

Student Handbook

*Irish National Organisation of the
Unemployed*

Administrative procedures for the delivery of QQI
training.





CONTENTS

Introduction	pg 2
Course Outline.....	pg 3
Programme Structure.....	pg 4
Code of Behaviour.....	pg 5
Learner Agreement.....	pg 6
Assessment Regulations for QQI Candidates.....	pg 7
Learner Support/Reasonable Accommodation.....	pg 9
Appeals Procedure.....	pg 10
Complaints Procedure.....	pg 11
Equality Policy.....	pg 12
Health and Safety Policy.....	pg 14



Course Outline

Date: Beginning TBA
Time: 1pm – 5pm
Place: Online via Zoom

Welfare Rights is a training course offered by the INOU targeted at information workers working with the unemployed and those distance from the labour market. Candidates who successfully complete the course and assignments will receive a QQI Level 6 certificate in Social and Civil Information. The general aim of Welfare Rights is for the candidate to become proficient in the knowledge and skills needed to deal professionally and skilfully with their clientele around Social Welfare issues.

Welfare rights looks extensively at the welfare system, housing provision, and employment rights. The candidate will, upon completion of the course, have very detailed subject knowledge so that they may be able to deal with multifaceted and complicated queries.

The module will help the candidate identify their own skills, strengths and weaknesses and how these may affect their role as an information provider. The training will take place approximately two days every three weeks over five sessions. Though not compulsory, it is recommended that all participants are working or volunteering within an information provision setting. This working experience will be used to help identify any issues and how they can be addressed.



Programme Structure

Classes will take place on a Monday and Tuesday afternoon from 1pm to 5pm approximately each week for a period of eight weeks, beginning **Insert Date**. All participants are expected to attend each session with a minimum participant attendance of 80%. Participants are expected to let the tutor know beforehand if they are unable to attend.

As a result of the pandemic this programme is being delivered wholly online. A number of methodologies will be used during the classes to include, zoom, mentimeter, power point presentation, discussion, exercises and group work.

Assessment details will be given at the beginning of the programme. The assessment for this module is made up of five parts, Handbook, Queries, a Case Study and a 2 Skills Demonstrations. Details of each will be provided early in the term.

Quality Assurance

As the lead organisation for this programme of learning, the INOU is solely responsible for the quality assurance of the programme. We hold the validated programme with Quality and Qualifications Ireland (QQI) which allows us to deliver this programme. Our Quality Assurance manual is available on our website for your convenience.



CODE OF BEHAVIOUR

It is the responsibility of all participants and trainers to promote tolerance and the valuing of individual differences.

All participants must support the rights of each individual to be free from bullying, harassment, and discrimination.

Participants are expected to attend classes regularly and to attend all classes. Good attendance helps students to achieve the learning outcomes and to benefit from continuing

Students must register class attendance by signing the attendance sheet.

Mobile phones must be turned off during class time.

The INOU seeks to provide a secure, supportive and encouraging learning environment that nurtures self-discipline and encourages participants to take responsibility for their own learning.

The INOU encourages participants to achieve their full potential academically. It is therefore expected that each participant will cooperate with the trainer in taking responsibility for his/her own progress by diligent preparation and participation in the learning process. It is important that no participant, through poor behaviour or lack of concern, interferes with the rights of others to pursue their learning.

The INOU will undertake to enable students to develop their talents to the full by providing a balanced, challenging curriculum which fosters intellectual, spiritual and emotional development.

The INOU aims to foster an atmosphere that promotes self-esteem, honesty, justice and respect for others.

The INOU aims to promote co-operation, respect and commitment within the organisation so that all are unified as partners in learning for life.

The INOU aims to provide fully qualified and informed staff to deliver the training modules.



Learner Agreement

The INOU will:

- Treat all participants with dignity and respect and promote the organisation's equal opportunities policy
- Treat all participants equally, irrespective of prior learning or educational qualifications
- Ensure that the training programmes we provide are relevant to the needs of information providers
- Ensure that all relevant up to date materials are provided and made available at training courses
- Provide participants with information on the content and assessment criteria for our programme prior to the commencement of the course
- Give a clear indication of how participants are to be assessed and advise regularly on progress
- Make sure that training programmes start and finish on time
- Let participants know quickly about any unavoidable changes
- Provide as much support as possible to participants
- Encourage participants to help evaluate the course throughout the duration of the programme
- Provide as safe, pleasant and accessible a training environment as possible
- Respond quickly to any problem participants may have with the content of the programme or assessment criteria
- Promote a supportive atmosphere
- Keep participants informed and up to date about developments within the organisation which may affect participants/the training programme

We expect that Participants will:

- Treat everyone with respect, regardless of gender, marital status, family status, sexual orientation, political or religious belief, age, disability, social origin, race or Membership of the Traveller Community.
- Take responsibility for their development by attending regularly and punctually and by completing all course work on time
- Co-operate with the tutor and other INOU staff
- Ask for additional support/assistance if required
- Be considerate of other users of Araby House
- Let the organisation know quickly if they feel that they have not received an appropriate level of service or if they have any other problems relating to the training programme/the organisation

The INOU has a procedure for dealing with any complaints or issues that may arise.



Assessment Regulations for QQI Candidates

General Regulations

Candidates must observe deadlines as notified by the centre for the submission of coursework for assessment.

Candidates must attest to the fact that all projects, assignments, learner records and collections of work/portfolio of assessment/portfolio work presented for assessment is their own original work

Where group projects/assignments have been undertaken, all candidates must indicate which part of the work is their own. The portfolio of each group member should record or contain supporting evidence of the individual's contribution to the group task.

Candidates must not interfere with or damage in any way the work of other candidates.

Examinations/Skills Demonstrations

It is the candidate's own responsibility to note carefully, the days, hours and locations of practical examinations, skills demonstrations or theory based examinations.

Candidates are required to be in attendance at the examination centre prior to the commencement of the examination

Candidates will not be admitted to the examination centre after thirty minutes from the time at which the examination begins.

Candidates will not be allowed to leave the examination centre until thirty minutes has expired from the time at which the examination began.

Candidates may not be allowed to leave the examination centre and return during the examination period unless the permitted to by the supervising tutor on leaving the examination centre; the supervising tutor will record the time(s) of absence and the reason for absence. The time lost by the candidate will not be compensated for at the close of the examination.

Candidates who leave the examination centre must surrender the examination paper, assessment item/examination script to the supervising tutor.

Candidates must occupy the place first assigned by the supervising tutor during the entire examination.



A candidate must enter any details required e.g. examination number/name on the examination script/paperwork accompanying a test item. The candidate's examination number should be entered on every piece of stationery used.

A candidate

- Shall not write on the examination paper (except where answers are to be written on part of the examination paper itself) or Mathematical Tables or any of the mathematical instruments allowed to be brought in.
- Shall not write in the answer book anything that is not directly connected with the subject matter of the questions to be answered.
- Shall not remove from the answer books any leaf or part of a leaf
- Shall not take out, or attempt to take out of the examination centre any answer books, whether used or unused.
- Candidates shall not bring into the examination centre or have in their possession or under their control or within reach within the examination centre
- Any book or paper (except those supplied by the supervising tutor)
- Any memorandum or notes

A candidate **shall not**, while in the examination centre

- use or attempt to use, any book, memorandum, notes or paper (except the examination paper and such answer books, etc. as shall have been supplied by the supervisor)
- Aid, or attempt to obtain aid, from another candidate
- Communicate, or attempt to communicate, in any way, with another candidate
- Damage the examination centre or its furniture, documentation, instruments or equipment where these are provided.
- Access files on a computer or computer network, which are not part of the examination, nor shall they access any other candidates files.
- Candidates who have finished their work during the last ten minutes before the time appointed for the conclusion of the examination should remain in their seats until the superintendent has collected the answer



books/test items and they should not then leave the examination centre until the time appointed for the conclusion of the examination, unless permitted to do so by the supervisor.

- At the conclusion of the examination, candidates should immediately stop writing and remain in their seats until the superintendent has collected the scripts.
- Candidates shall, in all matters relating to the examination, submit to and obey the direction of the supervisor.
- Candidates shall, in all matters relating to the examination, submit to and obey the direction of the supervisor.
- Candidates may be expelled from the examination centre if their behaviour, in the opinion of the supervising tutor is such as to jeopardise the successful conduct of the examination. Candidates should note that the centre will keep on file records of any disturbances.

The use of non-programmable electronic calculators is allowed.

Penalties for Violation of Regulations

Where the council is of the opinion that any candidate has

- Violated any of the assessment regulations
- Attempted to obtain a result to which the candidate is not entitled
- Claimed or attempted to claim such a result
- Furnished incorrect information in relation to their candidature
- Aided or attempted to aid another candidate, except where group work is required
- Obtained or attempted to obtain aid from another candidate, except where group work is required

Such a candidate shall be liable to be

- Deprived of certification, module credit of marks or to have such deductions made as the Council deems appropriate
- Debarred from entering for any of the assessments for such period as the Council may determine

A candidate will be notified **in writing** when a suspected violation of regulations is being investigated.

Learner Supports/Reasonable Accommodation

Reasonable Accommodation

In the context of the INOU training provision and assessment, reasonable accommodation is the term used to describe actions put in place to ensure learners with a disability, learning or otherwise, are facilitated to fully take part in and complete learning and assessment that would otherwise be unfair.

Reasonable accommodation is any action that helps to alleviate a substantial disadvantage due to an impairment or medical condition. Such accommodations are put in place to help reduce these barriers in order to provide equality of access and opportunity for all. Consideration will be given in circumstances where a learner experiences a situation which duly impacts upon their capacity to participate in class and/or, complete assessment evidence.

Examples of reasonable accommodation include:

- Change of venue - where access is an issue
- Scribe - where learner cannot handwrite or type due to a disability
- Reader – where a learner’s ability to read is significantly impacted due to a disability
- Sign language interpreter - so a deaf person can understand all communication

Procedure for Reasonable Accommodation

1. Learner informs administrator of need for special requirements as early as possible, ideally at enrolment
2. Administrator informs tutor of particular learner’s requirements for both the learning experience and assessment
3. Tutor and learner identify appropriate reasonable accommodations
4. Reasonable accommodations are put in place



Appeals Procedure

Procedure governing an appeal by a learner about an assessment decision

The INOU is committed to ensuring that learners are assessed in accordance with national standards and that learners are given feedback on their assessments. The INOU will also ensure that the Tutor attends relevant courses and seminars on assessment procedures so as to ensure that she/he keeps up-to-date with national assessment requirements.

The following procedure will be used in circumstances where a person participating on an INOU training course wishes to appeal against an assessment decision.

- Appeals must be submitted in writing to the INOU Coordinator or Head of Training clearly stating the basis of the appeal and the outcome sought
- The Head of Training/INOUE Coordinator will, in the first instance, request that the Tutor reviews the Participant's work with a view to outlining the rationale for the original assessment
- The Head of Training or INOU Coordinator will arrange a meeting between the Head of Training/INOUE Coordinator, the Course Participant and the Tutor to discuss the issue
- If the matter is unresolved at that meeting, the Head of Training/INOUE Coordinator will arrange for the Appeals Panel to meet to hear the appeal. The Panel will consist of the Head of Training or INOU Coordinator, a member of the National Executive Committee and an external evaluator with knowledge of QQI assessment
- The decision of the Appeals Panel will be final



Complaints Procedure

Procedure governing a complaint by a learner regarding any aspect of the training programme.

The INOU is committed to ensuring that learners are facilitated in their learning in a fair, respectful and dignified manner. The INOU will also ensure that all staff, no matter the role, treats each of the learners equally.

The following procedure will be used in circumstances where a person participating on an INOU training course wishes to make a complaint.

- Complaints should be made, in the first instance, to the class tutor. The tutor will then endeavour to rectify any complaint that a learner has.
- Should the complaint be against the behaviour of another learner the tutor will arrange a meeting between the concerned parties and the tutor to discuss the issue.
- If the matter is unresolved at that meeting, the tutor will arrange for the complaints panel to meet to hear the complaint. The panel will consist of the Assistant General Secretary, the Tutor and the Welfare to Work manager.
- In the case of a complaint against the Tutor. The complaint should be made to the Assistant General Secretary. The AGS will review the complaint and the behaviour of the tutor with a view to assessing the severity of the complaint.
- The Assistant General Secretary (AGS) will arrange a meeting between the AGS, the learner and the tutor to discuss the issue
- If the matter is unresolved at that meeting, the AGS will arrange for the complaints panel to meet to hear the complaint. In this case the panel will consist of the Assistant General Secretary, an NEC member and the Welfare to Work manager.
- In all cases the decision of the complaints Panel will be final



Equality Policy

The INOU is committed to creating a culture in which diversity and equality of opportunity are promoted actively and in which unlawful discrimination is not tolerated. The INOU recognises the real educational and business benefits of having a diverse community of staff and students and to this end, is working towards building and maintaining an environment which values diversity.

Policy Statement

The INOU believes in the principles of social justice, acknowledges that discrimination affects people in complex ways and is committed to challenge all forms of inequality. To this end, the INOU will aim to ensure that:

- individuals are treated fairly, with dignity and respect regardless of their age, marital status, disability, race, faith, gender, language, social/economical background or being lesbian or gay and any other inappropriate distinction
- it affords all individuals, students and employees the opportunity to fulfil their potential
- it promotes an inclusive and supportive environment for staff, students and visitors
- it recognises the varied contributions to the achievement of the INOU's mission made by individuals from diverse backgrounds and with a wide range of experiences

Scope of the Policy

This policy applies to all staff, students and visitors to the INOU, together with those contracted to work at or for the INOU.

Aims of the Policy and underpinning principles

The aim of this policy is to ensure that in carrying out its activities the INOU will have due regard to:

- **promoting equality of opportunity**, across all the activities of the organisation
- **promoting good relations** between people of a diverse background
- **eliminating unlawful discrimination**



This policy is guided by the following principles, that:

- all staff, students and visitors should enjoy a safe environment free from discrimination and harassment/bullying
- all students and employees should have equal access to quality services that are made available by the INOU and its partners
- all staff and students should have equal access to opportunities for personal, professional or academic development and career, progression and promotion opportunities
- staff and students at the INOU should reflect the diversity of talent, experience and skills from the local, national and international pool from which it draws its students and workforce
- positive action initiatives continue to be used to redress inequalities and discriminatory practice
- all relevant stakeholders , including staff and students, have the right to be consulted about INOU policy, procedures and practices and are encouraged to contribute to the decision making processes of the INOU.



Health and Safety Policy

The INOU is committed to the principles of Safety, Health and Welfare in the Workplace and we recognise that Safety, Health and Welfare is an integral part of our management role. Our objective is to create a safe and healthy working environment for our employees, contractors and others who may visit or use our premises at Araby House, 8 North Richmond Street, Dublin 1. The preparation, publication and implementation of this Safety Statement is a practical demonstration of this commitment.

The adoption of this Safety Statement is aimed at creating a working environment in which:

1. As far as reasonably practicable, the Safety, Health and Welfare of employees is ensured.
2. A pro-active approach to Safety, Health and Welfare is maintained and underpinned by the application of relevant Safety and Health Legislation and good practice in this area.
3. There is widespread consultation and discussion between the INOU and its staff on matters affecting Safety, Health and Welfare.

The successful implementation of this policy will depend on good and mutual co-operation between all the parties involved. The INOU, therefore, requests that all employees, contractors and visitors co-operate and participate in the implementation of the policy.

The INOU will undertake regular reviews of this Policy in the light of experience, events, and amendments in legal requirements and technical progress. Modifications in working practises and operations will be noted and adopted as part of the organisation's commitment to Safety, Health and Welfare.

John Stewart
Acting General Secretary



Implementation of the Policy Statement on Safety, Health and Welfare

The INOU policy is:

- To ensure that, as far as is reasonably practicable, the design, provision and maintenance of the workplace is in a manner which does not prejudice the health and safety of the workforce.
- To design, provide and maintain a safe means of access and egress from the workplace.
- To provide and maintain all plant, machinery and equipment in a safe manner and without risk to health.
- To design, maintain and change, as required, safe systems of work which are planned, organised and performed in a safe manner.
- To provide training, instruction and supervision as is necessary to provide for the health and safety of its employees.
- To provide employees with the requisite Personal Protective Equipment deemed necessary, to ensure their health and safety.
- To prepare, practice and amend as required Emergency Plans for the safety and health of it's employees, contractors and visitors to and users of its premises.
- To provide and maintain facilities and arrangements for the welfare of its employees as appropriate.
- To obtain, where necessary, the services of a competent person to advise on changes to improve the health and safety of the work force.
- To provide a system of consultation with employees to advise them of their duties under the 1989 Health, Safety and Welfare at Work Act, and the Safety, Health and Welfare [general applications] Regulations 1993.
- To continually update this Safety Statement, as deemed necessary, following changes in work practice and technological advances after consultation with the employees.
- To establish an effective Health and Safety Committee.
- The person charged with overall responsibility for the implementation of this Policy Statement is John Stewart, Acting General Secretary.



The National Executive Committee [NEC] assumes overall responsibility for the Safety, Health and Welfare of the employees of the INOU.

The implementation of the Policy Statement is the responsibility of John Stewart who, following direction from the NEC, will ensure all changes are made in any Health and Safety issues.

Visitors

A visitor is deemed to be any person other than those personnel employed by the INOU. All visitors to the premises of the INOU should normally call to the premises on an appointment basis only. All visitors to the premises of the INOU should have their names entered in the Visitors Book

Smoking

It is INOU policy that smoking is not permitted in the building. Anyone who avails of our facilities is expected to adopt a safety conscious attitude to smoking outside the building during working hours, ensuring that discarded cigarettes etc. are properly extinguished and are not placed in an area where a fire hazard could occur.

First Aid

The INOU supports the entitlement of all persons to proper medical treatment and equipment in the unforeseen circumstances of an accident occurring while on our premises.

The person responsible for the overall administration of First Aid is: The Health and safety Officer. A First Aid Kit is presently located in the Kitchen.

All First Aid Equipment will be inspected and replenished as required on a three monthly basis. A record of these inspections will be maintained for a period of twelve months.

Personal Protective Clothing, in the form of Latex Gloves, are provided in all First Aid Boxes and must be used in all medical situations due to risk of cross infection.

All accidents or injuries that occur must be detailed and entered in the Accident Report Book.

A more detailed version of this Health & Safety Policy is available at the request of any employee, visitor or contractor.