



LEARNER HANDBOOK

Programmes delivered at
QQI Levels 1 and 2 and certified by QQI

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Introduction

St. John of God Community Services (SJOGCS) offers both QQI accredited training and non-accredited training as part of the support package you receive in Day Services.

SJOGCS operate under Human Rights Based and Person-Centred Approaches to support you, the Learner, to learn new skills, further your education and grow by providing programmes and opportunities.

In our Day Services you will get opportunities to learn and study in the classroom, in the community and at your own pace. Our staff tailors the programme to suit your learning style and support needs to help you be successful. Our aim is to support you to make your own decisions, develop new and additional skills for both your personal development and employment potential and we hope that your success builds your confidence to become independent.

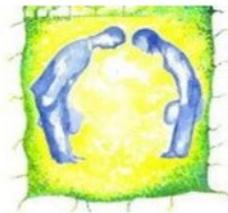
Some of our programmes are personal skills and will build confidence and independence; however, we also offer QQI Level I, II and III courses that will enhance your confidence further. These courses can provide access into employment, further study, and mainstream courses all of which is led by your personal choice and goals.

MISSION, VISION AND VALUES

Mission Statement

St. John of God Community Services aims to provide a day service to people with intellectual disabilities. Our aim is to identify the needs of everyone through Person Centred Planning and respond by appropriate education, training, work orientation, community integration and personal supports.

Values



Hospitality



Compassion



Respect

Disability Support Service

SJOGCS strive to have a total communication process and a Person-Centred Approach. If any Learner has any issue affecting their full participation on their chosen programme, they are encouraged to bring this issue to the attention of their Instructors/Key worker/ Trainers, and they can pursue a complaint in line with the SJOGCS Policy on Stakeholder Feedback and Complaints in line with HSE Your Service Your Say if they are not satisfied with the outcome. St. John of God Community Services apply a Person-Centred Approach and create inclusive environments. After each module, the learner completes a Learner/Student Evaluation, and feedback is provided from the Instructor/Key Worker/Trainer to support learning.

Access and Communication

All Learners who avail of services from SJOGCS are eligible for Training and Education Programmes. Each Learner on our programmes is internal to our organisation. There is no fee for the programme as it is included into the funding provided by the Health Service Executive (HSE).

We strive to ensure that all buildings are accessible, and the learning environment is optimal for your learning including the review of programmes, development of programmes, implementation of best practice and QQI (where applicable) and the excellence in staff.

If a programme is offered in a location that does not match your access needs, then you and your keyworker can advocate for the programme to be carried out at your location, or arrangements can be explored for you to attend another location that is offering the same course so that you have access to opportunities.

Safeguarding

SJOGCS believes that all adults have the right to be safe and to live a life free from abuse. SJOGCS follow the HSE policy, which empowers each person to feel protected against abuse and feel heard. In SJOGCS we will support dignity and respect for everyone and promote their welfare. St. John of God has a zero-tolerance approach to any form of abuse. We want our Learners to feel safe while attending the service.

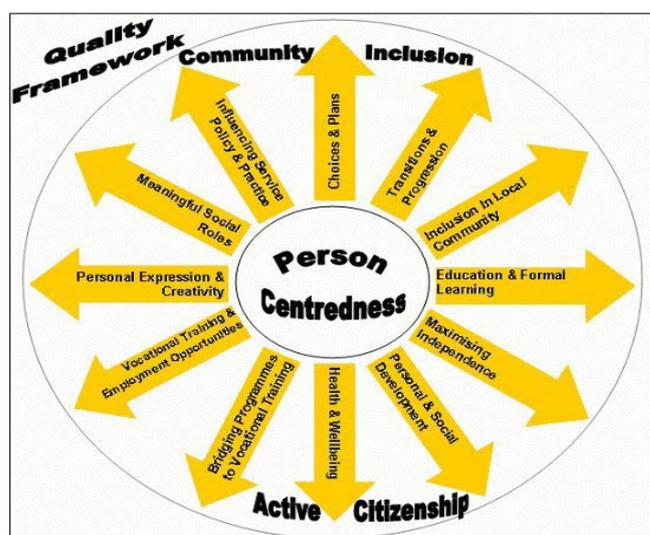
For more information, please refer to www.hse.ie



New Directions

St. John of God Services is following the New Directions framework which empowers our Learners to make choices. It is a person-centred approach that meets the needs of the individual; it follows the themes of individualised services and supports.

1. **Individualised services and supports:** every person have the right to create relationships within the community.
2. **Effective Services and Supports:** Through personal planning we can support you to identify your goals, needs and preferences that you have so you can achieve your goals.
3. **Safe Services and Supports:** we learn from past events and promote safety of everyone using the service while promoting positive behaviour and the emotional wellbeing of each person.
4. **Leadership, Governance and Management:** SJOGCS promotes a culture of quality, person-centeredness, community inclusion and active citizenship throughout the service.
5. **Responsive Workforce:** Each member of staff plays a role in delivering high quality, person-centred services and supports to people with disabilities The staff working with you know are qualified to support you in meeting your needs and ensure your safety.
6. **Use of Resources:** SJOGCS use our resources in the most efficient way to meet your needs.
7. **Use of information:** all information that is collected is used to support you and your outcomes and it is accessible to only those who have your permission or require access to support your identified requirements.



LEARNING AND TRAINING (NON-ACCREDITED)

St. John of God Community Services support learners to learn several skills and aim to increase their level of independence to improve their quality of life, their access to their local and wider community and simply do ordinary things in ordinary places, such as:

- Social and Interpersonal Skills
- Daily Living Skills
- Safety Awareness, e.g., personal safety to road safety to internet safety etc.
- Literacy, Numeracy and General Communication Skills
- Cooking Classes
- Rights and Advocacy
- Employment Skills
- Art, Drama and Creative Expression
- Sport and Healthy Living

LEARNING AND TRAINING (QQI ACCREDITED)

Level 1 Community Education

The Community Education Level One award is suitable for learners who have expressed an interest in learning.

Learners are supported with adequate time to learn and meet the specific learning outcomes and each Learner is assessed at their own pace. Learners may complete individual component/ minor awards or choose to compile minor awards to work towards achieving the major award in Community Education Level One.

- The total credit value required to achieve a major award for this certificate is 20 credits. Each Module is worth 5 credits. There are core modules that must be completed.
- **Please see attached appendices for full list of modules attached to this award.**

Level 2 Community Education 2

The Level Two award in Community Education 2 is suitable for learners who have expressed an interest in learning.

Learners are supported with adequate time to learn and meet the specific learning out-comes and each Learner is assessed at their own pace. Learners may complete individual component/ minor awards or choose to compile minor awards to work towards achieving a major award at Level Two in Community Education 2.

Learners who achieve a major award at Level One may choose to explore and progress to the award at Level Two.

- The total credit value required to achieve a major award for this certificate is 30 credits
- This must include a minimum of five credits from each of the identified list and the rest of the 20 credits can be obtained by using other module components from Level 2



Please see attached appendices for full list of modules attached to this award.

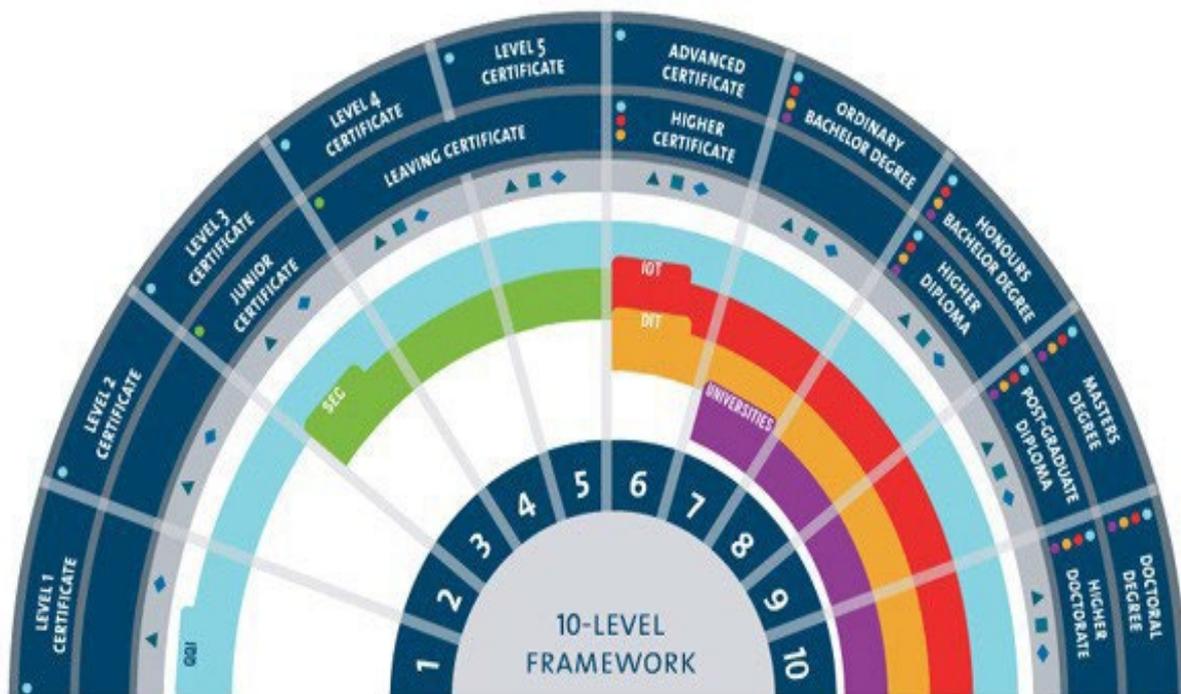
QQI, Quality and Qualifications Ireland is an independent State agency responsible for promoting quality and accountability in education and training services in Ireland. It was established in 2012 by the Qualifications and Quality Assurance (Education and Training) Act 2012. It is the single national awarding body for the further education and training sector in Ireland. QQI awards are designed to provide access to employment and to further and higher education and training. Courses leading to QQI awards are made up of **modules** or **components**.

When a learner has not achieved the minimum standards for an award/module/component, the grade is recorded as Referred. To obtain a QQI Major Award (formerly known as a full certificate), certain numbers and combinations of modules/components must be successfully completed.

The **Level 1 Certificate in Community Education** is awarded to learners who achieve a minimum of four of the required certificate components. Credits for QQI Awards may be built up over a period of time.

At Levels 1 and 2, up to five credits which have been gained at one level may be credited to an award at the other level.

The diagram below illustrates the National Framework of Qualifications which allows qualifications to be compared both nationally and internationally.



QQI Policies

It is the policy of St. John of God community services to promote and ensure regular and effective communication at all levels of the organisation. The service is committed to providing accurate information and guidance in relation to our programmes and services and to seek constructive feedback from our learners and other stakeholders where possible.

This is adhered to under the guidance of the Equality Policy and current legislation, eliminating the 9 grounds of discrimination, respecting, empowering and encouraging learners to reach their highest potential.

The staff Recruitment and Development Policy selects and appoints those with the skill mix required and facilitates continued professional development. Programme Development, Delivery, and Review is continuous and subject to analysis, audits and national guidelines as outlined by the HSE and QQI.

Access, Transfer and Progression is accommodated with multiple learning opportunities. This results in informed choices, and documenting the needs and goals of the learners in their Personal Development Plans, in line with requirement for New Directions standards and Guidelines.

Fair and Consistent Assessment is best practice in accordance with QQI and National Standards, ensuring transparent accountable accreditation. Section 43 of the Qualifications and Quality Assurance (Education and Training) Act 2012 does not apply to our organisation as SJOGCS a not-for-profit organisation and all our courses are over three months duration. Our Learners do not have to pay to partake in our core programmes activities.

If a day programme was to cease, as an organisation, we are committed to find an alternative programme of a similar nature as soon as possible to minimise disruption to our Learners, however when a trainee has completed their 3–4-year Rehabilitative Training placement or exit's the placement prematurely a day placement can only be provided when the appropriate funding is secured from HSE.

Access, Transfer and Progression

- St. John of God Community Services is committed to informing learners of options for progression and staff will assist you to make informed choices.
- Learners who complete QQI courses successfully qualify for a QQI award, which is a recognised qualification for progression to further education.
- QQI Awards are made up of component modules that can be combined and lead to the achievement of a Major Award at either Level One or Two or Three on the National Framework.
- Some learners may decide to progress and complete QQI Awards at Level 3 or Higher at mainstream providers, e.g., the local Education and Training Boards. Staff can assist learners to find out information on same and attend.
- On completion of each programme, SJOGCS hold a Graduation Ceremony to recognise your hard work.

Recognition of Prior Learning

Learners will be granted exemptions from specific course modules on the basis that they have already been certified for the learner. Prior certified learning is defined as a previous certificate recognised on the National Learning Framework awarded to a learner within the last five years.

Student Roles and Responsibilities

We support sample sessions as this allows each person to identify their training and developmental needs relative to their long term goals by exploring their strengths and interests, undertaking skill sampling as appropriate and identifying any aids, adaptations and supports required.

We shall now look at the various areas Learners will be supported with in sample sessions.

1	I will know the physical layout of the programme area and be able to perform Evacuation and Emergency Procedures.	
2	I will know what the programme has to offer me.	 <p>Training Room</p>
3	I will know the Rules & Code of Conduct of the programme.	

4	I will know about Person Centred Planning and setting goals.	
5	I will be able to set goals for myself.	
6	I will know what my Rights and Responsibilities are.	
8	I will understand the Complaints Procedure.	
9	I will understand Equality and what this means for me.	

Student Code of Conduct

As a student on the programme, you are required to:

	Attend all your classes.	<p>yes</p> 	<p>no</p> 
	Be on time.	<p>yes</p> 	<p>no</p> 
	Respect the tutors and your fellow learners.	<p>yes</p> 	<p>no</p> 
	Respect all staff members.	<p>yes</p> 	<p>no</p> 
	Respect the classrooms and the equipment.	<p>yes</p> 	<p>no</p> 
	Always leave the toilets clean and tidy after you use them.	<p>yes</p> 	<p>no</p> 
	Turn off your mobile phone during class time.	<p>yes</p> 	<p>no</p> 
	Do the work required for all classes on the programme.	<p>yes</p> 	<p>no</p> 

As a Student on the programme you **must not**:

	<p>Eat or drink in the classrooms.</p>	<p>yes  no </p>
	<p>Smoke or vape in the buildings</p>	<p>yes  no </p>
	<p>Disrespect or bully anyone while you are on the programme</p>	<p>yes  no </p>
 NO DRUGS	<p>Bring in or use any illegal drugs while you are on the programme</p>	<p>yes  no </p>

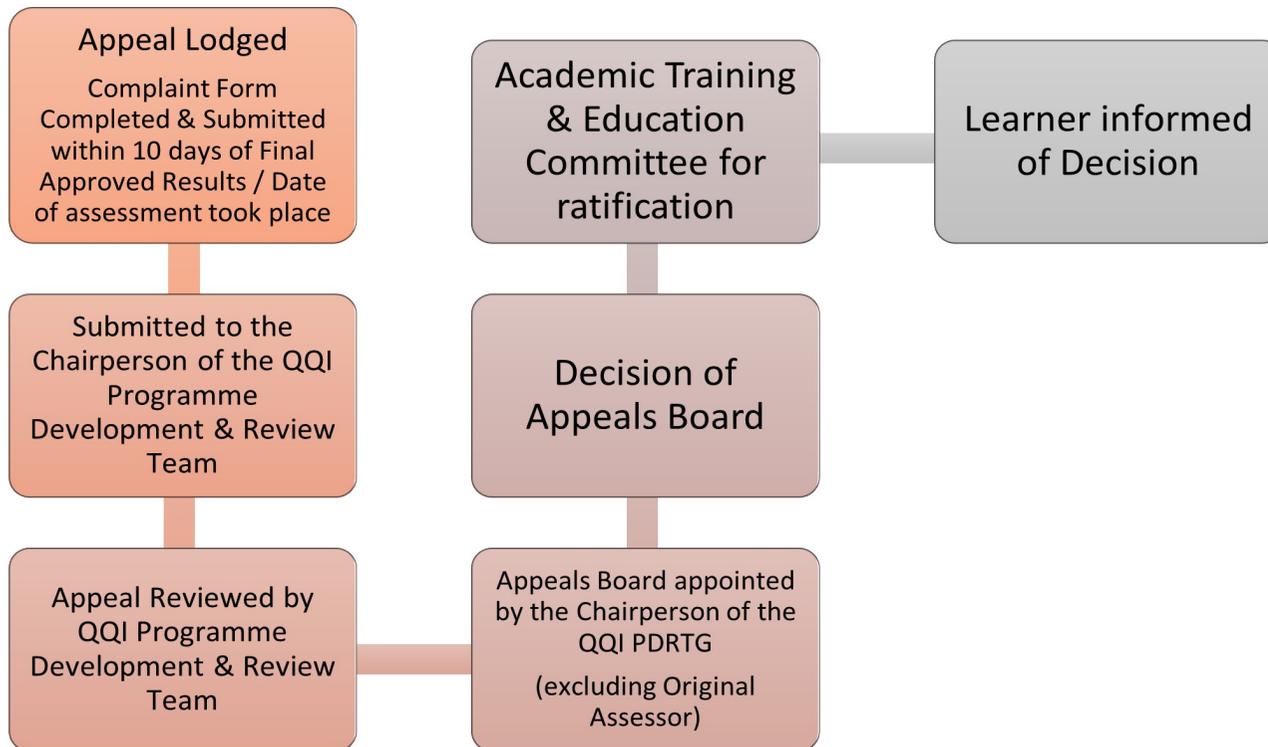
Students who do not keep the rules may lose their place on the programme.

<p>sign </p> <p>date </p>	<p>Sign here: Date: </p>
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Certification and Learner Appeals

It is the policy of SJOGCS to ensure fair and consistent assessment of learners. SJOGCS operates an appeal process to enable learners to appeal if they feel that the assessment process or assessment result is unfair. Learners should be instructed as part of their Induction period that an appeals process is in place and how the process works.

Learner Appeals Flowchart (Appealing Process or Result)



Appealing the Assessment Process

- a. If you want to make an appeal/ express your dissatisfaction with an assessment process, you can talk to your Keyworker.
- b. The Keyworker/ Supervisor will explain how the process works and the appeal will commence. You will need to complete the Appeals Form, and send it to the Chairperson of the Programme Development and Review Team.
- c. A review of the assessment process will then take place by a sub group of the QQI Programme Development and Review Team.
- d. The final decision will be made by the Academic Committee for QQI Training and Education, and you will be informed.

Appealing the Assessment Result

- a. If you are dissatisfied with the assessment result, you can appeal this by using the Appeals Form, within ten working days of publication your final approval results.
- b. The appeal will be made to the QQI Programme Development and Review Team.
- c. Chair of the QQI Programme Development and Review Team will review the application and will discuss the grounds for appeals with the Academic Committee for QQI Training and Education who oversee the process. It will be discussed with you, ensuring to explain the options available to you.

Closing of the Appeal

- a. The investigation should be completed in an agreed timescale.
- b. The result of the appeal will be communicated to the Learner.
- c. The learner will be supplied with a written outcome for the appeal.

Repeats Process

If it is necessary for learner to repeat part / all the programme module the following steps will be taken.

- a. The learner will make known to their local training centre / Programme Staff their wish to repeat.
- b. A discussion with local Programme staff, Learner, and where appropriate line Manager and / or Keyworker will take place.
- c. A decision will be made identifying the steps the learners need to take, which may include:
 - i. Repeating the entire course i.e., completing the course in its entirety and resubmitting all work for assessment
 - ii. Repeating part of the course i.e., attending some classroom sessions and resubmitting some work for assessment
 - iii. Resubmitting some work for assessment without being required to attend classroom sessions.

LOCAL OPERATING POLICIES

Code of Conduct

- I will come to classes on time every day.
- If I am sick, I will ring or text and let the staff know.
- I will help to keep the programme area clean and tidy.
- I will be polite to everyone.
- I will respect others.

Internet Policy

Access to the Internet is provided for training purposes and must not be abused for personal use. The IT policy must be signed on the first day.

Users are expected to act ethically and responsibly in their use of the Internet / social media. Users must comply with the relevant national legislation, regulations, and codes of practice. Users must not bully, hassle, or harass other individuals via Internet / social media. Users must not send messages that is likely to be considered abusive, offensive, or inflammatory by the recipients.

Misuse of Internet / social media while accessing the programme area may result in disciplinary action, including written warnings, withdrawal of access privileges and, in extreme cases, suspension or expulsion. St. John of God Community Services also reserves the right to report any illegal activities to the appropriate authorities.

All security incidents involving Internet access will be reported to the IT Administrator.

LEARNING SUPPORTS

Mobile Phones

There is a policy whereby mobile phones must be turned off/silent and in your bag or locker during class time. In the event of an emergency, permission to leave the phone on must be first sought from the teacher/trainer.

Smoking / Vaping

In line with current government legislation there is a policy of No Smoking on the premises of St. John of God Community Services. A fine may be imposed for breach of this rule.

Learning Supports and Reasonable Accommodation

You will have the opportunity to avail of learning support as prescribed by the Teacher/trainer and Programme Coordinator. This would include adaptations for assessments by providing reasonable accommodation to cater for the needs of learners covered by the Equality legislation.

Learning support also relates to learning support available in the class situation

Health and Safety

First Aid Kits are found in practical, accessible locations throughout the Programme Areas

General:

- Ensure your actions never endanger yourself or any other person.
- Never use an unfamiliar machine without instruction from your trainer.
- Keep your work area tidy and place rubbish in the bins provided.
- Do not play practical jokes, as they can be dangerous.
- Do not cause obstruction to any doors, corridors, or stairway.
- Any person caught deliberately activating the fire alarm/burglar alarm will be held responsible.

Fire:

- Familiarise yourself with fire evacuation plans on display and note the location of fire exits and designated meetings points.
- Follow the tutors' guidance in the event of a fire/fire drill.
- If a situation arises where there is no tutor present at the time that the fire alarm is activated, please exit the building in an orderly fashion and assemble as quickly as possible at the designated meeting point. Everyone should assemble in his or her own class group.
- If any learners need to leave the premises earlier than usual, please inform the class tutor to ensure that the time of departure is noted on the class register. Signing out every day is the only way of knowing who is on-site. This is vital to determine the safety of each adult learner as the attendance register is used to check that everyone is accounted for.
- Do not attempt to repair any electrical equipment, report it to staff.
- Check that you know the location of the fire extinguisher.

Infection Prevention and Control:

- Hand sanitising stations in each programme area.
- Temperature checks and visitor logs are available if required – staff will let you know.
- Practice cough etiquette.
- Reduced capacity and students' pods may be used during respiratory infections / flu season.

Attendance Policy

The role of the programme is to provide the highest possible standard of education for all its learners. A stable learning environment, continuity and maximum exposure to educational opportunity are key elements to achieve this role. The prime objective of the attendance policy is therefore to maximise your attendance so that your educational potential can be fulfilled.

Every course/activity requires a commitment to full and punctual attendance of all parts of the programme on offer. In general, a minimum of 80% attendance per month is required. Learner's must contact the programme area before 9.30 am if they are not going to be present that day.

Promoting Equality

Ireland is a diverse and multicultural community. St. John of God Community Services acknowledges respects and celebrates this diversity, which enhances lives and the education process. Therefore, staff are committed fully to equal opportunities for all and will seek to address and challenge all forms of prejudice, stereotyping, harassment/ bullying and negative discrimination. Full commitment is required of learners and tutors to uphold. St. John of God Community Services follows the Equality Policy even where it may conflict with their own beliefs.

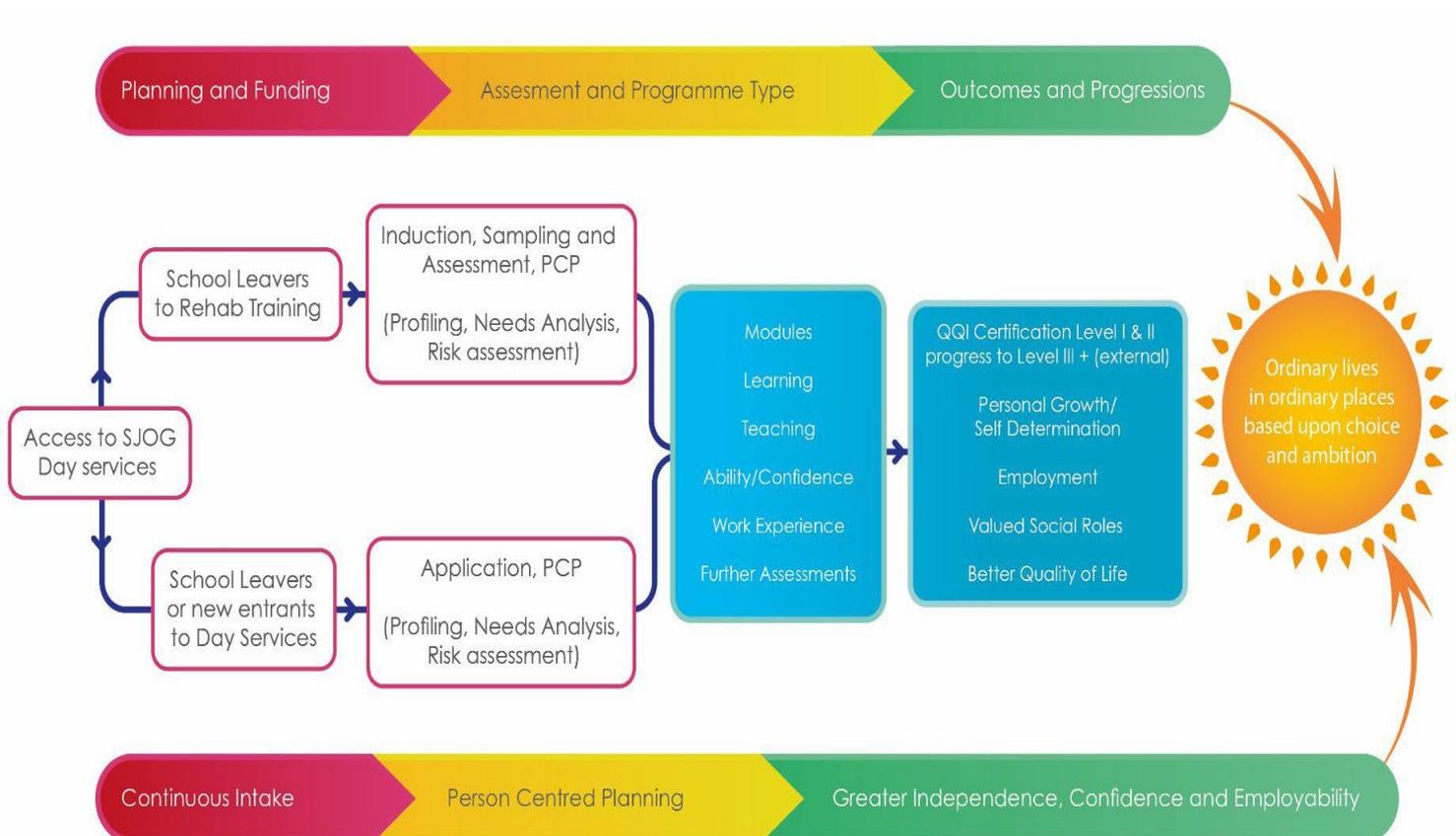
Office Procedures

Do not attempt to lift any equipment, without following Manual Handling guidelines. If something heavy needs moving inform staff.

Danger from electric shock is always present, when electrically operated machinery is in use. Faulty switches, plugs, lights etc., must be reported to the Supervisor immediately.

Learner Journey Map

As a Learner you are on a life long journey, and we are privileged to be part of that. This Journey will have success and failure, it will have ups and downs and it will go at your pace. You are in control and the main decision maker for this journey, and we are your guide. Our aim is to help prepare you to make good decisions, take positive risks and fulfil your own dreams. It will be both hard work and good fun and our promise is that we will continue to support you and any one you feel is relevant along the way.



Appendices

Level 1 Major Award in Community Education

Code: PG26266
Qualification Requirements

The total credit value required for this certificate is 20. This will be achieved by completing:

Code	Title	Credit Value
M1T11	Computer Skills	5
M1T10	Using Technology	5
M1C01	Reading	5
M1C02	Writing	5
M1C03	Listening & Speaking	5
M1C04	Non Verbal Communication	5
M1N07	Shape and Space	5
M1N05	Quantity & Number	10
M1L12	Personal Decision Making	5
M1L13	Setting Learning Goals	5
M1H14	Personal Care	5
M1H15	Personal Safety	5
M1H16	Food Choice & Health	5
M1H17	Health Related Exercise	5
M1H21	Relaxation Techniques	5
M1A18	Visual Art	5
M1A19	Craft	5
M1A22	Drama	5
M1A23	Music	5
M1S24	Life Science Horticulture	5

Level 2 Major Award in Community Education 2

Code: PG26253

Qualification Requirements

The total credit value required for this certificate is 30. This will be achieved by completing:

Code	Title	Credit Value
At least one from the following Pool		
2C01	Reading	5
M2C02	Writing	5
M2C03	Listening & Speaking	5
M2C04	Non Verbal Communication	5
At Least One from the following Pool		
M2N05	Quantity & Number	10
M2N09	Quantitative Problem Solving	5
Any combination of the following to make up the 30 credits		
M2A19	Craft	5
M2A22	Drama	5
M2H14	Personal Care	5
M2H15	Personal Safety	5
M2H16	Food Choice & Health	5
M2H17	Health Related Exercise	5
M2H21	Relaxation Techniques	5
M2L12	Personal Decision Making	5
M2L13	Setting Learning Goals	5
M2S28	Life Science: Horticulture	5
M2T10	Using Technology	5
M2T11	Computer Skills	5
M2S25	Life Science Habitats	5
M2A18	Visual Art	5