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S3.0 Programme Development Delivery & Review

New Links Training Solutions is committed to developing, delivering and reviewing a range of programmes and services that respond to the needs of learners. In order to achieve our goals the following procedures will be followed:

S3.1 Needs Identification

We are committed to understanding the needs of our learners by:

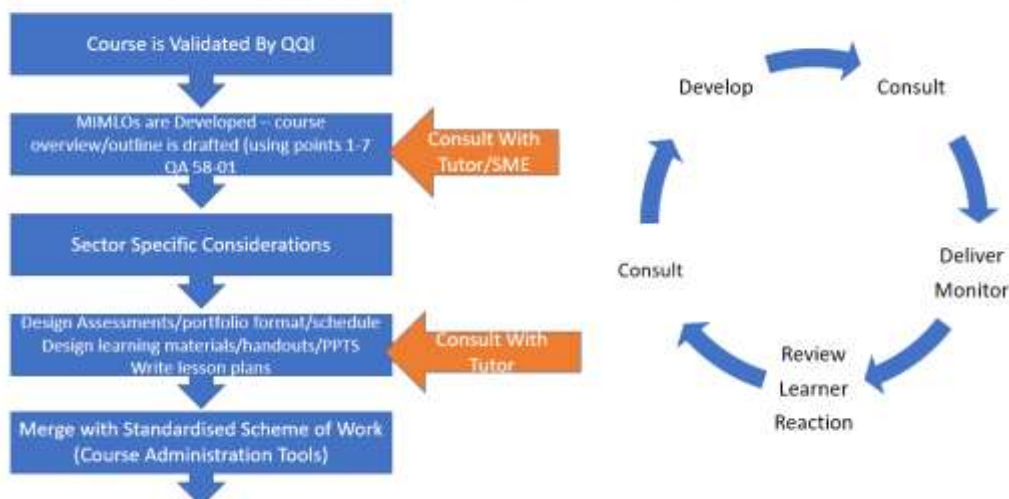
- Provision of a request for additional supports form (NLTS 022) (see Section 4).
- Reviewing and monitoring client’s folders.
- Reviewing and monitoring client/learner feedback and evaluation summary.
- Recording and evaluating learner enquiries.
- Pre-course consultation with learners.
- Keeping up to date with current & National trends.


S3.2 Programme Design

Our aim is to ensure that all programme, structure, delivery and assessments methodologies reflect our Mission Statement. All our programmes will be designed with the expressed needs of the learners at the forefront and we will facilitate learners where appropriate with opportunities to practice their skills in real work or simulated work environment. In order to maintain standards and facilitate best practice in this regard the following will apply:

- Regular planning meetings.
- Programme plans in place for all courses.
- Consultation with stakeholders.
- Consultation with students.
- Consultation with tutors.
- Consultation with other agencies.
- Consultation with work placement supervisors.
- Applying QQI assessment guidelines to all programmes.
- Distributing QQI assessment guidelines to tutors.
- Adhering to module descriptor guidelines.

NLTS Course Development Process



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Procedural Document:

SOP 11 –Writing Learning Outcomes

S3. 3 Programme Approval – before Validation by QQI

All programmes are prepared with due consideration of QQI's [Policies and Criteria for Validation of Programme](#).

This will be achieved by:

- Conducting regular approval panel meetings.
- Obtaining management signoff and keeping records of same.

The following mandatory guidelines apply:

- Programmes must be written using Learning Outcomes (see also reference to MIMLOs in SOP 11)
- Programmes should ordinarily be developed based on evidenced need
- Programmes must align with the relevant award standards
- Programmes are subject to internal evaluation and approval prior to submission for validation
- All programmes must be vetted and approved by NLTS management prior to being submitted to QQI for validation
- Programmes must comply with requirements of Access, Transfer & Progression
- Programmes will be subject to ongoing monitoring and periodic review

S3.4 Programme Planning

All programmes must be accompanied by evidence of programme planning and timetabling. In order to achieve this, the QQI co-ordinator must meet with the tutor prior to programme delivery to agree on schedules, course outlines and to discuss any special circumstances or learner support requests.

Procedural Documents:


- NLTS 0091 Outline Training Plan

S3.5 Programme Delivery

In order to guarantee the consistency and quality of service, all our tutors must be equipped with all the training materials, resources and equipment necessary for effective course delivery. All trainers will be provided with a scheme of work and a pre-course checklist that will highlight any issues that need to be addressed by the trainer.

The checklist will include the following:

- Venue layout
- Equipment/materials list
- Hospitality order
- Housekeeping H&S checklist
- Additional instructions for the trainer/tutor.

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The tutor scheme of work as described in (SOP 5) is a A-Z of documents and procedures required to effectively delivered a QQI programme. The scheme of work must be returned with learner portfolios. The image below identifies the elements of the scheme of work that are embedded in practice:




Procedural Documents:

- Tutor Scheme of Work & NLTS 054 (contents)
- SOP 7 Checklist for course preparation (administration)
- SOP 5 Course Administration Procedures
- Tutor Induction PPT) (full instructions for the above)
- NLTS 083 Facilities Checklist

New Links training Solutions will provide the following to trainers:

- Branded training packs (*this may be trainers own materials, NLTS materials or a combination of both, however, all training materials must be packaged in advance of training and must contain the NLTS logo*). Packaging training materials does not in itself suggest intellectual property rights and issues relating to intellectual property will be dealt with in the training contract.
- Pens.
- Flip charts (if not supplied at the venue.
- Branded notepads.
- Flip chart markers.
- Course evaluation forms.

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- Sign in Sheets.
- Trainer Folder (for QQI accredited courses).
- Other training equipment by request – Flip chart stand, camcorder, tape recorder, projector etc.

S3.6 Learner Records:

The following is a list of learner records maintained and monitored by NLTS:

- Learner sign-in sheets.
- Assessment records.
- Results summary sheets.
- Certification records & QQI Quality Business System.
- NLTS database & Learner Management System.

These records will be maintained and stored in line with our record keeping, Data Protection and confidentiality policy – (See section 10)

S3.7: Provision and maintenance of learning facilities/resources:

It is our aim to ensure that resources necessary for successful participation by the learner are allocated and maintained on every programme. To ensure that measures are taken to facilitate learner's access to premises, facilities and resources, in particular, those who have a disability or whose mother tongue is not English the following procedures are in place:

- Budget allocation.
- Team meetings.
- Summary feedback from learners and tutors.
- Regular monitoring of this procedure.

Procedural Documents:

NLTS 001 – QQI checklist for tutors

NLTS 002 – first-day protocol

NLTS LP10 – Complaints Policy

NLTS LP11 – programme development, delivery and assessment of learners

NLTS 054 – Scheme of Work Contents

NLTS 0056 – Pre-course checklist

NLTS 0058 (A) Mid programme portfolio review


NLTS 0067 – Daily tutor report

NLTS 0077- Portfolio Intake checklist

NLTS 0083 – Facilities Checklist

NLTS 0091 – Outline Training Plan Template

Work Placement Record

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S3.8 Programme Review:

All programmes will be reviewed on a regular basis to ensure that they continue to be relevant to learners. The procedures used to ensure that this happens on a continuing basis are:

- Staff meetings.
- Meetings with stakeholders.
- Regular monitoring and review of feedback from learners.
- Focus groups.
- Attendance at QQI briefings.
- Comply with validation and re-validation schedules

Procedure for review of programme and/or programme components:

All programmes are reviewed in line with QQI core guidelines.

The following process applies:

Programme Review Panel:


Internal reviews of documents or programme components (assessments, assessment instruments, programme content etc..) will be brought to the programme review panel. Minor amendments such as update of support materials (Handouts/PPTs) may be approved by the programme review panel (**see section 1 D of the operations manual**). Any formal structural amendments to a programme will require more in-depth consideration e.g. amendment of an assessment method or format or significant amendment to course content. Ordinarily, significant amendments will only considered within a programme self-evaluation or re-validation process. No amendments to any aspect of a programme are permitted without consultation and finally signed off by the Quality Manager and/or the quality committee (see below).

Quality Committee:

The company will use the resources available through the quality committee to assist with decisions relating to the amendment and update of policies, procedures, documents, course assessments as necessary. The quality committee will be consulted in situations that are beyond the scope of the programme review panel above. (**see section 1 B of the operations manual**)

QA Tracking (live Document)

This document is used to record all QA activities and minor amendments, and version updates to documents, SOPs, Forms, course materials, assessments etc. This allows stakeholders and auditors to view at a glance the centre's QA activities over any given period of time. It also identifies version updates to documents, forms and SOPs. Place version number and month/year of update on all amended documents, forms, SOPs for tracking/version reference.

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S3.9 Health & Safety:

Safety Statement

To all employees, visitors, and contractors

This document has been prepared by New Links Training Solutions to comply with its obligations under the Safety, Health, and Welfare at Work Act 2005. For ease of reference, in the remainder of this document, New Links training solutions will be referred to as the “Company”.

The Safety, Health, and Welfare at Work Act 2005 requires the Company to prepare and issue a safety statement setting out its policy on safety. This statement together with the following documents will be known collectively as the ‘safety statement’:

Objective

The policy of the Company is to provide a safe and healthy working environment for all staff, contractors, and members of the public who may visit the premises. It is also our policy to ensure that health and safety practices are adhered to by tutors and trainers in external training venues.

Responsibility

The Company recognises its obligations and duties as an employer to direct and manage and to ensure, so far as is reasonably practicable, the safety, health, and welfare of all employees, contractors and members of the public who may visit its premises as required under the Safety, Health and Welfare At Work Act 2005


The Company also recognises its responsibility to:

- **Provide training where required and instruction to all its employees to enable them to perform their work safely and efficiently, so far as is reasonably practicable.**
- **Make available all necessary safety devices and equipment and to provide adequate training and guidance in their use.**

NLTS management is responsible for coordinating the Company’s obligations under the Safety, Health and Welfare at Work Act 2005

Staff

Staff has a duty to co-operate with the Company in the operation of this policy as per Section 9 of the Safety, Health and Welfare at Work Act 2005 as follows:

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They are required to:

- Take reasonable care of their own safety, health and welfare and that of any other person who may be affected by their acts or omissions while at work.
- Co-operate with the Company in complying with relevant statutory provisions.
- Use for protection purposes any suitable appliance, protective clothing, equipment or other means provided for securing their own safety, health or welfare whilst at work and not to interfere with or misuse any such appliance or item.
- Report all accidents immediately no matter how trivial, to their Manager or Supervisor, whether to employees or members of the public.
- Report to their immediate Manager or Supervisor without delay any defect in equipment, workplace or system of work, which might endanger their safety, health or welfare at work.

In addition, staff is reminded that:

- Any person who is under medical supervision or on prescribed medication and who has been certified fit for work should notify their Manager or Supervisor of any known side effects or temporary physical disabilities which could hinder their work performance and which may be a danger to either themselves or their fellow workers. In this event, the Manager or Supervisor will assign appropriate tasks for that person in the interim.
- Staff is not allowed to attend the premises or carry out duties whilst under the influence of alcohol or illicit drugs. Any person found breaking this rule will be liable to disciplinary action.
- Training contractors/tutors are not allowed to attend the premises or carry out duties in external venues whilst under the influence of alcohol or illicit drugs. Any person found breaking this rule will be liable to disciplinary action.

Signed: _____


Date: _____

Safety Management Structure

Persons responsible directly or by formal delegation for:

- The effective implementation of the policy ensuring that their areas of responsibility are run in accordance with the policy.
- Ensuring that subordinate Directors, Managers or Supervisors are trained to manage the implementation of the policy.

Allocation of Responsibilities for Safety/Health in accordance with the Safety, Health and Welfare at Work Act 2005.

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Company Manager

Safety begins at management level and so the overall responsibility for the establishment and maintenance of an effective policy for Safety, Health, and Welfare at Work rests with the Manager.

He/she shall:

- Demonstrate his commitment by taking active steps to be aware of the safety record of the premises and shall issue any necessary reasonable directives in the interest of the health, safety, and welfare of all employees and third parties.
- Endeavour to ensure that there are available, sufficient funds and facilities to enable the safety policy to be reasonably implemented.
- Periodically review the effectiveness of the statement.
- Ensure that the responsibility is properly assigned, understood and accepted at all levels.
- Procure advice and assistance whenever necessary and take heed, together with remedial action, on any matters brought to his/her attention.

Allocation of Responsibilities for Safety/Health in accordance with the Safety, Health and Welfare at Work Act 2005.


Programme Coordinator

The Programme co-ordinator is responsible for ensuring that the Safety Statement is effectively communicated at all levels and is observed at all levels by:

- Ensuring at all times that competent staff and appropriate materials are available to meet the requirements of the safety legislation.
- Must ensure that employees under their control and others, including contracting trainers, customers/visitors, are made aware of and comply with the company's health and safety statement and the organisation and arrangements for carrying it out.
- Ensuring that this safety statement is available to and read by all staff within his/her area of responsibility and appropriate third parties.
- Ensuring that all staff under his/her control are held accountable for their performance in relation to occupational health and safety and that this performance is evaluated at the time of their annual review.

Allocation of Responsibilities for Safety/Health in accordance with the Safety, Health and Welfare at Work Act 2005)

Management:

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Management is responsible for ensuring that the employees under their immediate control and others, including visitors, are made aware of and comply with the Safety Statement and arrangements for carrying this out, by:

- Being fully familiar with the company's Safety Statement and any subsequent revisions.
- Showing through personal behaviour, that only the highest standards of safety area acceptable.
- Ensuring that all employees and associates receive adequate safety training and instruction appropriate to their tasks.
- Ensuring that all employees are aware of actions to be taken in case of emergency and that properly maintained fire fighting equipment is available within their area.
- Ensuring that good housekeeping standards are maintained and in particular that fire exit routes are kept clear and that fire points are not obstructed.
- Ensuring that thorough and prompt investigations are carried out into all reported accidents and that a completed Accident Report Form is submitted to NLTS management.
- Considering representations about health and safety from employees and associates.
- Carrying out regular safety surveys in their departments or area.
- Ensuring all safety devices are correctly fitted, adjusted and maintained.
- Ensuring that reasonable safety considerations are observed by any contractors working within the premises and that they are aware that any work carried out must be in accordance with current health and safety regulations and any codes of safe practice governing the work being done.

Allocation of Responsibilities for Safety/Health in accordance with the Safety, Health and Welfare at Work Act 2005)

Employees/Subcontractors

Employees have general statutory obligations under the Safety, Health and Welfare at Work Act 2005, Part II Section 9, which includes the following:


They must:

- Take reasonable care of their own safety, health and welfare and any other person who may be affected by their actions or omissions while at work.
- Co-operate with their employer and any other person, in order to comply with any of the relevant statutory provisions.
- Use the safety equipment or clothing provided, or other items provided for their safety, health, and welfare at work.
- Report to their Manager or Programme co-ordinator, without delay, any defects in equipment, place of work or systems of work which might create a danger to the safety, health, and welfare to themselves and others.

They must not:

- Intentionally or recklessly interfere with or misuse any appliance, or safety equipment provided to secure the safety health or welfare of persons arising out of work activities.

In addition, employees are reminded:

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- Only carry out duties you are trained to perform.
- Keep work areas clean.
- Be careful when moving items.
- Do not run on floors and steps.
- Any form of dangerous pranks or unauthorised hazardous activities are totally prohibited on the premises or in training venues.

Allocation of Responsibilities for Safety/Health in accordance with the Safety, Health and Welfare at Work Act 2005)

Safety Representative

Section 13(3) of the Safety, Health, and Welfare at Work Act states that employees may select a Safety Representative who has the following rights under the legislation:

- May make representations on any aspects of safety, health, and welfare at the place of work.
- May investigate accidents and dangerous occurrences. He/she shall not interfere with or obstruct the performance of any statutory obligation required to be performed by any persons under any of the relevant statutory provisions.
- May make oral or written representations to inspectors on matters of safety, health, and welfare at work.
- May receive advice and information from inspectors on matters of safety, health, and welfare at work
- May accompany an inspector on any tour of inspection other than a tour of inspection made by an inspector for the purpose of investigating an accident.
- Subject to prior notice to the employer, he/she may carry out inspections of the premises to determine any potential hazards on the premises.
- Subject to prior notice to the employer, he/she may investigate potential hazards and complaints made by any employee whom he represents relating to that employee's safety, health, and welfare at the place of work.


The nominated Safety Representative is Janet Tumulty.

Employees have the right to appoint/select a safety representative.

Provision of Safety Training and Instruction

The Company undertakes that all necessary training/instruction/information will be supplied to each employee to secure their safety and health in the workplace. The primary responsibility for this rests with management in co-operation with specialists as appropriate.

The Company recognises that even with the best work arrangements people may still need clearly defined safety procedures and instructions. For that reason, there is a commitment by the Company to identify safety-training needs, to carry out that training and to assess the competence of employees.

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Induction training includes information on the Company’s approach to safety and the safety procedures and requirements both on the premises and in external training venues.

It is recognised that maintaining a safe working environment needs constant vigilance and it is accepted that training of employees will continue to have an important role to play in this regard. Safety campaigns and other methods aimed at maintaining a high level of safety awareness will be instituted from time to time. Similarly, a regular assessment of training needs is carried out, to ensure the updating of employee safety training.

Consultation

The Company is committed to meeting its obligations under Section 13 of the Safety, Health and Welfare at Work Act 2005 on consultation. The following consultation arrangements have been agreed:

The effectiveness of the consultation arrangements will be reviewed at regular intervals.

The Company recognises the statutory rights of a safety representative as set out in Section 13 of the Act and is committed to co-operating with the person appointed.

Welfare


To ensure the continued welfare of employees, toilet and kitchen areas are provided. A canteen separate from the work area where lunch breaks may be taken is available. Staff must co-operate in maintaining a high standard of hygiene in these areas.

Employees are reminded that:

- The company adheres to the provision of the Safety, Health, and Welfare at Work (Pregnant Employees etc.) Regulations 2000. (SI 218/2000)
- If any person who is under medical supervision or on prescribed medication and who has been certified fit for work should notify the Personnel Department/Manager of any known side effects or temporary physical disabilities which could hinder their work performance and which may be a danger to either themselves or their fellow workers. The Manager will arrange to assign appropriate tasks for that person to carry out in the interim.
- Illicit drugs and alcohol – employees are not allowed to attend the premises to carry out duties whilst under the influence of illicit drugs or alcohol. Any person found breaking this rule will be liable to instant dismissal.

Non-harassment Policy

The Company is committed to providing a work environment free of any kind of harassment. The Company maintains a strict policy prohibiting all forms of harassment. The Company non-harassment policy applies to all persons involved in the operations of the Company and prohibits harassment by any employee of the Company, including supervisors, managers, co-workers, and guests, as well as by any person doing business with or for the Company. Harassment in any form, including verbal, physical and visual conduct, threats, demands, and retaliation, is prohibited. Harassment includes but is not limited to:

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- Verbal conduct such as derogatory comments, slurs or unwanted sexual advances, invitations or comments.
- Visual conduct such as derogatory posters, photography, cartoons, drawings or gestures.
- Physical conduct such as assault, unnecessary or unwanted touching, blocking normal movement or interfering with work, directed at you because of your sex or race or any other protected basis.
- Threats and demands to submit to sexual requests in order to keep your job or avoid some other loss, and offers of job benefits in return for sexual favours.
- Retaliation for having reported or threatened to report harassment.

If you think you are being harassed on the job, you should use the grievance procedure outlined to file a complaint and have it investigated. In order to secure this right, provide a written complaint to your Manager / Supervisor as soon as possible after an incident you feel is harassment. However, because of the sensitive nature of such a complaint, you may take your written complaint directly to your Manager. Your complaint should include details of the incident(s), the names of the individuals involved and the names of any witnesses. The Company will immediately undertake an effective, thorough and objective investigation of the harassment allegations. Once the investigation is completed and determination is made regarding the alleged harassment, the result is communicated to you as soon as possible.

First Aid

There is a comprehensive first aid box available in the New Links Training Solutions office to deal with any minor injuries. In the event of a serious injury, the ambulance service must be called and the Safety Officer notified.

The company has the following trained and Certified First Aiders :

The company may in the future seek to train additional employees and co-operation in this area is expected.
Responsibilities of the First Aid Officer

Maintain first aid boxes with supplies and ensure first aid points are adequately signed.


Notify the Safety Officer of all first aid cases dealt with to enable accurate record keeping.

Where required, make arrangements to notify the emergency services.

Take charge of injured person until emergency services arrive, ensuring nothing further occurs which would worsen the conditioning of the injured person.

Fire and Emergency Plan

Plans for fire and other emergencies have been prepared and are in place. Evacuation drills will take place at least once a year or more often if required.

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Employees are reminded to familiarise themselves with the procedures so that a fast and effective evacuation of the premises can be completed in the event of an emergency.

All emergency exits are clearly marked and unobstructed at all times.

Fire Protection

Fire extinguishers and hose reels are provided and correctly sited to meet safety requirements. These appliances are provided to deal with incipient fires. Small fires will be tackled by trained personnel using these appliances.

All fire fighting equipment is tested and serviced annually by specialised contractors. In accordance with the recommendation of the appropriate Irish Standard for fire equipment, 20% of extinguishers will be discharged each year and relevant employees trained in the safe and efficient use of the equipment.

Fire extinguishing appliances are readily identified, with easy access and will be unobstructed at all times. The appliances must not be interfered with in any way.

No person must enter a smoke-filled area or area on fire.

Accident/Incident Reporting

All incidents, no matter how trivial, and whether to employees or visitors must be reported immediately to the Manager / Supervisor or in their absence their deputy on the appropriate form.

This is necessary to monitor the progress of safety standards and to ensure that proper medical attention is given where required and as an aid in the identification of hazards so that the appropriate measures can be taken to prevent the accident from reoccurring.


Where an accident investigation is necessary, all employees are obliged to co-operate fully with such an investigation and to provide any information which may be useful in establishing the circumstances leading up to the accident.

If an employee is absent from work for more than three calendar days due to an industrial injury or illness, it is a statutory requirement (S1 No. 44. 1993) that formal notice is given to the Health & Safety Authority on the appropriate form 'IR.1', see Appendix.

Smoking

The only place where smoking is permitted is in open yard provided that those who do smoke ensure that they:

- Carefully extinguish all naked flames, matches/lighters.
- Use the ashtrays/receptacles provided.
- Make sure that all cigarette ends are fully extinguished when finished.

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Disciplinary Action


Where advice and persuasion fail to achieve compliance with safety and health rules, it is the policy of the Company to take disciplinary action on the matter.

Contractors/Visitors

- Contractors will not be allowed on the premises to carry out work until the Company has checked and is satisfied with their insurances.
- The contractor must liaise with a Company-appointed official and discuss and agree the safety precautions deemed necessary by either party.
- Contractors must take all due care of their own safety, the safety of their employees and all others affected by their work.
- Contractors must not use any equipment or the service of personnel belonging to or engaged by the Company without prior approval being granted by the Company-appointed official.
- Scaffolding and other access equipment used by contractors/sub-contractors must be erected and maintained in accordance with current standards and regulations.
- Every contractor working on Company premises must comply with all applicable statutory requirements, best industry practices, and any special safety rules or conditions imposed by the occupier.

In this regard, it is the responsibility of the contractor to:

- Provide all necessary instruction, training, and information on health and safety matters to their employees
- Provide competent and adequate supervision of their employees and activities.
- Provide all necessary safety equipment and clothing for their employees
- All plant and equipment brought onto the Company site must be safe and in good working order fitted with any necessary guards and safety devices and with any necessary certificates available for checking.
- Ensure that all accidents and dangerous occurrences are reported to the Company official in charge
- Ensure that all safety notices and alarms are followed at all times.
- Ensure that hazardous substances are not brought on to the premises without prior notice and permission.
- Ensure that 'approved' hazardous substances are stored and used safely whilst on the premises.
- Ensure, on completion of work, that all hazardous substances are removed from the premises.
- Monitor and assess the safety performance of their employees
- Ensure that all subcontractors are advised accordingly and, in particular, are not brought onto Company premises without prior notice or permission.
- Prior to the commencement of any work on the premises the following criteria should be observed:
 - ▶ Both parties must undertake an assessment of the likely safety hazards and risks involved in or associated with the proposed work. The extent of each party's involvement will be determined by the separate sets of safety responsibilities as agreed.

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- ▶ The degree of risk assessment that must be carried out before work begins will depend on the nature and extent of activities associated with each individual contract.
- ▶ No work, no matter how minor, should commence without some form of prior consultation, hazard identification, and risk assessment.

For major contracts, the provisions of the Safety, Health, and Welfare at Work (Construction) Regulations, 1995 must be adhered to.

Appendix 1 FIRST AID

The Safety, Health, and Welfare at Work Act requires that in workplaces where there are frequent injuries to workers, a large number of employees or where there is a significant risk to health and safety, an employer should ensure that there are adequate arrangements to provide first aid treatment.


First aid boxes are to be made available in all factories and offices. If the company employs more than 50 people, the company should also have an occupational first-aider (i.e. a person who holds a certificate in first aid that was issued in the preceding three years by a recognised instructor).

Each first aid box should contain the following:

- ✓ First Aid leaflet
- ✓ Sterilised dressings for fingers, hands, feet and other parts of the body.
- ✓ Sterilised burn dressings and cotton wool
- ✓ A bottle of antiseptic fluid (e.g. Chloronylerol)
- ✓ Graduated medicated glass
- ✓ Splints & cotton wool for padding
- ✓ Tourniquet and roller bandages

The following table indicates the quantities that are required, depending on the number of persons present:-

MATERIALS	FIRST-AID TRAVEL KIT CONTENTS	FIRST AID BOX CONTENTS		
		1 - 5 Persons	6 - 25 Persons	26 - 50 Persons
Adhesive Plasters	12	12	20	40
Sterile Eye Pads (Bandage attached)	-	-	2	4
Individually Wrapped Triangular Bandages	2	2	6	6
Safety Pins	2	2	6	6

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Medium Individually Wrapped Sterile Unmedicated Wound Dressings (approx. 10 x 8 cms)	-	-	6	8
Large Individually Wrapped Sterile Unmedicated Wound Dressings (approx. 13 x 9 cms)	1	1	2	4
Extra Large Individually Wrapped Sterile Unmedicated Wound Dressings (approx. 28 x 17.5 cms)	-	0	3	4
Individually Wrapped Wipes	8	8	8	10
Paramedic Shears	1	1	1	1
Pairs of Latex Gloves	1	1	2	2
1 Additionally, where there is no clear running water, Sterile Eye Wash	1	1	2	2

The employer must keep a record of all the first aid arrangements and the names of the first-aiders and this information should be included as part of the company's Safety Statement. **Appendix 2**

ACCIDENT AND INCIDENT REPORTING


Under the Safety, Health and Welfare at Work (General Applications) 1993, all employees, and the self-employed, are obliged to notify the Health and Safety Authority of any accidents or dangerous occurrences. Analysis of this information can then be used to try and prevent further occurrences.

The regulations require that special forms should be completed and returned to the Health and Safety Authority: IR1 Form of Accident and IR3 – Form of Notice of Dangerous Occurrence. These forms are available from the H.S.A.

Possible aspects of an accident/incident which should be considered and/or addressed following an accident.

Investigation Checklist

- Were instructions given to the employee prior to the accident?
- Was the employee familiar with the operation?
- Were the employees trained in the specific operation involved? When?
- By whom was the employee trained?
- Are there written procedures/instructions?
- Who was in charge at the time of the accident/incident? Where?
- Had the procedure/instructions been complied with?
- Was personal protective clothing/equipment required?
- Was it damaged in any way as a result of the incident?
- Was the first aid equipment readily available and accessible?

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- Were there any other factors that may have contributed to the accident/incident?

Recommendations:

Accident report forms should be completed as soon as possible after the incident.

Procedural Documents:

- NLTS 008 – Incident report form
- NLTS 008 (A) Incident review form
- NLTS 008 (B) Risk assessment template

FIRE EVACUATION PROCEDURE

Notice to Staff

In the event of a fire on the premises:


- ▶ Notify the Facility Manager or the Office Manager immediately.
- ▶ Turn off electrical power and gas if it is safe to do so.
- ▶ Tackle the fire using a hand extinguisher and/or fire blanket as appropriate provided the fire is small enough to deal with safely.
- ▶ Check toilet areas again if it is safe to do so. Staff should assemble in the designated area (car park assembly point) to ensure that everyone is accounted for.
- ▶ Under no circumstances are you to re-enter the premises until the fire/security staff indicate that it is safe to do so.

Fire Protection

Fire extinguishers and fire blankets are provided and correctly sited to meet safety requirements. These appliances are provided to deal with incipient small fires.

All firefighting equipment is tested and serviced annually by specialised contractors. In accordance with the recommendations of the appropriate Irish Standard for such equipment, 20% of extinguishers will be discharged each year, and relevant employees trained in the safe and efficient use of the equipment.

No persons must enter a smoke-filled area or area on fire.

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Fire Services Act 1981 states that a fire register should be retained on the premises which notes the regular inspection and maintenance of all fire extinguishing systems, date of fire evacuation drill, testing of the emergency lighting and automatic detection systems. Details of what should be contained in the fire register have been set out in the attached appendix.

In the event of a fire, the register should be removed to the fire assembly point.

FIRE EMERGENCY PLANS


Evacuation drills will take place at least once a year or more often if required. Employees are reminded to familiarise themselves with the procedures so that a fast and effective evacuation of the premises can be completed in the event of an emergency.

The company is aware of their statutory duties under the Fire Services Act 1981 as follows:

- ▶ Take all reasonable measures to guard against the outbreak of fire.
- ▶ Ensure as far as is reasonably practicable the safety of persons on the premises in the event of an outbreak of fire.

Duties of Fire Officer:

- ✓ Organisation of periodic fire/evacuation drills (six monthly)
- ✓ To ensure all staff is fully conversant with fire/evacuation procedures.
- ✓ To keep a full record of all drills (to be noted in the fire register)
- ✓ To arrange for the rectification/removal of all fire hazards reported.
- ✓ To receive and deal with suggestions/concerns raised in relation to fire or evacuation matters raised by the individual fire marshals.
- ✓ To ensure fire alarm and emergency lighting systems are tested on a regular basis and that all fire fighting equipment is in working order.
- ✓ To ensure all unnecessary waste materials that increase the fire load on the premises or impede access to escape routes are removed from the premises at regular intervals.

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Procedure for Evacuation:

- Ensure that the alarm has been raised and the fire brigade has been called.
- Notify Facility Manager of the nature of the emergency.
- ✓ Ensure that staff evacuates to pre-determined assembly areas by way of the nearest available stairway/exit (as indicated by signs).
- ✓ Check that all rooms (including toilets) on their designated floor are vacated when the fire alarm is sounded.
- ✓ Ensure that all windows and doors are closed to minimise the danger of the fire spreading (this should normally be carried out by room occupants).
- ✓ Ensure that all fire doors to the stairways are shut at all times to prevent smoke from getting into the stairways and hampering evacuations.
- ✓ Check that all occupants of their designated area are present at the pre-determined assembly point.
- ✓ Keep all occupants away from the building until informed by a fire brigade officer that it is safe to return to the building.