised Institute with the Pre-Hospital Emergency Care Council (PHECC). PHECC is an independent statutory body who set the standards for education and training for pre-hospital emergency care in Ireland. The Council publish clinical practice guidelines (CPGs) and recognise institutions to provide pre-hospital emergency care training and education. ProTraining Courses is a Recognised Institute with PHECC.

ProTraining Courses is a recognised CPD accredited training provider. Our Mental Health First Response Training programme has been accredited, having passed the rigorous academic review process implemented by the CPD Certification Service Assessment Team.

ProTraining Courses is also a member of the Irish Institute of Training & Development. The purpose of the IITD Endorsement Awards is to provide professional body recognition and validation for programmes and development initiatives which demonstrate excellence, best practice and innovation in the field of learning & development.

ProTraining Courses is a Approved Training Organisation with Solas and deliver safepass courses throughout Ireland.

### **1.2 Mission Statement**

As an organisation, our mission is to ensure that our learners are confident and competent upon completion of their course with the skills that we have trained them in.

All ProTraining Courses trainers will have extensive training and practical experience to deliver classes that are fun, relevant and that will ensure that trainees feel a huge sense of accomplishment. They will also feel more confident in their ability to perhaps save the life of a loved one.

### **1.3 Management Policies and Procedures**

Confidentiality - Assuring that sensitive information or data is accessible to only authorised individuals, and is not disclosed to unauthorised individuals or the public unless appropriate and lawful.

Integrity - safeguarding the accuracy and completeness of information and software, and protecting it from improper modification.

Availability - ensuring that information, systems, networks and applications as well as paper records are available when required to departments, groups or users that have a valid reason and authority to access them.

Accountability -users will be aware of their responsibilities in relation to their collection, use and processing of data.

### **1.4 Risk Managements**

ProTraining Courses maintains a comprehensive risk management approach to ensure the quality and academic integrity of its training programs. This involves adhering to the Risk Management Procedure.

The references for this are

- Risk Management

## **2. Documented Approach to Quality Assurance**

### **2.1 Overview**

The Quality Assurance System for ProTraining Courses consists of the Quality Assurance Manual and its supporting policies and procedures. Its purpose is to ensure that the learning environment at ProTraining Courses meets the required level of quality. The system is guided by the following:

- The Qualifications and Quality Assurance (Education and Training) Act 2012,
- PHECC Quality Review Framework (2015).

The Documented Quality Assurance System aims to ensure that ProTraining Courses complies with the training development and delivery requirements set by PHECC, as well as other legal obligations like Equality, Data Protection, and Health & Safety. It's important to note that currently, ProTraining Courses.

### **2.2 Documentation levels**

The documentation within the Quality Assurance System is categorized as follows:

Level 1: Quality Assurance Manual (QAM)

- The Quality Assurance Manual provides an overview of the organization's structure, policies, and guidelines for meeting PHECC requirements. It also includes references to associated procedures.

Level 2: Policies & Procedures

- The Policies & Procedures document contains ProTraining Courses policies related to various aspects of quality. It provides detailed information on how these policies are implemented through specific procedures.

Level 3: Procedures

- Procedures are available for specific areas such as Administration, Trainers, and Accounts. These procedures outline the steps and processes to be followed in these respective areas to ensure effective implementation.

### **3. Programmes of Education & Training**

#### **3.1 Overview of Programme Design & Development**

ProTraining Courses Programme Design and Development process encompasses all proposals and procedures related to the creation of new courses that lead to an Award by PHECC.

When it comes to designing and developing new courses, ProTraining Courses follows a strategic approach aligned PHECC's Quality Review Framework (2015). These guidelines provide a framework and set of standards that ProTraining Courses adheres to during the course design and development process.

#### **3.2 Overview of Programme Delivery**

The Head of Training & Quality at ProTraining Courses has the responsibility for resourcing and delivering training programs in accordance with the Teaching and Learning Policy & Procedure, as well as related policies and procedures.

ProTraining Courses's website provides comprehensive and easily accessible information on all aspects of program delivery to ensure its appropriateness for learners. Trainers and administrators work together to support this objective, ensuring that learners have a high-quality training experience.

#### **3.3 Programme Delivery Policies and Procedures**

- Teaching & Learning Policies & Procedures
- Equality & Diversity Policies & Procedures
- Recognition of Prior Learning (RPL) Policy & Procedure
- Course Delivery Monitoring & Review

### **4. Teaching & Learning**

#### **4.1 Policies and Procedures for Teaching and Learning**

Document references for this area are:

- Teaching & Learning Policies & Procedures
- Equipment and Maintenance Policy and Procedure
- Venue Suitability Selection
- Equality & Diversity Policy & Procedure
- Learner Support Policy
- Course Delivery Monitoring & Review
- ProTraining Faculty Recruitment & Development
- Complaints Procedure
- Assessment Policy
- Risk Management

## **5. Assessment of Learners**

### **5.1 Overview of Assessment Policy**

ProTraining Courses is dedicated to fair, transparent, consistent, valid, and reliable assessment practices aligned with PHECC standards. Assessment can occur in various settings, such as classroom-based exams or workplace skill demonstrations. Our goal is to evaluate learners based on occupationally relevant tasks and knowledge, following module descriptors and standards.

### **5.2 Policies & Procedure for Assessment**

The references for this are

- Assessment Schedule
- Course Delivery Monitoring & Review

## **6. Support for Learners**

### **6.1 Overview for Learner Supports**

ProTraining Courses prioritizes the provision of comprehensive support and resources for learners throughout their training and even after course completion. We offer a variety of suitable supports across all our training programs to ensure learners' needs are met effectively.

### **6.2 Policies & Procedures for Learner Supports**

The references for this are

- Learner Support Policy