

### **Admissions Policy & Procedures:**

**LifeLine Training** welcomes people of all races, backgrounds, genders, beliefs, ages, sexual orientations and those with disabilities and special needs.

Students are encouraged to provide feedback, ask questions, actively participate and engage with other students to make the learning experience more enjoyable and beneficial.

### **Equality & Diversity Policy & Procedures**

**LifeLine Training** welcomes people of all races, backgrounds, genders, beliefs, ages, sexual orientations and those with disabilities and special needs.

Students are required to have a reasonable understanding (both written & oral) of the English language.

Individuals or groups with particular needs are facilitated to participate on courses through the provision of specific supports, for example: provision of a table for CPR participation for those with back/knee problems or those confined to a wheelchair.

Students who have difficulty understanding certain terms used in the course are actively encouraged to ask questions.

Students will receive a handout with common first aid abbreviations used during the course.

Codes of practice for dealing with complaints of: sexual harassment, bullying and harassment, are in place and implemented.

Course delivery accommodates the cultural backgrounds and learning styles of students.

### **Information Management Policy & Procedures:**

The organisation has effective information management systems that maintain appropriate controls of privacy and confidentiality.

To provide an effective and high-quality service we maintain appropriate accountability.

We control the management of information, to meet our accountability to ensure efficiency and business continuity.

#### **Course files are maintained to include the following information:**

- Student contact details – name, email address etc.
- Recognition of Prior Learning – RPL for recertification
- Assessments
- Results
- Student course evaluation forms
- Instructor Monitoring reports

All student files are stored in a securely locked cabinet

### **Data Protection Policy & Procedures:**

**LifeLine Training** 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 - we comply with **GDPR Legislation**.

We hold your contact details for sending you information on **First Aid & Safety Training**. The information held could include details such as your Name, Job Title, the Organisation you work for, your Company mailing address, e-mail address and Telephone/Fax numbers.

Your data will only be used by **LifeLine Training** and will not be passed on to any other third party.

**If you no longer wish to receive e-mail correspondence from us, please reply to this e-mail and we will take the necessary action to remove you from our e-mail list.**

### **Emails**

Any emails sent to us and any messages received through our online contact form are recorded and replied too. Please be aware that it is the sender's responsibility to ensure that the content of their emails is within the bounds of the law.

### **Data Requests**

If you would like a record of what personal information we have stored about you, please contact us using our web form and we would be happy to assist you.

### **Payment Security**

We use Stripe to process online transactions, we do not store your credit card information on our servers.

### **Quality Policy & Procedures:**

**LifeLine Training** is committed to providing customers with service of the highest possible level of **quality**. In order to achieve this, we are continually improving our services ensuring that the student interest is central.

Quality is important to our business because we value our customers. We strive to provide our customers with services which meet and even exceed their expectations.

We are committed to continuous improvement.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of customer feedback
- Regular audit/review of our internal processes
- Reviewing customer course evaluation forms
- Areas for improvements are identified & actions are implemented

### **Communications Policy & Procedures:**

Communication plays an important role in the conduct of our business. We value our ability to communicate with clients/customers & business contacts using information technology & communication systems which enable us to work efficiently & effectively.

#### **We strive to achieve:**

- Excellent written and **verbal communication**
- Excellent **presentation** and **negotiation skills**
- **Confident**, articulate & professional **speaking** – demonstrating experience/knowledge
- Empathic listening
- **Speaking in public**, to groups, or via electronic media

Feedback is provided on an ongoing basis to students during the course and at the completion of the course. This is done on a one to one basis so as to maintain student confidentiality.

At the end of the course students are encouraged to provide written feedback on the course evaluation form in relation to the course: content, delivery mode, teaching style, learning resources, assessment, provision of information etc.

Students are informed of PHECC's Clinical Practice Guidelines which are available on PHECC's website.

Following completion of a course a follow up email is sent to the course organiser or company contact, thanking them for their business and noting any comments or feedback that they received from their employees who were sent on the course.

### **Health & Safety Statement & Policy & Procedures**

Health & Safety is paramount to LifeLine Training.

Correct health and safety procedures are adhered to in compliance with legislation and monitored on an ongoing basis.

LifeLine training is committed to carrying out all work activities safely, and with all possible measures taken to remove (or at least reduce) risks to the **Health, Safety** and welfare of workers, & students.

### **Administration Policy & Procedures:**

- Clear procedures are in place in relation to all administration tasks
- Co-ordinate the day-to-day activities of the management of LifeLine Training, providing an efficient and competent administrative service
- A professional filing system is maintained, cross-matching manual and computer-based system allowing rapid and easy retrieval of information
- Addressing customer questions & queries in a professional manner via phone/email
- All necessary financial records are maintained
- Financial management systems are subject to external audit
- Written confirmation that adequate insurance cover is in place to cover all activities

### **Recognition of Prior Learning Policy & Procedures**

Pre-course information is clearly outlined to participants detailing entry arrangements, terms and conditions.

LifeLine Training's Policy on RPL regarding the FAR Recertification course is that the participants previous refresher certificate if within the 2 year time limit – no grace period applies.

LifeLine Training does not accept certification of RPL outside of the republic of Ireland for the purpose of FAR Recertification.

Codes of practice for dealing with complaints of: sexual harassment, bullying and harassment, are in place and implemented.

Course delivery accommodates the cultural backgrounds and learning styles of students.

### **Complaints Policy & Procedures**

**LifeLine Training** welcomes views of its service.

We understand that from time to time customers will have a concern or provide feedback about our services and we are dedicated to giving careful attention and a courteous response to all suggestions, comments or complaints.

We view complaints as valuable feedback about our service and will use the feedback to review how we do things, to learn from our mistakes and to improve the service you receive from **LifeLine Training**.

All comments are welcome.

A comment can be made verbally and in the event of an unsatisfactory result the comment should be made in writing to **LifeLine Training**.

All students can appeal a decision to refuse entry to a course – for example invalid previous certification which is a course prerequisite. All appeals must be put in writing to LifeLine Training and this will be looked at on an individual basis – the final decision will be emailed to those concerned stating reasons for this decision.

Complaints and Appeals Procedures are open, transparent and accessible to all students.

All complaints will be documented and action will be taken to address the matter in a satisfactory manner as efficiently as possible.

We know that making a complaint can take time and seem daunting. This policy explains how to complain, and how we will deal with your complaint.

### **The principles behind the Complaints Policy**

All companies have a duty to act legally, fairly, responsible and reasonably. **LifeLine Training** must be able to demonstrate as an organisation that it follows all these principles in all of its

areas of activity. An important part of this is having publicly available procedures for dealing with complaints whether from individuals or organisations.

### **We are aiming for:**

- Consistency
- Simplification of procedures to minimize administration and cost
- Transparent implementation

### **What is a complaint?**

A complaint is a demonstration of unhappiness about the service we provide, including the conduct of our staff, or the action we take (or do not take). Anyone distressed by our service, the conduct of our staff or our actions can make a complaint. This policy provides step-by-step guidance on how to complain to **LifeLine Training** about areas of our work.

### **Making a complaint**

Our aim is to resolve complaints quickly and at an early stage. First of all, please raise your complaint with the Trainer that you have been dealing with.

Let them know what the problem is, how it happened, and what you'd like us to do to sort it out. You can get in touch with them by telephone, letter or email (contact details are given later in this document). They will do their best to try and find a solution as quickly as possible.

If however you are not satisfied with the response you get, you can contact

**LifeLine Training - Attn: Jackie Sheridan**

**info@lifelinetraining.ie**