



Leadership Management<sup>®</sup> Ireland

# *Participant Handbook*

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# 1 Code of Practice

*It is the vision of Leadership Management Ireland that  
“Through our programmes, we will facilitate and coach every client to progressively realise their  
predetermined worthwhile personal goals, in all areas of life.”*

Leadership Management Ireland is committed to delivering its training and assessment services to a high standard. We will achieve this by:

- ✓ Performing at all times in an ethical manner with regard to our clients, personnel, managers, contractors, advisors and our industry
- ✓ Ensuring the technical competency of any and all trainers/assessors used in the delivery of our services
- ✓ Adopting management systems that ensure high levels of professionalism are maintained
- ✓ Marketing and advertising our services with integrity, honesty and accuracy
- ✓ Providing an environment that is conducive to learning, and being mindful of the varying needs of participants
- ✓ Ensuring that participants have ample opportunity to achieve a successful outcome as a result of the training/assessment, and that appropriate equity and access considerations are taken
- ✓ Ensuring that assessment services are provided in a fair, valid, reliable and flexible manner.
- ✓ Maintaining an appeals procedure
- ✓ Undertaking a process of continual improvement by carrying out evaluations to seek feedback from participants and clients, and acting on appropriate recommendations
- ✓ Adhering to any and all guidelines and requirements as specified by FETAC and required under our scope of registration
- ✓ Auditing our own performance from time to time

As an Organisation that is registered with FETAC to offer programmes leading to FETAC awards in the National Framework of Qualifications we will meet the requirements laid down in the Framework, and will meet the requirements of relevant State Training Authorities as and when required.

## 2 Enrolment Procedures

Standard Enrolment Forms are used for all LMI training programmes. You and your employer must complete and sign an Enrolment Form. These are available from all LMI Offices and the website. Completed Enrolment Forms are to be sent to the local LMI office with the appropriate course fee. LMI accepts cheques or money orders, as well as Laser, MasterCard and VISA.

Participants will be notified in writing of their acceptance into the training programme. A receipt for the course fee will be mailed to the employer. Participants will also be provided with specific details, such as the course venue, special requirements, etc.

## 3 Participant Selection

LMI training programmes require potential participants to have some industry background and/or experience, and, in some cases are open to the general public. Any pre-requisites will be outlined in promotional/marketing materials produced for the programme.

Should there be any concerns as to the ability of an individual to undertake a course, LMI personnel will be able to discuss and advise on requirements – yours and ours.

## 4 Participant Rights and Responsibilities

The following guidelines are intended to describe the general rights and responsibilities of learners. These guidelines preclude LMI from publishing additional policies, procedures, and guidelines not described herein which participants must respect.

- ✓ Participants have the right to engage in free and open intellectual inquiry.
- ✓ Participants have the responsibility to adhere to academic and non-academic regulations and abide by the LMI Policies.
- ✓ Participants have the right to a community characterized by mutual respect and equal opportunity.
- ✓ Participants have the responsibility to treat all members of the Training Organisation with respect, to not intimidate, interfere with, threaten or otherwise obstruct any business activity, nor to hinder members of the Organisation community in the pursuit of their legitimate activities. Participants have the responsibility not to engage in behaviour that a reasonable person should reasonably know is unsafe or inappropriate.
- ✓ Participants have the right to access resources designated to help them plan and achieve their educational and career objectives upon payment of required fees.
- ✓ Participants have the responsibility to respect the right of others to use those same resources, and not to monopolize facility resources to the exclusion of others.
- ✓ Participants have the right to an environment that is free from interference and disruption, while enjoying the right to dissent.
- ✓ Learners have the responsibility to respect the rules of the Facility, and the lawful directions of Training Organisation personnel, including security, and the responsibility not to destroy, tamper with, deface or vandalize, unlawfully access or remove or possess property that is not their own.

## 5 Course Information

As part of the enrolment process, participants will be provided (in writing) with all relevant information regarding the training course, including;

- ✓ Venue details including the address and/or directions as required
- ✓ Equipment or materials that participants will be required to bring to the training, if any (such as note books, pens, calculators, etc).
- ✓ A training schedule for the duration of the course, detailing start/finish times, meal breaks etc
- ✓ Any penalties associated with withdrawing from the course prior to its commencement, or non-attendance at the course
- ✓ Dress standards/requirements for the course
- ✓ Support available for participants with learning difficulties, e.g., literacy or numeracy difficulties
- ✓ The method(s) of assessment proposed to be used in the course
- ✓ Outcomes of the course

## 6 Fees

Details of the course fees and inclusions will be explained in any promotional/ marketing/ advertising material for the training programme, and in enrolment materials.

Payment is usually required at the time of enrolment. LMI accepts cheque, money order, Laser, MasterCard and VISA.

Course fees usually include training delivery, assessment, training materials, handouts, venue costs and refreshments

## 6.1 Refunds

In the event of a training programme being cancelled for any reason, any course fees already received by LMI will be reimbursed in full.

Where a participant notifies LMI at least seven days in advance that he/she will be unable to attend a course, and the course fees have already been paid, the participant shall be reimbursed in full.

Where a participant notifies the LMI less than seven days prior to a face-to-face course that he/she will be unable to attend, and the course fees have already been paid, the participant shall be reimbursed the course fee less a 50% administration fee.

An employer may nominate a substitute participant at any time prior to the course, without penalty, so long as the substitute participant meets any specified criteria or pre-requisites for the course.

## 7 Training Personnel

LMI is committed to maintaining a high standard of training in the drilling industry. This is to be achieved by:

- ✓ Ensuring that the course leader (facilitator) or trainer holds at least as a minimum, the requirements under the FÁS/EI Competency Development Programme, and is familiar with the course material and appropriate assessment methods for the particular training programme
- ✓ Ensuring that assessment is carried out by personnel with appropriate industry skills and appropriate assessor qualifications, or that a team assessment approach is taken.

## 8 Assessment

Various methods of assessment may be used, depending on the type of training undertaken. Alternate methods of assessment may be applied for individuals with literacy or numeracy difficulties.

For training programmes and the award of qualifications where assessment is carried out using the Marking Sheets in the FETAC Module Descriptors. Assessment procedures may include observation, oral questioning, written examinations, case studies, body of work or simulation.

Participants who do not achieve the required standard on the first attempt will be approached to discuss the assessment results, and advised. Where practical, the participant will be given further opportunities to achieve the required standard.

## 9 Assessment Appeals

The LMI assessment appeals procedure is intended to help you if you feel that an assessment decision awarded you is unfair. The procedure that follows sets out the steps that you should follow in the event of a problem and indicates the timescale within which you should act. It is in your best interests to raise your concerns as soon as possible.

**Stage One:** If you disagree with the assessment awarded to you, you should discuss the issue with the facilitator responsible within seven days of receiving the assessment decision. If you have been unable to resolve the issue you should move to Stage Two.

**Stage Two:** You will now need to take the matter to the Centre Manager who will discuss your view with you and liaise with your Facilitator. If the matter is still unresolved you should proceed to Stage Three.

**Stage Three:** At this point the Assessment appeals procedure becomes more formal. To proceed you need to complete an assessment appeal form (available at the end of this booklet) and must be completed and returned to the Chairman of the Participant Appeals Committee, 13 Stillorgan Park Ave, Blackrock, Co Dublin no later than 21 days after you received the original assessment. You should submit copies of all evidence relating to the assessed work and explain in detail the circumstances leading to the appeal.

**Stage Four:** Upon receipt of the form the Chairman or nominee will ensure that the appeal is dealt with in line with Policy.

### **What can you appeal against?**

You can only appeal after a Facilitator has made a decision and you have been informed of the decision. You can appeal against:

- a decision about your progression within the course;
- a decision about the final award at the end of your course.

You cannot appeal against the mark you have been awarded. Every unit is marked in relation to the learning outcomes, and a pass mark means that you have achieved them. Marks are moderated between teaching staff, and sampled by external examiners. These systems help to ensure that the marks are fair. The mark is based on your achievement, and your personal circumstances do not change that achievement. For these reasons you can appeal against a progression decision (for example that you must withdraw from the course, or repeat units for a capped mark) but you cannot appeal against the mark itself.

### **What are the grounds for appeal?**

There are only two grounds for appeal:

- a material administrative error (for example that the assessment was not conducted in accordance with course regulations, or that some other procedural defect has occurred);
- mitigating circumstances that you were unable for valid reasons to divulge by the published date to do so, before the assessment.

If you appeal on grounds of material procedural error, you must if possible provide written evidence of the error.

An appeal on grounds of mitigating circumstances will only be considered if you can provide good reasons why you did not submit a mitigating circumstances form by the published date. Without good reasons, you cannot appeal on grounds of circumstances that you knew about before the exam board. An appeal is likely to be rejected if you say that your circumstances were too sensitive to reveal before the board, but you are able to explain them now that you have your results. You also need to provide authentic documented evidence of your mitigating circumstances as well as explaining why you did not submit them before. In the event that the documentary evidence of mitigating circumstances relates to an individual or individuals other than you, please provide in addition authentic documentary evidence to verify your connection or relationship to that named individual or individuals.

You cannot appeal on the grounds that you did not understand or were not aware of course or Centre regulations, or of the procedures for submitting mitigating circumstances or asking for an extension of the coursework deadline.

## **10 Recognition of Prior Learning (RPL) and Current Competence**

In the event that a person believes that he/she already has the knowledge/skill specified for a particular course or against a particular standard, and would like to receive formal recognition, they may apply to move directly to the assessment stage. This is called recognition of prior learning (RPL). Applications for RPL should be made initially by contacting LMI to discuss the request, and LMI will ask you to provide proof from your records or experience. A fee will be applied to carry out the assessment.

LMI recognises the outcomes and awards of training and assessment carried out by other organisations with FETAC Quality Assurance.

## **11 Awards and Awarding Bodies**

All participants who achieve the specified outcomes for the particular training programme will receive formal recognition. Your course outcomes will be listed on a signed, formal certificate document. Recognition can fall into one of three categories, depending on the type of training programme and/or method(s) of assessment.

1. An award from the FETAC (NCVA) system at Levels 3 to 6 on the National Framework of Qualifications
2. A Minor Award within the FETAC (NCVA) system
3. An award at Levels 1 to 6 of the National Framework of Qualifications, as these become available.

FETAC is the Awarding Body for awards. Full details of the FETAC system and the National Framework of Qualifications are available on the FETAC website, [www.fetac.ie](http://www.fetac.ie).

## **12 Appeals Process: What happens if it goes wrong?**

Where a course participant or applicant for assessment believes that he/she has been unfairly assessed, the circumstances of the complaint are to be provided in writing to the Managing Director of LMI within one month of the completion of the course or the advice. The Managing Director will investigate the complaint, seeking assistance from any other appropriately experienced persons as required. The complainant will be notified in writing of the outcome of the investigation as soon as possible.

Where a course participant has a general complaint in regard to a training programme, the circumstances of the complaint are to be provided in writing to the Managing Director of LMI within one month of the completion of the course. The Managing Director will investigate the complaint. The complainant will be notified in writing of the outcome of the investigation as soon as possible.

If the participant is still not satisfied, an independent panel of industry personnel may be convened, which will include an LMI Board member. Notification of final outcomes will be provided in writing.

## **13 Training Records**

LMI maintains both paper-based and electronic records of all course participants.

## **14 Confidentiality and security**

Course participants' records are treated as confidential and are held in secure files at LMI premises and at secure remote locations in the case of computer records. Access to these files is usually available only to designated LMI personnel and to the course participant if requested. Participants' feedback on their progress is available to their employer via Feedback Online.

You can ask us for information about your own past training and assessment, and we will provide it to you.

Your employer (or a potential employer) may ask for access to information on formal outcomes of training (e.g., Certificates held). If you give us authorisation to provide it, we will make the information available to them on request.

LMI complies with national privacy policy and the data protection act. This means that we keep any information we hold about you securely, we only use it for training purposes and to contact you, we don't give out information about you to others unless you have authorized us to, and we do not give or sell our mail lists to anyone else. You can ask us for a copy of our privacy policy.

## **15 Participant Support**

It is the objective of LMI to ensure as far as possible that all participants are provided with ample opportunity to achieve a successful outcome and to achieve the required standard as a result of the training/assessment, and that appropriate equity and access considerations are taken.

If you know that you have an area of difficulty (for example, if you are not too confident about writing) it's best to advise your trainer/supervisor/assessor straight up, so they can work out the best way for you to get a successful outcome from your training or assessment.

The Course Leader will monitor the participants throughout the course to ensure that all are progressing satisfactorily. However, participants who are experiencing any difficulties are encouraged to discuss their problem with the Course Leader. The Course Leader will in turn make every effort to rectify the problem.

## **16 Where your welfare is concerned:**

Your company will have policies regarding occupational health and safety; appropriate behaviour; workplace harassment, bullying and victimisation; and anti-discrimination.

We refer you to these policies, as they form part of your company's management of your daily work environment. It's your responsibility to yourself, your company and other participants to follow the policies.

Senior managers in your company have a responsibility to ensure that your work environment is as safe and appropriate as possible, but they can't help if they don't know there's a problem. It's also your responsibility to help them help you.

If you feel you have been discriminated against, see your manager. If your complaint is still not resolved you can seek outside advice from the Equality Authority at:

2 Clonmel Street

Dublin 2

Locall 1890 245 545

Email: [info@equality.ie](mailto:info@equality.ie)