



**Trainee Handbook for QCI Guidelines,  
And list explaining forms to be completed on page 12.**

Soft copy can be accessed online [www.irishmedtechskillnet.ie](http://www.irishmedtechskillnet.ie) under Resources/Continuous Improvement eLearning. Please contact [michelle.reinecke-quain@ibec.ie](mailto:michelle.reinecke-quain@ibec.ie) if you would like a hard copy of this booklet.

## TABLE OF CONTENTS

TOPIC	PAGE
Introduction	3
<i>Foreword</i>	
<i>Profile</i>	
<i>Mission</i>	
Commitment to Quality Assurance	4
<i>Policy Statements</i>	
QQI and NFQ	5
<i>The Further Education and Training Awards Council</i>	
<i>The National Framework of Qualifications</i>	
General Information	6
<i>Equality of Opportunity, Respect &amp; Dignity</i>	
<i>Special Learning Requirements</i>	
<i>Training Schedule</i>	
<i>Attendance</i>	
<i>Health and Safety</i>	
<i>Course Support</i>	
Code of Conduct	7
Course Assessment	8
<i>Coursework Submission</i>	
<i>Deadline Extensions</i>	
<i>Cheating, Copying, Plagiarism</i>	
<i>Penalties for Breaches of Assessment Code</i>	
<i>General Regulations for Examinations and Skills Demonstrations</i>	
<i>Assessment Appeals Process</i>	
Complaints Procedure	10
<i>Informal Procedure</i>	
<i>Formal Procedure</i>	
Frequently Asked Questions	11
List of Forms to be completed by the trainee, for certification	12

**FOREWORD**

This Handbook contains essential information that will assist trainees undertaking training with the Irish Medtech Skillnet. It is intended as a reference handbook to be used during training. Familiarise yourself with all its contents. If at any stage there is need for clarification on any item, your course coordinator or trainer will be of assistance.

When preparing this handbook great care was taken to reflect all Irish Medtech Skillnet commitments and obligations as a quality assured provider of QQI awards. While every effort was made to ensure the accuracy and completeness of this information, Irish Medtech Skillnet reserves the right to alter or amend any detail, without notice. Trainees will be informed of any such changes by their trainer or course coordinator.

**PROFILE OF IRISH MEDTECH SKILLNET**

The Irish Medtech Skillnet is a national network, which delivers training, up skilling and professional development programmes for the pharmaceutical, medical device and diagnostic sector in Ireland. It offers in-company training to meet skill development needs of its partner organisations. A panel of technically competent personnel, with both academic and industrial backgrounds, facilitates training. Programme delivery, by means of a blended learning format, incorporates formal sessions, group sessions, breakout sessions, demonstration, practical tasks and multimedia. Trainees also have access to learning supports and tutorial sessions. Delivery schedules are usually flexible; at a time and pace to suit the company's business needs and shift patterns. This flexibility provides trainees with the opportunity to manage learning in line with work patterns.

The Irish Medtech Skillnet is funded by member companies and the Training Networks Programme; an initiative of Skillnets funded from the National Training Fund through the Department of Education and Skills, see [www.skillnets.ie](http://www.skillnets.ie)

**MISSION STATEMENT***Vision*

Irish Medtech Skillnet aims to be a premier provider of education and training that promotes learner employability facilitates progression and allows individuals fulfil their potential.

*Mission*

Irish Medtech Skillnet aims to:

- provide student centred learning opportunities that are accessible, flexible, inclusive, lifelong and of the highest quality.
- maintain an environment that encourages and supports participation in the learning process.
- promote a culture of scholarship and opportunity that equips learners with appropriate skills, knowledge and competencies to enable them to compete, with advantage, at all levels within the economy.
- provide an educational and training service that meets the needs of the local community, national and international bodies.

*Values*

Irish Medtech Skillnet gives a commitment to:

- equality, fairness, accountability, transparency and widening participation.
- quality assurance systems that promote continual improvement.
- the development of independent learners.
- staff development and well being.

## **THE IRISH MEDTECH SKILLNET COMMITMENT TO QUALITY TRAINING PROVISION**

The Irish Medtech Skillnet is an approved provider of Quality and Qualifications Ireland (QQI) certified awards at Levels 1 to 6, on the National Framework of Qualifications (NFQ). All programmes are delivered against the backdrop of the Irish Medtech Skillnet Quality Assurance System. All programmes and services to learners, and the Irish Medtech QA system, are subject to on-going internal monitoring, review and improvement and external monitoring by QQI.

The Irish Medtech Skillnet QA system was designed and developed against the following policies, as per requirements set down by legislation.

### **Policy Statements**

#### *Communications*

It is the policy of Irish Medtech Skillnet to communicate effectively with learners, staff and all stakeholders of our training programmes. Irish Medtech Skillnet believes in the importance of an all-inclusive two-way process, to achieve our objectives.

#### *Equality*

It is the policy of Irish Medtech Skillnet to conduct every programme activity in accordance with best practice and principles in relation to sex, marital status, family status, sexual orientation, religious belief, age, disability, race, and membership of the traveller community as defined in the Equality legislation.

#### *Staff Recruitment & Development*

It is the policy of Irish Medtech Skillnet to staff all our services with appropriately trained and competent people. Management, Support and Training staff at all levels are selected, recruited and supported in their roles using fair and transparent procedures.

#### *Access, Transfer & Progression*

It is the policy of Irish Medtech Skillnet to inform, facilitate and accommodate all learners on our training programmes in line with best practice in access, transfer and progression to other programmes/ providers. Any entry requirements will be sensitively applied. Programmes are advertised to clients of Irish Medtech Skillnet (and beyond if appropriate). Options are discussed before entry and opportunities given to Learners to explore further Training and Education opportunities.

#### *Programme Development, Delivery & Review*

It is the policy of Irish Medtech Skillnet to develop, deliver and review its training provision in line with best practice and its mission statement.

#### *Fair & Consistent Assessment of Learners*

It is the policy of Irish Medtech Skillnet to be fair and consistent in the assessment of Learners. Assessment will be appropriate to the learning outcomes and sensitive to the needs of the learner. Assessment practice includes secure record keeping, standardised practices, appeals, use of evaluation instruments and consistency across assessors and programmes thereby enabling Learners achieve national standards.

#### *Protection for Learners*

Irish Medtech Skillnet is currently not required to have arrangements in place for the protection of learners.

#### *Sub-contracting/Procuring Programme Delivery*

The Irish Medtech Skillnet does not intend to sub-contract or procure programmes outside the membership. If in the future it does subcontract or procure externally, it will document procedures in this policy area and put all appropriate arrangement in place.

#### *Self Evaluation of Programmes & Services*

It is the policy of Irish Medtech Skillnet to self-evaluate its programmes and services in order to continuously improve its provision. It is intended that this policy advises all those involved with the programme – our member stakeholders, management, deliverers, and learners.

### The Further Education and Training Awards Council

QQI (Quality and Qualifications Ireland) is a state agency established by the [Quality Assurance and Qualifications \(Education and Training\) Act 2012](#) with a board appointed by the Minister for Education and Skills. Its functions include those previously carried out by the Further Education and Training Awards Council (FETAC); the Higher Education and Training Awards Council (HETAC); the Irish Universities Quality Board (IUQB) and the National Qualifications Authority of Ireland (NQAI). 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. For each module/component in which the required standard has been achieved, a candidate gains credits or a Minor Award.

Modules/components at Levels 1, 2 and 3 are classified as Successful where a learner has achieved all the outcomes required.

Modules/components at Levels 4, 5 and 6 are graded as follows:

Grade	
Pass	= 50% - 64%
Merit	= 65% - 79%
Distinction	= 80% - 100%

To obtain a QQI Major Award certain numbers and combinations of modules/components must be successfully completed.

### The National Framework of Qualifications

QQI is the main certifying body for courses provided by the Irish Medtech Skillnet, mainly at Level 5 and Level 6 of National Framework of Qualifications (NFQ). The NFQ has been in place since 2003 and was designed to simplify the Irish qualifications system in an effort to increase understanding amongst all stakeholders. The NFQ is a system of ten levels, based on standards of knowledge, skill and competence and incorporates awards made for all kinds of learning, wherever it takes place; schools, the workplace, the community, training centres, colleges and universities, from the most basic to the most advanced levels of learning. Prior to the introduction of the NFQ, it was extremely difficult to compare and contrast the level and standard of different qualifications. The 'fan diagram' illustrates the national qualifications system in an integrated manner.



The establishment of consistent standards in education and training, the promotion of quality, increasing access, transfer and progression opportunities for learners and the ability to understand and compare qualifications at home and abroad i.e., qualifications recognition are the cornerstone of the NFQ.

The international and European dimension of the NFQ is also very important. There is an increased emphasis on the importance of mobility to learners, employers and the economies to which they contribute. The NFQ has provided a tool by which international qualifications can be compared against. This benefits learners travelling to this country with qualifications gained outside the State and learners with national qualifications wishing to travel abroad. Additional information on the NFQ is available on [www.nfq.ie](http://www.nfq.ie)

## **GENERAL INFORMATION**

### *Equality of Opportunity, Respect & Dignity*

The Irish Medtech Skillnet and its partners are committed to promoting equality of opportunity for all trainees and staff in all aspects of its training provision and to ensuring that all are treated with respect and dignity. In addition, a strong position is maintained against bullying and harassment of any kind. This position is designed to safeguard the rights of the person making a complaint and also the person against whom a complaint is made.

### *Special Learning Requirements*

Trainees must inform the Irish Medtech Skillnet of any special requirements, which they have relating to their course, before course commencement. This is a pre course commencement requirement and is part of the course application process. Areas of concern, in this regard should be discussed with your in-company course coordinator/training manager. Any requests for special arrangements or adaptations, around course delivery or assessment, will be considered by Irish Medtech Skillnet, in light of the circumstances but with due regard to maintaining the standard of the award. Appropriate supporting evidence will be required.

### *Training Schedule*

A training timetable will be issued well in advance of course commencement. Any changes to this schedule will be advised by the local coordinator/training manager.

### *Attendance*

All trainees are required to sign an attendance sheet for each formal training session.

### *Health & Safety*

Irish Medtech Skillnet is committed to ensuring all of its training is conducted in an environment, which conforms to all legislative and regulatory requirements. All in-company training is delivered against the backdrop of the prevailing health & safety, emergency evacuation and related procedures and practices. Trainee will be expected to comply as if in the work situation.

### *Course Support*

Trainees will be provided with contact details of their course support staff, on course commencement. These details provide the opportunity for trainees to receive support, advice and direction on course content, assessment requirements, etc. outside of the formal delivery sessions.

In addition, trainees will be provided with a confidential email address through which they can alert the Irish Medtech Skillnet of any issues of concern that may arise during their course.

**CODE OF CONDUCT**

The Irish Medtech Skillnet and its partners are committed to creating a learning environment, which is supportive, respectful and fair, in which trainees can engage free from discrimination and harassment, and which provides equality of opportunity. In this regard, the Irish Medtech Skillnet Code of Conduct and Behaviour applies to all trainees on registration. It is designed to cater for the common good and is not meant to replace any such code prevailing on the trainee's workplace. This code describes the standards of conduct and behaviour required by the Irish Medtech Skillnet as it delivers its training programmes, and how breaches are dealt with.

In particular and without prejudice to the foregoing, the following are examples of unacceptable behaviour while training with Irish Medtech Skillnet:-

- Assault or abuse, physically or verbally, of any member of the learning community.
- Bullying or harassment, sexually or otherwise, of any member of the learning community.
- Destruction, damage or misuse of any property or resources of the learning community.
- Forgery, alteration or misuse of any documentation (including assessment evidence), records, id cards , etc., of the learning community
- Use or possession of any offensive weapon.
- Provision of false or misleading information to the Irish Medtech Skillnet or its representatives.
- Cheating in any form whatsoever.
- Breaching assessment regulations.
- Theft, removal or use without permission of property of any member of the learning community.
- Disruptive behaviour during a training session.
- Failure to identify oneself when requested to do so by a representative of Irish Medtech Skillnet.
- Failure to comply with the prevailing Health and Safety regulations.
- Mobile phone use during training sessions.
- Photographic/video equipment use (including mobile phone), except where part of course requirements.
- Misrepresentation, bribery, falsification, personating or other such form of deception
- Encouraging others to perpetrate any of the above.

Irish Medtech Skillnet reserves the right to cancel the continued course participation of a trainee who has been found to act in breach of its trainee code of conduct.

All representatives of Irish Medtech Skillnet have responsibility to enforce this code of conduct, as it relates to training. Trainee complaints, suggestions and/or observations may be brought to the notice of any representative of Irish Medtech Skillnet; see complaints procedure below.

## ASSESSMENT

Assessments are continuous on all Irish Medtech Skillnet programmes and may comprise a combination of, but not more than three of the following; Collection of Work, Learner Record, Project, Assignment, Examination or a Skills Demonstration.

### *Coursework Submission*

Trainees will receive submission deadlines when issued with briefs for coursework. Coursework must be submitted on or before the due date. A signed statement of ownership/authorship must accompany all coursework. Trainees will be informed of the specific details by their trainer/course coordinator.

Trainees are encouraged to keep backup copies/photocopies of all coursework for their own records.

Trainees may have to carry out some research when completing coursework. The trainer/course coordinator will advise of details in this regard.

### *Deadline Extension*

If a trainee is genuinely having difficulty in meeting a coursework submission deadline a request for an extension can be made. This request must be made to the trainer/course coordinator on or before the deadline date. Verifiable evidence of the prevailing 'extenuating circumstances' must accompany any such request.

### *Cheating.. Copying.. Plagiarism*

Plagiarism describes a situation where one uses other people's work and attempts to pass off their ideas or quotations without reference. It is both illegal and fraudulent, and a deliberate attempt to deceive. Any such activity seriously conflicts with the Irish Medtech Skillnet's policies and procedures to assure the integrity of assessment. A trainee must ensure that any work submitted for assessment is genuinely their own and not borrowed, copied, stolen, in part or in whole, from another. It is assumed that trainees will be honest in all matters relating to their course and assessment evidence. If a trainee is believed to have cheated and/or plagiarised, the following steps will be taken:

- The assessment supervisor witnessing a cheating incident will retrieve the evidence of cheating, and complete a *Cheating and Plagiarism Report Form*, which is forwarded, with the alleged evidence, to the course coordinator who will liaise with the Irish Medtech Skillnet manager. The trainee will be summoned to a meeting to discuss the matter and appropriate action will be taken to assure the integrity of the assessment process. A penalty, such as outlined below, may be imposed.
- Where plagiarism is suspected, the coursework assessor will complete a *Cheating and Plagiarism Report Form*, which is forwarded, with the alleged evidence, to the course coordinator who will liaise with the Irish Medtech Skillnet manager. The trainee will be summoned to a meeting to discuss the matter and appropriate action will be taken to assure the integrity of the assessment process. A penalty, such as outlined below, may be imposed.

### *Penalties for Breach of Assessment Code*

Any activity, which in any way compromises the integrity of assessment on a Irish Medtech Skillnet course, may result in any or all of the following:

- No credit in the assessment or part of the assessment in which the offence was committed
- No credit for the full award in which the offence was committed
- Barred from future programmes with Irish Medtech Skillnet
- Barred from future programmes with Irish Medtech Skillnet for a fixed period of time

Any decisions of Irish Medtech Skillnet, in this regard, will be notified to the trainee in writing.

*General Regulations for Examinations and Skills Demonstrations (as they apply)*

- Candidates must comply with all directions from the assessor/assessment invigilator.
- All Health and Safety regulations must be adhered to.
- A clean desk policy operates; only authorised stationery is allowed.
- Mobile phones must be switched off.
- Headphones are not allowed.
- Candidates will not be admitted to the assessment venue after 20 minutes of the scheduled assessment time has passed.
- Candidates will not be permitted to leave the assessment venue until the first 30 minutes of the scheduled assessment time has passed.
- Candidates will not be permitted to leave the assessment venue during the last 10 minutes of the scheduled assessment time and must remain until all assessment evidence have been collected.
- The assessor/assessment invigilator will deal with candidate's queries that arise after the commencement of the assessment, on an individual basis.
- All or part of a candidate's assessment may be cancelled for cheating; see penalties above.
- The use or attempted use of unauthorised materials, collaboration or attempted collaboration, copying or attempted copying during an assessment is considered cheating, and a breach the Irish Medtech Skillnet assessment code. Any suspected case, in this regard, will be referred to the Irish Medtech Skillnet manager; see penalties above.
- All candidates will be required to sign an attendance sheet on entry to the assessment venue and on completion of the assessment process.
- Any breach of regulations will be referred to the Irish Medtech Skillnet manager and may result in penalties; as outlined above.

*Assessment Appeals Process*

Irish Medtech Skillnet has an assessment appeals process which enables trainees appeal their final approved result. Appeals can be based on the assessment process or the assessment result. The only evidence, which can be presented by the learner at appeal, is that which has already been presented for assessment. The learner may not add new evidence. On receipt of the final approved result of their assessment from Irish Medtech Skillnet, trainees will be informed of the opportunity to appeal within 14 day, if dissatisfied with the result. The learner will be informed of the outcome of the Appeals Process within an agreed timescale. QQI will be informed if the outcome of an appeal results in a change of grade and an amended certificate will be issued.

### COMPLAINTS PROCEDURE

This procedure is designed to deal with complaints by a trainee, where it is felt that there has been unfair treatment, including harassment and or offensive or unreasonable treatment or bullying while engaged in training with Irish Medtech Skillnet. Complaints, in the first instance should be processed through in company policies and procedures. Complaints, relating specifically to training will, by arrangement, be passed on to the Irish Medtech Skillnet manager.

#### *Informal Procedure*

An informal approach can often resolve matters. As a general rule therefore, an attempt should be made to address a complaint as informally as possible. You can do so by notifying your trainer, course coordinator or the Irish Medtech Skillnet manager. Every effort will be made to resolve your informal complaint. If you are not satisfied with the outcome you may make a formal complaint.

#### *Formal Procedure*

A formal complaint should be made in writing using the Irish Medtech Skillnet official complaints form. Copies of this form can be obtained from your trainer, course coordinator or the Irish Medtech Skillnet manager. You will receive an acknowledgement within 5 working days and a full response no later than 28 days of receipt of the complaint. You will be kept informed of progress.

If, after investigation, the complainant is aggrieved at the outcome, this may be progressed through the host organisations grievance procedures. Nothing in the foregoing inhibits or restricts the right of an individual to seek redress before the appropriate third party as provided for in current legislation.

**ADDITIONAL INFORMATION ON TRAINING AT Irish Medtech Skillnet**

Additional information on training offered by Irish Medtech Skillnet is presented below in the form of answers to a set of frequently asked questions.

Q: What was FETAC?

*The Further Education and Training Awards Council (FETAC) was the awarding body for further education and training in Ireland. FETAC made quality assured awards that were part of the National Framework of Qualifications (NFQ) from levels 1-6.*

Q: What is QQI?

*On 6 November 2012, Quality and Qualifications Ireland (QQI) [www.qqi.ie](http://www.qqi.ie) was established as a new integrated agency (replacing FETAC, HETAC, NQAI and incorporating the functions of IUQB). FETAC, HETAC and the NQAI are now dissolved.*

Q: What is the NFQ

*The National Framework of Qualifications (NFQ) is a system of ten levels used to describe the Irish qualifications system.*

Q: How are QQI awards graded?

*Distinction D 80%-100%  
Merit M 65%-79%  
Pass P 50%- 64%  
Unsatisfactory U below 50%*

Q: Can I appeal an assessment at Irish Medtech Skillnet?

*Yes, if dis-satisfied with the outcome of an assessment you can appeal the final (approved) result. You will be informed of the procedure on course commencement and on receipt of results.*

Q: What happens if I miss an assignment/project submission date?

*You can request an extension of the submission deadline on the basis of 'extenuating circumstances'. However, your request must be accompanied by supporting documentation.*

Q: What is a Learning Outcome (LO)?

*An award is expressed in terms of Learning Outcomes. These describe the knowledge, skill and competences required to achieve an award.*

Q: Will I be assessed on all Learning Outcomes?

*Yes, candidates MUST be given the opportunity to show evidence of achievement of ALL the learning outcomes for an award.*

Q: When will I get the results of my assessment?

*Assessment results for an award will be issued through The Irish Medtech Skillnet.*

Q: If unsuccessful, can I repeat an assessment?

*You will be advised on the assessment repeat position on course commencement.*

Q: What can I do if I'm unhappy with my assessment results?

*If dis-satisfied with the outcome of an assessment a candidate has the opportunity to appeal the final (approved) result.*

Q: How can I make sure that I do well in assessments?

- Attend all training sessions
- Complete all coursework
- Listen to and take advice from your Trainer and Course Coordinator
- Network with fellow trainees
- Don't be afraid to ask questions
- Clearly understand assessment requirements
- Note coursework deadlines and examination timetables
- Manage your time well

### Compliance forms for QQI Certification:

***There must be a sign in sheet, with your signature on it for all meetings; Please ensure that you have signed for each attendance/meeting/procedure.***

1. Sign in for induction
2. Sign in for each training day
3. Sign in for theory test, and also a second sign in on completion of test, when handing in test.
4. Sign in when handing in portfolio/assignment
5. Sign in when meeting supervisor/mentor for project review/course feedback to trainees

***These forms listed below; have to be completed in this order, as part of the QQI certification process, and must be submitted back to Irish Medtech Skillnet.***

***1 – 2: The trainer will assist you with Registration and Feedback forms.***

***3 – 7: These you will receive in booklet form and the booklet must be submitted with your assignment for certification.***

***Please ensure that they are dated correctly.***

1. B4a Registration Form – to be completed on the first day of training.
2. B5a Learner Feedback Form (L1 2) – to be completed on the last day of classroom training
3. B6b Declaration of authorship – to be completed and handed in day of the assignment/Portfolio submission
4. B5b Individual participant Behaviour Change (L3a) - to be completed 6-8 weeks after first feedback
5. B5c Trainer Behaviour Change (L3b) – to be completed 6-8 weeks after first feedback, completed by supervisor
6. B6c Extenuating Circumstances – in event of an emergency and you cannot submit portfolio on submission day.
7. B6d Course feedback to trainees – to be completed by mentors/supervisor – this form must be filled out to show support to each trainee. If the trainee does not need any support, this must be written on the form and signed by the mentor/supervisor.