



Working at Height Limited™
Advanced Technical Rescue & Safety Education

Quality Assurance Manual

Working at Height Limited

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Working at Height Limited Quality Assurance Manual

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List of Acronyms and Abbreviations

CFR	Cardiac First Responder
CPG	Clinical Practice Guidelines
D QMS	Documented Quality Management System
HTD	Head of Training & Quality
IER	Independent Evaluation Report
IT	Information Technology
KPI	Key Performance Indicators
LMS	Learning Management System
MCQ	Multiple Choice Questions
MRB	Directors Board
NFQ	National Framework of Qualifications
P S RL	Probability Severity Risk Level
PHECC	Pre-Hospital Emergency Care Council
PPT	Powerpoint
Q&A	Question and Answer
QA	Quality Assurance
QAS	Quality Assurance System
QQI	Quality and Qualifications Ireland
ROFI	Request of Further Information
RPL	Recognition of Prior Learning
Ltd	Limited Company
AB	Academic Board
HTQ	Head of Training & Quality
RAP	Results Approval Panel
QAM	Quality Assurance Manual

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Working at Height Limited Overview & Management of Quality
Introduction to Working at Height Limited

Working at Height Limited ® Trading as **Working at Height Group**™ is a Safety Training Company for individuals who work in dangerous environments with potential risk to injury or harm, working closely with the Wind Energy, Utilities, Power Generation, Telecommunications, Construction, Petrochemical, Pharmaceutical, Government and Private sectors supplying a high-quality safety training. After a huge surge in incidents in the world over the last 2 decades, Working at Height Group was quick to recognise the need for skilled workers in all sectors, and began to develop a range of safety courses for the industry.

It soon became apparent to Working at Height Group that the industry was crying out for a one-stop-shop for specialist safety training in the around the globe. In order to offer this, Working at Height Group identified the need to collaborate with other industry area specialists.

Working at Height Group are continuously developing their services to meet the demands of the energy sectors, with an extensive range of onshore and offshore safety courses, high quality safety equipment, and health & safety consultancy delivered from a host of locations throughout the world.

Working at Height Group prides itself on flexibility and innovation to provide customers with the best service possible. Working at Height Group is a primarily Professional Training Services company, but we also offer consultant services.

Working at Height Group™ have been consultants for Government Agencies, Manufactures, Operators, Facility Management Companies, Project Designers, Emergency Teams, and Emergency Management.

Working at Height Limited specialises in the delivery of both accredited and non-accredited specialist training, covering Instructor & Delegate Courses (including but not limited to; Technical Rescue, Rope Access, Manual Handling, Fall Protection, First Aid, Wilderness First Aid, First Aid Responder (FAR), Cardiac First Responder (CFR), Abrasive Wheels and Fire Safety).

Our values

Working at Height Limited's values can be summarised as Integrity and Professionalism. This is achieved by ensuring that it trains and advises learners honestly and professionally in how they can progress in their own right as competent, professional trainers and instructors.

Mission Statement

Working at Height Limited's core purpose is set out in the following mission statement:

As an organisation, our mission is to Challenging Perceptions, opening minds and expanding knowledge, creating change in the work place one person at a time, by making the work place a safer place by a creating a positive safety culture.

Working at Height Limited will ensure that our learners leave our courses being both confident and competent with the skills that we have trained them in.

We see our relationship with our customers as a partnership and we want them to become successful in their roles.

We endeavour to achieve this mission through the delivery of our courses in a fun and focussed and inclusive manner.

We endeavour to deliver our programmes using the latest best practise, technology and innovation whilst meeting our accreditation and Awarding Bodies' learning outcome and certification requirements.

Working at Height Limited's goal is to be regarded as the premier provider of accredited Instructor Training courses, including courses leading to both SPRAT, MSA, Petzl, PHECC and QQI Awards. Working at Height Limited is committed to encouraging and enabling adults to achieve their learning goals through quality training with appropriate support, thus promoting equal opportunities and

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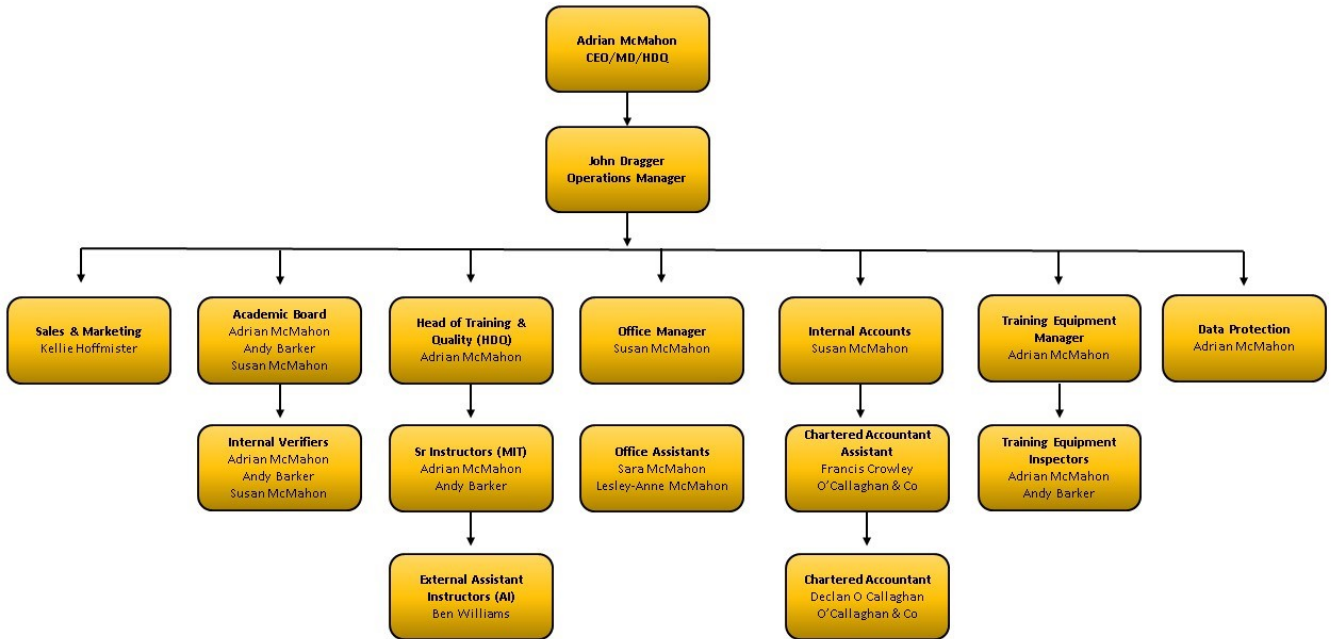
widening participation.

This vision is to build an organisation with the skills and competencies which will ensure that Working at Height Limited's goal and mission are continuously achieved.

Organisational Structure

Working at Height Limited's day-to-day operating structure is outlined below:

Working at Height Limited Organisational Structure



Reviewed Last : 01/01/2021

1.1 Equality, Diversity and Inclusion

Working at Height Limited aims to create a learning environment and workplace which ensures fair treatment and opportunity for all. Working at Height Limited's policy is that all training and business operations are aligned with current legislation and best practice so that diversity is celebrated. All learners, potential learners and Working at Height Limited team members must be treated fairly, regardless of gender, age, race, disability, ethnic origin, religion, sexual orientation, civil status, family status, or membership of the travelling community.

1.2 Management of Quality Assurance

Working at Height Limited is committed to assuring the quality of its training programmes and to this end has installed a Quality Assurance System as required by QQI and PHECC. Working at Height Limited is committed to continuous improvement through:

- A customer focus based on understanding learners' and stakeholders'

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needs and expectations;

- Providing leadership to promote and foster a quality culture;
- A process approach to deliver training and related services in an effective and compliant manner; and
- Systems thinking and evidence-based decision-making.

The system itself reflects proven quality principles, including the “Plan Do Check Review” model used within the ISO 9001 Quality Management Standard:



Plan - Operational objectives are specified (at various levels) and are aligned with Working at Height Limited’s mission, strategy and obligations to external stakeholders (statutory, regulatory, professional or other). A Strategic Plan has been developed which specifies these organisational objectives. Risks to the organisation including corporate and academic risks are identified in the Risk Register. Any opportunities such as new programmes will be discussed and identified in the Strategic Plan. Opportunities such as Blended Learning are also discussed. The strengths of the organisation are also identified.

Do (Implementation) - Training Programmes are developed in accordance with the Course Design & Development and Design procedures in Section 5 Programmes of Education and Training. Trainers & staff are recruited in accordance with Section 6

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Staff Recruitment, Management and Development. Training is delivered in accordance with Section 7 Teaching and Learning.

Check - Training is assessed in accordance with Section 8 Assessment of Learners. Data on performance is collected and monitored in accordance with Section 10 Information and Data Management.

Review – Within the goal of continuous improvement, the system is reviewed in accordance with Section 13 Self Evaluation, Monitoring & Review.

1.3 Embedding a quality culture

In terms of its day-to-day operations, Working at Height Limited aims to ensure that courses are developed, delivered and administered to the highest quality standards. This is achieved through effective leadership at both management and academic levels, with the constant communication of the standards required to trainers and staff and the implementation of the quality assurance policies and procedures underpinning this Quality Assurance Manual.

As a rule, administrative procedures will be written where their absence would have an adverse effect on quality. The Quality Assurance Manual is available to Working at Height Limited staff on the internal OneDrive. All staff members are familiarised with the Quality Assurance Manual and its related administration procedures, with regular two-way feedback from the Training & Quality Manager to support this.

1.4 Risk Management

Working at Height Limited aims to identify and manage risks in the provision of its training programmes in order to ensure and maintain the overall quality and academic integrity of its training courses. The processes for Risk Management is outlined in the Risk Management Procedure. In addition, Working at Height Limited maintains a Risk Register to monitor both operational and academic risks.

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2. Core Guideline References

The following table provides a reference to the relevant policies and procedures for QQI's Core Statutory Quality Assurance Guidelines and related areas. The relevant policies and procedures supporting these areas of quality assurance.

Core QA Guideline	Working at Height Limited's related Policy & Procedure
1. Governance & Management of Quality	Governance and organisational structures Risk Management Policy & Procedure Risk Register Academic Integrity Policy & Procedure
2. Documented Approach to Quality Assurance	Document Control Policy & Procedures
3. Programmes of Education and Training	Programmes Design & Development Policy & procedure Course Review Policy & Procedure Programmes Design & Development Policy & procedure Programme Review Policy & Procedure
4. Staff Recruitment, Management and Development	Recruitment, Management and Development Policy & Procedure Malpractice Policy & Procedure
Staff Communication	Staff communications procedure
5. Teaching and Learning	Teaching and Learning Policy Teaching and Learning Procedure Programme Delivery Procedure
6. Assessment of Learners	Assessment of Learners Policy & Procedure Academic Integrity Policy & Procedure Academic Appeals Policy & Procedure
7. Support for Learners	Learner Support Policy & Procedure Complaints Policy & Procedure
8. Information and Data Management	Data Protection Policy Data Protection Procedure
9. Public Information and Communication	Public Information Policy & Procedure
10. Other Parties involved in Education and Training	Other Parties involved in Education Policy and Procedures
11. Self-Evaluation, Monitoring and Review	Self-Evaluation, Monitoring & Review Policy & Procedure

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1. Governance

1.1 Governance Policy Statement

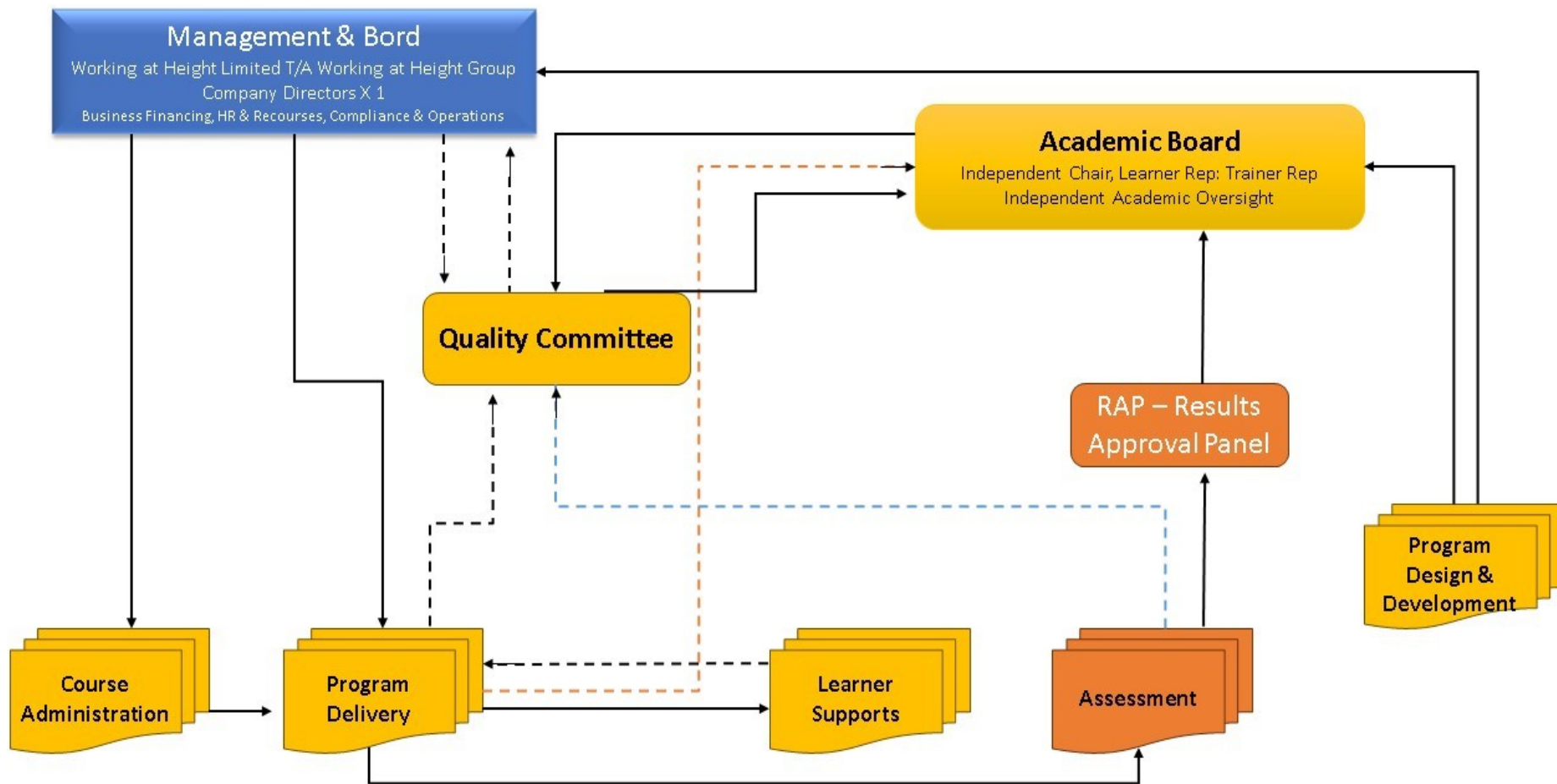
It is Working at Height Limited's policy that the organisation has fit-for-purpose governance structures that ensure objective oversight, with clear lines of authority and accountability for all activities associated with its training courses and programmes, including those leading to PHECC and QQI awards.

Working at Height Limited has established an appropriate governance structure to ensure that its scope of activities is governed and managed effectively, with clear and appropriate lines of oversight and accountability. This policy area ensures that academic and commercial decision-making responsibilities within Working at Height Limited are separated and that there is an external dimension to academic governance, e.g., the separation of responsibilities between those who produce and develop training materials and those who approve them.

1.2 Governance structure

The different units of governance are outlined in the diagram below and this structure describes the lines of responsibility between each governance unit, their Terms of Reference and the respective roles and responsibilities for each unit.

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1.3 Core Governance Units

The following are the details of each governance unit and their Terms of Reference

1.3.1 Management Board

Role

This unit of governance has prime responsibility for the commercial, financial, people and operations, and corporate legal decisions made by the Board of Directors. It is responsible for ensuring that the organisation remains financially viable and that it continues to meet its legal and statutory obligations.

Terms of Reference

The Management Board is responsible for business decision-making and corporate governance, including:

- Long term financial viability of the company as a private, independent training provider, together with its training programmes;
- Compliance with statutory obligations and legislation compliance, including Health & Safety, employment law, plus data compliance including the General Data Protection Regulation (GDPR);
- Ensuring continuity of the business and its core purpose in the provision of training;
- Reviewing and contributing to the organisational strategy; and
- Ensuring adequate organisational capacity to deliver training programmes (delivery method, learner numbers, trainer numbers, etc.)

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Members

The Management Board comprises the two Company Directors who are the Board of Working at Height Limited.

Meetings schedule: held at least yearly (with extra meetings being held as required).

Records:

- Minutes are kept of the Directors' Board Meetings.
- The Managing Director drafts and circulates the meeting's agenda and minutes. These minutes will also be circulated to the Academic Board.

1.3.2 Academic Board

Role:

Working at Height Limited's Governance Policy is set out in this Quality Assurance Manual (QAM) and aims to separate academic and commercial decision-making within the organisation.

This Academic Board Procedure outlines academic supervisory procedures within Working at Height Limited, with the goal of ensuring the quality and integrity of all academic activities.

Terms of Reference:

The Academic Board maintains ultimate responsibility for academic affairs and serves to protect, maintain, and develop academic standards. This role includes oversight of programme development and approval, review of training outcomes and award certifications, and programme reviews and self-evaluations.

In addition, the Academic Board provides an independent academic authority within Working at Height Limited, including:

- Promotion of excellence in teaching and learning;
- Review and approval of all teaching and learning policies;
- Acting as the ultimate source of academic authority within Working at Height Limited;
- Review and approval of changes to training programmes in the context of programme validation and awarding body requirements;

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- Review proposals for new programme development and progress thereon;
- Monitoring the overall quality of training course delivery and outcomes from an academic standpoint;
 - Ensuring that there is no undue influence from other stakeholders in relation to academic decision-making and its associated risk management; and
- Acting as the “voice of the learner” within the organisation.

Members:

Academic Board members comprise:

- External Members
 - Independent Education & Training Expert (Andy Barker-WAHG-UK Consultants). Chair.
 - Learner representative (s). Andy Spence WAHG-UK Consultants
- Internal members
 - Trainer representative (s). Adrian McMahon
 - Internal Verifier. Ben Williams

Meeting Quorum: The quorum is four. There shall be at least one of each position.

Chair:

This meeting is chaired by the Independent Education & Training Expert. Selection Criteria for:

The Independent Educations & Training Expert must have some or all of the following:

- Knowledge and skills and experience to challenge and constructively critique the organisation’s objectives and plans.
- Familiarity with Quality Assurance requirements.
- Relevant academic and/or professional qualifications.
- Familiarity with training/educational governance.

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Meetings schedule:

Meetings are held at least twice a year, online via Zoom or in-person. Notice of meetings and an agenda will be circulated by the Chair 10 working days in advance of the meeting date.

Meeting Agenda:

The standard meeting agenda items include:

- Minutes of previous meeting;
- Matters arising from these minutes;
- Formal review of training activities and outcomes (e.g. trends in results, learner feedback, trainer feedback, appeal, academic misconduct/plagiarism risks, academic standards, etc.);
- Formal review of matters arising from assessment and learner appeals;
- Review and approval of any proposed to training programmes in the context of programme validation and awarding body requirements;
- Review proposals for new programme development and progress thereon;
- Review annual programme reviews and any self- evaluation reports; and
- Review current status of Quality Assurance (QA) as it relates to teaching and learning activities, including any proposed changes in QA matters; and
- Make recommendations to Working at Height Limited in relation to academic affairs.

Records:

The Independent Education & Training Expert circulates the meeting's agenda and minutes to the relevant people which include the Managing Director. Correspondence related to feedback, opinions and decisions shall be by email and these will be retained.

1.4 Other Units of Governance

1.4.1 Quality Committee

Role:

The Quality Committee monitors day-to-day programme delivery and quality assurance within Working at Height Limited, reporting to the Academic Board and Management Board as appropriate. Its role includes reviewing trainer and learner feedback, aiming to help to promote a quality culture and identifying opportunities for improvement.

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Terms of Reference:

Review learner and trainer feedback, preparing reports for management and academic reviews.

Track progress in business processes to ensure compliance with QQI/PHECC standards, reporting to the Academic Board.

Ensuring staff and trainer awareness of Working at Height Limited quality standards and continuous improvement initiatives, reporting to management and academic review bodies as appropriate.

Members:

Head of Training & Quality Internal Verifier

Chair:

Head of Training & Quality

Meetings schedule:

The Quality Committee will liaise informally on an ongoing basis to discuss areas for improvement. They will meet formally every three months.

Meeting Agenda: Learner

feedback Trainer Feedback

Compliance with procedures Any Areas for Improvement

Records:

The Internal Verifier will maintain minutes of Quality Committee meetings and progress of improvements agreed.

1.4.2 Results Approval Panel

Role:

The overall role of the Results Approval Panel to confirm that the assessment of learners and the authentication of results has been carried fairly and consistently and in line with Working at Height Limited's QA Processes.

Terms of Reference

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- To ensure that assessment decisions and results are reviewed in a fair and consistent manner,
- Review previous Internal Verification and External Authentication reports,
- Review progress on improvement plans from previous meetings,
- Confirm that evidence and assessment records are available,
- Review any suspected irregularities such as plagiarism,
- Agree corrective actions,
- Approve and sign off results.
- Review assessment results and trends,
- Confirm that the QA processes were adhered to,
- Suggest improvements to QA Processes.

Members:

- Director/Office Manager (Non-Managing Director)
- Internal Trainer
- Internal Verifier
- External Trainer/ (Contract)

Chair:

This meeting is chaired by the Internal Verifier

Meetings:

Meetings convenes for each certification period. The certification period for PHECC is before the processing and printing of each batch of certificates. The certification period for QQI is before the results are sent for external authentication.

Meeting Quorum: The quorum is four.

Records:

The Internal Verifier maintains minutes of the meeting. These minutes will be circulated to the Quality Committee and Academic Board.

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1.4.3 Programme Development Team

Role:

The overall role of the Programme Development Team is to ensure that Programmes are developed to the highest standards and meet QQI's requirements

Terms of Reference

Review relevant module descriptor/ course specification Research best practise and any relevant standards

Review Programme Development Guidelines from Awarding Body

Develop lesson plans and courses content

Define and develop both formative and summative assessment methods

Define Access, Transfer and Progression routes and Recognition of Prior Learning (RPL) considerations

Members:

Independent Programme Development Expert (Appointed on an ongoing basis for the development of programmes)

Head of Training and Quality

Subject Matter Experts/ Trainer (s) (Appointed for the duration of the development of Particular Programmes)

Internal Verifier

Chair:

This meeting is chaired by the Independent Programme Development Expert

Meetings:

Meetings will be held at least once a month during the Programme Development Period.

Meeting Quorum: The quorum is four. There shall be at least one of each position.

Records:

The Internal Verifier will maintain minutes of the meetings.

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1.5 Key Roles and Responsibilities

1.5.1 Managing Director

The Managing Director is responsible for the overall financial, legal, and long-term strategic development of the company. This includes:

- Management of the day-to-day operations of the organization,
- Identification and management of organizational risk,
- Development of organizational strategy,
- Ensuring the correct conduct of all staff and trainers.

1.5.2 Head of Training and Quality

The Head of Training & Quality has overall responsibility for quality assurance of programme development, delivery, assessment and related support services. This includes:

- Development and management of QA System,
- Documentation and approval of QA Policies and Procedures,
- Course development, validation and review,
- Development of assessment methodology,
- Trainer selection & approval and performance monitoring,
- Compiling of KPI Reports,
- Recruitment and selection of External Authenticators,
- Selection and approval of venues,
- Ensure compliance with Health & Safety requirements,
- Approval of all information published,
- Ensuring the proper conduct of all staff,
- Establishing relationships with all stakeholders,
- Reporting to the Academic Board,
- Ensure compliance with Equality, Health & Safety and GDPR regulations.
- Coordinating the various learner supports and monitoring their effectiveness.

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1.5.3 Office Manager

The Office Manager is responsible for ensuring that administration tasks are allocated and completed. Responsibilities include:

- Selection of new staff
- Staff induction and training
- Payment of wages
- Filing of accounts.

1.5.4 Administrator

- Checking and responding to or allocating emails as per the Outlook procedure.
- Responding to course enquiries in accordance with the Act Enquiries Procedure
- Generation of Course reports
- Raising invoices accordance with the Sage Procedure.
- Entering of lodgements and checking of payments in accordance with the Lodgements procedure.
- Submission of paperwork,
- Entering of results and issuance of certificates.
- Generation of Course reports
- Raising invoices accordance with the Sage Procedure

1.5.5 Internal Verifier

The Internal Verifier is responsible for verifying course paperwork. This includes:

- Verifying course paperwork in accordance with the Internal Verification procedure
- Entering learner information into the Database (s).
- Issuance of certificates in accordance with the certificates issuing procedure

1.5.6 Data Protection Officer

The Data Protection Officer is responsible for ensuring that the organisation complies with its obligations under the General Data Protection Regulations (GDPR). Responsibilities

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include:

- informing and advising the controller or the processor and the employees who carry out processing of their obligations under GDPR.
- monitoring compliance with this Regulation
- assigning responsibilities, awareness-raising and training of staff involved in processing operations, and the related audits;
- providing advice where requested as regards the data protection impact assessment and monitor its performance
- cooperating with the supervisory authority;
- acting as the contact point for the supervisory authority on issues relating to processing.

The Data Protection Officer shall in the performance of his or her tasks have due regard to the risk associated with processing operations, taking into account the nature, scope, context and purposes of processing.

1.5.7 Trainer

Trainers are responsible for the delivery of courses in accordance with the required standards and the completion of course paperwork. This includes:

- Adequate preparation for courses in terms of equipment and paperwork,
- Setting up the venue to the correct specifications,
- Ensuring learner comfort, safety and welfare,
- Inducting learners and agreeing the Learning Agreement,
- Delivery of course content in accordance with the agreed lesson plan and material,
- Assessing the Learners using the agreed assessment methodology,
- Ensuring that course records are completed and returned/ filed as required.

1.5.8 Assistant Trainer & Assessor

Assistant Trainers and Assessor are responsible for assisting on courses particularly on courses delivered through Zoom and ensuring that the required paperwork is filed correctly. This includes:

- Ensuring the Learners have registered for courses.
- Dealing with any technical issues that learners may have such as camera and microphone

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set up.

- Ensure that that the assignments, examinations are received in from learners and filed in the learner's folder.
- Assisting in the assessment of learners using the Marking Sheets and ensuring that completed Marking Sheets are filed correctly.
- The invigilation of examinations and ensuring that examination rules are followed.
- Ensuring that evaluation forms are completed by all learners and that the database has been updated.

2. Documented Approach to Quality Assurance

2.1 *Overview of documented policies and procedures*

This Quality Assurance System for Working at Height Limited is comprised of this Quality Assurance Manual, and its supporting policies and procedures. It is designed to ensure that the learning environment within Working at Height Limited reaches the appropriate level of quality and is guided by:

- The Qualifications and Quality Assurance (Education and Training) Act 2012, as amended;
- QQI's Core Statutory Quality Assurance Guidelines, together with the Sector Specific guidelines for Independent/Private Providers (2016);
- PHECC Quality Review Framework (2015).

The Documented Quality Assurance System is designed to ensure that Working at Height Limited meets the requirements of PHECC and QQI in relation to training development and delivery, in addition to its other legal requirements such as Equality, Data Protection and Health & Safety. Currently, no learners or potential learners are aged under 18 years of age so Child Protection requirements do not apply to Working at Height Limited's scope of operations.

2.2 *Documentation Levels*

Documentation is categorised as follows:

- Level 1: Quality Assurance Manual (QAM): The Quality Assurance Manual outlines the Organisation Structure, the Organisation's Policies and provides guidance on how the Organisation meets PHECC and QQI's requirements and references to associated Procedures.

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- Level 2: Policies & Procedures: The Policies & Procedures contain Quatec's policies for different areas of quality and detail how procedures are performed to ensure these policies are implemented.
- Level 3: Procedures: There are procedures for Administration, Trainers and Accounts which detail how procedures for these areas are performed.

This Quality Assurance Manual and the supporting policies and procedures are made available to the Working at Height Limited team through the relevant OneDrive folder.

These

in turn are translated into practice through a variety of internal quality assurance processes that allow participation by all staff within Working at Height Limited.

The Quality Assurance Manual and the Learner Handbook are made available to learners and other interested parties via the company's website: www.workingatheight.ie These documents are controlled in accordance with the Document Control Procedure.

The Quality Procedure outlines the controls in place to assure the quality of training courses. Programmes of Education and Training

2.3 Overview of Programme Design and Development

Programme Design and Development within Working at Height Limited, covers all proposals and procedures for new course development leading to an Award by PHECC or QQI. Working at Height Limited takes a strategic approach to new course design and development in line with QQI's *Core/Sector Specific Statutory Quality Assurance Guidelines for Providers (2016)* and PHECC's *Quality Review Framework (2015)*.

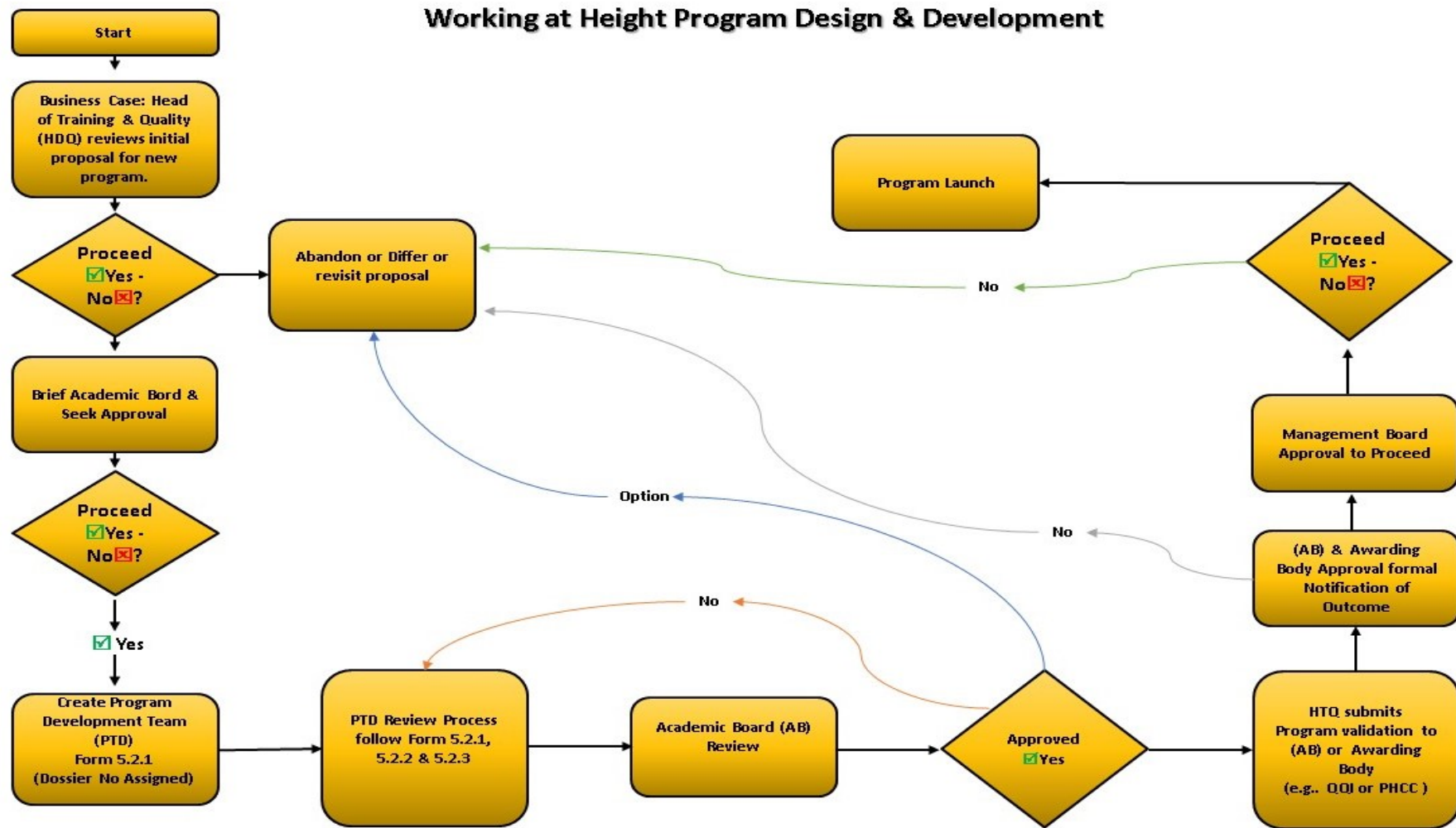
2.4 Policy and Procedures for New Programme Development

The references for this area are:

- Programme Design and Development Policy
- Programme Design and Development Procedure

The programme design and development process is summarised on the Next Page:

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2.5 Overview of Programme Delivery

The Head of Training & Quality is responsible for the resourcing and delivery of programmes in line with the Teaching and Learning Policy & Procedure and related policies and procedures. The company's website contains clear information on all areas of programme delivery to ensure its suitability for learners. This is supported by trainers and administrators in order to ensure that the learner participates in a high-quality training experience.

2.6 Programme Delivery Policies and Procedures

The references for this area are:

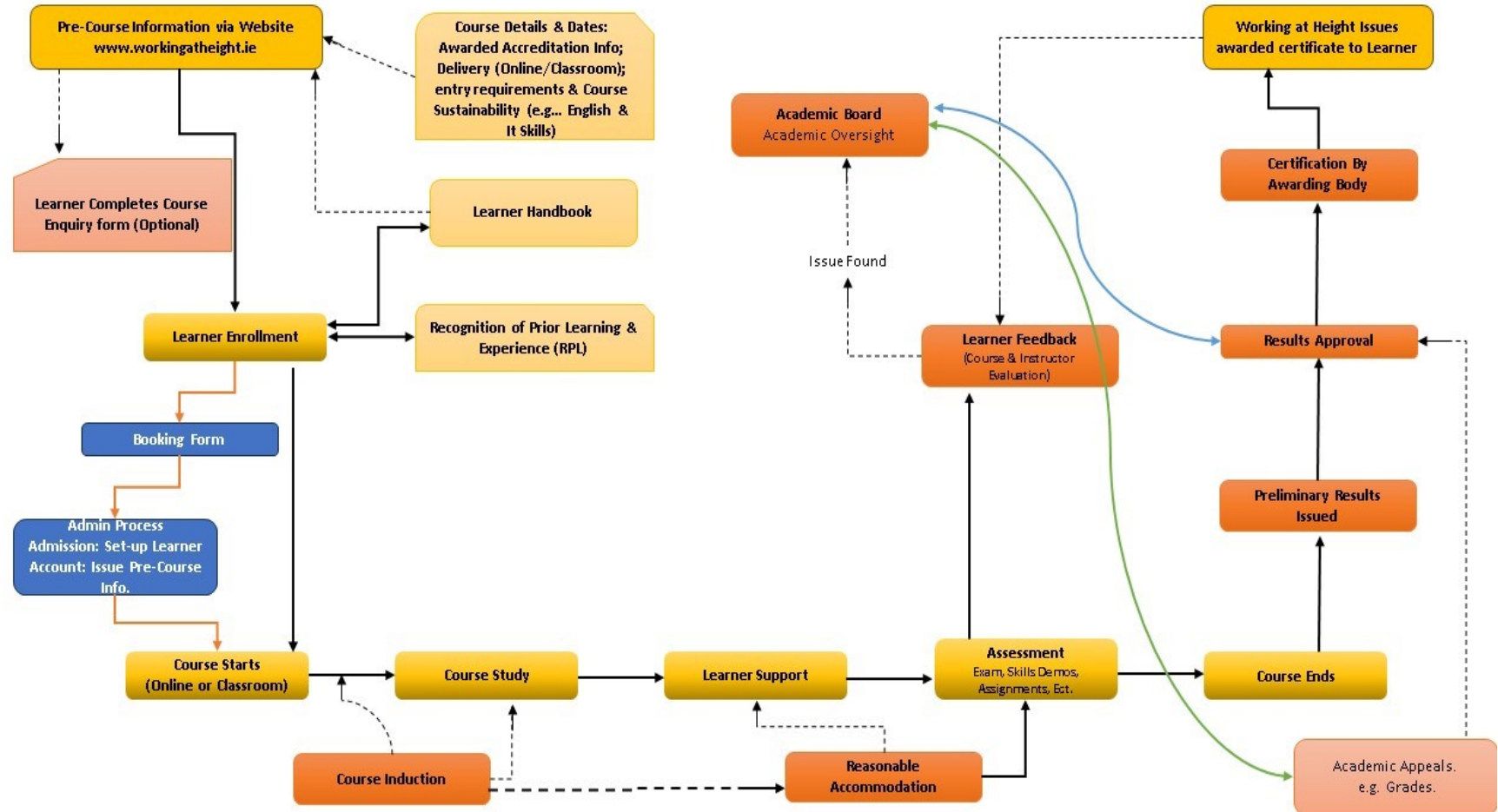
- Access, Transfer and Progression Policy & Procedure
- Teaching & Learning Policy
- Teaching & Learning Procedure
- Recognition of Prior Learning (RPL) Policy & Procedure
- Equality & Diversity Policy & Procedure
- Programme Review Policy & Procedure

2.7 Learner Journey

Working at Height Limited recognises that each programme of education and training involves a learner journey involving different stages and interactions between the learner and training provider. This learner journey is outlined on the Next Page.

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Working at Height Learner Journey



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3. Staff Recruitment, Management and Development

3.1 *Overview of Recruitment, Management and Development*

Working at Height Limited recruits and supports competent and qualified staff to deliver its programmes. Trainers carrying out synchronous/live eLearning must complete a training course in the package used covering its use for training. Staff are provided with opportunities for professional development and Trainer performance is monitored on an ongoing basis by the Head of Training & Quality.

3.2 *Policies and Procedures for Recruitment, Monitoring and Development of Staff*

The references for this area are:

- Recruitment, Management & Development Policy & Procedure
- Equality & Diversity Policy & Procedure
- Vetting Procedure
- Complaints Policy and Procedure

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4. Teaching and Learning

4.1 *Overview of Teaching & Learning*

Teaching and Learning is at the core of Working at Height Limited's activities and the Head of Training & Quality has overall responsibility for this area, with appropriate oversight from both the Academic and Management Boards.

The aim is to support quality provision and ensure that consistent standards in teaching and learning apply within Working at Height Limited as a training organisation. Working at Height Limited's teaching is learner-centred and aims to provide a safe learning environment where learners can engage and participate in the learning experience in a fun and challenging way.

Working at Height Limited's definition of a "good quality learning experience" would be where learners on completion of our training feel confident, competent and committed to fulfil the role that they are being trained for.

4.2 *Policies and Procedures for Teaching and Learning*

Document references for this area are:

- Teaching & Learning Policy
- Teaching & Learning Procedures
- Blended Learning Policy & Procedures (*Currently only relevant for PHECC courses. Blended delivery of programmes does not extend to the provision of Working at Height Limited's QQI programmes. Future approval for delivery of Blended Learning programmes will be sought from QQI*)
- Equipment and Maintenance Policy and Procedure
- Premises Selection Policy & Procedure
- Equality & Diversity Policy & Procedure
- Learner Support Policy & Procedure
- Programme Design & Development Policy & Procedure
- Recruitment Management & Development Policy & Procedures
- Trainers Policies & Procedures
- Communications Policy & Procedure
- Complaints Policy & Procedure

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- Assessment of Learners Policy & Procedure
- Appeals Policy & Procedure
- Vetting Procedure

5. Assessment of Learners

5.1 *Overview of Assessment Policy*

Working at Height Limited is committed to ensuring that assessment is fair, transparent, consistent, valid, and reliable and in line with the requirements of the relevant awarding body. Assessment relates to QQI/PHECC standards and may take place in a range of settings, e.g. classroom-based examinations, workplace-related skills demonstrations. Therefore, Working at Height Limited aims to assess learners in the context of occupationally relevant tasks and knowledge, in line with module descriptors and standards.

5.2 *Academic Misconduct*

Working at Height Limited protects the underlying value of the awards it trains for by the prevention of cheating and other forms of academic misconduct. Procedures are in place in relation to maintaining academic integrity and the prevention, monitoring and control of potential cases of academic misconduct.

5.3 *Policies and Procedures for Assessment*

The references for this area are:

- Assessment of Learners Policy and Procedure
- Malpractice Policy and Procedure
- Academic Appeals Policy and Procedure
- Academic Integrity Policy and Procedure

The Results Approval Panel details are also included in Section 3.4.2 above.

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6. Support for Learners

6.1 *Overview of Learner Supports*

Working at Height Limited aims to ensure that learners are adequately supported and resourced both during their training and after completing their course. A range of suitable supports are made available to learners on all of Working at Height Limited's training programmes.

6.2 *Policies and Procedures for Learner Supports*

The references for this area are:

- Learner Support Policy & Procedure

7. Information and Data Management

7.1 *Overview of Information and Data Management*

Working at Height Limited aims to ensure that all data collected and generated in the course of its business and training operations is secured and maintained in line with its statutory obligations, notably Data Protection Act 2018 and the General Data Protection Regulation (EU) 2016/679 (the GDPR).

7.2 *Policies and Procedures for Information & Data Management*

The references for this area are:

- Data Protection Policy
- Data Protection Procedure

8. Public Information and Communication

8.1 *Overview of Public Information and Communication*

Working at Height Limited aims to clear and effective communication with its learners, prospective learners, staff, and other interested parties. Information is published on Working at Height Limited's website, www.workingatheight.ie and in the Learner Handbook.

Other communication channels include phone, email and enquiry forms via the company website.

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8.2 Policies and Procedures for Public Information and Communication

The references for this area are:

- Communications Policy & Procedure

8.3 Quality Assurance

The Quality Assurance Manual, once approved, will be made available on the company's website. Reports of results of quality evaluations including a quality improvement plan will also be published on the company website.

9. Other Parties involved in Education

9.1 Overview of collaborations and other partnerships

During its operations, Working at Height Limited engages with other providers and stakeholders within the training community. This relationship includes co-operation on the development and delivery of programmes and discussion on training best Practise.

9.2 Policies and Procedures for Partnerships

The references for this area are:

- Other Parties Involved in Education Policy & Procedures

10. Self-Evaluation, Monitoring & Review

10.1 Overview of Self-evaluation and monitoring

Working at Height Limited is committed to continuous improvement across all its areas of training delivery. Therefore, all areas of the quality assurance system are subject to continuous monitoring and formal reviews to ensure that quality

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standards are maintained and improved, with the results of these reviews being considered by the Management Board and Academic Board. At its core, the purpose of self-evaluation is to ensure that the Quality Management System is operating effectively and that it meets the requirements of QQI/PHECC and other stakeholders. The underlying principle is that provider-owned quality assurance engages with external quality assurance reviews by QQI and PHECC, acting on any recommendations for improvement resulting from these reviews.

10.2 Policies and Procedures for Self-evaluation

The references for this area are:

- Self-Evaluation, Monitoring & Review Policy & Procedures
- Programme Review Policy and Procedure

