

**QQI Quality Assurance Manual.**  
**Version 9 – March 2026**



**B & B Nursing Ltd**

*Excellence in Care,*

*Excellence in Training*

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**Glossary of Abbreviations**

| <b>Abbreviation</b> | <b>Meaning</b>                              |
|---------------------|---------------------------------------------|
| AB                  | Academic Board                              |
| AC                  | Academic Board Chair                        |
| B&B                 | B & B Nursing Ltd                           |
| CM                  | Centre Manager                              |
| CAS                 | Common Awards System                        |
| CG                  | Core Guidelines                             |
| CPD                 | Continuous Professional Development         |
| DPIA                | Data Protection Impact Assessment           |
| DPO                 | Data Protection Officer                     |
| EA                  | External Authenticator                      |
| EQF                 | European Qualifications Framework           |
| EIC                 | External Independent Consultant             |
| FET                 | Further Education and Training              |
| GDPR                | General Data Protection Regulation          |
| IT                  | Information Technology                      |
| IV                  | Internal Verification                       |
| MIMLO               | Minimum Intended Module Learning Outcome    |
| MIPLO               | Minimum Intended Programme Learning Outcome |
| NFQ                 | National Framework Qualifications           |
| PDT                 | Programme Development Team                  |
| PEL                 | Protection Enrolled Learners                |
| QAM                 | Quality Assurance Manual                    |
| QAS                 | Quality Assurance System                    |
| QBS                 | QQI Business System                         |
| QQI                 | Quality Qualification Ireland               |
| RAP                 | Results Approval Panel                      |
| SMT                 | Senior Management Team                      |
| TQM                 | Training & Quality Manager                  |
| TSA                 | Training Support Administrator              |

## Welcome

Dear Stakeholder,

I would like to take this opportunity to welcome you as an interested party in the operations and management of B&B Nursing Ltd.

B&B Nursing Ltd is one of Ireland's leading private training providers and we are accredited and regulated by, Quality and Qualifications Ireland (QQI).

B&B Nursing Ltd is dedicated to delivering the highest standard of training and education by providing quality programmes to learners.

Our core values underpin our company's culture - Quality, Experience, Collaboration, Respect, Leadership and Growth.

- **Quality:** B&B Nursing Ltd strives to deliver exceptional quality healthcare training courses, as validated by QQI.
- **Experience:** All our courses are delivered by professionals who are fully qualified, not only as tutors but also have vast experience of working in their specialised area of expertise.
- **Collaboration:** We believe in the power of working together, open communication and mutual support to achieve our objectives.
- **Respect:** Learners are always treated with dignity, fairness and empathy. We follow an individual holistic approach to teaching and encourage diversity within the learning environment.
- **Leadership:** We aim to inspire, guide and empower our learners to achieve their goals.
- **Growth:** We seek sincere evaluation from Learners and clients to ensure we consistently deliver high quality, professional, adult learning-based courses. We value all evaluation which supports our ethos of continuous development.

It is the policy of B&B Nursing Ltd to promote and embed an ethos of quality culture within all our interactions by operating a Quality Assurance System that comprehensively meets all QQI guidelines and all legal requirements. B&B Nursing Ltd is here to assist and guide all our stakeholders, so please contact us with any query that you may have at [admin@bandbnursing.ie](mailto:admin@bandbnursing.ie)

Kind Regards

Margaret Byrne, Managing Director of B&B Nursing Ltd.

## Company background

B&B Nursing Ltd was founded in March 2005 as an educational institution under the Companies Act (Company No. 399857).

We are an independent family company, owned by two shareholders, which assumes the organisation's Director position.

We are a fully accredited QQI centre delivering high quality major and minor awards at levels 5 and 6 in the healthcare field since 2005.

The fundamental ethos of B&B Nursing Ltd is to ensure the provision of individualized high quality education to our learners in a supportive learning environment under the guidance of our experienced and passionate tutors throughout their learning experience.

This new Quality Assurance Manual (QAM) has been developed in compliance with Core Statutory Assurance Guidelines published by QQI, Sector Specific Quality Assurance Guidelines – Independent / Private providers and supported by evidence documents. Based on these guidelines B&B Nursing Ltd has developed a QAM which uses a framework based on the 11 core areas of QQI's Core Statutory Assurance Guidelines and is a revision of our existing Quality Assurance practices. It has been developed based on an ongoing internal review of our quality systems within B&B Nursing Ltd.

## Mission Statement

B&B Nursing Ltd is dedicated to providing rigorous training and assessment in healthcare. Our goal is to develop skills that fully prepare learners for employment and further education, while ensuring they achieve recognised and accredited qualifications. We focus on the holistic development of each learner, fostering a culture of equality, dignity and respect. Our commitment extends to delivering an inclusive, high quality educational and training service, responsive to the social, economic and cultural needs of the community. As a proactive, strategic organisation, we constantly refine our programmes and services to ensure inclusive access, tailored to individual needs.

## Vision Statement

Our vision is to empower our learners to achieve their career aspirations through learning. We adopt a learner cantered approach, particularly aware of the unique challenges faced by adult learners returning to education. We are dedicated to fostering the academic and life skills necessary for a fulfilling educational experience.

## Scope of Practice

| Course Name                                   | Course Code |
|-----------------------------------------------|-------------|
| Healthcare Support                            | 5M4339      |
| Intellectual Disability Practice              | 5M1761      |
| Nursing Studies                               | 5M4349      |
| Health Services Supervisory Management Skills | 6M4978      |

All B&B Nursing Ltd awards are validated, accredited and regulated by QQI.

Programmes are delivered from our training centre and suitable off site venues as and when required.

Class sizes are between 15-17 learners per programme.



## **CORE GUIDELINE 1: GOVERNANCE AND MANAGEMENT OF QUALITY**

### **Governance**

The Senior Management Team (SMT) is responsible for the governance and the day- to- day management of B&B Nursing Ltd ensuring that the organization is managed effectively, efficiently, and responsibly.

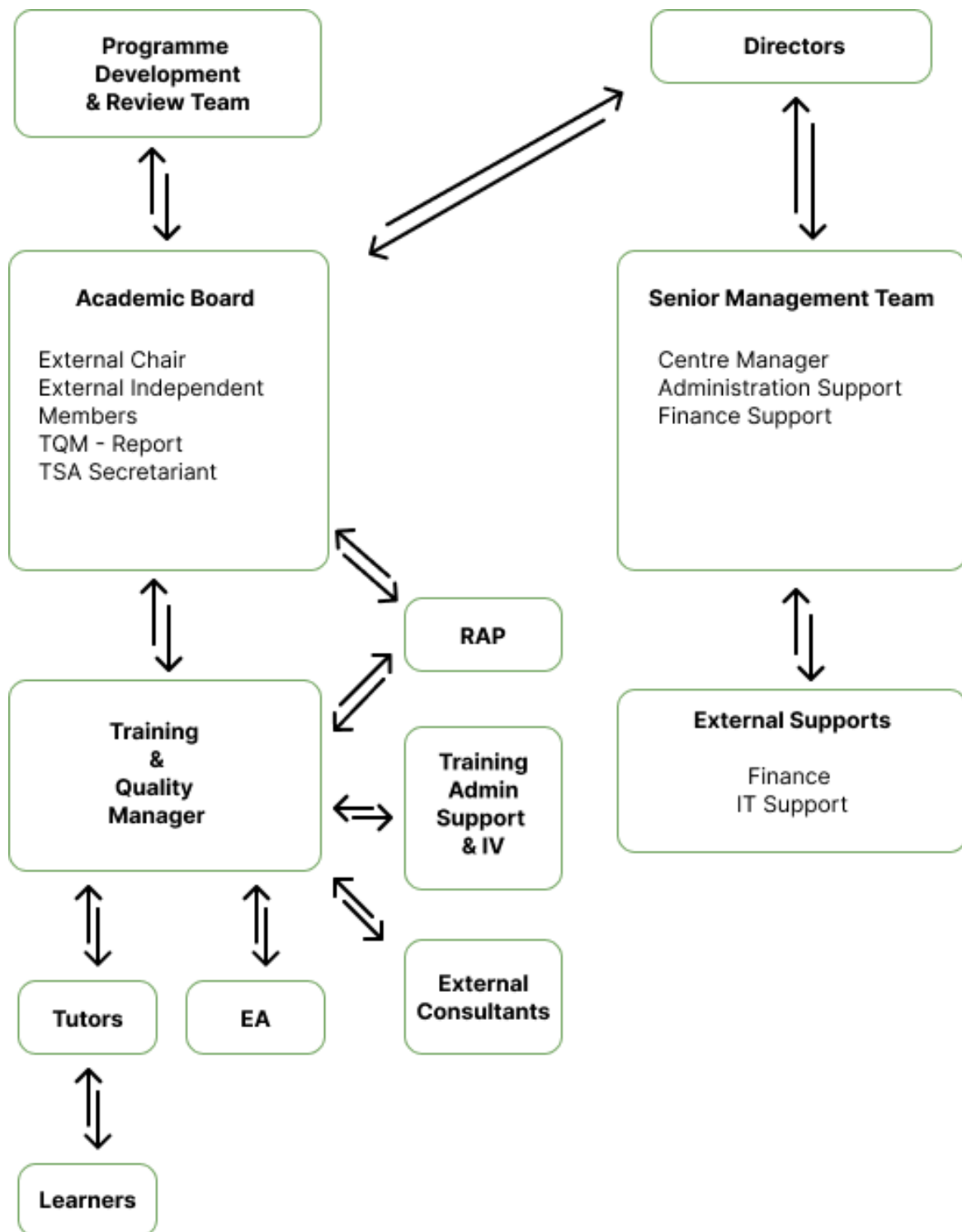
Responsibility is fully delegated for academic oversight to the Academic Board (AB) which operates under the direction of an external independent Chairperson. An externally appointed independent Chair ensures that the SMT does not influence academic decisions.

A dedicated Training and QA Manager coordinates the day-to-day implementation of the QAS in B&B Nursing Ltd.

There is a clear and transparent separation between the two areas of decision-making with the Academic Board delegated with academic oversight and the Senior Management Team being responsible for the day-to-day operational management of B&B Nursing Ltd as documented within the policies and procedures within the QAM and support documents.

B&B Nursing Ltd recognizes the limitation of our internal resources due to the company's size so look externally for advice, support and guidance as needs arise. The purpose of external support is to have independent confirmation that policies and procedures as developed under QQI Core Statutory Assurance Guidelines are implemented effectively for the ultimate benefit of our learners.

B&B Nursing Ltd consults widely with relevant stakeholders (e.g., health service representatives, other healthcare training providers, Tutors, Learners, Employers, subject matter experts and regulatory/statutory bodies) to review and have input for improvements to current programmes as well as assist with programme development processes.

**Figure 1: Organisational Chart**

## Academic Board

|                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Purpose:</b>    | The Academic Board is responsible for all academic decision making. The AB reviews all training and assessment reports related to all academic activities to ensure high standards of training provision and authentication within the policies and procedures in place.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Membership:</b> | <p><b>External Members include:</b></p> <p>Academic Chair</p> <p>Academic Advisor/s</p> <p>An experienced independent further education and training professional</p> <p>An industry representative/employer</p> <p>Past Learner</p> <p><b>Internal Members include:</b></p> <p>Training &amp; Quality Manager (Liaise with AB, no vote)</p> <p>Tutor/s (who have not presented learner assessments for the certification period)</p> <p>Training Support Administrator (Secretariat only).</p> <p>The quorum for a vote is three members.</p> <p>The SMT appoints members to the Academic Board. Members serve for two years and can be reappointed for a further two years. The Board consists of a minimum of four and a maximum of eight members. The Chair is appointed by the SMT.</p> <p><b>Members commit to</b></p> <ul style="list-style-type: none"> <li>• Attending scheduled meetings</li> <li>• Sharing communication and information</li> <li>• Making timely decisions and taking appropriate action</li> <li>• Be familiar with B &amp; B Nursing QQI QAS system.</li> </ul> <p><b>Members can expect</b></p> <ul style="list-style-type: none"> <li>• To be provided with a comprehensive induction to the policies and processes as outlined in the QAS.</li> <li>• To be provided with complete, accurate and meaningful information in a timely manner</li> <li>• To be given reasonable time to make decisions</li> <li>• To be alerted to potential risks and issues as they arise</li> </ul> |

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|                            | <ul style="list-style-type: none"> <li>• Partake in open and honest discussion.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Terms of Reference:</b> | <ul style="list-style-type: none"> <li>• To consider and provide feedback, suggested improvements on results approval panel reports, programme reviews and external evaluations.</li> <li>• Maintain oversight of the implementation of B&amp;B Nursing Ltd QQI Quality Assurance System (QAS</li> <li>• Approve QA reports prior to publication.</li> <li>• Approve significant changes to the QA system including proposed policy changes.</li> <li>• Review and adjudicate escalated academic complaints.</li> <li>• Maintain oversight of the adequacy of PEL arrangements</li> <li>• Review and monitor academic-related risk for the Centre’s “Risk Register.”</li> <li>• Review new programme proposals and make recommendations to progress.</li> <li>• Review and approve new programme documents prior to submission to QQI.</li> <li>• Maintain oversight of teaching, learning and assessment strategies including the use of synchronous teaching where required to meet learner needs.</li> <li>• Approve and review mechanisms for stakeholder consultation.</li> <li>• Ensure that Learner interests are protected.</li> <li>• Monitor the recommendations and implementation of improvements made by all review</li> </ul> |
| <b>Meetings:</b>           | <p>The Academic Board meets in accordance with the certification periods being submitted by the centre to QQI QBS.</p> <p>Additional meetings can be called by the Chair if necessary.</p> <p>A quorum of at least three members which must include at least two external members. Decision-making: By vote. Each member has an equal vote. The Chair has the casting vote.</p> <p>A copy of the QA manual is available for reference at meetings.</p> <p>The QA Coordinator provides</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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|                                | <ul style="list-style-type: none"> <li>• Administrative support and maintains minutes, reports, and all other documentation.</li> <li>• Issues an agenda at least 10 working days in advance having agreed the agenda with the Chair.</li> <li>• Issues meeting minutes within five working days of a meeting having agreed the minutes with the Chair before they are issued.</li> </ul> |
| <b>Requirements:</b>           | Agenda Template<br>Meeting Report Template                                                                                                                                                                                                                                                                                                                                                |
| <b>Reporting Requirements:</b> | The Academic Chair reports to the Board of Directors.<br>Terms of Reference may be amended, varied, or modified in writing only after consultation and agreement by the SMT.                                                                                                                                                                                                              |

### Results Approval Panel

|                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Purpose:</b>            | The role of the RAP is to comprehensively review the assessment process and assessment results and sign-off results before they are submitted to QQI QBS for certification.                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Membership:</b>         | <p><b>Members include</b></p> <p>External Chair appointed by the AB. The Board ensures that there is no conflict of interest.</p> <p>Internal Verifier</p> <p>Training &amp; Quality Manager</p> <p>Tutor/s (who have not submitted Learners for assessment approval in certification period)</p> <p>Training Support Administrator (Secretariat)</p> <p>If necessary, the Chair may invite experts, e.g., External Authenticator, independent quality assurance specialist or subject matter specialist for guidance /advice if required where an issue may arise.</p> |
| <b>Terms of Reference:</b> | <ul style="list-style-type: none"> <li>• Ensure results are in line with the guideline marking and grading scheme.</li> <li>• Ensuring all results are quality assured and signed off by relevant personnel prior to submission to QQI.</li> </ul>                                                                                                                                                                                                                                                                                                                      |

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|                                | <ul style="list-style-type: none"> <li>• Make appropriate decisions about the outcome of the authentication processes.</li> <li>• Track for consistency amongst tutors; especially where the same module is taught by multiple tutors.</li> <li>• Confirm that there is evidence of appropriate record keeping and effective application of assessment and administrative procedures.</li> <li>• Ensure any suspected irregularities are investigated and acted on.</li> <li>• Note issues arising from the internal verification and external authentication processes for corrective action.</li> <li>• Maintain oversight of assessment trends and results.</li> <li>• Consider assessment-related risk.</li> </ul>                                                                                                                                                                                                                                                                                                         |
| <b>Meetings:</b>               | <p>The Panel meets per certification period for submission to QBS to review and sign off on results prior to submission to QQI for certification.</p> <p>Meetings are convened by the Training Support Administrator according to a schedule agreed in advance by the Board.</p> <p>A quorum of three must be present.</p> <p>Each member has an equal vote in decision making. The Chair has the casting vote.</p> <p>A copy of the QAS documents is available for reference at meetings.</p> <p>The Training Support Administrator provides administrative support, maintains minutes, reports, and other documentation as necessary.</p> <p>An agenda is issued at least 10 working days in advance.</p> <p>Minutes are issued within five working days of a meeting having agreed the minutes with the Chair before they are issued.</p> <p>The Training Support Administrator prepares the results approval panel report and agrees it with the Chair.</p> <p>A copy of the Report is presented to the SMT and the AB</p> |
| <b>Requirements:</b>           | <p>RAP Meeting Agenda</p> <p>RAP Report Template</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Reporting Requirements:</b> | <p>The Results Approval Panel reports to the Academic Board</p> <p>This policy may be amended, varied, or modified in writing only after consultation and agreement by the AB.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

### Senior Management Team

|                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <b>Purpose:</b>            | <p>The Senior Management Team is responsible for the day-to-day management of all activities and operations and the implementation of our strategic business plans.</p> <p>Delegated Responsibility</p> <p>The SMT has delegated responsibility to the Academic Board for the oversight of all academic related activities and academic decision-making.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Membership:</b>         | <p><b>Members include</b></p> <p>Centre Manager</p> <p>Finance Officer</p> <p>Office Support Staff</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Terms of Reference:</b> | <ul style="list-style-type: none"> <li>• Financial management and budget allocation</li> <li>• Strategic planning and implementation of business plans.</li> <li>• Operations and support services</li> <li>• Administration and registration</li> <li>• Risk management, assessment and review</li> <li>• Marketing, promotion, and business development</li> <li>• Staffing, staff development, human resource management staffing</li> <li>• Safety and safeguarding</li> <li>• Facilities management</li> <li>• Appointment of members and Chair of the Academic Board and the Results Approval Panel as necessary.</li> <li>• Monitor the effectiveness of governance structures.</li> <li>• Relationship with QQI</li> <li>• Review the Management System and reports.</li> <li>• Performance and progress reviews on planned objectives.</li> <li>• Liaise with tutors and learners for programme resources.</li> </ul> |
| <b>Meetings:</b>           | <p>The SMT meets monthly.</p> <p>Meetings are convened by the Centre Manager according to a time date</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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|  | <p>schedule agreed in advance.</p> <p>Additional meetings can be convened by the Centre Manager if necessary.</p> <p>A quorum for a vote is three members.</p> <p>The Administrator provides administrative support, issues agendas, and maintains minutes, reports, and other documentation as necessary.</p> |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



## Programme Development and Review Team

|                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| <b>Purpose:</b>            | B&B Nursing Ltd continuously defines and improves its processes to review, improve, and develop programmes, which are already validated, being proposed for revalidation, or are being proposed for new validation by QQI.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Membership:</b>         | <p><b>Members include</b></p> <p>Training &amp; Quality Manager</p> <p>Industry/sector representative/employer when appropriate</p> <p>Tutor/s</p> <p>Training Administrative Support</p> <p>Note: Members are appointed by the AB. The term of office is determined by the process. The team are also responsible for review of programme (annually on rotating basis per award).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Terms of Reference:</b> | <ul style="list-style-type: none"> <li>• Research programme needs from the proposal form.</li> <li>• Proceed with programme development once final approval is received from the AB and funding budget is secured from the SMT.</li> <li>• Ensures that the design for a programme intended to lead to a QQI award is based on: <ul style="list-style-type: none"> <li>❖ QQI Policies and Criteria for Validation of Programmes</li> <li>❖ The published award specification (if a CAS award)</li> <li>❖ The requirements of programme validation</li> <li>❖ Centre policies and procedures as agreed in the QAS.</li> </ul> </li> <li>• Develop content, the scheme of work, lesson plans resource and administrative materials based on programme module descriptor.</li> <li>• Design a formative and summative assessment strategy; devise assessment guidelines, instruments, marking and grading schemes.</li> <li>• Considers the needs of Learners with specific needs and design programme structures and materials which are inclusive and accessible.</li> <li>• Engage with external expertise as required throughout the process to get their input.</li> <li>• Draw up admission requirements, including arrangements for Recognition of Prior Learning for applicants that do not meet the entry requirements.</li> </ul> |

|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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|                                | <ul style="list-style-type: none"> <li>• Research and document transfer and progression options and consult with other providers who may be able to offer pathways.</li> <li>• Engage with external stakeholders e.g., employers, industry representatives etc. as required.</li> <li>• Identify likely threats and risks and mitigating measures.</li> <li>• Pilot the programme, make amendments as recommended.</li> <li>• Draw up the Programme Descriptor, the application for validation and a copy of all programme materials.</li> <li>• Present to the AB for review and sign off for submission to QQI.</li> <li>• On approval, complete tutor induction prior to programme delivery.</li> </ul> |
| <b>Meetings:</b>               | <p>The team meets as required. Meetings are convened and coordinated by the Training Support Administrative who</p> <ul style="list-style-type: none"> <li>• Writes up and circulates minutes/action plans to members within five working days of a meeting.</li> <li>• Maintains minutes, reports, and all other documentation.</li> </ul> <p>A copy of the QA manual and support materials must be available for reference at meetings.</p> <p>Decision-making: By vote. Each member has an equal vote.</p> <p>Prepare draft programme proposal for consideration by the AB.</p> <p>Complete the programme for submission to QQI for validation/re validation.</p>                                       |
| <b>Reporting Requirements:</b> | The Programme Development Team report to the Academic Board                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

## Training and Quality Manager

- Coordinate and schedule courses with appropriate planning for tutor and learner needs
- Liaise with Learners and Tutors on an ongoing basis during course delivery and assessment
- Support Tutors in delivering high quality education and training programmes.
- To ensure that staff involved in training and/ or assessment comply with internal quality assurance guidelines
- Coordination of tutor and support staff in CPD.
- Identify and assess academic/programme related risk and maintenance of this section of the risk register
- Assist with programme design, development, and application to QQI for Validation
- Coordinate IV EA compile assessment summary and prepare RAP report, attend RAP meeting
- Keep abreast of current research in healthcare and education for adult learning sector.
- Coordinate and deal with reasonable accommodation/compassionate consideration and complaints
- Monitor and review tutor training requirements to ensure up to date and best practice for subject matter specialism and education and training teaching and learning methodologies.
- Monitor quality assurance within the training centre
- Liaise with QQI, other providers, sector agencies and external stakeholders as required
- Attend external training and quality meetings as required
- Day to day implementation monitoring, management and reporting of the QAS
- Responsible for coordination of self-evaluation process
- Report to the AB as relevant
- Coordinate the assessment appeals process
- Deals with Learner complaints and coordinate the complaints process
- Train staff and tutors in the use of the QA system
- Make recommendations regarding updates for the Learner and Tutor Handbook and Induction Presentation annually.

## Training Support Administrator

- Provide administrative support to the Training & Quality Manager on all related aspects of training.
- Advance preparation of teaching materials and supporting documentation for learners and staff.
- Initial point of contact for Learners, guide through the registration process and ensure all required documentation is in place.
- Attends meetings as required, circulate agendas, compile minutes and supporting documents, maintain minutes, reports, and documentation as necessary.
- Implement the administration requirements of the QAS on a day- to-day basis.
- Complete internal verification, compile required related IV reports.
- Input Learner details and results to QQI via the QBS.
- Coordinates the administration of an assessment appeal if needed.
- Secure distribution of award certificates to learners.
- Maintenance/safe destruction of assessment materials.
- Maintain Records Retention and Destruction Register.

## Tutor

- Delivery of course content and assessments as laid out in programme and assessment documents while ensuring all relevant Quality Assurance Standards of Practice requirements are adhered to.
- Advise the learner what they can expect as well as what is expected from them considering available learner supports available.
- Act as the main and primary point of contact and support for Learners throughout the programme.
- Provide formative and summative feedback.
- Maintain and record a register of attendance.
- Encourage Learners to reflect on their learning from each session and identify what worked well for them, what they learned etc.
- To ensure that assessments are adapted where advised and necessary without compromising the integrity of the assessment.
- Work in an inclusive and supportive manner that is learner – centred and focused
- Provide direction and instruction to Learners on appropriate reading material and resources on B&B Nursing's Learning platform Google Classrooms.
- To ensure the application/registration forms are completed for all Learners

- To complete and return the Tutor Report Form (Reference BB-F-020) to the Training Manager highlighting any issues, problems or challenges and to make recommendations that will enhance the delivery of quality training.
- To report any accidents or incidents and complete any paperwork allocated for that purpose.
- To provide Learners with sufficient verbal and written notice of assessment submission deadlines.
- Advise learners where to access Learner handbook and induction resources.
- To mark and grade learner assessments fairly following assessment marking scheme and in line with the standards for levels as describer on the NFQ.
- Provide the Training & Quality Manager with weekly programme up- dates and inform of any issues or concerns that may arise for individual Learners or with the content of the programme.
- Liaise with Training & Quality Manager for required resources.
- If nominated to PDT assist and contribute to the development, review of high- quality content programme and associated resources in line with relevant QA and best education and learning practices for the benefit of learners.
- Participate in programme meetings and other meetings where appropriate including community of practice meetings with colleagues in order to share experiences and support each other in teaching practice.
- Inform Training & Quality Manager of any external CPD completed and attend CPD offered by B&B Nursing Ltd.

### Internal Verifier

- Check that required assessment evidence is submitted by learners for each programme.
- Check that all programme administration and assessment paperwork is present and correct.
- Verify that the assessment procedures have been correctly applied using the techniques and instruments in the validated programme.
- Confirm that assessment evidence exists, and mark/grade results are checked, totalled and correctly recorded.
- That the marks allocated follow the marking and grading scheme, are correctly totalled on the individual learner marking sheet.
- The marks and grade awarded are transferred correctly to the Group Summary Sheet.
- That each learner is registered on the QQI web entry system (QBS).
- The Internal Verifier completes the Internal Verifier Report confirming the accuracy of the results awarded by the tutor during the assessment process.

- The report highlights any errors, irregularities or omissions identified in the process.
- Collate and monitor key performance indicators per certification period.
- The Internal Verifier Report is made available to the External Authenticator the Results Approval Panel and AB.
- Learner evidence from new tutors identified for external authentication.
- Prepare requisites per programme for External Authenticator visit.

## External Authenticator

The role is to provide independent confirmation of:

- Fair and consistent assessment of learners in line with QQI programme validation agreement and centre QAS assessment policies and procedures.
- Ensure consistency of assessment results in line with NQF Grade Level Indicator Criteria
- Sign off QQI Authentication Report by Learner Group by Minor Award Result.

## Qualifications & Experience

- Be a subject matter expert.
- Have a background and knowledge of learner assessment in training / education
- Be familiar with standards and systems in Education & Training and Training Centre assessment process and external authentication of assessment results.
- Work in a professional and confidential way and within the time frame agreed.
- Operate within relevant code of practice. REF: QQI QA Assessment – Guidelines for External Authenticators, rev Feb 2015.
- Complete site visit/ online link on an agreed date to authenticate assessment evidence and process.
- Pre-select the sample in line with the training centre sampling strategy and guidelines. Check that records and assessment evidence is available and appropriate.
- Review of internal verification reports and follow up of previous external authentication reports if appropriate.
- Review component/module assessment specifications, briefs, marking and grade schemes and indicative answers for award standards to be authenticated.
- Apply provider sampling strategy.
- Review and authenticate the grade(s) awarded to the learner in line with guidelines - QQI QA Assessment – Guidelines for External Authenticators, revised Feb 2015.

- Conduct a closing meeting with the Training & Quality Manager to identify any issues of concern and areas of good practice.

- Complete external authentication report and submit to the centre administrator within five working days of visit.
- Participate if requested by phone/zoom for clarification/queries to the RAP meeting.
- Maintain all information, documentation, report(s) and discussions as confidential.

#### Conflict of Interest

The External Authenticator assigned by the training centre must be independent of the centre. The Authenticator has a responsibility to inform the Training Centre if there is any conflict of interest which may arise or may bring into question the integrity of the process.

### External Independent Consultant

The overall role of the External Independent Consultant is to carry out as contracted:

- A systematic and methodical analysis of a programme
- To undertake a self-evaluation of the Centre.
- Consultation on a particular area/ topic as required by the centre

#### Qualifications & Experience

- Be a subject matter expert.
- Have a background in training/education.
- Be familiar with standards and systems in Education & Training and Training Centre assessment process and external authentication of assessment results.
- Work in a professional and confidential way and within the time frame agreed.

#### Responsibilities and Tasks

- Conduct the required review within the agreed parameters
- Issue a report with findings highlighting both the strengths and weaknesses found.
- Discuss the findings and any recommendations with the Centre Manager
- The report will form the basis of a programme/ QMS improvement plan.

#### Conflict of Interest

The External Consultant assigned must be independent of the centre and has responsibility to inform the Training Centre if there is any conflict of interest which may arise or may bring into question the integrity of the required review.



- Manage and maintain the day-to-day operation of B&B Nursing Ltd
- Maintain the operational performance financial control systems of the organisation Engage in high levels of professional standards and practices with the team and respect confidentiality on all matters
- Promote and act as an ambassador of B&B Nursing Ltd. Review sales and advertising campaigns for training programme Develop and review strategies to meet organization objectives
- Manage the commercial Risk register, Incident/Accident and Complaints Registers. Responsibility for the accuracy of public information before publication Management and reporting on risk and maintain the risk register
- Acts as the Data Protection Officer (DPO) for Data protection requirements Review and manage staff and resource levels
- Securement of suitable external training venues as advised by training schedule
- Developing and implementing improvement frameworks, risk, and performance management systems
- Procurement of new equipment and resources, organization of preventive maintenance requirements, calling for repairs, maintaining equipment inventories
- Consult with all team members for the provision and supply of resources and materials.

### **Finance Officer**

- Overall responsibility for the company's financial affairs
- Ensure finances are managed prudently, responsibly and legally
- Review monthly and end-of-year financial report
- Ensure that regular cost-benefit analysis is prepared
- Advise on all financial matters
- Ensuring Revenue Compliance
- Consults with Solicitor and Accountant as necessary.

### **Office Support Staff**

#### **(Office Assistant / Secretary/ Registration Officer)**

- General office administration, generate reports, correspondence and particularly as related to accounts
- Answers phone calls, schedule meetings and support visitors.
- Prepare advertising and marketing material for approval.

- Undertake duties and responsibilities as delegated by the CM.
- Act as administrative support for the training support administrator during busy periods.
- Maintains email lists and records as relevant.

## IT Support Services

IT Service Agreement is in place for

- Hardware asset inventory
- Notification of sub-standard hardware configurations
- Warranty information
- Detailed inventory of the software, Windows patch history and services on each computer
- Security Assurance
- Patch Monitoring & Management
- Virus Definition Monitoring & Management
- System Administration
- Help Desk & Emergency Support Systems

## Health & Safety Officer

B&B Nursing Ltd recognize the importance of this role in our health care training provision. We are committed to providing safe environments and will ensure that all Safety, Health, and Welfare guidance is followed. As a result of Covid-19, we are committed to health care provision and provide good guidance on all protective measures. This role is held by one of our Tutors to ensure compliance with Health care requirements.

Responsibilities:

- Ensure implementation in practice of legislation concerning safety and health
- Report any issues or concerns to the CM.
- Assist in the development of guidelines for Safety and Welfare
- Identify risks and hazards through risk assessment in our documented process and alignment to identified risk processes
- Assistance in the induction of new employees and provide information about their role

## Risk Management

Risk Management involves the planned and systematic approach to the identification, evaluation and control of risk across all aspects of B&B Nursing Ltd so that objectives are more likely to be achieved and damaging events are avoided or minimized.

It is concerned with evaluating the measures that B&B Nursing Ltd has in place already to manage identified risks and then suggesting actions that the company should take to control these risks more effectively. For identified possible risks the outcome of risk management is the reduced likelihood of a risk occurring or limiting the consequences should the risk occur by implementing appropriate methods of control.

The SMT is responsible for risk management and devolves responsibility for oversight of academic and training-related risk to the Academic Board. Academic risks are reviewed by the AB Chair who provides the CM with any updates for the risk registrar. The CM records and categorises risks, evaluation, mitigation measures and their implementation on the Risk Registrar Form (Reference BB-F-003).

## Definitions

**Risk:** A limited benefit from opportunities available, suffering damage or disadvantage, or not achieving objectives due to an internal or external event. Risks, by their very nature, may or may not occur and fall into a variety of categories, most of which are listed below

- **Strategic Risks:** The inability to achieve operational objectives.
- **Operational Risks:** The inability to prevent losses resulting from inadequate internal processes and systems.
- **Financial Risks:** Exposure to losses arising as a result of inadequate controls or the need to improve the management of B&B Nursing Ltd.'s financial assets.
- **Reputational Risks:** Exposure to losses arising as a result of bad press and negative public image.
- **Learner Experience:** Exposure to losses arising from learner dissatisfaction with B&B Nursing Ltd operations.
- **Legal / Regulatory / Compliance Risk:** The inability to prevent losses resulting from breaches of legislation or regulations.

**Risk Identification:** A process of determining what risks can occur, the reasons for them and how they may be mitigated.

**Risk Analysis:** The systematic use of available information to determine the likelihood of specific events occurring and the magnitude of their consequences and impact on B&B Nursing Ltd.

**Risk Assessment:** The assessment and prioritisation on a combined basis of the likelihood of a risk occurrence and the resulting impact should they materialise.

**Risk Register:** A risk recording and monitoring tool for the management of risk within B&B Nursing Ltd.

**Risk Appetite:** The amount of risk an organisation is prepared to accept based on the expected return of the development or on the activity in question.

### **Risk Management Framework**

The Risk Management Framework is a process consisting of steps that enable continual improvement in decision making. It constitutes a fit for purpose method of identifying, analysing, evaluating, treating, monitoring and communicating risks associated with any activity in a way that will minimise losses and maximise opportunities. B&B Nursing Ltd.'s Risk Management Framework provides assurance from academic and administrative departments to the senior management team and to the Governing Body. Effective risk management focuses on understanding and measuring risk and control rather than necessarily avoiding or eliminating it and comprises of the steps described in the following sections.

### **Risk Identification**

The purpose of risk identification is to produce a list of the potential risks that could impact on B&B Nursing Ltd.'s ability in achieving its objectives. Risks will be identified under four categories (Table 1)

Table 1: Risk Likelihood Criteria

| <b>Rating</b> | <b>Description</b> | <b>Likelihood</b> |
|---------------|--------------------|-------------------|
| <b>4</b>      | Highly likely      | 75-100%           |
| <b>3</b>      | Probable           | 51-74%            |
| <b>2</b>      | Possible           | 26-49%            |
| <b>1</b>      | Remote             | 6-25%             |

## Risk Assessment

Appropriate quantification of risk is critical to an effective Risk Management Framework.

The risk will be assessed using a 4x4 scale for the likelihood and impact of each risk before and after mitigating actions according to the criteria shown in Table 1 and in Table 2.

Table 2: Risk Impact Rating

| Risk Impact Rating |          |
|--------------------|----------|
| <b>Extreme</b>     | <b>4</b> |
| <b>Serious</b>     | <b>3</b> |
| <b>Moderate</b>    | <b>2</b> |
| <b>Minor</b>       | <b>1</b> |

When rating the risk identified, B&B Nursing Ltd will use the Risk Rating Map in Table 3 to calculate the risk score and then the Classification of Risks in Table 4 to identify the risk rating.

Table 3: Risk Rating Map

| Likelihood   | Impact     |              |              |                   |
|--------------|------------|--------------|--------------|-------------------|
|              | Remote (1) | Possible (2) | Probable (3) | Highly Likely (4) |
| Extreme (4)  | 4          | 8            | 12           | 16                |
| Serious (3)  | 3          | 6            | 9            | 12                |
| Moderate (2) | 2          | 4            | 6            | 8                 |
| Minor (1)    | 1          | 2            | 3            | 4                 |

Table 4: Classification of Risks

| Classification of Risks |               | Scores |
|-------------------------|---------------|--------|
| <b>Extreme</b>          | <b>Red</b>    | 12-16  |
| <b>Serious</b>          | <b>Amber</b>  | 8-11.9 |
| <b>Moderate</b>         | <b>Yellow</b> | 4-7.9  |
| <b>Minor</b>            | <b>Green</b>  | 1-3.9  |

## Control of Risk

Based on the risk assessment, controls and mitigating actions are put in place to reduce exposure to the risk materialising. B&B Nursing Ltd risk appetite defines how it accepts and manages risk, its tolerance of risks falls into four categories

- Trivial Risks – risks that are minor and therefore acceptable and do not need to be managed
- Acceptable Risks – risks that are acceptable and do not need to be managed
- Manageable Risks – risks that are acceptable but need to be managed
- Unacceptable Risks – risks that are unacceptable and therefore the activity associated with the risk should not proceed.

Upon completion of a risk assessment and taking account of the it's risk appetite, there is a number of options available to B&B Nursing Ltd when deciding on how to deal with the risks facing the company.

These are

- Terminate – avoid the risk
- Transfer – transfer the risk to a third party
- Treat – retain and control the risk
- Tolerate – exposure to the risk is tolerable without any further action.

## Management of Quality

It is the policy of B&B Nursing Ltd to provide responsible oversight of the QQI QAS using a combination of our own experience, guidance from national agencies and external professionals.

This oversight extends to programme delivery and assessment, certification, programme development, validation, monitoring, evaluation and review. Strengths and weaknesses are identified during reviews and evaluations with the intention of driving improvements.

Objectives are reviewed each certification period by way of reports (Tutor, Learners IV, EA,RAP) with findings collated and presented to the RAP and AB meetings.

We use the findings of internal and external monitoring and evaluation systems to develop and implement plans for amendments as required along with continual improvement and to anticipate and mitigate risk.

We aim to be collaborative in the way the centre is managed, reflecting our strong commitment to our

learners, their employers, our Tutors and all stakeholders.

We undertake a comprehensive review of the QA system every two years to ensure that it meets our changing needs, regulatory requirements, and the needs of ~~skills~~ and are an effective contributor to improving the quality of programmes and services.

There are sufficient resources in place to ensure the sustainability of the training centre. Under company law accounts are audited annually. The finance officer communicates all required financial matters to the CM on a regular basis.

We value Learner feedback and are committed to taking timely action in response to recommendations for improvements where valid issues are raised. We listen and act on feedback gathered through the learner and tutor report forms, meetings, complaints, programme review, evaluation and by maintaining contact with our learners. We have a learner as a member of our Academic Board.

## Embedding a quality culture

Collectively, B&B Nursing Ltd work to an overall principle of embedding a positive quality culture by way of

- Our commitment to recognising the importance of quality, quality assurance, quality improvement and enhancement.
- Ensuring that all staff and learners are involved in quality, are proactive in its implementation and improvement.
- Assuring quality is set out in the role of all staff descriptions and is addressed at induction.
- Copies of the QAM and any supporting documentation are easily accessible.
- Ensuring policies and procedures are reviewed, revised, updated and approved in a cyclical manner or, as and when required.
- Ensuring the appropriate allocation of resources.
- Quality related issues are an agenda item at all governance and team meetings.
- We encourage feedback from internal and external stakeholders with regards to the quality of what we do and act on this feedback as deemed necessary and appropriate.

## CORE GUIDELINE 2: DOCUMENTATED APPROACH TO QUALITY ASSURANCE

### Documented policies and procedures

B&B Nursing Ltd has devised a quality assurance system to support the development and delivery of quality training programmes to learners. In developing our quality assurance system, B&B Nursing Ltd has taken time to embed a quality assurance culture in relation to both operational activities and education oversight of training provision. This culture supports the objectives of monitoring, review and continual improvement. Our quality assurance system is fully documented to ensure that the services we supply are consistent with all our stakeholder requirements, national standards and any applicable legislation through the implementation of appropriate policies and procedures. The purpose of policies and procedures is to promote best practice, standardise practices, and ensure we meet legislative and regulatory requirements and to ensure that staff are clear on their roles and responsibilities.

B&B Nursing Ltd documents its quality assurance system in its Quality Assurance Manual (QAM) with policies and procedures, associated documentation and records developed as per QQI's 11 core guidelines.

The QAM and its supporting documents guide the day-to-day activities of our Training centre to ensure the highest quality of educational provision for our learners.

A copy of our approved QAM is published on our website. An electronic copy of all documents is available to users on a shared internal drive folder.

There is a copy of the QAM available for reference at RAP and AB meetings.

Members of the AB, EA and external, as required have access to the QAM at appointment in order to become familiar with our policies and procedures.

All staff are inducted in implementation of the QAS, where the QAM and associated procedures are key documents required. All Tutors who deliver on behalf of B&B Nursing Ltd are inducted to QAM as well as to the Tutor and Learner Handbook.

Documents and records are created and or amended as required to ensure ongoing effectiveness as we continue to evolve in response to internal and external change, in association with relevant staff and approved by the AB.



In support of QAM there is a Learner Handbook (Reference BB-MISC-003) and a Tutor Handbook (Reference BB-MISC-002) in place.

The Learner Handbook is available on Google Classroom. Details of programme content, delivery methods, assessment techniques, learner briefs, deadlines for assessment submission, research resources, required administration and assessment documents and records are all contained within it. Learner Handbooks are available at or in advance of induction.

The Tutor handbook is available on Google Class room with the same content as the learner handbook with the addition of marking and grading sheets, sample answers and required administration and assessment documents and records.

We regard the Learner and Tutor Handbooks as key components within our QA documents.

Our aim is to make the handbooks as user-friendly as possible with concise content. The contents are linked to the quality assurance policies and procedures which are most relevant to the users.

They are reviewed annually with approved updates on stakeholder feedback made as deemed appropriate.

## **A comprehensive system**

B&B Nursing Ltd.'s quality assurance policies, procedures and systems are designed as a comprehensive system which is implanted across our education and training activities at all levels. These policies, procedures, and systems span both the operational domain (e.g., governance, finance, human resources) and academic domain. These policies and procedures are translated into practice through a variety of internal quality assurance processes that allow participation by all staff within the company.

|                            |                   |          |
|----------------------------|-------------------|----------|
| <b>B&amp;B Nursing Ltd</b> | Document No:      | BB-P-001 |
|                            | Revision No:      | 0        |
|                            | Approved Date:    | DEC 2024 |
|                            | Next Review Date: | DEC 2025 |
| Document Control           | Issued By:        | AB       |

### Purpose

To clearly define how B&B Nursing Ltd ensures that all documentation pertaining to our QMS are managed and maintained appropriately.

### Procedure

1. All internal documentation created within B&B Nursing Ltd must use a relevant naming convention and template where possible. For best practice of standardisation, where practicably possible, the below header format shall be used on internal documentation as it contains the relevant space to input all the required information.

|                              |                   |  |
|------------------------------|-------------------|--|
| <b>B&amp;B Nursing Ltd</b>   | Document No:      |  |
|                              | Revision No:      |  |
|                              | Approved Date:    |  |
|                              | Next Review Date: |  |
|                              | Issued By:        |  |
| <b>Document / Form Title</b> |                   |  |

2. Document numbering must be defined using the following approach.
  - Firstly, add BB, this represents B&B Nursing Ltd
  - Secondly, define what type of document is being created, using the following guide:

| Code | Document Type |
|------|---------------|
| P    | Policy        |
| F    | Form          |
| MISC | Miscellaneous |

- Thirdly, input document number using numerical sequence beginning with 001. For example, BB-P-001, BB-F-001 or BB-MISC-001.
3. The QAM is the central repository for all implemented QA policies. The following are included in each policy, where appropriate:

- The purpose of the policy
  - Associated procedures
  - Monitoring and Review
4. All documents, regardless of whether they are new documents or revised versions of existing documents must be approved by the Academic Board for suitability and adequacy prior to release.
  5. Once documentation is approved for release the Training Support Administrator removes all previous versions from online QA folders and archives them. The released document reflects current practice and should be followed by all to whom they are applicable to.
  6. A list of all policies and forms are available on the Document Register Form BB-F-001.

### **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

### CORE GUIDELINE 3: PROGRAMMES OF EDUCATION AND TRAINING

|                                                                                   |                   |          |
|-----------------------------------------------------------------------------------|-------------------|----------|
| <b>B&amp;B Nursing Ltd</b><br><br><b>Development and Validation of Programmes</b> | Document No:      | BB-P-002 |
|                                                                                   | Revision No:      | 0        |
|                                                                                   | Approved Date:    | DEC 2024 |
|                                                                                   | Next Review Date: | DEC 2025 |
|                                                                                   | Issued By:        | AB       |

#### Purpose

The purpose of this procedure is to ensure that request for new programmes being submitted to QQI for validation are developed consistently and in accordance with QQI requirements.

#### Procedure

##### Stage 1: Identification of a New Programme

Ongoing external stakeholder engagement allows B&B Nursing Ltd to keep abreast of industry requirements in order to identify potential skills and knowledge gaps and address these through the development of relevant programmes. Ideas and demand for the development of new programmes originate from the on-going monitoring of current programmes by the TQM, as well as from engagement with current learners, prospective learners and employers, tutors, SMT, AB and relevant sector agencies.

##### Stage 2: Internal Approval of New Programme

The TQM prepares an outline proposal for the new programme. This is reviewed by the SMT to ascertain the following

- Relevance of proposed programme to B&B Nursing Ltd.'s vision.
- Relevance of proposed programme to B&B Nursing Ltd market and industry needs.
- Learner / Employer demand for the programme,
- Implications of providing the new programme
- Viability (costings) for the programme and commercial decision making.

If the new programme proposal is accepted by the SMT, it is sent for review to the AB. The AB reviews the programme proposal in terms of

- Academic suitability
- Accreditation, certification requirements and Professional licencing
- Human resources (tutors, teaching qualifications etc.), physical/digital resources, learner support facilities
- Work experience/work-based learning requirements and academic decision making

If programme proposal is approved, AB convenes the PDT specifying membership and external expertise as required.

### Stage 3: Programme Design and Development

Following approval of the proposal by the AB, a Programme Development Team (PDT) is established to develop the programme and relevant documentation. Membership, as deemed appropriate can include the TQM, industry / sector representative, tutor, TSA, an internal / external subject matter expert. Programmes are developed using the ADDIE model of course design (Analysis, Design, Develop, Implement, and Evaluate).

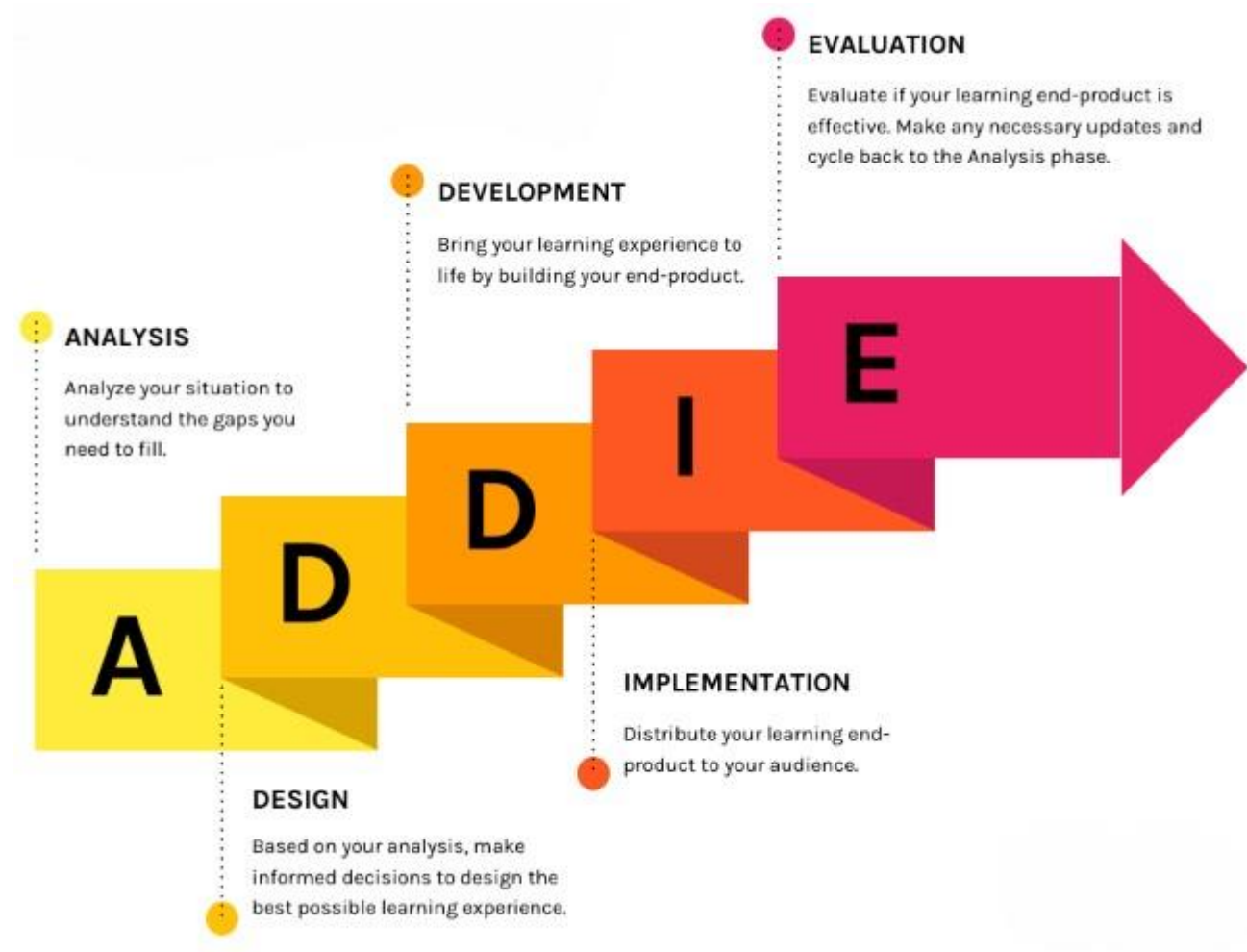


Figure 4: The ADDIE Model

The PDT develops a project plan that will

- Identify the appropriate programme module with the relevant learning outcomes as identified in the training needs analysis.

- Develop the programme content, course materials, assessment techniques and tools used on the selected module descriptor on CAS taking into account the mapping of MIPLOs and MIMLOs to content and assessment, the learner profile and the learning environment for delivery.
- Draw up admission requirements, arrangements for RPL for applicants that do not meet the entry requirements.
- Comply with the requirements of Access, Transfer and Progression (ATP).
- Identify likely treats / risks and mitigating measures.
- Identify physical and digital resources
- Set out requirements for programme ongoing management
- Document proposed programme schedule.
- Prepare documentation for validation to QQI.

#### **Stage 4: Programme Final Approval and Submission to QQI for Validation**

- All documentation prepared by the PDT is subject to a final quality check by the AB.
- AB ensures that programme is developed in line with B&B quality assurance procedures and in line with all QQI validation criteria. Any gaps or omissions are identified by the AB and programme application is returned to the PDT. The PDT rectifies issues as per the instructions of the AB and returns all final documentation for the validation application to the AB. AB is responsible for final approval of the new programme validation application and/or programme revalidation applications.
- Completed applications are returned to SMT for submission to QQI and payment of relevant fees.
- Where special conditions for programme validation are identified by QQI, the PDT will address these and the AB will review and approve all special conditions and confirm that these have been addressed in line with QQI requirements.

#### **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

#### **Note:**

**Please see the Programme Design, Development and Submission for QQI Validation Chart – Page 142**

|                                        |                   |          |
|----------------------------------------|-------------------|----------|
| <b>B&amp;B Nursing Ltd</b>             | Document No:      | BB-P-003 |
|                                        | Revision No:      | 0        |
|                                        | Approved Date:    | DEC 2024 |
|                                        | Next Review Date: | DEC 2025 |
|                                        | Issued By:        | AB       |
| <b>Protection of Enrolled Learners</b> |                   |          |

### Purpose

The purpose of Protection of Enrolled Learners (PEL) is to safeguard a learner's academic journey by ensuring that arrangements are in place for the learner to complete the programme that they have begun in the event that this programme is no longer offered by their provider for any reason as per the Qualifications and Quality Assurance (Education and Training) Act 2012 Part 6

### Procedure

1. B&B Nursing Ltd has PEL arrangements in place to ensure that if a programme of education and training (of three months duration or more and for which fees are paid) ceases prematurely, learners will be able to complete a similar programme with another provider.
2. B&B Nursing Ltd has PEL contractual agreements and arrangements in place with
  - Kilmuckridge Centre of Further Education, Coshier Centre Kilmuckridge, Gorey. Co.Wexford.
  - Forus Training, Castle House, Castle St, Bellview, Mullingar, Co.Westmeath.
  - RSG Flexible Learning College, Derrane, Co.Roscommon.
  - The College of Progressive Education, 8/10 Rock Hill, Main St, Blackrock, Dublin.
3. The AB reviews PEL arrangements annually, thus confirming B&B Nursing Ltd.'s PEL statutory obligations are satisfactory. The TQM is responsible for managing PEL arrangements and for ensuring that tutors and all learners enrolled on programmes are aware of the arrangements and informed of any updates should they occur.
4. B&B Nursing Ltd will continuously review and adopt best practices in regard to PEL and seek clarification from QQI as required.

### Monitoring and Review

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

|                                                                                  |                   |          |
|----------------------------------------------------------------------------------|-------------------|----------|
| <b>B&amp;B Nursing Ltd</b><br><br>Learner Admission, Progression and Recognition | Document No:      | BB-P-004 |
|                                                                                  | Revision No:      | 0        |
|                                                                                  | Approved Date:    | DEC 2024 |
|                                                                                  | Next Review Date: | DEC 2025 |
|                                                                                  | Issued By:        | AB       |

## Purpose

To provide clear information to current and prospective learners on the entry arrangements, progression opportunities and awards recognition of each programme offered so learners can make informed choices.

## Procedure

### Admission

B&B Nursing Ltd provides comprehensive, accurate and clear information on the entry requirements for admission to each course, these are documented on our website and brochures. We are also available to prospective learners prior to application for a course to assist them in making a decision to determine which programme of study best suits their needs.

B&B Nursing Ltd promotes inclusivity and diversity, welcoming all applications for consideration, and take a fair, transparent and consistent approach to the selection of learners that meet the programme entry requirements.

Learners are made aware of the time and workload involved in learning content and in the preparation and completion of assessments.

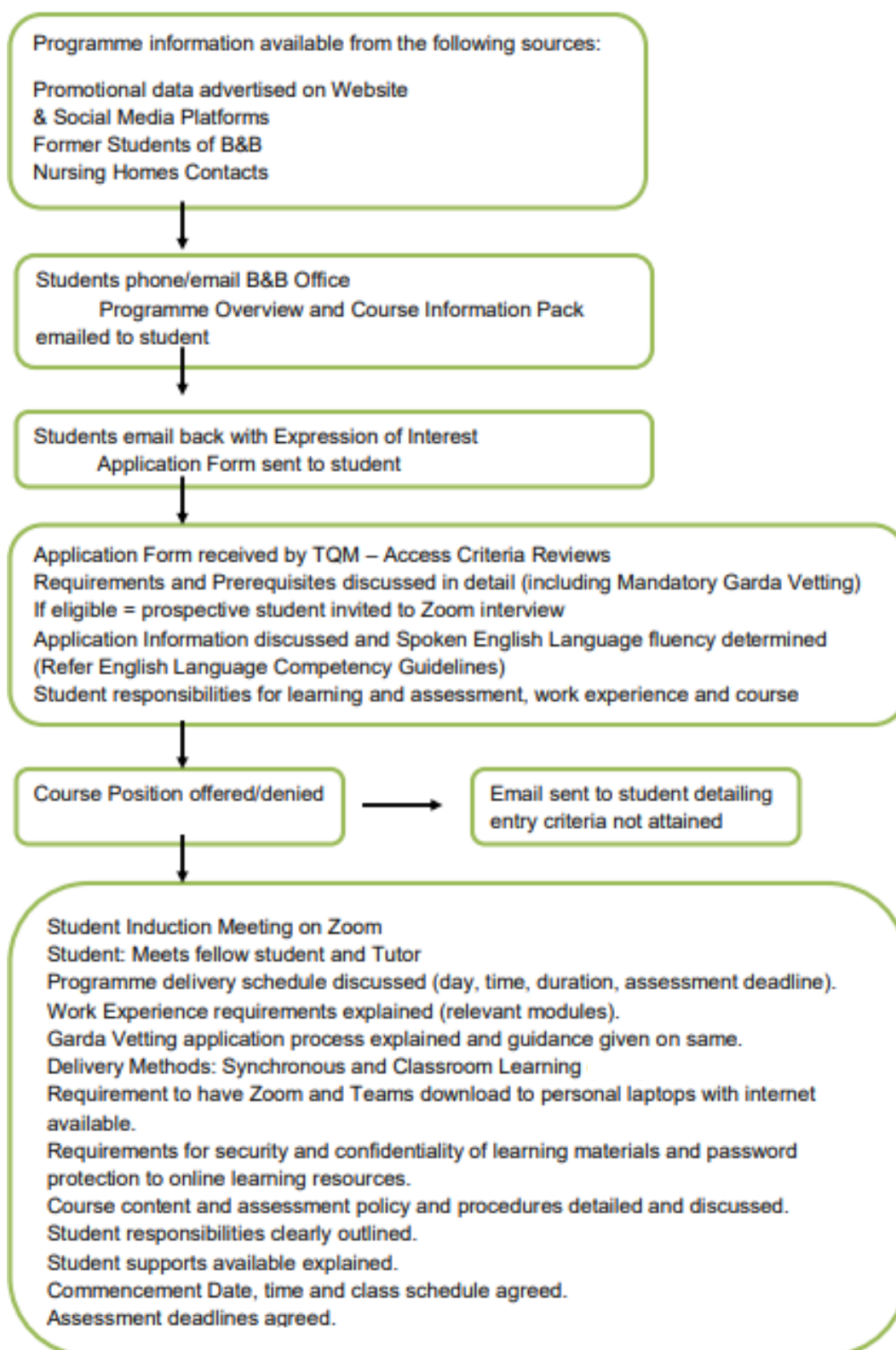
Applicants are sent a Learner Application Form (Reference BB-F-002) for completion. This is reviewed by the TQM/ Tutor to verify that applicants meet all entry requirements.

- Requirements as stated in the QQI module / component specification for each minor award.
- Criteria as detailed in the Equipped to Participate Criteria for access at NFQ Level 5 and 6 programmes.
- The necessity for learners to have the personality traits and skill sets to assist vulnerable people on completion of the programme.
- Where doubt exists in relation to a learner's language proficiency B&B Nursing Ltd conducts an assessment of a learner's English proficiency prior to being offered a place on a programme to ensure they meet the entry requirements and English proficiency to succeed on the Programme. (Reference English Language Proficiency Assessment Form BB-F-016 and the associated Mark Sheet for English Language Proficiency Assessment Form BB-F-017).
- The applicant must confirm that they understand and meet the minimum entry requirements



and that they are available to attend the scheduled sessions.

- All learners applying for a learning programme with B&B Nursing Ltd where there is a mandatory work placement requirement must complete a Garda Vetting process, before being offered a place on a programme. This is a legal requirement under the National Vetting Bureau (Children and Vulnerable Persons) Act 2012 to 2016 for the vetting of persons carrying out work with children or vulnerable persons.
- Subject to meeting all entry requirements B&B Nursing Ltd offer places based on the strongest match and then on a first-come first-served basis where applicants are equal.
- No tuition fees are accepted until the applicant has meet all the entry requirements.
- If a learner is seeking support from a funding agency, we issue them with a letter of acceptance.
- If we refuse an applicant a place, written feedback is provided on the reasons why the place is not offered. The learner is also informed of their right to appeal this decision.

**Figure 2: Learner Access and Application Pathway Progression**

B&B Nursing Ltd recognises the importance of learning as a pathway for entry to employment and career advancement. To this end our Tutors and TQM will assist learners with progression in the modules within their major award by way of scheduling and guidance on content and assessment requirements. Progression routes are available from B&B Nursing Ltd.'s validated Level 5 to Level 6 programmes. As required, B&B Nursing Ltd can on an individual learner basis provide information and guidance to learners on progression routes to other 3<sup>rd</sup> level education and / or programme opportunities. B&B Nursing Ltd also guide learners to other providers and agencies for further information, for example to local guidance services in local ETB's and to the National Academic Recognition Information Centre (NARIC) for advice on the academic recognition of foreign qualifications by comparing it where possible with a major award type and level on the Irish NFQ.

### **Recognition**

Learners with one or more modules of a full award completed with another provider are accepted provided:

- The minor award/s are recognised in the Major Award offered by B&B Nursing Ltd.
- That the minors completed are currently recognized on CAS. If outdated, then the TQM / TSA explains to the learner that the module credits are no longer valid for inclusion to achieve the major award and an alternative is available and suggested for completion.

Applicants for exemptions must submit their original award certificate (not a copy) to the TSA/TQM who retains a copy and returns the original immediately to the applicant by registered post. The certificate must have been achieved in a timeframe in line with QQI guidelines.

Given the size and scope of B&B Nursing Ltd as a QQI provider and with no staff qualified in RPL or having RPL mentoring experience, any Learner requiring portfolio collation of evidence for RPL is directed to the local ETB healthcare Coordinator or Adult Guidance Officer.

**Figure 3: Learner Access Criteria for Programmes at NFQ Levels 5 and 6**

| <b>Criteria for assess and admission</b>                                               | <b>NFQ Levels 5 and 6</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Educational Requirements</b>                                                        | <p>Leaving Certificate, Level 4 Certificate, or equivalent in a relevant subject area for Level 5 course.</p> <p>Leaving Certificate, Level 5 Certificate, or equivalent in a relevant subject area for Level 6 course.</p> <p>Relevant practical experience (minimum of 3 years) or Recognition of Prior Learning (RPL) for entry.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Exemptions</b>                                                                      | Possible exemptions from certain course components for individuals who already hold a QQI award or any healthcare/childcare award                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>English Language Requirement   Language Proficiency   Desirable Language Skills</b> | <p>Prospective applicants interested in courses offered by B&amp;B Nursing Ltd must showcase a proficiency level in the English language equivalent to CERFL B2+ to effectively engage with introductory subject matter in their respective fields of study, as all course materials are delivered in English.</p> <p>Evidence of competence and certification to this standard can also be demonstrated by means of the following assessments:<br/>IELTS (International English Language Testing System) or Cambridge, valid from within the last two years.</p> <p>In circumstances where continued doubt exists in relation to a learner's language proficiency after the above evidence has already been obtained, B&amp;B Nursing will conduct an internal assessment.</p> |
| <b>Garda Vetting:</b>                                                                  | Garda Vetting Disclosure is mandatory for participation to all Healthcare Courses. Learners can apply for this through B&B Nursing Ltd.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>IT Skills.</b>                                                                      | The learner will need to be proficient in typing in Microsoft Word format in order to submit assessments and supporting administration forms.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Independent Learning and Effort</b>                                                 | <p>As the programme is delivered through Synchronised Learning (Online Zoom and Classroom) learners must be capable of studying on their own initiative.</p> <p>Approximately 150 hours of study effort are required for QQI Level 5 or Level 6 modules.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| <b>Additional Information for Prospective Applicants</b>                                             |                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Practical Work Placement major awards</b>                                                         | Learners are required to undertake a practical supervised work placement of a minimum of 120 hours within a healthcare setting.                                                                                                                                                                                       |
| <b>Additional Courses</b>                                                                            | Manual Handling People Handling course in conjunction with the programme is mandatory.                                                                                                                                                                                                                                |
| <b>Assessment</b>                                                                                    | Assessment methods include a combination of final written examinations and continuous assessment processes, such as assignments, collection of work, learner records, projects, and skills demonstration.                                                                                                             |
| <b>Employment Opportunities major awards</b>                                                         | The programme is suitable for those looking to work as Healthcare Assistants employed by the state sector, agencies, registered care settings, private nursing homes, or those on work experience within a care setting.                                                                                              |
| <b>Transfer and Progression</b>                                                                      | The course is listed on the Higher Education Links Scheme and can be used to obtain access to higher-level courses (e.g., Level 7 or 8 on the National Framework) in related fields.                                                                                                                                  |
| <b>Generic skills such as literacy/ numeracy/ interpersonal skills</b>                               | Learner undertaking Level 5 & 6 programmes must be proficient at reading, drafting, preparing, and understanding information across a broad range of topics, including quantitative information. Texts may include information in relation to a family circumstance, a work-based plan or solution community concern. |
| <b>Specific supports available</b>                                                                   | Information on learner supports is provided at interview and in the learner handbook. Learners requiring reasonable accommodation must notify B&B Nursing Ltd prior to or at interview.                                                                                                                               |
| <b>Evaluate personal capacity to succeed within a programme either independently or with support</b> | Learners can discuss with B&B Nursing Ltd on how they can be assisted on the programme at enquiry/interview.                                                                                                                                                                                                          |

### Monitoring and Review

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

## Programme monitoring and review

Annual programme review and monitoring are an essential part of our quality assurance process in order to establish

- That programmes remains appropriate, and to create a supportive and effective learning environment.
- That the programme achieves the objectives set for it and responds to the needs of learners and the changing needs of society.
- The learner workload is appropriate to the intended award.
- Learner progression and completion rates.
- Effectiveness of procedures for the assessment of learners.
- Requirements for updates of the programme content; delivery modes; teaching and learning methods; learning supports and resources; and information provided to learners.
- Need to update external stakeholders relevant to the programme(s).
- Requirement to review quality assurance arrangements that are specific to that programme.

Monitoring and review of programmes through course evaluations and feedback allows issues to be resolved locally and in a timely manner, thus enabling B&B Nursing Ltd to identify learner support needs, identify staff training needs, ensure the programme meets QQI guidelines, ensure that the programme is relevant to the current labour market and to improve the overall quality of the programmes we deliver.

**CORE GUIDELINE 4: STAFF RECRUITMENT, MANAGEMENT AND DEVELOPMENT**

|                            |                   |          |
|----------------------------|-------------------|----------|
| <b>B&amp;B Nursing Ltd</b> | Document No:      | BB-P-005 |
|                            | Revision No:      | 0        |
|                            | Approved Date:    | DEC 2024 |
|                            | Next Review Date: | DEC 2025 |
|                            | Issued By:        | AB       |
| Staff Recruitment          |                   |          |

**Purpose**

To ensure that B&B Nursing Ltd as an equal opportunities employer has a structured approach to recruitment and selection of staff to maintain the provision of a quality service for our learners.

**Procedure**

B&B Nursing Ltd has two separate recruitment procedures detailed in the following section, and reserves the right to use whichever one they deem to be appropriate to fill any vacancies that arise.

- It is normal procedure that in a situation where a vacancy arises, B&B Nursing Ltd may offer the position to suitable qualified person(s) with whom the company has encountered or has knowledge of from the course of our business. It has been the experience of B&B Nursing Ltd that this is one of the most successful ways to source experienced and reliable staff. If an offer of employment is made in such a way B&B Nursing Ltd will require evidence of suitable qualifications and experience, along with a thorough reference check from former employers. In addition, B&B Nursing Ltd comply with The National Vetting Bureau (Children and Vulnerable Persons) Acts 2012 to 2016 and reserve the right to require all employees to receive a vetting disclosure from the National Vetting Bureau before commencement of employment.
- If suitable candidate(s) for a position cannot be sourced through the procedure outlined above, any open vacancies shall be advertised publicly. Interested persons shall be invited to apply by forwarding a current curriculum vitae and cover letter. Candidates deemed to have met the requirements of the role advertised will be short listed based on their qualifications and experience and contacted for interview. If an offer of employment is made B&B Nursing Ltd will require evidence of suitable qualifications and experience, along with a thorough reference check from former employers. B&B Nursing Ltd complies with The National Vetting Bureau (Children and Vulnerable Persons) Acts 2012 to 2016 and reserve the right to require all employees to receive a vetting disclosure from the National Vetting Bureau before commencement of employment.

B&B Nursing Ltd ensures that the programme needs are incorporated into the recruitment processes. This includes

- Developing tailored job descriptions and person specifications so that all applicants are clearly informed of the selection criteria and understand the expectations required to fulfil the role.
- Detailing skills essential to the role. Candidates are evaluated on a range of criteria including their academic qualifications, teaching experience, and relevant industry experience. This holistic approach ensures that candidates are well-rounded and capable of providing a quality educational experience.

|                                         | <b>Criteria for Level 5 position</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Criteria for Level 6 position</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Qualifications in subject matter</b> | <ul style="list-style-type: none"> <li>• Minimum NFQ Level 6 Train the Trainer or equivalent.</li> <li>• Health Services Supervisory Skills 6M4978 with distinction or equivalent plus preceding NFQ Level 5 Healthcare Support 5M4339 with distinction or equivalent.</li> </ul>                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>• Minimum NFQ Level 6 Train the Trainer or equivalent.</li> <li>• Minimum NFQ Level 8 degree. The degree must be in a field directly related to the subject they will teach.</li> </ul>                                                                                                                                                                                                                                                               |
| <b>Work Experience</b>                  | <ul style="list-style-type: none"> <li>• Minimum of 3 years of experience teaching at QQI Level 5 or equivalent.</li> <li>• Minimum 3 years work in a health-related workplace.</li> <li>• Proven track record in delivering courses that combine online and in-person teaching methods.</li> <li>• Demonstrated ability to adapt teaching strategies to both virtual and physical classroom environments.</li> <li>• Skilled in managing and facilitating groups of varying</li> </ul> | <ul style="list-style-type: none"> <li>• Minimum of 3 years of experience teaching at QQI Level 6 or higher.</li> <li>• Minimum 3 years work in a health-related workplace.</li> <li>• Experience in curriculum development, assessment design, and learner supervision at an advanced level.</li> <li>• Practical experience in the industry relevant to the subject matter.</li> <li>• Ability to integrate real world experience into teaching to enrich the learning process.</li> </ul> |



|  |                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                               |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>skill levels.</p> <ul style="list-style-type: none"> <li>• Ability to engage learners effectively, catering to different learning styles.</li> <li>• Excellent verbal and written communication skills.</li> <li>• Ability to build rapport with learners and create an inclusive learning environment.</li> </ul> | <ul style="list-style-type: none"> <li>• Demonstrated depth of knowledge in the subject matter, with the ability to cover advanced topics.</li> <li>• Engagement in continuous professional development to stay updated with the latest trends and research in the field.</li> <li>• Proven ability to mentor and guide learners towards higher education or professional careers.</li> </ul> |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

- Detailing the pedagogical requirements of the course to be facilitated.
- All vacancies will be advertised through one or all of the following medias, depending on the role and the specific requirements of the position: Local newspapers, National newspapers, Job websites.
- In the event that CV's are received outside of recruitment campaigns, they are not retained. Only the contact details of the candidate are retained and should there be a potential role in the future, a request for their CV will then be requested.

### Selection Criteria

Selection is based on the alignment of the quality of the information submitted by applicants against the requirements outlined in the advertisement. The interview process will be coordinated upon the completion of the short listing. Applicants shortlisted will be telephoned / emailed and invited to attend for an interview on a specified date and at a specified time.

### Interviews

- A list of interview questions is prepared in advance.
- These questions will be based on the job description, person specification, and authentication of the qualifications.
- A marking system and score sheet is employed for reasons of consistency, fairness and transparency in the selection process.

- The interview structure will be executed in the same standardised manner for each candidate. It will open with welcome and introductions. Candidates will be asked a range of questions which will enable verification of experience as detailed in their CV. Evidence of the candidate's qualifications will be checked with photocopies taken. Candidates are offered the opportunity to ask questions.

Candidates will be scored and ranked during the interview process to identify the most suitable person to fill the role. The candidate that scores the highest during the interview process shall be offered the position, subject to references being satisfactory. The successful candidate will be offered the position prior to letters of regret being forwarded to those applicants who were unsuccessful. This is to manage the possibility of the 'most' successful applicant not accepting the position.

### **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements

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| <b>B&amp;B Nursing Ltd</b> | Document No:      | BB-P-006 |
|                            | Revision No:      | 0        |
|                            | Approved Date:    | DEC 2024 |
|                            | Next Review Date: | DEC 2025 |
|                            | Issued By:        | AB       |
| <b>Staff Communication</b> |                   |          |

## Purpose

The purpose of this procedure is to set out the processes in place in B&B Nursing Ltd to facilitate transparent and effective communication and ensure information provided is clear, accurate and readily accessible.

## Procedure

### Induction

All new employees to B&B Nursing Ltd complete an induction process relevant to their role, over a period not exceeding 3 months. Access to relevant manuals, handbooks, programme resources, assessment instruments and administration documents is provided.

The TQM is responsible for

- The induction of new employees where he/she will explain, discuss and clarify any queries or issues.
- Completing the induction process for new tutors prior to delivery of the first programme.
- Providing assistance and mentoring to any Tutor during programme delivery and assessment.

Peer to peer (tutor to tutor) mentoring is also available for all new and current tutors in relation to all aspects to programme delivery and assessment.

### Ongoing Communication

B&B Nursing Ltd communicates information internally regarding its activities, through documented training, internal audit reports / self-monitoring and continual improvement processes in order to convey to all staff the relevance and importance of our activities.

The following measures are in place to facilitate timely and effective staff communication

- One to one discussion
- Peer to peer mentoring
- Phone and e-mail
- Google Classroom
- Website
- Meetings online and in person

- Staff outings
- Social media platforms
- Feedback reports from IV, EA, RAP, AB
- Feedback results from internal monitoring, review and from self-evaluation processes.

All staff are encouraged to provide ongoing constructive feedback and suggestions. This may be in the context of programmes and / or organisational wide issues.

B&B Nursing Ltd manages its working partnerships with all staff members by

- Ensuring staff availability prior to scheduling any course.
- Tutors must inform the TQM or CM as promptly as possible if they are unavailable. If required the TQM substitutes a suitably qualified replacement tutor to cover for an absence. This ensures classes are seamlessly completed without any reduction in quality training delivery.

### **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

|                            |                   |          |
|----------------------------|-------------------|----------|
| <b>B&amp;B Nursing Ltd</b> | Document No:      | BB-P-007 |
|                            | Revision No:      | 0        |
|                            | Approved Date:    | DEC 2024 |
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|                            | Issued By:        | AB       |
| Staff Development          |                   |          |

## Purpose

To provide a supportive environment which facilitates the continual professional development of staff in B&B Nursing Ltd.

## Procedure

### Continuous Professional Development

B&B Nursing Ltd provide a supportive environment which facilitates the Continuous Professional Development (CPD) of staff and will actively promote CPD by informing staff of any training relevant to and relating to their specific areas of expertise. We will endeavour to provide support through company-based training and financially for tutors to attend workshops, seminars and conferences or to undertake relevant courses of further education.

A CPD programme is maintained for Tutors involved in the delivery of education and training programmes.

Identified needs are incorporated into CPD planning. CPD is delivered internally through:

- Cross Tutor subject matter specialised workshops
- Peer to Peer assistance on a particular topic
- TQM updates on QAS where there are any changes to policies and procedures relating to programme content, delivery or assessment
- Use of new technologies
- Adaptation of content in line with revised / new healthcare sector requirements
- Changes to any regulatory and legislative requirements

In recognizing the scope of their own competence, tutors are expected to keep up to date with research and changes in their field of learning, including legislative changes and significant changes in pedagogical practice. Details of attendance at such training and any other relevant information are required for inclusion in the tutor personal file.

## **Performance Management**

The purpose of procedures in this area is to ensure that staff receive constructive feedback on their performance in order to allow them to identify key strengths and areas for improvement and agree action plans where necessary.

A number of feedback mechanisms are used in the monitoring of tutor effectiveness:

- Feedback from learners
- IV, EA, RAP Reports
- Grade results analysis
- Rate of learner attendance
- Assessment results
- Complaints / appeals registers
- Through comparison to other tutors delivering the same award

In addition to the formal methods of performance monitoring outlined, tutors are asked to review learner course assessments during the programme and at the end of each programme. This affords the tutor the opportunity to reflect on and review the effectiveness of their work and seek improvements, as well as providing ongoing review of the programme content.

Where it is identified that a tutor has experienced shortcomings in their performance or the tutor self-reports performance related issues, the TQM will discuss these issues and a plan of action may be put in place to provide support including forms of mentoring such as shadowing of experienced tutors or further training and development.

## **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

## CORE GUIDELINE 5: TEACHING AND LEARNING

### Teaching and Learning

B&B Nursing Ltd works to ensure that an effective teaching and learning strategy is professionally implemented through all programmes so as to maximise learning and ensure an engaging, productive and safe learning experience for all learners. An Information Session is delivered prior to any learner committing to the programme or the payment of fees which allows for transparency and informed choice by the learner. Our strategy for teaching and learning utilizes a variety of learning styles integrating the core principles of adult education:

- Acknowledgement of the prior experience of the learner and integration of this experience into the learning process.
- Reflection as an integrated and active process.
- Learners take ownership and responsibility for their own learning.
- Formative assessment and feedback where learners will be given the opportunity to discuss their own performance and plan improvements for future efforts.
- Constructive pedagogy.

B&B Nursing Ltd are committed to communicating with learners, ensuring their awareness of the learning process and programme requirements, thus assisting the learner to engage to the best of their ability. A comprehensive learner induction is delivered by the TQM / Tutor which provides the learner with an insight into

- What the programme entails.
- Attendance requirements (mandatory attendance of 95%)
- The specific learning outcomes to be achieved.
- The support (including feedback) and resources available to the learner.
- The expected workloads.
- The assessment techniques and submission deadlines.

We are committed to ensuring that all our programmes of education are delivered using a standardized approach in a manner that recognises diversity and promotes equality of opportunity for all.

B&B Nursing Ltd takes into consideration that learners present with a variety of differing learning styles and is committed to providing a varied learning experience that takes into consideration visual, aural, read/write

and kinaesthetic (VARK) and Multimodality learning styles. This is done using the following methods to enhance specific learning styles: -

- Use of visual aids and cues such as demonstrations, video, charts, images etc. (visual learners)
- Use of lecture, discussion, question and answer sessions (aural learners)
- Use of written learner notes and handouts that facilitate learner revision and study particularly outside of formal class times (read/write learners)
- Use of practical exercises, problem solving techniques, hands-on work (kinaesthetic learners)

We are aware that online learning provides both benefits and challenges to learners and tutors and strive to put in place appropriate IT platforms (Zoom and Google Classroom) to support synchronous programme delivery, provide information to learners, both before and during the programme, to allow learners to experience a positive and effective learning environment. The provision of feedback and opportunities for learners to engage in personal reflection, course discussion and synchronous contact with tutors is vital to the success of online learning programmes.

B&B Nursing Ltd is aware that adult learners can often act as a genuine resource in the classroom due to their prior experience and learning. Tutors will encourage focused discussion and respectful debate around class topics to take advantage of learner experience while ensuring that new information to the class is factual and evidenced based. B&B Nursing Ltd tutors will encourage teamwork and peer support as part of the learning experience where learners can engage in real world group tasks and shared research and opinion.

The Academic Board has final responsibility for approving the delivery modality of all programmes delivered by B&B Nursing Ltd and for ensuring that all aspects of each programme are fully achievable.

We have developed and practice a teaching and learning ethos that is reflected in all staff professional performance and experiences, academic qualifications and specific areas of subject matter knowledge, with an understanding of a mutually respectful teacher-learner relationship.

We assess learners fairly and consistently in a standardised and transparent manner, reflective of both programme requirements and national standards.

We continue to continuously monitor and review practice and performance of both learners and tutors, reflecting our commitment to standards relating to self-monitoring so as to improve the teaching and learning experience of learners.



## **A Provider ethos that promotes learning**

B&B Nursing Ltd maintains an open community that places a high value on collaboration and critical reflection to foster personal and professional development amongst both learners and staff. Only suitable, expert and professionally qualified staff and tutors are employed thereby allowing their knowledge, experience and qualifications to add value to our working together culture which is ideally placed to harness advances in multi-disciplinary practice and evolutions in pedagogy. As part of our approach to teaching and learning, we recognise the importance of maximizing the availability of different modes of delivery to support the diversity of our learners and their needs for flexibility. We openly engage with learners, encouraging them to take an active role in their learning experience and provide guidance and support to them throughout their learning journey. We maintain a position for a learner representative on the AB to ensure that the voice of the learner is at the heart of what we do, and that learner feedback is addressed in a timely and effective manner. This approach aids in monitoring our learner experience on an ongoing basis in a formal manner, supporting the day-to-day feedback obtained from sources such as feedback and evaluation forms. We aim to provide a learning ethos which supports mutual respect between tutors and learners. We are proactive in addressing feedback and have a robust complaints and appeals process in place to vindicate the rights of the learner who feel that this relationship of mutual respect has broken down or where the manner of conduct in the assessment process fell below their expectations and the requirements for fair and objective assessment.

## **National and International effective practice**

B&B Nursing Ltd encourages and assists all our staff and tutors to actively participate in relevant national and international networks so as to enhance their professional knowledge and practice. At a local level B&B Nursing Ltd works cooperatively and collaboratively with many providers offering the same / similar health related education and training. This supports both B&B Nursing Ltd and those involved in the network to consider and determine current, emerging and effective practices in learning, teaching and assessment.

## Learning environments

B&B Nursing Ltd is committed to ensuring that all training venues meet the appropriate safety and health standards as set out by the Safety, Health and Welfare at Work Act 2005, and are accessible for all learners in the provision of an environment that is conducive to the learning experience. B&B Nursing Ltd believe that the learning environment is a resource that should not be ignored as it influences academic learning and facilitates both social and emotional growth.

B&B Nursing Ltd is dedicated to providing a safe and dignified teaching and learning environment. This includes both the physical and online learning environment.

We ask all learners to

- Respect the opinion of other learners. Disagree respectfully and acknowledge that others are entitled to have their own perspective on an issue.
- Set a respectful tone. Remember to say “please” and “thank you” when soliciting help from tutors or other learners.

No forms of abuse or harassment are acceptable either in physical or online learning environments. We do not tolerate harassment of participants in any form. Participants violating these expectations may be sanctioned or expelled from the learning environment (either physical or online) at the discretion of B&B Nursing Ltd and may be subject to disciplinary action.

Zoom is used by B&B Nursing Ltd to provide tutor-led training for online programmes. Learners attend on a live basis, participating in interactive discussions with co-learners and tutors including ‘break-out’ sessions in individual virtual meeting rooms.

It will be decided with the tutor and the class at the beginning of training when breaks take place, but it is advised that a break is taken every 60-90 minutes for 10-15 minutes.

It is important to step away from the screen at the opportunities provided to prevent dry eyes, to use the bathroom, have a snack etc. If a learner does not return after a break or leaves the training, they will be signed out by the tutor and marked as absent.

In order that online classes go as smoothly as possible, we ask all learners to adhere to these guidelines:

- Be on time: Arrive promptly so the lecture can begin on time.
- Position your camera properly, dress accordingly and be aware of your surroundings and what others can see in the background: ensure you are positioned in the best possible way to attend your lectures by finding a quiet, private place.
- Mute your microphone: (Unless you are told otherwise) This avoids any unnecessary background noise or interference and ensures everyone is able to hear the person speaking.

- Stay focused: Don't multi-task or do things you wouldn't do in a physical lecture. This ensures you or other attendees will not be distracted during class time. Attend the class as though you are in a physical lecture, this means do not eat and do not do things that should be done in private such as checking emails or texts.
- Close applications not in use: Try to only have the applications you are using for your lecture open and close the others. This hopefully allows for a stronger connection.
- Be respectful: Treat others the way you want to be treated. Be sensitive to different cultural, political and religious backgrounds. Use polite language and avoid using offensive words or phrases that could be hurtful to others

### Physical Learning Environment

Learners are required to attend classroom-based days which involve a variety of the following:

- Practical skills demonstrations and assessments
- Exam (if applicable)
- Face-to-Face Tutor support
- Group revision and study sessions

Attendance at classroom based days must be recorded on a Learner Attendance Form (Reference BB-F-019). B&B Nursing Ltd uses rented premises and selected training venues, as required for our classes. We will ensure that training venues are provided that meet the requirements for which they are intended. This includes:

- Lighting: All rooms will have lighting appropriate to their use.
- Housekeeping: All rooms are kept tidy, clean and organised to maintain a healthy learning environment and reduce the risk of slips, trips, falls
- Accessibility: Access for people with a disability (including special arrangements) where required shall be in accordance with national legislation, or reasonable accommodation made as appropriate.
- Health & Safety: All venues will comply with legislative requirements relating to health and safety. This will include insurance, risk assessments, safety statements, escape routes, fire drills, emergency contacts and ensuring this information is communicated to tutors and learners. Any hazards identified will have effective control measures in place.
- Equipment: Desks and chairs will be set out in an appropriate format. Sufficient space for skills demonstrations will be provided. Access to appropriate toilet facilities available.

If rebooking a previously used venue, the venue will be required to confirm that they continue to meet the expected standard and must inform B&B Nursing Ltd of any changes. Tutors are responsible for highlighting any concerns or issues regarding any on-site training venue immediately to the TQM or CM.

### Workplace Learning Environment

Work based placements are a mandatory requirement of major award programmes validated by B&B Nursing Ltd. Learning through engagement in the workplace is an essential part of our programmes as it provides learners the opportunity to acquire quality experiential learning in a professional environment. Therefore, there is a need to ensure the appropriateness of the environment where learners gain credit for learning acquired in the workplace by

- Ensuring that each organisation that is facilitating work experience for B&B Nursing Ltd.'s learners are fully informed on what is entailed.
- Having a designated liaison person internally for the learner to contact with work placement queries.
- Requesting that the work placement provider informs B&B Nursing Ltd and the learner of a nominated contact in their organisation for work placement queries.
- Provide the learner with The Work Experience Pack. Reference BB-MISC-004

While in the work placement environment the learner has a responsibility to

- Respect the opportunity and privilege of direct patient /client access.
- Avail of all opportunities and resources in the work-place.
- Work collaboratively with their clinical assessor(s) and actively engage in assigned workplace practice.
- Adhere to national and local workplace policies, procedures, protocols and guidelines.
- Undertake work-based assessments process in collaboration with clinical assessor and within the specified timeframes.
- Undertake responsibility for ensuring maintenance and security of workplace assessment documentation.
- Submit assessment documentation within the specified timeframes.
- Communicate with their Tutor at any stage during the work placement for support and guidance.

All learners are required to sign a learner work experience agreement which must be adhered to during work placement, this is included in BB-MISC-004.

## **CORE GUIDELINE 6: ASSESSMENT OF LEARNERS**

The tutors and TQM in B&B Nursing Ltd adopt a standardised approach to the coordination and management of assessment processes, planning and timetabling assessments over the programme duration ensuring that the workload and assessments do not over burden learners. We are committed to ensuring the quality and integrity of all assessments and recognise the diversity of learners so reasonable accommodation provisions, when required, are made available to support learners. Assessment forms part of the overall learning experience within B&B Nursing Ltd, it is therefore important to provide learners with appropriate support and feedback on their progress in a spirit of dignity, courtesy, and professional respect.

The principles applied to assessment are:

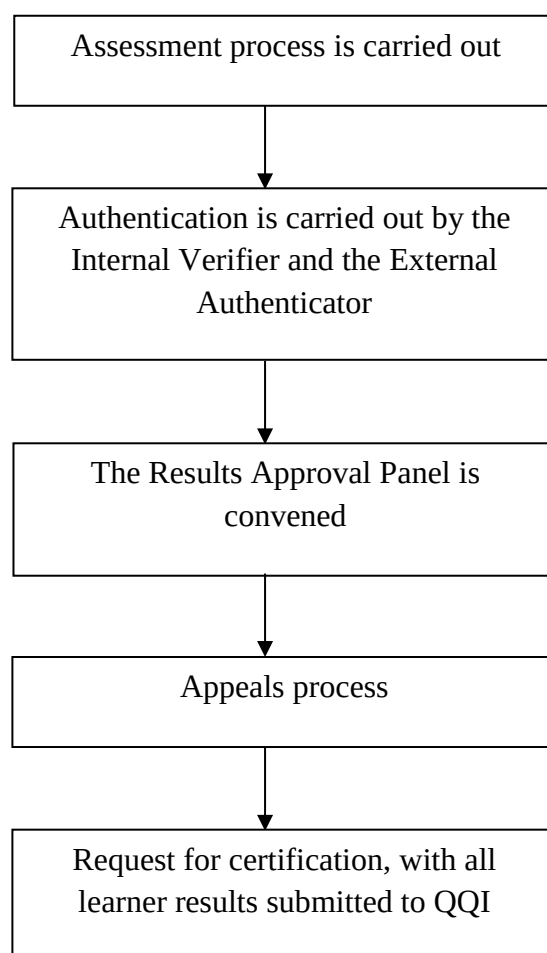
- Learners are responsible for demonstrating their learning achievement.
- Assessment supports and standards are based on learning outcomes.
- Assessment promotes and supports effective teaching and learning.
- Assessment procedures are credible, secure, and carried out with integrity.
- Assessment methods are reviewed and renewed, as necessary, to adapt to evolving requirements.
- Learners are well informed about how and why they are assessed by the tutors and in the Learner Handbook.
- Assessment is carried out at appropriate points during the programme, and it is ensured that feedback is provided in a timely manner.
- A Learner Representative appointed to the AB ensures that the voice of the learner is heard in the periodic reviews of assessment practices.

In assessing learners for certification, it is our policy to comply with the criteria and procedures set down by QQI. Quality assured assessment ensures learner achievement is assessed in a fair and consistent manner in line with the national standards for the award. B&B Nursing Ltd will ensure all assessments for certification are fair and consistent and carried out professionally at all times.

Assessment is quality assured through the following processes:

- Assessment activities
- Authentication Process
  - Peer Review
  - Internal Verification
  - External Authentication
  - Results Approval Process
  - Appeals Process

**Figure 6: Learner Assessment Process**



|                                                             |                   |          |
|-------------------------------------------------------------|-------------------|----------|
| <b>B&amp;B Nursing Ltd</b><br><br><b>Assessment Process</b> | Document No:      | BB-P-008 |
|                                                             | Revision No:      | 0        |
|                                                             | Approved Date:    | DEC 2024 |
|                                                             | Next Review Date: | DEC 2025 |
|                                                             | Issued By:        | AB       |

## Purpose

To ensure that all learners understand the assessment process.

## Procedure

B&B Nursing Ltd.'s Assessment Process involves the following elements:

- All assessors who are tasked with the development of assessment briefs for any of our programmes leading to a QQI award must adhere to the following guidelines.
  - Prior to commencing design of assessment briefs, assessors will be provided with all resources documents. No new assessment briefs can be used unless they have been reviewed and approved by the Training and Quality Manager. All new assessment briefs must be presented using the B&B Nursing Ltd Assessment Brief template.
  - When designing assessment for a module programme, assessors must be cognisant of the module MIMLOs and the overall programme MIPLOs and must be a subject matter expert in the specific field of learning.
  - Assessors should provide a brief overview of the rationale for any changes to assessment briefs, the development of new assessment briefs or proposed changes to the assessment technique.
  - Assessors must demonstrate the validity, reliability and relevance of all assessment briefs.
  - All assessments must be clearly linked to module MIMLOs.
  - All assessments must be focused and relevant to the standard being tested.
  - Following the introduction of altered or new assessment briefs, a detailed report on the reliability, validity and relevance of the new assessment briefs must be carried out, to include feedback from tutors and learners by the Assessor and areas for improvement highlighted. This report is provided to the Academic Board for review and approval of any further changes.

Note: Major changes to the assessment techniques must be reviewed and approved by QQI.

- A secure storage area, with designated access is allocated for the hardcopy of all related assessment documents, while an online central shared folder includes copies of standardized assessments and plans per programme.

- Plan and schedule the assessment in advance to ensure an appropriate workload balance for learners.
- Provide the learner with all information related to the assessment including information on learner supports and learner appeals at induction and from time to time as required. Information on assessments is also accessible on the Learner Handbook. All information on procedures and criteria are written simply and clearly, making the process easily comprehensible.
- Learners are advised to inform B&B Nursing Ltd of additional learning requirements they may have to assist them in their teaching learning experience and support them in the completion of the assessment procedures prior to programme commencement or at their earliest convenience.
- B&B Nursing Ltd ensure tutors are appropriately trained and capable of monitoring and review learners' progress at regular intervals, throughout the programme. During the duration of the programme the tutor is required to communicate clearly and explicitly all detailed information requirements at each step of the assessment process including assessment briefs and deadlines, make all assessment documents available to learners, either by hand delivery or electronically and be available to assist learners with areas of concern and feedback.
- Ensure that learners are ready to be assessed and are clearly aware of what is being assessed.
- Provide timely and constructive feedback to learners on formative and summative assessments in order to support their development and progression within the qualification. Formative assessments are evaluations of each learner's learning progress during the learning experience. During the programme, tutors will provide verbal formative feedback by monitoring learners' understanding and progress in response to group work, case studies, questions and answers sessions etc. Summative assessments refer to the learning acquired via the formal assessment process, leading to QQI certification. Written feedback is provided to each learner at the end of each module on the Learner Assessment Feedback Form (Reference BB-F-021). Tutors are required to seek a declaration from each learner submitting summative assessments to confirm that each assessment is their own effort by checking that learners have signed the 'Learner Declaration of Academic Integrity Form (Reference BB-F-018) for each assessment brief and are required to keep all learner assessment evidence records secure while in their possession. All learner evidence submitted as final (summative) for certification, is subject to an assessment malpractice query and will be checked through the ScanMyEssay plagiarism tool.
- B&B Nursing is committed to the practice of accurate, fair and consistent marking from tutors and that the process of marking is within and aligned to national standards. Tutors are encouraged to collaborate to discuss experiences, findings and outcomes in assessing of assessment practice. The marking of each learner group is completed by the tutor who facilitated the teaching, learning and assessment of the award. The tutor, who at this stage is recognised as the Assessor, ensures that all elements of the assessment process are duly complied with. The marking scheme is adopted and completed per assessment, per learner and the transfer of this documentation is accurately carried forward to the assessment marking criteria document, per assessment, per component. Peer review of learner evidence at the grade border will be carried out where necessary to ensure consistency.
- The IV process systematically checks that the assessment procedures have been applied across all assessment activities. It will check that
  - The required assessment evidence is submitted by the learner for each programme.



- That all programme support administration and assessment paperwork is present and correct.
- The marks are allocated by the tutor to each section as outlined on the marking scheme. That marks awarded by the tutor are correctly totalled and assigned to the correct grade band. The marks and grades awarded are transferred correctly to the group summary sheet.

The Internal Verifier completes the Internal Verifier Report confirming the accuracy of the results awarded by the tutor. The report highlights any errors, irregularities or omissions identified in the process and if learner evidence at grade border is to be allocated for peer review by a tutor independent of the course.

The IV report is made available to the peer reviewer, the EA and the RAP. Learner evidence from new internal assessors is identified for external authentication.

- The EA process provides independent confirmation of fair and consistent assessment of learners in line with national standards. It establishes the credibility of B&B Nursing Ltd.'s assessment process and ensures that assessment evidence has been marked in a valid and reliable way and is compliant with the requirements for the award. An EA, independent of B&B Nursing Ltd is selected and contacted by the TQM. The EA has a responsibility to inform B&B Nursing Ltd immediately if there is any conflict of interest which may arise or may bring into question the integrity of the process and to maintain confidentiality at all times. The EA must adhere to B&B Nursing Ltd.'s data protection procedures ensuring that all personal data is always maintained in a secure environment, with limited access to those directly involved in the provision of the service and that all personal data is either destroyed or returned to B&B Nursing Ltd on completion.

The EA will

- Complete a site visit on an agreed date and time to authenticate the assessment process and evidence.
- Will randomly preselect the assessment portfolios so as to be sufficient in size to enable sound judgments to be made about the fairness and consistency of assessment decisions. The sampling strategy is a minimum of 12 portfolios for each award. If there are 12 or fewer portfolios for an award, all portfolios will be authenticated. The assessment portfolios selected are representative of all learners, covering the full range of results gained in terms of grade achieved and include assessment portfolios at grade border that were peer reviewed and any that the tutor and IV require independent clarification on.
- Check that records and assessment evidence is available and appropriate.
- Review IV reports and follow up on previous EA reports as necessary.
- Review component / module assessment specifications, briefs, marking scheme and sample answers for award standards to be authenticated.
- Review and authenticate the grades awarded to the learner in line with QQI guidelines.
- Conduct a closing meeting with the TQM, identifying any areas of concern and areas of good practice.
- Recommend results for approval.
- Complete a full and comprehensive EA report and submit it to the TQM within a maximum of 5 working days of site visit.
- Participate, if requested for any clarifications / queries to the RAP meeting.
- The RAP is the final step in the quality assurance process to ensure fair and consistent assessment of learners. Results approval occurs after EA and before the learners work is submitted to QQI through the QBS for certification. All learners' results are provisional until approved by the RAP.

It is prohibited to process learner's work for certification until the RAP process and the appropriate administrative paperwork has been completed. The RAP will

- Review the IV and EA reports and any applications for reasonable accommodation, extenuating circumstances and complaints.
- Discuss, agree and sign off the submission of learner's final results to QQI QBS.
- Identify any issues arising from the assessment and authentication process and make recommendations for corrective actions.
- Follow up on implementation of corrective actions from the previous certification period.
- Correspond with tutors, IV and EA as necessary on issues highlighted.
- Keep minutes of meetings outlining the issues discussed and decisions reached.
- Upon completion of the results approval process, learners are informed of their provisional results and are advised on the appeal process should they feel required to do so. Where an appeal is raised by a learner, a review of the assessment process will take place by a person independent of the original assessment process.
- All QQI modules delivered by B&B Nursing Ltd use the following grading structure:
  - 50 marks to 64% Pass
  - 65 marks to 79% Merit
  - 80 marks - 100% Distinction
- Learners achieving less than 50% will not be put forward for certification
- Any person who would have a conflict of interest (actual or potential, real or apparent) if he or she were to act as an assessor in a particular situation should neither act nor be required to act as an assessor in that situation. Relevant interests should be declared at all stages of the assessment process.

## **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

|                                                                                    |                   |          |
|------------------------------------------------------------------------------------|-------------------|----------|
| <b>B&amp;B Nursing Ltd</b><br><br><b>Work Experience Management and Assessment</b> | Document No:      | BB-P-009 |
|                                                                                    | Revision No:      | 0        |
|                                                                                    | Approved Date:    | DEC 2024 |
|                                                                                    | Next Review Date: | DEC 2025 |
|                                                                                    | Issued By:        | AB       |

## Purpose

To ensure that all learners are prepared to successfully complete work experience and to assess the performance of the learner in the workplace.

## Procedure

For each of the major awards validated by B&B Nursing Ltd learners must undertake work placement for a minimum of 120 hours.

B&B Nursing Ltd provides guidance to learners in sourcing a suitable workplace as learners are personally responsible for securing suitable workplaces that meet the requirements for assessment, in cases where the learner finds it difficult to source a suitable workplace, their tutor will assist and advise them.

Prior to commencement of work placement, the following occurs:

- The learner is provided with the Work experience pack (Reference BB-MISC-004) by their Tutor, who prepares the learner for participation in work placement, guiding and supporting them at all stages and throughout placement.
- Garda vetting disclosure must be obtained.
- Attended Patient Movement and Manual Handling training.
- The learner must provide contact details of their work placement to their tutor. The tutor and / or TQM link with the workplace supervisor and clearly sets out their role and responsibilities, emphasizing the importance of completing the work experience supervisors report.

On commencement of work placement, the learner provides the following documentation to the workplace supervisor:

- Details of B&B Nursing Ltd insurance.
- Work Experience Pack.
- Garda Vetting disclosure.
- Patient Movement and Manual Handling Certificate.

Supervisors are required to access learner performance under a number of stated criteria, provide feedback and rate performance linked to each criterion and sign off that the learner has completed the required hours of placement necessary. B&B Nursing Ltd respects the final grading of the supervisor regarding learner performance and only in exceptional circumstances will seek justification of the marks awarded.

Management / TQM or quality related personnel monitors the learners progress during work placement and keeps in regular contact with the workplace supervisor using the Work Placement Questionnaire (Reference BB-F-005) to check everything is progressing satisfactorily. The tutor maintains all documentation and details of communications and submits them to the TQM / Internal Verifier with graded assessments.

### **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

|                            |                   |          |
|----------------------------|-------------------|----------|
| <b>B&amp;B Nursing Ltd</b> | Document No:      | BB-P-010 |
|                            | Revision No:      | 0        |
|                            | Approved Date:    | DEC 2024 |
|                            | Next Review Date: | DEC 2025 |
|                            | Issued By:        | AB       |

## Purpose

The purpose of this policy is to provide consistency and transparency in relation to the submission of assessments. It also sets out the process for dealing with late and or non-submissions of assessment.

## Procedure for submission of assessments

- B&B Nursing Ltd provides learners with a programme assessment schedule on commencement of a programme. This schedule identifies the timelines and assessment tasks for submission of assessments.
- The learner is responsible to ensure that assessments are submitted as identified by the assessment schedule.
- The learner must familiarise themselves with the guidelines for submission of assessments as stipulated by B&B Nursing Ltd.

Assignments/projects must be submitted in the following format:

- Assignments can be typed in **Microsoft Word** format only.
- **Font** should be **Times New Roman**
- **Font Size** should be **12**
- **Line Space** should be **1.5**
- A4 paper must be used, one side only
- List all **Source of Information** at the end of the assignment wherever relevant. If information is sourced from the internet, mention the complete URL under each referred sentences/paragraphs. For internet sources, write "**Accessed Date**" after each URL.
- Use images without any '**Watermarks**' only.
- Write "**All names used are fictitious**" at the end of each assignment.
- Do a spell check by pressing "**F7**" button before sending.
- All assignments/projects must be submitted in a folder which will hold them firmly in place.
- **PLASTIC / POLLY POCKETS MUST NOT BE USED**
- All submitted work must contain signed and dated briefs

- **Assignments submitted in any other format will not be graded**
- The learner is responsible for retaining a copy of all assessments submitted.
- Failure to submit an assessment in the absence of mitigating circumstances will be deemed a non-submission of the assessment and considered as an attempt.

### **Request for Extension**

- Learners who require an extension must complete a Request for an Assessment Extension Form (Reference BB-F-006) and submit a completed form to B&B Nursing Ltd prior to the deadline stipulated for the submission of assessment.
- B&B Nursing Ltd reviews the request, identifies and agrees a new date for submission of assessment with the learner.
- The learner is responsible for the submission of assessment on the agreed revised date. Failure by the learner to submit on the agreed date will be considered as a late submission and penalties will be applied.

### **Late Submission**

- Late submissions are those assessments that are submitted by learners after the published deadline, without an agreed extension, and in the absence of mitigating circumstances.
- All submitted assessments will be marked and graded in accordance with the validated marking scheme.
- No penalties are applied for the late submission of assessment, however, B&B Nursing may refuse to accept late assessment submissions if it is too close to the certification date to allow for assessments to be marked, graded, internally verified and externally authenticated. In this circumstance, learners will be advised that their late assessment submission will be put forward for certification at the next available opportunity.

### **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

|                              |                   |          |
|------------------------------|-------------------|----------|
| <b>B&amp;B Nursing Ltd</b>   | Document No:      | BB-P-011 |
|                              | Revision No:      | 0        |
|                              | Approved Date:    | DEC 2024 |
|                              | Next Review Date: | DEC 2025 |
|                              | Issued By:        | AB       |
| <b>Repeat of Assessments</b> |                   |          |

## Purpose

The purpose of this policy is to provide consistency and transparency in relation to the repeat of an assessment.

## Procedure

- Learners who are unsuccessful at assessment are notified by their tutor as soon as marking is complete.
- The tutor is available to meet the learner to review their scripts, explain the basis of the learners mark and provide feedback.
- Should the Learner decide to repeat a module, a Request to Repeat an Assessment Form (Reference BB-F-007) must be completed and forwarded to the TQM within ten days of receiving the result.
- Learners who fail a module will be offered at least three repeat attempts.
- Learners must confirm in writing their agreement to repeat assessment arrangements as stated in Section 2 of the Request to Repeat an Assessment Form to the TQM.
- Failure by the learner to attend at scheduled repeat examinations, in the absence of certified mitigating circumstances, is considered a repeat attempt.
- For an unseen examination, the repeat examination paper will not be the same as the original assessment task.

## Monitoring and Review

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

|                                                                                |                   |          |
|--------------------------------------------------------------------------------|-------------------|----------|
| <b>B&amp;B Nursing Ltd</b><br><br><b>Learner Appeal of Assessments Results</b> | Document No:      | BB-P-012 |
|                                                                                | Revision No:      | 0        |
|                                                                                | Approved Date:    | DEC 2024 |
|                                                                                | Next Review Date: | DEC 2025 |
|                                                                                | Issued By:        | AB       |

## Purpose

The purpose of this policy is to outline the steps to be taken by a learner when appealing assessment results.

## Procedure

An Appeals Process will enable the learner to appeal

- The assessment process, if they perceive there to be irregularities/inequality in its implementation
- The assessment result, if they perceive the assessment was unfairly / incorrectly marked or marks were totalled / transferred incorrectly.

Only approved results can be formally appealed by the learner. Therefore B&B Nursing Ltd will

- Approve all results through the Results Approval Process
- Inform learners of the outcome of this process i.e. give provisional statement of result to learners
- Allow 10 working days to enable learners to lodge an appeal

## Grounds for Appeal

Appeals can only be reviewed under specific grounds. These are:

- Procedure irregularities in the assessment tasks/processes
- Mitigating circumstances of which the examination board was not aware of when its decision was taken.

Following the provisional statement of results being issued, the learner can appeal their results on the grounds identified above within 10 working days.

- The learner should contact the Tutor or TQM and request an informal discussion. This will provide an opportunity for the learner to review assessment material. If the learner is unable to resolve the appeal through the informal discussion the formal process is instigated.
- The learner must complete a Learner Appeal of Assessment Results Form (Reference BB-F-008) and forward this form to the TQM within 10 working days of provisional statement of result being issued.
- The TQM will notify QQI of the learner's appeal, this will put the learner certification on hold until the appeals process is completed.



- The assessment evidence originally submitted will be reviewed by an independent third-party internal assessor. The appeals procedure involves a review of the Assessment Process for the specific learner concerned; including where appropriate the review of learner evidence and the assessment results. This review will take place within 10 working days of receipt of Learner Appeal of Assessment Results Form
- The only evidence which may be presented by the learner at appeal is that which has already been presented for assessment. New evidence cannot be added by the learner for the appeal.
- The learner will be informed of the outcome of the Appeals Process within 15 working days from receipt of the Learner Appeal of Assessment Results Form.
- Following completion of the Appeal Process, the results for the learner concerned are forwarded to QQI as the final result. These final results are the basis on which QQI will issue certificates.
- Any application for appeal received after the specified date is not considered.

### **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

|                                                                 |                   |          |
|-----------------------------------------------------------------|-------------------|----------|
| <b>B&amp;B Nursing Ltd</b><br><br><b>Non-Assessment Appeals</b> | Document No:      | BB-P-013 |
|                                                                 | Revision No:      | 0        |
|                                                                 | Approved Date:    | DEC 2024 |
|                                                                 | Next Review Date: | DEC 2025 |
|                                                                 | Issued By:        | AB       |

### Purpose

The purpose of this policy is to support B&B Nursing Ltd in ensuring the development and implementation of good practice in the processing of non-assessment appeals across all training programmes, thereby ensuring that B&B Nursing Ltd maintains and improves upon the quality of service delivery for their learners.

### Procedure

All non-assessment appeals will be handled in a respectful and confidential manner in line with GDPR.

- If you would like to raise an issue on the quality of your learning experience which does not relate to the assessment procedure you must submit your non assessment appeal via our Non-Assessment Appeals Form (Reference BB-F-009) to the TQM.
- A learner must specify the reasons on which the appeal is sought. The following reasons may be considered:
  - Complaint regarding the quality of service
  - Recognition of Prior Learning (RPL)
  - Reasonable Accommodations
  - Recognition of Administrative errors
  - Adjustments on Personal reasons
  - Adjustments on Medical reasons
  - Disciplinary action
  - Other extenuating circumstances

- Once the non-assessment appeal is submitted, the TQM will acknowledge that they have received your appeal via letter or email within five working days.
- Within ten working days, a meeting will be held with yourself, the TQM and a nominated staff member, with the aim of finding a reasonable solution to your non-assessment appeal. This and any subsequent meetings can be held in-person, on the phone or via an online platform.
- The decision from the TQM will be final and no further appeals will be facilitated.

### **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

|                                                                                          |                   |          |
|------------------------------------------------------------------------------------------|-------------------|----------|
| <b>B&amp;B Nursing Ltd</b><br><br><b>Recheck / Review of Learner Assessment Decision</b> | Document No:      | BB-P-014 |
|                                                                                          | Revision No:      | 0        |
|                                                                                          | Approved Date:    | DEC 2024 |
|                                                                                          | Next Review Date: | DEC 2025 |
|                                                                                          | Issued By:        | AB       |

## Purpose

The purpose of this policy is to outline the steps to be taken by the learner in the event that a recheck or review of an assessment result(s) is required.

## Procedure for a Recheck

Recheck is “the administrative operation of checking (again) the recording and combination of component scores for a module and/or stage.” (QOI Assessments and Standards, Revised 2022, 4.10.3)

Grounds for a Recheck: The learner believes there was an error in the calculation of their grade relating to an assessment.

- Should a recheck be required the learner must complete a Grade Recheck Form (Reference BB-F-010). This must be sent to the TQM at [noelle@bandbnursing.ie](mailto:noelle@bandbnursing.ie) within five working days after provisional summative assessment results have been issued to the learner.
- Late declarations of recheck will only be considered where evidence is produced that circumstances or valid reasons prevented the learner from filing a grade recheck form within the stated timeframe.
- An arithmetical calculation of the assessment result is conducted by a different tutor, not involved with the learner but familiar with the relevant module.
- Where a recheck results in a change of mark/grade B&B Nursing Ltd notifies the relevant External Examiner for the purposes of amending the learners mark/grade accordingly including any necessary change in an award classification.
- The learner is informed of the outcome of the recheck within ten working days from when the grade recheck form was lodged with the TQM.

## Procedure for a Review

Review is “the re-consideration of the assessment decision, either by the original assessor or by other competent persons”. Learners are required to state the grounds for the requested review. The grounds for review will normally be that the learner suspects that the assessment was erroneous in some respect (QQI, Revised 2022, 4.10.3)

The grounds for a Review: B&B Nursing Ltd academic regulations were not implemented correctly or there was mitigating circumstances which may not have been known or considered.

- Should a review be required the learner must complete a Grade Review Form (Reference BB-F-011). This must be sent to the TQM at [noelle@bandbnursing.ie](mailto:noelle@bandbnursing.ie) within five working days after provisional summative assessment results have been issued to the learner.
- Late declarations of review will only be considered where evidence is produced that circumstances or valid reasons prevented the learner from filing a grade review form within the stated timeframe.
- The Grade Review Form, along with any supporting evidence to support the grounds that a review is being sought is assessed. If a review is approved an independent assessor who was not involved in the initial assessment conducts the review within ten working days.
- The decision of the independent assessor will supersede the original assessor’s judgement.
- Where a review results in a change of mark/grade B&B Nursing Ltd notifies the relevant External Examiner for the purposes of amending the learners mark/grade accordingly including any necessary change in an award classification.
- The learner is informed of the outcome of the review within ten working days from when the grade review form was lodged with the TQM.

## Monitoring and Review

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

|                            |                   |          |
|----------------------------|-------------------|----------|
| <b>B&amp;B Nursing Ltd</b> | Document No:      | BB-P-015 |
|                            | Revision No:      | 0        |
|                            | Approved Date:    | DEC 2024 |
|                            | Next Review Date: | DEC 2025 |
|                            | Issued By:        | AB       |
| <b>Academic Misconduct</b> |                   |          |

## Purpose

This procedure outlines the framework for the promotion of academic integrity and the process involved in managing suspected cases of plagiarism, collusion or other forms of academic misconduct. The core values of academic integrity, honesty, trust, fairness, respect and responsibility, are central to all assessment of all B&B Nursing Ltd.'s activities. This includes maintaining ethical, honest and trustworthy behaviours in the submission of academic work.

## Procedure

Academic misconduct can be either intentional or inadvertent.

It can be committed in a variety of ways (including, but not exclusive, to the following):

- Submitting work as your own for assessment, which has, in fact, been done in whole or in part by someone else or submitting work which has been created artificially, e.g., by a machine or through artificial intelligence. This may be work completed for a learner by a peer, family member or friend or which has been produced, commercially or otherwise, by a third party for a pre-agreed fee (contracted); it may be work in which the learner has included unreferenced material taken from another source(s) (plagiarism); it may be use of a ghost writer to carry out assessed work which is then submitted as the learner's own work; it may be using a previous assignment as submitted by a peer claiming it to be your work; it may be that references have been falsified to give credibility to the assignment and to show evidence of research; it may be a claim for authorship which is false.
- Cheating in exams. (e.g. copying, impersonation)
- In an assessment event (e.g. examination), any form of communication with other learners (written, verbal, gestures, expressions, pointing, etc.)
- Misrepresenting research. (e.g., data fabrication, data falsification, misinterpretation)
- Falsification of documents.
- Improper use of technology, electronic communication devices or other unauthorised equipment.
- Disruptive and offensive behaviour which undermines the integrity of the assessment event or process.

- Unauthorised removal, deliberate damage to, or destruction of assessment material.

#### Steps for implementation

- If a tutor or other member of staff suspects any form of academic misconduct, it is reported to the TQM who takes a consistent, transparent and fair approach to all involved.
- If the TQM agrees that the incident requires further investigation, all evidence of the suspected misconduct is requested. In cases where plagiarism or academic misconduct is suspected, along with a marked up copy of the assessment work, the TSA will be requested to check the learner's assessment evidence using ScanMyEssay.
- The TQM conducts an initial investigation of the alleged misconduct and determines if there is a case. If the TQM concludes that there is no case, s/he notifies the tutor or the person reporting giving reasons for the decision. If the TQM concludes that there is a case, s/he invites the learner and the tutor to a meeting to discuss the concern.
- The TQM:
  - Explains the purpose of the meeting to the learner in advance and includes a copy of the marked-up piece of work (if plagiarism) or evidence of other misconduct
  - Advises the learner that they may be accompanied at the meeting
  - Asks the learner to bring any evidence that refutes the incident and evidence of their work, to give them the opportunity to demonstrate that the work presented is their own original work (in the case of plagiarism)
  - At the meeting, clearly outlines what has been alleged, shows the learner a copy of his/her work or other evidence, gives the learner an opportunity to justify the work or their conduct and invites the learner to admit or deny responsibility.
- Where two or more learners present identical pieces of work, the TQM meets all the learners involved.
- Following the interview with the learner, if the TQM determines an academic misconduct has taken place an appropriate penalty is decided based on the seriousness of the incident. This can range from resubmission of assessment evidence, applying a penalty which would see the learner awarded a lower mark or no mark, to removal from the programme.
- In the event the learner does not engage with the process, by not responding or by refusing to attend an interview, the relevant assessment will receive a zero mark.

- The TQM notifies the learner, the tutor, and the Results Approval Panel (in the internal verification report) in writing, of the decision and any penalty imposed. A copy of this report is attached to the learners file.
- The learner has the right to appeal the decision to impose a penalty to the Results Approval Panel, who appoints an independent person with relevant expertise to investigate and make report within ten working days. Their decision is final.
- Academic misconduct by a tutor such as fabrication of evidence or interference with results may be regarded as gross misconduct, which is referred to the AB and may be grounds for disciplinary action up to and including termination of their contract.

In an effort to counteract academic misconduct, B&B Nursing Ltd proactively

- Engages in open and transparent conversations with learners on academic integrity, commencing at induction and held on an ongoing basis throughout the period of enrolment.
- Provides definitions and examples of what constitutes academic misconduct to learners.
- Ensures steps are taken to reduce learner stress by appropriately managing the assessment schedule and by adequately preparing learners with the knowledge and tools required to engage with assessment methods.
- Communicates to the learner the consequences of academic misconduct at relevant stages of the programme from induction to completion.

### **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.



|                          |                   |          |
|--------------------------|-------------------|----------|
| Reasonable Accommodation | Document No:      | BB-P-016 |
|                          | Revision No:      | 0        |
|                          | Approved Date:    | DEC 2024 |
|                          | Next Review Date: | DEC 2025 |
|                          | Issued By:        | AB       |

## Purpose

To outline how B&B Nursing Ltd will adapt assessments to support learners with specific learning needs or disabilities, allowing learners to clearly demonstrate they have meet the learning outcomes without compromising the integrity of the award standard as set out by QQI.

## Procedure

B&B Nursing Ltd is committed to fair and consistent principles of assessment. Reasonable accommodation allows learners with specific learning requirements and disabilities complete assessments in alternative ways while maintaining the standards set out by QQI providing equality of access and opportunity for all. Learners are informed of the availability of reasonable accommodation at induction and in the learner handbook.

- Should a learner wish to apply for reasonable accommodation on any assessment, the learner or someone on their behalf, should
  - Approach the tutor or TQM to discuss their needs with as much advance notice as possible e.g., at enrolment.
  - Complete a Reasonable Accommodation Application Form (Reference BB-F-012) along with relevant supporting documentation from their doctor or consultant, and return to their tutor or TQM.
- Reasonable accommodation requests will only be accepted when a learner has submitted the correct evidence of a disability along with a completed application form.
- Specific needs identified below will be eligible for consideration for reasonable accommodation.
  - A learner with a disability
  - A physical impairment
  - A mental impairment
- Reasonable accommodations may include, but are not limited to the following:
  - Extra time
  - Rest breaks

- Scribe
  - Reader
  - Use of sign language
  - Alternative venues
  - Use of assistive technology / adaptive equipment, e.g., braille keyboard, voice to text
  - Modified presentation of assessment briefs / examination papers e.g., enlarged papers, dyslexic font etc.
- Within two weeks of receiving all the evidence, the TQM will assess the documents received. They may request more information before a decision is made. Requests are reviewed on an individual basis and facilitated where possible, unless the measures needed would place a disproportionate burden on B&B Nursing Ltd. Once a decision has been made the TQM will inform the learner in writing of either a successful or unsuccessful application.
  - If successful, the TQM will inform the Tutor and the work placement supervisor of the adaption's to be made, while adhering to the assessment principles in terms of reasonable accommodation. The TQM will also notify the Internal Verification Team and EA of any arrangements in place ensuring that any accommodations granted are included on the IV Report for reference to the EA and RAP.
  - If the learner's application is unsuccessful, the TQM will direct the learner to another provider who may be able to accommodate their request.

### **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

|                                                                                                   |                   |          |
|---------------------------------------------------------------------------------------------------|-------------------|----------|
| <b>B&amp;B Nursing Ltd</b><br><br><b>Compassionate Consideration in Extenuating Circumstances</b> | Document No:      | BB-P-017 |
|                                                                                                   | Revision No:      | 0        |
|                                                                                                   | Approved Date:    | DEC 2024 |
|                                                                                                   | Next Review Date: | DEC 2025 |
|                                                                                                   | Issued By:        | AB       |

## Purpose

To enable learners to request the deferral of an assessment or avail of an extended deadline because of extenuating circumstances.

## Procedure

Learners can apply for Compassionate Consideration to

- Defer an assessment i.e. to be allowed to complete/submit the assessment activity on another occasion, if they feel that extenuating circumstances may have prevented or may prevent them from undertaking/completing a specific assessment activity. In such cases, supporting relevant evidence/documentation must accompany the application
- Repeat an assessment activity i.e. to be allowed to sit the assessment activity at an alternative sitting, if they feel that extenuating circumstances seriously impaired their performance. In such cases, supporting relevant evidence/documentation must accompany the application.

Examples of extenuating circumstances for compassionate consideration, which unexpectedly interfere with a learner's ability to complete or sit an element of assessment which may be considered, but are not limited to include:

- Recent physical injury or emotional trauma
- physical disability or chronic/disabling condition such as epilepsy, glandular fever, severe effects of pregnancy or other incapacitating illness of the learner
- recent bereavement of close family member or close friend
- personal injury certified by a medical practitioner
- domestic crisis
- certified mental health issue
- serious illness of a close family member
- serious illness of child or other family member for whom the learner is primary carer
- other extenuating circumstances

Examples of circumstances which are unlikely to be considered include, but are not limited to:

- typical symptoms associated with exam stress

- minor illnesses such as a common cold
- holidays
- IT and/or computer failure (excluding in an examination)

Any application in relation to compassionate consideration requires the learner to provide supporting relevant evidence/documentation from a qualified professional practitioner. Examples of statements considered, but not limited to include:

- Statement from medical practitioner (e.g. doctor, psychologist, etc.)
- Statement from An Garda Síochána / legal professional
- Statement from Centre Manager (in extenuating cases, the CM may be aware of circumstances whereby the learner may be unable to obtain a statement from another qualified professional (e.g. due to financial constraints) and may complete a statement for the learner while maintaining confidentiality.

Where a learner requires compassionate consideration in relation to an assessment deadline the learner notifies the TQM or CM of the extenuating circumstances. The learner completes the Compassionate Consideration Application Form (Reference BB-F-013) and returns it, along with relevant supporting evidence/documentation to the TQM within 3 working days. In exceptional cases, the TQM / CM may extend this date, due to the specific circumstances which may prevent the learner from obtaining the relevant evidence/documentation within the allowed timeframe. A meeting between the TQM and CM is arranged to discuss the application and decide on the outcome, where each application for compassionate consideration or extenuating circumstances is judged on its own merits.

The learner is informed in writing of the outcome of the meeting, granted or declined within 3 working days from receipt of the Compassionate Consideration Application Form.

If the decision is that the compassionate consideration application has been granted, the revised schedule for the assessment activity is agreed between the TQM and the learner, when the learner is in a position to consider these arrangements. Every attempt to facilitate this in the current assessment period will be made. However, due to time constraints, the nature of the assessment activity, and/or resources, this revised schedule may roll into a subsequent certification period. Where a compassionate consideration application has been granted, in the event that the assessment activity is an examination, a new examination paper, marking scheme and set of outline solutions must be devised: the original examination paper will not be re-used. There is no mark/grade penalty under this procedure.

If the decision is that the compassionate consideration application has been declined, the TQM or CM will refuse to accept the assessment evidence from the learner. The original result of the assessment will apply.

The learner has the right to appeal this decision, using the Non-Assessment Appeals Form (Reference BB-F-009). Any appeal must be made within 10 working days of the decision.

### **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

|                            |                   |          |
|----------------------------|-------------------|----------|
| <b>B&amp;B Nursing Ltd</b> | Document No:      | BB-P-018 |
|                            | Revision No:      | 0        |
|                            | Approved Date:    | DEC 2024 |
|                            | Next Review Date: | DEC 2025 |
|                            | Issued By:        | AB       |

## Complaints

### Purpose

To provide learners with a clear framework in which to raise complaints, respecting all the individuals concerned by taking legitimate learner complaints seriously, aiming to resolve them in a clear, fair and timely manner.

### Procedure

A complaint is considered to be an expression of significant or sustained dissatisfaction, where a learner seeks a specific action to address the issue.

- Learners may initially make an informal complaint. It is expected that any minor problems which may arise, will be discussed with the Tutor / TQM, with the objective of resolving the issue amicably at this point. This may involve an apology and / or explanation and immediate action to resolve the issue. Where informal discussions fail to produce a satisfactory solution, or when the seriousness of the complaints merits it, the learner is advised to submit a formal written complaint.
- Learners who wish to make a formal complaint must complete the Complaints Form (Reference BB-F-014) and submit it to the TQM within one month of the last related incident occurring. Anonymous complaints will not be considered.
- Learners are required to provide full and accurate information and to cooperate with the investigation, including providing any additional information as requested. The complaint will be examined to establish the nature and circumstances of the complaint, whether the complainant has merit and what actions, if any are needed to resolve the issue.
- A learner making a complaint will not be discriminated against or suffer any recrimination as a result of making a legitimate complaint. Where a complaint is deemed to be malicious or vexatious or where false information is submitted, disciplinary action may be taken against the complainant.
- B&B Nursing Ltd seeks to handle all complaints with discretion. It is important that all parties involved take care to ensure that confidentiality is respected. Where a complaint involves an individual member of staff that member of staff has a right to respond as part of the investigation.
- On completion of the investigation, the TQM will provide a written report recommending measures to be taken to resolve the complaint to the parties concerned. Once approved by the CM

a copy of the report will be sent to the complainant, where their response to the outcome of the investigation is required within 15 working days.

- If the learner is not satisfied that an acceptable outcome has been reached, he / she can appeal in writing the outcome of their complaint to the SMT if they have reason to believe that
  - the written report does not address the substantive areas of the complaint
  - there is a procedural irregularity in connection with the conduct of the investigation
- The role of the SMT is to judge whether the outcome has correctly and properly addressed the substantive areas of the complaint, followed correct procedures and examined all the evidence. The learner will be provided with the report of the SMT within three weeks of requesting an appeal and will be asked to respond within 15 working days.

### **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

## CORE GUIDELINE 7: SUPPORT FOR LEARNERS

B&B Nursing Ltd endeavours to provide a comprehensive range of learner supports, with information being made available to learners within the learner handbook, up on the company website and through contact with our accounts department at point of initial access.

Supports available to learners include, but are not limited to:

- Pre-enrolment support to enable learners to make an informed decision on their chosen programme of study.
- Administrative support throughout engagement with B&B Nursing Ltd.
- Tutor support. At the commencement of the course learners are provided with their Tutors email and contact number. Tutors offer learners support during class time on a one-to-one basis or in group discussions, whichever is deemed to be the most appropriate. Learners are also encouraged to contact their Tutor out of class time for feedback or clarification.
- Support in conducting assessments.
- Ongoing feedback on performance or assignments.
- Provide signposting to pastoral care, counselling, social and community agencies.
- Garda vetting.
- Employment references.
- Financial support – payment plans.
- Peer to peer support.
- IT support.
- Access to programmes relating to the programme.
- Advise on progression to third level education, on access, transfer and progression routes within B&B Nursing Ltd.'s validated awards and potential career pathways provided.

Learners are provided with a Learner Satisfaction Survey (Reference BB-F-004) to monitor their engagement with existing learner supports and the inclusion of a Learner Representative on our AB adds value to our assessment and development of future learner supports.

We benchmark our level of learner supports against industry best practice and our knowledge of similar providers of similar size, who provide similar awards.

B&B Nursing Ltd recognises that in our ever more increasingly diverse world, the need for learner centred pastoral care is greater than ever. Our goals for pastoral care include:



- To create a safe, secure, and well-structured learning environment where all members will feel valued and respected.
- To provide help, support, advice and encouragement to all members of the learner community.
- To create an atmosphere of mutual respect where learners will learn to be understanding and sensitive of the needs of others.
- To enable learners to develop, learn and know that they can offer valuable contributions to the community.
- To prioritise the nurturing of positive relationships between learners and staff.
- To build self-esteem and confidence within each learner and provide opportunities for each learner to succeed.

## CORE GUIDELINE 8: INFORMATION AND DATA MANAGEMENT

|                                        |                   |          |
|----------------------------------------|-------------------|----------|
| <b>Information and Data Management</b> | Document No:      | BB-P-019 |
|                                        | Revision No:      | 0        |
|                                        | Approved Date:    | DEC 2024 |
|                                        | Next Review Date: | DEC 2025 |
|                                        | Issued By:        | AB       |

### Purpose

B & B is aware of its responsibility for security and integrity of personnel data under General Data Protection Regulation (GDPR) 2018. B&B Nursing Ltd as a QQI Provider and employer collects and processes personal information in accordance to the requirements of GDPR and Data Protection Legislation. B&B Nursing Ltd also manages the use, collection, storage and deletion of learner personal data, business data and information accordance to best practice and in compliance with the Qualifications and Quality Assurance Education and Training) Act 2012 and other statutory obligations.

B&B Nursing Ltd fully respects the individual's right to privacy and security of data provided as necessary for data processing. B&B Nursing is particularly aware of its responsibility for learner data collection, retrieval, storage, retention, distribution, and destruction of personal data in relation to processing learner data for QQI certification to the QBS system.

We endeavour to ensure appropriate safeguards are in place to protect personal data at all stages of processing and we inform learners of their data protection rights along with details of how we process their data, why we collect it, our legal basis for processing and safeguard measures in place, along with their right to complain our privacy notice on our website.

This procedures applies to all relevant and pertinent personal data relating to the corporate (staff, full time and contracted as well as external stakeholders as relevant to the business) and academic (learners, staff, external stakeholders e.g. EA, external panel members, EIC) as relevant to the academic division) It applies to all personal data in hard and soft copy for processing by B & B Nursing. Data is collected from personnel as is relevant to their role, staff and learners and externally as necessary.

### Procedure

- Complying with the GDPR is achieved by adhering to the 6 principles of GDPR and B&B Nursing Ltd have reviewed their policies and procedures to ensure that all areas of processing are in line with the obligations of those principles. This includes but is not limited to;
  - Ensuring that all individuals whose personal data is processed are aware of the processing prior to data being collected.

- Ensuring transparency by detailing all methods and reasons for processing in a privacy policy on our website.
- Ensuring all forms of processing are supported by a legitimising factor and where necessary evidence of that legal basis.
- Ensuring all staff are aware of their data protection responsibilities through training and updates.
- Engaging with external compliance support when necessary.
- Developing and implementing Data protection policies and procedures.
- Reviewing on a regular basis processes and procedures to ensure compliance continues.
- Reviewing on a regular basis data processing activities.
- Ensuring appropriate security and technical measures are in place in all forms of processing both automated and paper based to protect personal data.
- Ensuing Data Protection remains at the forefront of new systems, processes, training services and business practices.
- B&B Nursing Ltd have appointed an internal compliance officer who is responsible for the following;
  - Ensuring all staff and tutors are aware of any changes or updates to legislation.
  - Engaging with IT Support to ensure all systems are secure and reviewed regularly.
  - Monitoring the ongoing compliance of GDPR within the offices and classrooms.
  - Carrying out due diligence on third parties with whom data is shared.
  - Engaging with the services of external compliance support for advice when required.
  - Managing the data retention schedule.
  - Acting as contact point for individuals and the data protection commission.

- **Learners Personal Data**

Learner data quantitative and qualitative is collected from individuals directly through application and enrolment of our course and is necessary for reporting and certification. Processing includes but is not limited to;

- Contact information such as email addresses and current address.
- Date of Birth.
- PPSN for registration to programmes leading to QQI awards
- Employer details -if relevant.
- Social welfare reference number -if relevant.
- Garda vetting Disclosure.

- ID and proof of address for vetting process.
- Medical card proof (copy of same

Data required for application for reasonable accommodation/ compassionate consideration/ complaints/ learner appeals and data related to outcome/s of same. Programme feedback forms from learners and trainers as relates to learners. Assessment results from assessors and grades through the QQI QBS system.

Learner personal data is held on cloud systems which have the appropriate security protections such as access restrictions, password protection including two factor authentication and cyber protection including firewall and virus protection. Hard copy information is held in a secure locked safe which is protected by CCTV, locks, alarms and security gates.

Learner personal data is received either in hard copy or via email. Any hard copies received are scanned to the cloud and the original shredded. B&B Nursing Ltd use cloud based systems which provide back up and are restricted on a need to know basis. These are also protected by 2 factor authentication and passwords.

All learners must apply for Garda vetting prior to their work placements. Applications for vetting are received by post and/or email and are submitted to vetting services (via registered post) for processing along with ID verification. No copies of same are held. Once confirmation of vetting disclosure has been received, these are distributed by hand to learners.

When ID verification documentation is sought by B & B Nursing Ltd when setting up a new learner, a note is taken that the ID has been verified, giving the name of the person who carried out the verification check and the date and details of the documentation reviewed. Driver's license number is noted. However photocopies of the documentation themselves are not retained on file unless there is a specific statutory requirement to do so. Learner Assessment Papers are paper based and are marked by Tutors. These are submitted to the office where they are logged. They are then stored in a safe which is monitored by CCTV and protected by lock and key. All assessments are shredded after one month once the approval process is complete and certificate has been issued.

B&B Nursing Ltd have internal processes to verify the accuracy and completeness of individuals' personal information, regardless of the origin of the information (e.g., collected by the organisation, received from a third party). Office administration validates personal information

records as they are created and updated.

- **Record and Data Management, Retention and Destruction**

All B&B Nursing Ltd records, electronic and paper based are subject to retention restrictions.

B&B Nursing Ltd processes personal data in a fair manner which notifies data subjects of the purposes of data processing and retains the data for no longer than is necessary to achieve those purposes.

B&B Nursing Ltd.'s objectives and principles in relation to Data Retention are to:

- Set out limits for the retention of personal data and ensure they are complied with
  - Ensure B&B Nursing Ltd complies fully with its obligations and rights of data subjects under the GDPR
  - Ensure the safe and secure disposal of confidential data and information assets
  - Ensure that records and documents are retained for the legal, contractual and regulatory period stated in accordance with each body's rules or terms.
  - Mitigate against risks or breaches in relation to confidential information. B&B Nursing Ltd have a retention schedule which is continually reviewed to ensure it is relevant to the type of data collected.
- **Staff and Contractors**
  - All staff and contractors must familiarise themselves with and adhere to GDPR affected policies and provide confirmation of compliance.
  - All staff and contractors are issued with a privacy policy reflecting how their data is processed.
  - All staff and contractors use company issued email addresses and are provided with access to company based cloud systems which are restricted on a need to know basis as well as appropriate cyber security measures.
  - Any third party providers have been issued with data sharing/processing contracts and appropriate due diligence processes are carried out.
  - Tutors own use laptops, mobile phones, email addresses require password protection, encryption and firewall/virus protection.
  - Data protection policies and procedures are reviewed regularly at management level to ensure continued compliance.
- **Data Monitoring and Management**

Reports and statistics compiled from data includes:

  - Grade band analysis by programme by tutor.

- Learner attendance/completion drop out percentages.
- Analysis of feedback forms from learner and tutor.
- Analysis of data and statistics as relevant from internal and external reports

Data is extrapolated only as relevant and necessary for:

- Internal Analysis for academic and corporate reports
- External Authenticators (EA)
- External Independent Consultants (EIC)
- Panel Meetings with external members.
- Legislative (inclusive of QQI QBS) and regulatory bodies.
- Future planning to assist informed decision making on areas that may need additional resourcing.
- For self-evaluation of programmes and centre on a scheduled basis per QQI programme validation schedule.
- Reports internally and external for programme validation and self-evaluation.

B&B Nursing Ltd Management is responsible for document management and internally, systems such as Google Classroom, Dropbox, Microsoft Office, Zoom and Excel are utilised across all functions of the business with appropriate security measures in place. Management will continue to review policies and procedures to ensure compliance with regulation. Staff and other stakeholders are required to manage data used in line with the company's policies and procedures.

B&B Nursing Management will continue to engage with our IT support to ensure our systems remain robust and in line with the appropriate technical and security measures.

## **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

|                 |                 |                   |          |
|-----------------|-----------------|-------------------|----------|
| Data Protection | B&B Nursing Ltd | Document No:      | BB-P-020 |
|                 |                 | Revision No:      | 0        |
|                 |                 | Approved Date:    | DEC 2024 |
|                 |                 | Next Review Date: | DEC 2025 |
|                 |                 | Issued By:        | AB       |

## Purpose

B&B Nursing Ltd recognises its responsibilities under the **Freedom of Information Acts 1997 & 2003 and Data Protection Acts 1988, 1993, 2018 and in accordance with the General Data Protection Regulation 2018** to ensure confidentiality and rights of access to information for its employees and service users. B&B Nursing Ltd is committed to a policy of protecting the rights and privacy of individuals.

B&B Nursing Ltd may have to collect and use information about individuals / organisations with whom we work. Such information which may be collected can be personal information in connection with its human resource function as an employer and information to effectively carry out our everyday business functions and activities.

Such data is collected from and may include members, current, past and prospective employees, learners and suppliers and may include (but is not limited to), name, address, email address, date of birth, PPS number, ID references, private and confidential information, sensitive information and bank account details. Regardless of how the data is collected, recorded and used and whether it is on paper, in computer records or recorded by other means, the personal information must be handled and dealt with properly.

In addition, we may be required to collect and use certain types of personal information to comply with the requirements of the law and/or regulations. However, we regard the lawful and correct treatment of personal information as very important to our successful operation and maintaining confidence between us and those whom we carry out our business. We are committed to ensuring that all personal information will be processed in accordance with the **General Data Protection Regulation (GDPR), Irish data protection laws** and any other relevant the data protection laws and codes of conduct.

- This policy ensures that procedures are in place for service users, service suppliers and any third-party representatives (data subjects) to access records about themselves in a way that is transparent and consistent with legal, statutory and regulatory requirements under data protection laws and to ensure that all personal and special category information is processed compliantly and, in the individuals', best interest.
- This policy sets out the required standards for safe and effective record keeping of all B&B Nursing Ltd service users, service suppliers and any third -party representatives personal details. Adherence to this policy is mandatory and non-compliance could lead to disciplinary action.

- This policy also serves as a reference document for third-parties on the responsibilities of handling and accessing personal data and data subject requests.

### **Glossary of Terms**

- Data means information in a form which can be processed. It includes both automated (computerised) and manual data.
- Personal data is information that relates to an identifiable person who can directly or indirectly be identified from that information.
- Special categories of personal data are data which relates to an individual's health, sex life, sexual orientation, race, ethnic origin, political opinion, religion and trade union membership. It also includes genetic and biometric data (where used for ID purposes).
- Criminal Offence Data is data which relates to an individual's criminal convictions and offences.
- Data Processing means performing any operation or set of operations on data including:
  - Obtaining, recording or keeping data
  - Collecting, organising, structuring, storing, altering or adapting data
  - Retrieving, consulting or using the data
  - Disclosing the information or data by transmitting, disseminating or otherwise making it available
  - Aligning, combining, blocking or destroying the data.

### **Procedure**

The six principles of the GDPR require that personal data is:

- Processed in a way that is lawful, fair and transparent;
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes;
- Adequate, relevant and is limited to what is necessary;
- Accurate and kept up to date;
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; and
- Processed in a manner that ensures appropriate security of the data.

Article 5(2) of the GDPR also obliges B&B Nursing Ltd to “be responsible for, and be able to demonstrate, compliance with the principles”. B&B Nursing Ltd endeavours at all times to comply with these principles.

B&B Nursing Ltd keeps several categories of personal data on our service users and suppliers in order to carry out effective and efficient processes. In relation to suppliers any personal information is kept on our



computer cloud systems and on encrypted banking systems. Information on Service Users is held in a locked cabinet and uploaded to encrypted certification systems.

- Data Protection and Personal Information in relation to Tutors.

Tutor Data is mainly obtained from the details provided directly through the recruitment process, as well as academic information e.g.. results, certification. This is held by B&B Nursing Ltd on its records systems. Categories of personal data collected/recorded include:

- Name
- Postal and email address
- Phone number
- Nursing number
- Driving Licence
- Banking details
- Other Credentials

- Data Protection and Personal Information in relation to Learners.

Learner Data is mainly obtained from details provided directly from the learner through the programme enrolment process. This is held by B&B Nursing Ltd on its records systems and shared with third parties (such as Garda vetting services and QQI) as appropriate and necessary.

Categories of personal data collected / recorded include;

- Contact information such as email addresses and current address.
- Date of Birth,
- PPSN for registration to programmes leading to QQI awards
- Employer details -if relevant
- Social welfare reference number -if relevant
- Garda vetting disclosure
- ID and proof of address for vetting process
- Medical card proof (copy of same)
- Subject to the provisions of the Data Protection Act, 2018, and any associated regulations, the GDPR enumerates the following rights of Data Subjects:
  - Right to be Informed and Right of Access

Data Subjects have the right to be informed by B&B Nursing Ltd about the collection and use of their Personal Data. In addition, they have the right to access their Personal Data and other supplementary information, as appropriate (subject to restrictions prescribed by law).

B&B Nursing Ltd will respond to all such Data Subject access requests as required Article 12 of the GDPR. Further information on making a Data Subject access requests can be found on the

website of the Data Protection Commission at <https://www.dataprotection.ie/en/dpc-guidance/data-subject-access-requests-faq>

- Right to Rectification

Data Subjects have the right to have inaccurate Personal Data held by B&B Nursing Ltd rectified and to have incomplete Personal Data updated so that it is complete. On receipt of a request from a Data Subject for rectification of their Personal Data, B&B Nursing Ltd will take reasonable steps to ensure that the data held is accurate and will ensure that data is rectified, where necessary.

- Right to Erasure

Article 17 of the GDPR provides for the right of data subjects in certain circumstances to have their Personal Data erased ('right to be forgotten'). The right to erasure is not an absolute right and does not apply in circumstances where B&B Nursing Ltd.'s processing of personal data is necessary, for example, for the establishment, exercise or defence of legal claims.

Where a Data Subject is of the opinion that elements of Personal Data held by B&B Nursing Ltd are incorrect, they may make a request in writing to have such data permanently erased. B&B Nursing Ltd will review all such requests and, where appropriate, will erase the data in question.

- Right to Restriction of Processing

A Data Subject has the right to obtain a restriction in relation to the processing of their Personal Data where any one of the following applies:

- The Data Subject contests the accuracy of their data. The restriction will apply for a period enabling B&B Nursing Ltd to verify the accuracy of the personal data;
- The processing is unlawful and the Data Subject does not wish to have the data erased, but rather wishes to restrict its use;
- B&B Nursing Ltd no longer requires the data in question, but the Data Subject seeks its retention in order to establish, exercise or defend a legal claim; or
- The Data Subject has objected to the processing of their Personal Data by B&B Nursing Ltd. The restriction will apply pending verification of whether B&B Nursing Ltd.'s legitimate grounds for processing overrides the Data Subject's concerns.

- Right to Data Portability

In cases where B&B Nursing Ltd has collected Personal Data from a Data Subject by consent or by reason of a contract, that Data Subject can request B&B Nursing Ltd to provide the Personal Data in electronic format in order to provide it to another Data Controller. B&B Nursing Ltd will comply with all such legitimate requests.

- Right to Object to Processing

Under Article 21 of the GDPR, Data Subjects have a right to object to the processing of their

personal data in specific circumstances. Where such an objection is received, B&B Nursing Ltd will assess each case on its individual merits.

- Right Not to be Subjected to Automated Decision-Making

Data Subjects have the right not to be subjected to a decision based solely on automatic processing, including profiling, that have a legal or similarly significant effect on them. B&B Nursing Ltd will make every reasonable effort to ensure that no decision made in respect of a Data Subject is based on automatic processing alone.

- Data Subjects who may be concerned that their rights under the GDPR or the 2018 Act are not being respected B&B Nursing Ltd can contact our Data Compliance/Protection Officer. The Data Compliance/Protection Officer will engage with the Data Subject in order to bring their complaint to a satisfactory conclusion.

- The Data Compliance/Protection Officer can be contacted at [data@bandbnursing.ie](mailto:data@bandbnursing.ie)

Where a complaint to the Data Compliance/Protection Officer cannot be resolved, the Data Subject will be informed in writing and will be further informed of their right to bring their complaint to the Data Protection Commission.

- In order to protect the personal data of relevant individuals, which it holds or to which it has access, we have designated employees with specific responsibilities for the processing and controlling of data. We have also appointed an employee with responsibility for reviewing and auditing our data protection systems. Margaret Byrne is our Data Compliance/Protection Officer and can be reached at [data@bandbnursing.ie](mailto:data@bandbnursing.ie)

- B&B Nursing Ltd is responsible for the following

- Implementing and Maintaining Appropriate Technical and Organisational Measures for the Protection of Personal Data.

B&B Nursing Ltd has implemented appropriate technical and organisational measures to ensure that all Personal Data held under its control is secure and is not at risk from unauthorised access, either internal or external. Measures for the protection of Personal Data are reviewed and improved, where appropriate, from time to time.

- Maintaining a Record of Data Processing Activities.

B&B Nursing Ltd maintains a written record of all categories of processing activities where necessary for which it is responsible in accordance with GDPR Article 30.

- Data Processing Agreements with Personal Data Recipients.

On an ongoing basis, B&B Nursing Ltd puts in place appropriate contracts with third party data processors where Personal Data is shared. This includes security and other sub-contractors. The agreements specify the purpose of sharing the data, the requirements for security of the data and the requirements for termination of the agreement and the return/deletion of the data shared.

- Data Protection by Design and Default

In accordance with Article 25 of the GDPR, B&B Nursing Ltd implements technical and organisational measures to give effect to the principles of the protection of Personal Data and to ensure that, by default, only Personal Data necessary for each specific purpose of the processing are processed.

Such measures include the implementation of security measures to secure the data.

- Data Protection Impact Assessment (DPIA)

Where B&B Nursing Ltd considers that proposed processing (in particular, processing that involves new technology), poses a high risk to the rights and freedoms of Data Subjects, B&B Nursing Ltd will carry out a DPIA.

B&B Nursing Ltd.'s Data Compliance/Protection Officer will be consulted in relation to each DPIA completed. Where technical and/or organisational measures proposed will not mitigate any high risks previously identified, the Data Protection Commission and outside compliance support will be consulted as appropriate.

- Transfer of Personal Data Outside of the European Union

B&B Nursing Ltd will ensure that appropriate safeguards are in place prior to transferring any Personal Data outside of the European Union.

- Personal Data Breaches

The GDPR defines a Personal Data breach as meaning “a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed”.

B&B Nursing Ltd employees are required to notify the B&B Nursing Ltd Data Compliance/Protection Officer where they identify or suspect that a data breach has occurred. In accordance with GDPR, the Data Compliance/Protection Officer will notify the Data Protection Commission without undue delay where a breach is likely to result in a risk to the rights and freedoms of the Data Subject(s) involved.

The Data Compliance/Protection Officer will also assess if the breach is likely to result in a high risk to the data subject(s) involved. Where a high risk is identified, the Data Compliance/Protection Officer will arrange for the data subjects to be notified.

- Data Protection Governance

Compliance with the GDPR is a key requirement for B&B Nursing Ltd and will at all times endeavour to oversee, monitor and ensure compliance with data protection legislation.

- Data Subjects are responsible for
- Updating their details: The GDPR requires that personal data is accurate. Please let data@bandbnursing.ie know if your contact details change. If B&B Nursing Ltd does not have the correct contact details, we cannot take responsibility if we are unable to provide you with any information you require.
- Data Security All our employees are aware that personal information should be kept in a locked filing cabinet, drawer, or safe.

Employees are aware of their roles and responsibilities when their role involves the processing of data. All employees are instructed to store files or written information of a confidential nature in a secure manner so that are only accessed by people who have a need and a right to access them and to ensure that screen locks are implemented on all PCs, laptops etc. when unattended. No files or written information of a confidential nature are to be left where they can be read by unauthorised people.

Where data is computerised, it should be coded, encrypted or password protected both on a local hard drive and on a network drive that is regularly backed up. If a copy is kept on removable storage media, that media must itself be kept in a locked filing cabinet, drawer, or safe.

Employees must always use the passwords provided to access the computer system and not abuse them by passing them on to people who should not have them.

Personal data relating to Tutors, employees or learners should not be kept or transported on laptops, USB sticks, or similar devices, unless prior authorisation has been received from the Data Protection Officer. Where personal data is recorded on any such device it should be protected by:

- Ensuring that data is recorded on such devices only where absolutely necessary.
- Using an encrypted system — a folder should be created to store the files that need extra protection and all files created or moved to this folder should be automatically encrypted.
- Ensuring that laptops or USB drives are not left where they can be stolen.

Failure to follow the Company's rules on data security may be dealt with via appropriate sanctions.

- Queries, Contacts, Right of Complaint

Further information on Data Protection at B&B Nursing Ltd, you can contact the Data Protection Officer at [data@bandbnursing.ie](mailto:data@bandbnursing.ie)

You have a right to lodge a complaint with the Office of the Data Protection Commissioner (Supervisory Authority).

While we recommend that you raise any concerns or queries with us first, you may contact that Office at [info@dataprotection.ie](mailto:info@dataprotection.ie) or by writing to the Data Protection Commission, 21 Fitzwilliam Square South, Dublin 2, D02 RD28

### **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

|                                                               |                   |          |
|---------------------------------------------------------------|-------------------|----------|
| <b>B&amp;B Nursing Ltd</b><br><br>Website Data Privacy Notice | Document No:      | BB-P-021 |
|                                                               | Revision No:      | 0        |
|                                                               | Approved Date:    | DEC 2024 |
|                                                               | Next Review Date: | DEC 2025 |
|                                                               | Issued By:        | AB       |

## Who we are

B&B Nursing Ltd is a training provider that offers training, performance assessment and credentialing learners of the healthcare industry.

Our website is [www.bandbnursing.ie](http://www.bandbnursing.ie)

We are committed to respecting and protecting your privacy and would like you to feel safe when you give us your personal details. We will always clearly identify ourselves in correspondence and on our website.

In order to provide you with relevant information, respond to your enquiries and requests for services we will sometimes request that you provide us with information about yourself. This Privacy Notice will inform you of the information we gather and how it is used.

In this document “we”, “our”, or “us” refer to B&B Nursing Ltd. Please read this statement carefully as this sets out the basis on which any personal data, we collect from you, or that you provide to us, will be processed by us.

The law requires us to tell you about your rights and our obligations to you regarding the processing and control of your personal data. We do this now, by requesting that you read the information provided at [www.dataprotection.ie](http://www.dataprotection.ie)

For the purposes of the GDPR the data controller is:

B&B Nursing Ltd

Ballyduff,

Co Waterford

Email; [data@bandbnursing.ie](mailto:data@bandbnursing.ie)

**Accuracy of your personal data**

Please keep us up to date with any changes to your personal data, this allows us to ensure that your personal data is kept accurate and up to date.

**Purpose for processing your DATA**

Personal data refers to any information relating to an identified or identifiable natural person (Data Subject). An identifiable natural person is one who can be identified, directly or indirectly, in particular, in reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person.

The type of personal data that we may process about you will depend on the service that you require from us.

B&B Nursing Ltd maintains the same privacy practices with respect to data that is collected off-line and on-line, and this notice also covers both those methods of data collection and use. B&B Nursing Ltd complies with EU General Data Protection Directive (GDPR) for the collection, use, and retention of all personal data.

**We collect and process the following personal data**

Learners:

- Contact information such as Name, email addresses, current address and phone number
- Date of Birth,
- PPSN for registration to programmes leading to QQI awards
- Employer details -if relevant
- Social welfare reference number -if relevant
- Garda vetting certificates
- ID and proof of address for vetting process
- Medical card proof (copy of same)

Service Suppliers:

- Contact information such as Name. email address, phone number
- Credentials

Potential Employees:



Should you apply to work at B&B Nursing Ltd, we collect personal information from you such as; Name, Contact Details, CV's education and employment history.

### **Special Categories of personal data**

We do not process any special category data for the purposes of our services, we ask that you do not provide any sensitive personal data (e.g., gender, height, weight, medical information, religion, philosophical or political beliefs, financial data) in job applications. We ask you to provide only the information that is necessary to submit a query to our website on our services.

### **How we get the information and why we have it**

#### **Website**

B&B Nursing Ltd may collect domain information from your visit to customise and improve your experience on our website. This website may collect certain information from your visit, including the date and time of your access, the pages you have accessed, the name of the Internet Service Provider and the Internet Protocol (IP) address by which you are accessing the Internet, and the internet address from which you linked to our site, if applicable. We use this information to better understand how our website is being used so that we can improve its performance. Please see our cookies policy for more information on how this works.

We may also use third party plug ins, by accessing these sites from our website you are providing information to them about your visit. These third-party entities have their own privacy policies which you should read and understand.

### **Direct interactions**

You may provide us with your personal information when you;

- Fill in the query form on our website
- Submit an application for a course
- Correspond with us via email, phone or otherwise
- Meet with us on a one-to-one (in person or virtually) and provide us with your personal information.

### **Why are we processing your data? Our legal basis**

We are required to determine the legal basis for which we process different categories of your personal information, and to notify you of the basis for each category. Most of the personal information we process

is provided to us directly by you for one of the following reasons:

- **Information we process because we have a contractual obligation with you.**

In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information.

We may use it in order to:

- Provide you with our services including delivery of programmes and assessment of work
- Manage your requests
- Set up a client file

- **Information we process for the purposes of legitimate interests**

We may process information on the basis there is a legitimate interest, either to you or to us, of doing so. Where we process your information on this basis, we do so after having given careful consideration to:

- Whether the same objective could be achieved through other means
- Whether processing (or not processing) might cause you harm
- Whether you would expect us to process your data, and whether you would consider it reasonable to do so

For example, we may process your data on this basis for the purpose of necessary administration of our business.

- **Information we process because we have your consent**

Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website or ask us to provide with more information about our business, including job opportunities, our products and services, you provide your consent to us to process information that may be personal information.

Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to agree to our use of cookies. You may also consent to have your data used in order to receive information on a new programme offering.

We continue to process your information on this basis until you withdraw your consent, or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us at [data@b&bnursing.ie](mailto:data@b&bnursing.ie)

- **Information we process because we have a legal obligation**

We may be required to give information to legal and regulatory authorities if they so request and subject to the correct authorisation and legal basis, examples of such is the submission to QQI of course work for certification.

We may also use this information to verify your identity for security purposes or keep our website safe and secure.

### **How long we hold your information**

We keep your information for no longer than it is required or allowed. For information on the period your data is held for please contact us on [data@bandbnursing.ie](mailto:data@bandbnursing.ie)

### **Who are we sharing your data with**

As Quality and Qualifications Ireland accredited training providers we are required to share your personal data with QQI for certification.

We may also pass your personal data on to third-party service providers contracted to B&B Nursing Ltd while engaging with them to provide our services. Any third parties that we may share your data with are obliged to keep your details securely, and to use them only to fulfil the service they provide on your behalf. We have reviewed all third parties we share your data with to ensure they are aware of their responsibilities under the GDPR. For more details on the third parties we use, please contact us on [data@bandbnursing.ie](mailto:data@bandbnursing.ie)

### **Data Transfers**

In some circumstances it may be necessary for us to transfer your data outside the European Economic Area (EEA). We will only transfer data to receivers that are in countries approved by the EU Commission, or where there are the appropriate safeguards in place to protect your personal data. For further information on these appropriate safeguards, please email [data@b&bnursing.ie](mailto:data@b&bnursing.ie)

### **Security**

There are appropriate security measures in place to protect your data in the event of being accidentally lost or accessed without authorisation including;

- Your data is also limited to only the necessary parties that need to process your data for business purposes.
- Using secure servers to store your information
- Verifying the identity of any individual who requests access to information prior to granting them access to information
- Using encryption to secure personal data
- Only transferring your information via closed system or encrypted data transfers\*

\* Transmission of information over the internet is not entirely secure, and if you submit any information

to us over the internet (whether by email, via our website or any other means), you do so entirely at your own risk.

We cannot be responsible for any costs, expenses, loss of profits, harm to reputation, damages, liabilities or any other form of loss or damage suffered by you as a result of your decision to transmit information to us by such means.

### **Your data protection rights**

Under data protection law, you have rights including:

- Your right of access.  
You have the right to ask us for copies of your personal information
- Your right to rectification.  
You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure.  
You have the right to ask us to erase your personal information in certain circumstances
- Your right to object.  
You have the right to ask us to stop processing your personal data for profiling or direct marketing
- Your right to restriction of processing.  
You have the right to object to the processing of your personal data in certain circumstances
- Your right to data portability.  
You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Exemptions may apply if the information requested is considered excessive or repetitive.

Please contact us at [data@bandbnursing.ie](mailto:data@bandbnursing.ie) if you wish to make a request.

### **How to complain**

In the event that you wish to make a complaint about how your personal data is being processed B&B Nursing Ltd or how your complaint has been handled, you have the right to lodge a complaint directly with the data supervisory authority and / or our data protection manager on [data@bandbnursing.ie](mailto:data@bandbnursing.ie)

Link below to the complaints section of the Data Commissioner website

<https://forms.dataprotection.ie/contact>

Or email Data Protection Commissioner [info@dataprotection.ie](mailto:info@dataprotection.ie)

### **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

|                            |                   |          |
|----------------------------|-------------------|----------|
| <b>B&amp;B Nursing Ltd</b> | Document No:      | BB-P-022 |
|                            | Revision No:      | 0        |
|                            | Approved Date:    | DEC 2024 |
|                            | Next Review Date: | DEC 2025 |
|                            | Issued By:        | AB       |

## Data Retention

### Introduction

This policy sets out the obligations of B&B Nursing Ltd regarding the retention of personal data collected, held, and processed in accordance with General Data Protection Regulation. B&B Nursing Ltd only ever retains records and information for legitimate or legal business reasons for the purposes of providing our training services and always complies fully with EU GDPR and data protection legislation, guidance and best practice.

### Purpose

This policy sets out the types of personal data held by B&B Nursing Ltd, the periods for which that personal data is to be retained, the criteria for establishing and reviewing such periods, and when and how it is to be deleted or otherwise disposed of. For further information on other aspects of data protection and compliance with the GDPR, please refer to the company's Data Protection Policy.

### Objectives

The GDPR impose obligations on B&B Nursing Ltd, as a data controller, to process personal data in a fair manner which notifies data subjects of the purposes of data processing and to retain the data for no longer than is necessary to achieve those purposes.

The company's objective and principles in relation to Data Retention are to:

- Set out limits for the retention of personal data and ensure they are complied with
- Ensure B&B Nursing Ltd complies fully with its obligations and rights of data subjects under the GDPR
- Ensure the safe and secure disposal of confidential data and information assets
- Ensure that records and documents are retained for the legal, contractual and regulatory period stated in accordance with each body's rules or terms.
- Mitigate against risks or breaches in relation to confidential information

### Scope

This policy applies to all persons within B&B Nursing Ltd (meaning permanent, fixed term, temporary staff and sub-contractors engaged with the company). Adherence to this policy is mandatory and non-

compliance could lead to disciplinary or contractual action

## **Responsibilities**

B&B Nursing Management have overall responsibility for the management of records and data generated by their departments' activities, namely to ensure that the records created, received and controlled within the purview of their department, and the systems (electronic or otherwise) and procedures they adopt, are managed in a way which meets the aims of this policy.

## **General Data Protection Regulation (GDPR)**

B&B Nursing Ltd needs to collect personal information about job applicants, the people we employ, our learners, tutors we work with, or people we have a business relationship with to effectively and compliantly carry out our everyday business functions and activities, and to provide the services defined by our business type. This information can include but it is not limited to, name, address, email address, date of birth, identification number, private and confidential information, sensitive information and bank details. In addition, we may occasionally be required to collect and use certain types of personal information to comply with the requirements of the law and/or regulations, however we are committed to collecting, processing, storing and destroying all information in accordance with the General Data Protection Regulation, EU data protection law and any other associated legal or regulatory body rules or codes of conduct that apply to our business and / or the information we process and store.

## **Guidelines and Procedures**

B&B Nursing Ltd retains data records efficiently and systematically, in a manner consistent with the GDPR requirements and regulatory Codes of Practice on Records Management. This policy is widely disseminated to ensure a standardised approach to data retention and records management.

Records will be retained to provide information about, and evidence of the company's transactions, customers, employment and activities. Retention schedules will govern the period that records will be retained and can be found in the **Retention Schedule** tables.

## **Retention Period Protocols**

All company and employee information is retained, stored and destroyed in line with legislation and regulatory guidelines.

For all data and records obtained, used and stored within the company, we:

- Carry out periodical reviews of the data retained, checking purpose, continued validity, accuracy and requirement to retain
- Establish periodical reviews of data retained

- Establish and verify retention periods for the data, with special consideration given in the below areas:
  - The requirements of B&B Nursing Ltd
  - The type of personal data
  - The purpose of processing
  - Lawful basis for processing
  - The categories of data subjects
- Archive records any B&B Nursing CRM as a part of the retention process
- Where it is not possible to define a statutory or legal retention period, as per the GDPR requirement, the Company will identify the criteria by which the period can be determined and provide this to the data subject on request and as part our privacy notice.
- Have processes in place to ensure that records pending audit, litigation or investigation are not destroyed or altered.

### **Suspension of Record Disposal for Litigation or Claims**

If B&B Nursing Ltd is served with any legal request for records or information, any employee becomes the subject of an audit or investigation or we are notified of the commencement of any litigation against B&B Nursing Ltd, we will suspend the disposal of any scheduled records until we are able to determine the requirement for any such records as part of a legal requirement.

### **Storage and Access of Records and Data**

Documents are always retained in a secure location, with authorised personnel being the only ones to have access. Once the retention period has elapsed, the documents are reviewed, archived, or confidentially destroyed dependent on their purpose.

### **Expiration of Retention Period**

Once a record or data has reached its designated retention period date, the B&B Nursing Management should refer to the retention register for the action to be taken.

### **Destruction and Disposal of Records and Data**

All information of a confidential or sensitive nature on paper or electronic media must be securely destroyed when it is no longer required which ensures compliance with the GDPR. B&B Nursing Ltd is committed to the secure and safe disposal of any confidential waste and information assets in accordance with our contractual and legal obligations and that we do so in an ethical and compliant manner. We



confirm that our approach and procedures comply with the laws and provisions made in the GDPR and that staff are trained and advised accordingly on the procedures and controls in place

### **Paper Records**

Due to the nature of our business, we retain paper-based personal information and as such, have a duty to ensure that it is disposed of in a secure, confidential and compliant manner.

### **Electronic and IT Records and Systems**

B&B Nursing Ltd uses numerous systems, computers and technology equipment in the running of our business. From time to time, such assets must be disposed of in an ethical and secure manner. This must be carried out by our management team with consultation with our IT support.

The deletion of electronic records must be organised in conjunction with our IT Support, who will advise to ensure the removal of all data from the medium so that it cannot be reconstructed.

### **Internal Correspondence and General Memos**

Unless otherwise stated in this policy or the retention schedule, correspondence and internal memos should be retained for the same period as the document to which they pertain or support (i.e. where a memo pertains to a contract or a learner file, the relevant retention period and filing should be observed).

Where correspondence or memos that do not pertain to any documents having already been assigned a retention period, they should be deleted or shredded once the purpose and usefulness of the content ceases.

### **Compliance and Monitoring**

B&B Nursing Ltd is committed to ensuring continued compliance with this policy and any associated legislation and undertake regular audits and monitoring of our records, their management, archiving and retention. B&B Nursing Management are tasked with ensuring the continued compliance and review of records and data within their remit.

### **Retention Periods**

As stated above, as a required by law, B&B Nursing Ltd shall not retain any personal data for any longer than is necessary in light of the purpose(s) for which that data is collected, held and processed.

### **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

| Retention Schedule          |                        |                  |                                         |                                                                                                                                                                                                                                                                                                                                                                          |       |
|-----------------------------|------------------------|------------------|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| Class Record                | Trigger                | Retention Period | Final Action                            | Rationale                                                                                                                                                                                                                                                                                                                                                                | Notes |
| <b>Training Programmes</b>  |                        |                  |                                         |                                                                                                                                                                                                                                                                                                                                                                          |       |
| Learner Applications        | Certification Granted  | 1 month          | Delete                                  | Data Protection Legislation                                                                                                                                                                                                                                                                                                                                              |       |
| Vetting Applications        | End of vetting process | None             | Issue to learner and all copies deleted | Data Protection Legislation                                                                                                                                                                                                                                                                                                                                              |       |
| Learner Portfolio           | Certification Granted  | 1 month          | Destroy                                 | Data Protection Legislation                                                                                                                                                                                                                                                                                                                                              |       |
| CRM Records                 | Date captured          | 3 years          | Destroy                                 | Data Protection Legislation                                                                                                                                                                                                                                                                                                                                              |       |
| Email                       | End of Calendar year   | None             | Delete                                  | Data Protection Legislation                                                                                                                                                                                                                                                                                                                                              |       |
| Attendance / sing-in sheets | Certification Granted  | 1 month          | Destroy                                 | Data Protection Legislation                                                                                                                                                                                                                                                                                                                                              |       |
| Module Completion Records   | Certification Granted  | 1 month          | Destroy                                 | Data Protection Legislation                                                                                                                                                                                                                                                                                                                                              |       |
| Feedback Forms              | Certification Granted  | 1 month          | Destroy                                 | Data Protection Legislation                                                                                                                                                                                                                                                                                                                                              |       |
| Certification records       | Certification Granted  | 1 month          | Destroy                                 | Data Protection Legislation                                                                                                                                                                                                                                                                                                                                              |       |
| <b>Recruitment</b>          |                        |                  |                                         |                                                                                                                                                                                                                                                                                                                                                                          |       |
| Unsolicited Applications    | Receipt of application | None             | Destroy                                 | As per data protection legislation                                                                                                                                                                                                                                                                                                                                       |       |
| Interview Notes             | End of competition     | 2 years          | Destroy                                 | See Employment Equality Act 1998-2015. The requirement is to keep competition files for a minimum of 6 months with a further 6 months necessary if a case is brought against the employer under the Equality Act. A period of 2 years more than adequately meets the legislative requirements and provides a reasonable period of time to provide reasons for Decisions. |       |

| Retention Schedule                                                 |           |                    |                                                             |              |                             |       |
|--------------------------------------------------------------------|-----------|--------------------|-------------------------------------------------------------|--------------|-----------------------------|-------|
| Class Record                                                       |           | Trigger            | Retention Period                                            | Final Action | Rationale                   | Notes |
| Unsuccessful applications                                          | Candidate | End of competition | 12 months after being notified application was unsuccessful | Destroy      | Data Protection Legislation |       |
| Recruitment records for successful candidates                      | for       | Employment ends    | 7 years post-employment                                     | Destroy      | Data Protection Legislation |       |
| HR General                                                         |           |                    |                                                             |              |                             |       |
| Medical Reports – clearance to work                                | –         | Clearance received | 3 years                                                     | Destroy      | Data Protection Legislation |       |
| HR – Training Qualifications received                              | –         | Employment Ends    | 7 years post-employment                                     | Destroy      | Data Protection Legislation |       |
| HR – Training Records (application forms, course information etc.) |           | Training ends      | 12 months post training date                                | Destroy      | Data Protection Legislation |       |

| Retention Schedule                                    |                               |                                                                             |              |                                                                                                                                                     |                                                                                                                                                     |
|-------------------------------------------------------|-------------------------------|-----------------------------------------------------------------------------|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| Class Record                                          | Trigger                       | Retention Period                                                            | Final Action | Rationale                                                                                                                                           | Notes                                                                                                                                               |
| Personnel File                                        | Employment ends               | 7 years post employment                                                     | Destroy      | Statute of Limitations on Contract Law allows for proceedings to be issued up to 6 years post-employment with 1 year allowed for court proceedings. | Statute of Limitations on Contract Law allows for proceedings to be issued up to 6 years post-employment with 1 year allowed for court proceedings. |
| Employee Salary Payments                              | End of current financial year | 6 years                                                                     | Destroy      | Revenue                                                                                                                                             |                                                                                                                                                     |
| HR General Employ Performance Reviews/Appraisals/PIPs | Employment ends               | 7 years post-employment                                                     | Destroy      | Business Use / Work place legislation                                                                                                               |                                                                                                                                                     |
| Employee Pension Details                              | Retirement                    | 7.5 years after last pension beneficiary dies                               | Destroy      | Business Use                                                                                                                                        |                                                                                                                                                     |
| Annual Leave Records                                  |                               | 3 years post creation (7 years post-employment in the case of a litigation) | Destroy      | Business Use / Work place legislation - Organisation of Working Time Act 1997                                                                       |                                                                                                                                                     |

| Retention Schedule                                                             |                                                                                     |                                                                                      |              |                                                    |                          |
|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|--------------|----------------------------------------------------|--------------------------|
| Class Record                                                                   | Trigger                                                                             | Retention Period                                                                     | Final Action | Rationale                                          | Notes                    |
| HR – Medical Sick leave and occupational health records                        | Employment ends                                                                     | 7 years post-employment                                                              | Destroy      | Business Use / Work place legislation Work Permits |                          |
| Work Permits                                                                   | Employment permit granted                                                           | 5 years from granting of work permit or duration of employment (whichever is longer) | Destroy      | Business Use / Work place legislation              |                          |
| HR Discipline – oral warning                                                   | Date of warning                                                                     | 2 years                                                                              | Destroy      | Business Use / Work place legislation              | Retain summary of action |
| HR Discipline – written warning                                                | Date of warning                                                                     | 2 years                                                                              | Destroy      | Business Use / Work place legislation              | Retain summary of action |
| HR Discipline – action taken                                                   | Completion of disciplinary action or termination of employment (whichever is first) | 7.5 years                                                                            | Destroy      | Business Use / Work place legislation              | Retain summary of action |
| Any report of work related injury, accidents or death, accident books/records. | Date incident took place                                                            | 10 years (or longer if legal claim is filed)                                         | Destroy      | Business Use / Work place legislation              |                          |

| Retention Schedule  |                 |                      |              |                                       |                                                                                                                                                                                                                               |
|---------------------|-----------------|----------------------|--------------|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Class Record        | Trigger         | Retention Period     | Final Action | Rationale                             | Notes                                                                                                                                                                                                                         |
| HR Maternity Leave  | Employment ends | 12 months post leave | Destroy      | Business Use / Work place legislation | Keep records of all documents and correspondence related to leave. Claims can be made within 6 months of employers being informed of an issue giving rise to a dispute or extended to 12 months in exceptional circumstances  |
| HR – Adoptive Leave | Employment ends | 12 months post leave | Destroy      | Business Use / Work place legislation | Keep records of all documents and correspondence related to leave. Claims can be made within 6 months of employers being informed of an issue giving rise to a dispute or extended to 12 months in exceptional circumstances. |

| Retention Schedule          |                |                  |              |                                       |                                                                                                                                                                                                                                                                                       |
|-----------------------------|----------------|------------------|--------------|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Class Record                | Trigger        | Retention Period | Final Action | Rationale                             | Notes                                                                                                                                                                                                                                                                                 |
| Parental Leave              | Leave ends     | 8 years          | Destroy      | Business Use / Work place legislation | Copies of notices required under the Carer's Leave Act 2001 must be retained for 3 years.                                                                                                                                                                                             |
| Force Majeure Leave Records | From leave end | 8 years          | Destroy      | Business Use / Work place legislation | Copies of notices required under the Parental Leave Acts 1998 and 2006 must be retained for 3 years                                                                                                                                                                                   |
| Carers Leave                | From leave end | 8 years          | Destroy      | Business Use / Work place legislation | Copies of notices required under the Carer's Leave Act 2001 must be retained for 3 years                                                                                                                                                                                              |
| Work Hours                  | From year end  | 3 years          | Destroy      | Business Use / Work place legislation | Details of days and hours worked each week, annual leave and public holidays taken and payment received for same. Rest break records and/or records of notification of employees being fully informed about rest break entitlement and procedures if rest break is unable to be taken |

| Retention Schedule        |                     |                  |                          |                                       |                                                                                                 |
|---------------------------|---------------------|------------------|--------------------------|---------------------------------------|-------------------------------------------------------------------------------------------------|
| Class Record              | Trigger             | Retention Period | Final Action             | Rationale                             | Notes                                                                                           |
| List of Employees         | Current             | Ongoing refresh  | Should always be current | Business Use / Work place legislation | The WRC may request to see a list of all employee including full names, address and PPS numbers |
| <b>Finance / Accounts</b> |                     |                  |                          |                                       |                                                                                                 |
| Payroll Data              | End of current year | 6 years          | Destroy<br>Delete        | /Revenue requirements                 |                                                                                                 |
| Pension Data              | Beneficiary dies    | 7 years          | Destroy<br>Delete        | /Revenue requirements                 |                                                                                                 |
| Employee Bank details     | End of current year | 6 years          | Destroy<br>Delete        | /Revenue requirements                 |                                                                                                 |
| Client Bank Details       | End of current year | 6 years          | Destroy<br>Delete        | /Revenue requirements                 |                                                                                                 |
| Client name & VAT details | End of current year | 6 years          | Destroy<br>Delete        | /Revenue requirements                 |                                                                                                 |



|                |                   |          |
|----------------|-------------------|----------|
| Access Control | Document No:      | BB-P-023 |
|                | Revision No:      | 0        |
|                | Approved Date:    | DEC 2024 |
|                | Next Review Date: | DEC 2025 |
|                | Issued By:        | AB       |

## Purpose

B&B Nursing Ltd has responsibilities to ensure it has adequate security systems in place for all of its data. This includes not only data stored in its centralised database, in the cloud or on employee's individual PCs, but also any hard copy data.

The purpose of this policy is to explain what security measures are in place and to demonstrate that they are adequate, bearing in mind the type of data protected, its value and the potential effect on data subjects should that data be compromised.

The policy applies to all staff and contractors of the B&B Nursing Ltd, from management to temporary workers, and to all users of email and Internet. B&B Nursing Ltd controls access to information on the basis of business and security requirements.

## Electronic Records

Access control rules and rights to applications are controlled by Management of B&B Nursing Ltd. The security requirements of each business application must be determined by a risk assessment that identifies all information related to the application and the risks to that information

The access rights to each application take into account:

- Premises access control – unauthorised persons are prevented from gaining physical access to premises, buildings, or rooms where data processing systems are located
- System access control – access to data processing systems is prevented from being used without authorization
- Data access control – Persons entitled to have data processing system, gain access only to the data to which they have a right of access
- The classification levels of information processed within that application and ensure there is consistency between the classification levels and access control requirements across

the network(s)

- Personal data cannot be read, copied, modified, or removed without authorization
- Data protection and privacy, legislation, and contractual commitments regarding access to data or services
- The “need to know” principle (i.e., access is granted at the minimum level necessary for the role)
- “Everything is generally forbidden unless expressly permitted”
- Any privileges that users actually need to perform their roles, subject to it being on a need-to-use and event-by-event basis.

B&B Nursing Ltd has standard user access profiles based on prior Management approval and management of access rights is managed by B&B Nursing management and IT support. User access requests are subject to formal authorisation, to periodic review and to removal.

### **Paper Records**

Access control rules and rights to paper documents (e.g., invoices), expressed in standard user profiles, for each user / group or users are clearly stated, together with the business requirements met by the controls.

The access rights to classifications of paper documents take into account;

- Premises access control – unauthorised persons are prevented from gaining physical access to premises, buildings, or rooms where paper documents are located
- Personal data contained within paper documents cannot be read, copied, modified, or removed without authorisation
- Data Protection and privacy, legislation, and contractual commitments regarding access to data or services
- The “need to know” principle (i.e., access is granted at the minimum level necessary for the role)
- “Everything is generally forbidden unless expressly permitted”.
- Any privileges that users actually need to perform their roles, subject to it being on a need-to-use and event-by-event basis.

B&B Nursing Ltd has standard access profiles for common roles in B&B Nursing. User access requests are subject to formal authorisation, to periodic review and to removal.

### **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

|                            |                   |          |
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| <b>B&amp;B Nursing Ltd</b> | Document No:      | BB-P-024 |
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## Clean Desk Policy

### Purpose

Information, and the security of it, is important to B&B Nursing Ltd and we are committed to ensuring that we manage that information in the best way possible.

A clean desk policy is a means of ensuring information security by requiring that sensitive and/or confidential information is not left anywhere it can be seen or removed from the workspace and is locked away when staff are away from their desks, when not in use, and at the end of the day. This policy applies to all permanent, temporary and contract staff working in B&B Nursing Ltd.

It is one of the easiest ways that B&B Nursing Ltd can reduce the risk of security breaches in the workplace. The purpose of this policy is to outline the minimum requirements for a “clean desk”.

### Responsibilities of Staff

Every member of staff is required to ensure that;

- All sensitive and/or confidential information whether in electronic or hardcopy format, is put away or rendered inaccessible in the workplace when
  - Not in use
  - When away from workstation for other than a short period of time
  - At the end of the working day
- Any computer workstation, laptop, tablet or other electronic device is locked with password access only when he/she is away from their workstation and completely shut down at the end of the day
- Any portable device should be locked away in a secure cabinet/drawer at the end of the day.
- All confidential papers or restricted information is removed from their workstation and

locked away at the end of the day

- All files and documents are returned to the appropriate filing cabinets or storage areas and are locked when not in use.
- Any access keys are not left at an unattended desk.
- Any sensitive / confidential information that does not form part of a file and is no longer required is disposed of by being shredded or placed in designated confidential waste bins.

### **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

|                                                                                         |                   |          |
|-----------------------------------------------------------------------------------------|-------------------|----------|
| <b>B&amp;B Nursing Ltd</b><br><br><b>Incident Response and Data Breach Notification</b> | Document No:      | BB-P-025 |
|                                                                                         | Revision No:      | 0        |
|                                                                                         | Approved Date:    | DEC 2024 |
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## Introduction

B&B Nursing Ltd is responsible for the processing of personal information for our learners and staff, including contractors. It is our intention to ensure personal information is processed in a manner compliant with the relevant data protection legislation and guidance.

We are obliged under the General Data Protection Regulation to ensure that personal data shall be processed in a manner to ensure the appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage. Information/data is one of our most important assets and we have a responsibility to ensure the security of this information.

## Purpose

A personal data breach means a breach of security leading to the destruction, loss, alteration, unauthorised disclosure of, or access to personal data. This means that a breach is more than just losing personal data.

The purpose of this policy is to ensure that a standardised management approach is implemented in the event of a personal information/data breach.

## What we do when we discover a breach

Any individual who accesses, uses or manages personal data is responsible for reporting data breaches to the Data Compliance Manager within B&B Nursing Ltd as soon as it is detected. The urgency of reporting a breach or suspected breach to the Data Compliance Manager is due to a regulatory requirement of 72 hours.

Early recognition and reporting are vital to ensure the breach can be dealt with swiftly and appropriately.

The report should include full and accurate details of the incident, the data and time of the

breach, when it was detected and by whom, the nature of the data and a detailed description of the breach. A “Data Breach Incident Report” form should be completed and forwarded to the Data Compliance Manager.

GDPR identifies three categorisations of breaches;

- Confidentiality Breach – there is unauthorised or accidental disclosure of or access to personal data
- Availability Breach – there is unauthorised or accidental loss of access to or destruction of personal data
- Integrity Breach – there is unauthorised or accidental alteration of personal data

A breach can fall into all or a combination of these categories depending on the circumstances.

### **Data Security Breaches**

Data breaches may occur for the following reasons;

- The disclosure of confidential data to unauthorised individuals
- Improper disposal of documents leaving personal data deposited in a bin that can be accessed by employees/learners/third-party vendors;
- Loss or theft of data or equipment on which data is stored
- Loss or theft of paper records
- Inappropriate access controls allowing unauthorised use of information
- Suspected breach of B&B Nursing’s IT security and related policies
- Attempts to gain unauthorised access to computer systems e.g. hacking;
- Viruses or other security attacks on B&B Nursing, IT equipment systems or networks;
- Breaches of physical security
- Confidential information left unlocked in accessible areas; and
- Emails containing personal or sensitive information sent in error to the wrong recipient

### **Containment and Recovery**

In order to limit the impact of the breach of personal data B&B Nursing Ltd must

- Ensure the appropriate steps are taken immediately to minimise the effect of the breach

- Assess the severity of the breach and identify who will lead the breach investigation
- Establish who needs to be made aware of the breach
- Determine a suitable course of action to resolve the incident

It is important that B&B Nursing Ltd fully assess the nature of the breach as there are different courses of actions depending on the potential impact.

### **Risk Assessment and Investigation**

In order to ascertain the type of risk and the likelihood of its impact on individuals it is important to take the following into consideration;

- The potential adverse consequences for individuals
- How likely it is that adverse consequence will arise
- How serious or substantial the consequences would be should they materialize.
- The nature, sensitivity and volume of personal data
- The type of breach (loss/theft) – what has happened to the data
- The ease of identification of individuals
- Potential of inappropriate use of the data
- The number of individuals involved
- Security measures in place (encryption/anonymisation)
- Wider considerations

### **Notification**

The management of B&B Nursing will determine who needs to be notified of the breach. This includes the Office of the Data Protection Commission and in certain circumstances may include the individuals affected by the breach.

The notification of the Data Protection Commission must occur within 72 hours of the data breach being discovered.

### **Categories of Data Breaches and Notification Obligations**

1. Breaches likely to result in a high risk to the rights and freedoms of individuals must be



notified to the office of the data protection commission and the individual affected.

2. Breaches likely to result in some risk to the rights and freedoms of individuals but not considered a high risk must be notified to the office of the data protection commission.
3. Breaches unlikely to result in any risk to the rights and freedoms on individuals do not need to be reported to either the office of the data protection commission or individual.

### **Data Protection Commissioner**

The Data Protection Commissioner must be notified of a breach unless the breach is unlikely to result in a risk to the rights and freedoms of natural persons.

The Data Protection Commissioner must be notified without undue delay and not later than 72 hours after becoming aware of the breach.

The initial report will include the circumstances surrounding the breach, the nature of the personal data involved, the number of individuals involved and whether the breach has been contained or is still active.

If not included in the initial report, a follow-up report should be submitted including actions taken or to be taken by B&B Nursing to contain the breach, whether it was necessary to notify individuals, and steps to be taken to prevent further breaches of this nature in the future.

### **Individuals**

Notification to individuals will include the following;

- A description of the breach, how and when it occurred and the personal data involved.
- The actions taken by B&B Nursing to mitigate the associated risks.
- Details of who to contact should they have any questions or concerns
- Advice where appropriate that the individuals can take (e.g.. Password change)
- A note that the Data Protection Commissioner has been informed.

### **Evaluation and Response**

Subsequent to any personal data breach, a full review of the causes of the breach and the effectiveness of the response will be carried out.

Existing controls will be reviewed to determine their adequacy, and identify if further actions

and/or controls are necessary to minimise the risk of similar breaches occurring.

Existing policies, procedures will be reviewed and updated as necessary.

The review will take the following into consideration;

- How personal data is stored
- Where personal data is held
- Where the greatest risks are
- Security of data transmission
- Security of data access

### **Policy Compliance**

Breaches of this policy may result in data breaches under data protection legislation, reputational damage to B&B Nursing Ltd and an infringement of the rights of learners, employees and other relevant third parties.

All users including but not limited to Directors, Employees, Contractors and third -party suppliers of B&B Nursing Ltd are required to adhere to this policy and its procedures within. Failure to do so may lead to appropriate disciplinary action.

Fines imposed by the Data Commission Office can be up to €10 million or 2% of annual global turnover of the previous year, whichever is higher or up to €20 million or 4% of annual global turnover of the previous year, whichever is higher.

### **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

|                                    |                   |          |
|------------------------------------|-------------------|----------|
| <b>B&amp;B Nursing Ltd</b>         | Document No:      | BB-P-026 |
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| <b>Data Subject Access Request</b> |                   |          |

## Introduction

B&B Nursing Ltd is committed to ensuring that personal information is processed in a manner compliant with the relevant data protection legislation and guidance. We are required to collect personal information to effectively and compliantly carry out our everyday business functions and services. All staff must appropriately protect and handle information in accordance to the information's classification. Personal data is considered confidential information and requires the greatest protection level.

This document provides the process for staff to use in order to carry out a data access request.

## The General Data Protection Regulation

Under Article 12, the General Data Protection gives individuals the right to know what information is held about them, to access this information and to provide this information in a concise, transparent, intelligible and easily accessible form, using clear and plain language. The information must be provided in writing, or by other means, including where appropriate, by electronic means. The information to be provided is as follows;

- Information relating to direct and indirect obtaining of data from the data subject
- Communication of right of access by the data subject
- Right of rectification
- Right to erasure
- Right to restriction of processing
- Right to data portability
- Right to object to processing
- Communications re profiling

## **Article 15 – The Right of Access**

An individual has the right to obtain from B&B Nursing Ltd confirmation as to whether or not personal data concerning him or her are being processed, and, where that is the case, access to the personal data and the following information:

- (a) The purposes of the processing;
- (b) The categories of personal data concerned;
- (c) The recipients or categories of recipient to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organisations;
- (d) Where possible, the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period;
- (e) The existence of the right to request from B&B Nursing, rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to object to such processing;
- (f) The right to lodge a complaint with the Data Commission
- (g) Where the personal data are not collected from the data subject, any available information as to their source;
- (h) The existence of automated decision-making, including profiling, referred to in Article 22(1) and (4) and, at least in those cases, meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the data subject.

### **How to make a Data Subject Access Request (DSAR)**

A data subject access request is a request for access to the personal information that B&B Nursing Ltd holds about an individual, which we are required to provide under the general data protection regulation.

This request can be made in writing by completing our Data Subject Access Request form. If the request is received via email, B&B Nursing Ltd may provide the requested information by electronic form (unless otherwise requested)

### **Identity Verification**

B&B Nursing Ltd will use all reasonable measures to verify the identity of the individual making the access request, however it may be necessary to request further information or to provide evidence of their identity. As there may be sensitive data involved, we shall follow our own security measures to ensure we are fully satisfied of the identity of the individual prior to proceeding.

If a third party, relative or representative has made the request on the individual's behalf, we will seek confirmation of their authorisation to act for the individual and may get in contact with the data subject to confirm their identity and authorisation before proceeding.

### **Timelines and Fees**

B&B Nursing Ltd will endeavour to provide the information to the individual at the earliest convenience and always at a maximum of one month from the date the request is received. However, in the event that we require more time, due to the retrieval of information being particularly complex or some other valid delay, this period may be extended by two months. B&B Nursing Ltd will contact the individual within the first 30 days to inform them of the delay and the reason for the delay. There is no charge for an access request, however in the event that the request is considered excessive or repetitive we may charge an administration fee.

### **Information Provision**

Once the personal information has been collated, we will send this on to the individual in writing (or in a commonly used electronic format, if requested). The information will be in a concise, transparent, intelligible and easily accessible format, using clear and plain language. If we do not have enough information to locate the records, we may contact the individual for further details.

### **Right to Rectification and Erasure**

Should an individual notify B&B Nursing of inaccurate data held on our systems and we agree that the data is incorrect, we will amend the details as directed by the individual and make note of the change and reason.

This request will be carried out within one month of being received and B&B Nursing will inform the individual by writing of the correction and where applicable, provide the details of

any third party to whom the data has been disclosed.

Where there is an issue with the retrieval or provision of information which prevents us from carrying out the request within this timeframe, we can extend the period by a further two months. In likelihood of this event, we will contact the individual to inform them and give a reason for the delay.

If, for any reason, we are unable to act in response to a request for rectification and/or data completion, B&B Nursing Ltd will provide a written explanation to the individual and inform them of their right to complain to the Data Commission and to seek a judicial remedy.

In certain circumstances an individual also has the right to request the erasure of personal data or to restrict the processing of personal data. Should B&B Nursing agree there are no legal or legitimate grounds for processing, then we shall, without undue delay erase the personal data.

### **Submission and Lodging of a Complaint**

In order to make a Data Subject Access Request, it is necessary to complete the form in the Google Classroom and return it by post or email to the contact details below.

info@bandbnursing.ie

Data Compliance Manager

B&B Nursing Ltd

Ballyduff,

Co Waterford

To contact the Data Commission to lodge a complaint, please write to;

The Data Commission

21 Fitzwilliam Square South

Dublin 2

D02 RD28

### **Monitoring and Review**

All documents must be reviewed on an annual basis at a minimum unless otherwise determined, to ensure they are fit for purpose and reflective of current practices and requirements.

## **CORE GUIDELINE 9: PUBLIC INFORMATION AND COMMUNICATION**

### **Public Information**

B&B Nursing Ltd is committed to creating and maintaining open, accurate, two-way communication to enable all interested parties (i.e. learners, our staff and other stakeholders including QQI) to send and receive information. All information which is communicated externally is approved prior to publication and B&B Nursing Ltd endeavours to ensure the clarity, accuracy and relevance of all public information available.

Public information from B&B Nursing Ltd is primarily communicated through its website, bandbnursing.ie and through programme information sheets. The website also holds information on our policies and procedures as contained in our QAM and information regarding accredited programmes of education to allow prospective learners to make an informed decision regarding their engagement with B&B Nursing Ltd and to communicate any enquiries they may have.

### **Learner Information**

It is the view of B&B Nursing Ltd that both providers and learners benefit from clear communication regarding their prospective education and training programme and we recognise the important role we have in ensuring that the most accurate and up to date information on a programme is available to learners.

The minimum information which B&B Nursing Ltd communicates regarding a programme is

- Whether or not a programme leads to an award
- The full name of the award and / or the relevant QQI
- The relevant level on the National Framework of Qualifications (NFQ)
- Any access, transfer, or progression requirements
- Details of PEL arrangements (where applicable)

Communication with learners commences when learners make enquiries to gain access to a programme, until presentation of certificates and beyond. All personnel involved in provision of teaching, learning and assessment are in constant communication with learners during classes, meetings and tutorials using the most effective means via in person meetings, zoom meetings, emails and telephone. Ongoing feedback is conducted both formally and informally.

Learners are encouraged to contact tutors as and when they require advice and assistance.

**Publication of quality assurance evaluation reports**

B&B Nursing Ltd commits to publishing quality assurance self-evaluation reports and its QAM on its website in order to ensure open and transparent communication with interested parties including prospective learners and QQI.



## **CORE GUIDELINE 10: OTHER PARTIES INVOLVED IN EDUCATION AND TRAINING**

### **Peer relationships with the broader education and training community**

B&B Nursing Ltd maintains strong peer relationships which can help to support its activities in education and training. This includes keeping abreast of current issues and emerging trends in the sector communicated by industry and maintaining best practice approaches in relation to the evolution of further education and training delivery.

The maintenance of peer relationships and knowledge of best practice is ensured by:

- Attendances at conferences and webinars to network with other education and training professionals.
- Working in partnership with other providers to consider and determine areas of benchmarking.
- Maintaining knowledge of education and training practices by continual CPD.

### **External partnerships and second providers**

B&B Nursing Ltd does not engage with any second providers in the delivery of any of its QQI accredited programmes.

### **External panellists, examiners and authenticators**

When engaging external subject matter experts, B&B Nursing Ltd ensures that all subject matter experts are suitably qualified and orientated into the quality assurance system. B&B Nursing Ltd will select External Authenticators from the QQI panel, and External Authenticators are required to moderate results for awards in fields in which the Authenticator has broad subject matter expertise. Our EA's

- Have appropriate subject matter expertise.
- Have experience in programme assessment and best practice.
- Maintain appropriate competency in terms of training and experience.
- Comply with QQI's guidelines on external authentication and quality assurance.
- Are independent of the provider and assessment decisions.
- Are approved by the Academic Board to work with B&B Nursing.

## **CORE GUIDELINE 11: SELF EVALUATION, MONITORING AND REVIEW**

### **Provider-owned internal review, self-evaluation and monitoring**

B&B Nursing Ltd is committed to improving its educational and training programmes through the regular evaluation of its core activities. This ensures that the Quality Assurance system undergoes formal review, with areas of improvement being identified and acted upon.

B&B Nursing Ltd recognises and complies with the external quality assurance obligations imposed by through the Quality and Qualifications Assurance (Education and Training) Act 2012 and our engagement with QQI. Our quality assurance system aims to facilitate the internal review for improvement and enhancement, while also facilitating statutory external reviews.

### **Internal self-monitoring**

Internal self-monitoring is a fundamental part of our quality assurance system. Internal self-monitoring is a structured and systematic process to explore, reflect and report on the effectiveness of a programme. The aim of self-evaluation is to identify good practice, new innovations and areas for improvement to enhance future practices.

Ongoing internal self-monitoring provides an opportunity to:

- Provide reassurance that the programme meets awarding body requirements.
- Ensure the programme remains appropriate.
- Identify resources, supports and staff training needs.
- Share good practices and new ideas.
- Give feedback on the programme – e.g., what works well, what needs to change.
- Make recommendations to improve the quality of the programme.

Internal self-monitoring inputs at B&B Nursing Ltd include:

- Feedback from regularly scheduled meetings with staff and note of pertinent information during ad hoc conversations.
- Feedback from learners, tutors and staff.
- External feedback.
- Review of information on learner enrolment and completion rates, achievement (grade

analysis) and progression rates.

- Review of Learner Satisfaction Survey and Work Placement Questionnaire.
- Benchmarking against comparable providers.
- Review of External Authenticator and RAP reports.

The table below demonstrates the formal internal monitoring activities – who is responsible, relevant actions and frequency.

| No: | Guideline                                | Key Performance Indicator                                                                                                                     | Action Required                    | Frequency                               | Person Responsible |
|-----|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-----------------------------------------|--------------------|
| 1   | Governance and Management Quality        | Risks Identified of Risk Review Quality Management Review                                                                                     | Action Plan to address results     | Meetings completed at regular intervals | AB TQM             |
| 2   | Documented Approach to Quality Assurance | Quality Assurance Amendments                                                                                                                  | QA Review                          | As required by the awarding body        | AB TQM             |
| 3   | Programmes of Education and Training     | Programme Reviews Programme Board Meeting Outcomes Course Completion Rates Learner Progression Number of Registered Learners Completion Rates | Action Plan to address KPI results | As required                             | AB TQM             |

|   |                                              |                                                                                                                    |                                    |                                       |                                                    |
|---|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------|------------------------------------|---------------------------------------|----------------------------------------------------|
| 4 | Staff Recruitment and Management Development | Staff Personal Development Plans<br>Staff Induction Training and Reviews<br>Learner Evaluations<br>Staff Retention | Review and Report generation       | Informal Monthly reviews and annually | AB<br>TQM<br>CM                                    |
| 5 | Teaching and Learning                        | Tutor Evaluation<br>Learner Satisfaction Rates<br>Complaints<br>Career Paths of Graduates<br>Programme Evaluations | Review and Report generation       | End of each course                    | AB<br>TQM<br>Tutors                                |
| 6 | Assessment                                   | Grade Analysis and Benchmarking, Appeals<br>Learner submission gaps<br>Internal Authenticator changes              | Action Plan to address KPI results | End of each course                    | AB<br>TQM<br>Tutors                                |
| 7 | Supports for Learners                        | Supports available and Support requests                                                                            | Review and Report generation       | End of each academic term             | TQM<br>TSA<br>Tutors                               |
| 8 | Information and Data Management              | Accuracy of reporting<br>Data Breaches<br>GDPR compliance                                                          | Review and Report generation       | Annually                              | SMT<br>External Supports<br>TQM<br>Tutors<br>Admin |

|    |                                                  |                                                                                                         |                                                 |          |                                          |
|----|--------------------------------------------------|---------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------|------------------------------------------|
|    |                                                  |                                                                                                         |                                                 |          | Staff                                    |
| 9  | Public Information and Communication             | Public Information Queries Completed External quality reports As per QQI requirements                   | Review and Report generation                    | Annually | AB<br>TQM<br>CM                          |
| 10 | Other Parties Involved in Education and Training | Sub-contractors QQI Revalidation and Approval                                                           | Review and Report generation                    | Annually | TQM<br>CM<br>Tutors<br>EA<br>RAP         |
| 11 | Self- Evaluation, Monitoring and Review          | Reports Monitoring and Evaluation activities. Quality Improvement Review Quality improvement tasks open | Quality Improvement Plan to address KPI results | Annually | AB<br>External Consultant/S<br>EA<br>TQM |

Internal audits are carried out across B&B Nursing Ltd Quality Assurance system at least once every two years. The frequency of audits can be adjusted depending on the results of previous audits or self-evaluations, tutor / learner feedback, RAP feedback, new processes or the importance of the issue identified.

When an issue is discovered, it is recorded on a Quality Improvement Form (Reference BB-F-015). This form details the issue, who identified it and when, the internal audit corrective action(s) and the person responsible for the corrective action. A completion date is also assigned to the corrective action.

This is given to the AB, where recommendations for corrective action and improvement is reviewed for dissemination to relevant personnel for implementation as practicable to B&B Nursing Ltd size and scope of provision.

### **Self-evaluation, improvement and enhancement**

B&B Nursing Ltd is committed to implementing continuous improvement and enhancement actions within our Quality Assurance System which encompasses all elements of effective learner experience and operational excellence. To ensure we implement a process and practice of self-evaluation and have a monitoring system in place, B&B Nursing Ltd have developed framework activities consisting of:

- A series of targeted improvement activities to enhance and implement the self-monitoring and evaluation system
  - Risk assessment and risk registrar yearly reviews and updates with agreed actions captured.
  - All policies are reviewed at a minimum of once every two years with agreed actions captured.
- A series of continuous improvement activities to enhance and implement the self-monitoring and evaluation system
  - Feedback from tutors involved in course delivery and review of Learner Satisfaction Surveys received from learners.
  - Outputs from RAP meetings.
- In addition, to achieve the required improvement and enhancement actions, we will seek feedback from:

- Staff not involved in course delivery.
- The views of the learner representative.
- Our governance unit - the RAP
- The EA

Findings are presented to the AB, where recommendations for corrective action and improvements are reviewed for distribution to relevant personnel for implementation as practicable to B&B Nursing Ltd size and scope of provision.

B&B Nursing Ltd document control policy will ensure that all improvements and enhancements implemented as a result of self evaluation are captured in the relevant policy documents in a controlled and ordered way ensuring that the most up to date information is in place and accessible to all.

#### **Provider-owned quality assurance engages with external quality assurance**

Our quality assurance system is connected with external QA obligations, including statutory external review of QA under the Qualifications and Quality Assurance (Education and Training) Act, 2012 thus ensuring our quality assurance systems are appropriate for education and training.

## Stage 1: Programme Identification

- We engage with stakeholders, learners and tutors at evaluation to identify the need for new programmes and ensure current programmes remain relevant.
- There is ongoing monitoring of programmes by TQM to identify potential skills and knowledge gaps requiring development of a new programme.
- SMT and AB discuss suggestions for new programme development at regular meetings.

## Stage 2: Internal Approval of a New Programme

- TQM prepares proposal for new programme for submission to SMT.
- Commercial decision making - SMT review proposal in terms of relevance to organisation, industry needs and financial viability. If approved, proposal submitted to AB.
- Academic decision making - AB reviews proposal in terms of academic suitability, accreditation requirements, professional licencing if required, programme resourcing e.g. appropriate tutors, training resources etc.
- If approved, AB convenes a PDT and specifies internal and external expertise as required.

## Stage 3: Programme Design & Development

- PDT established consisting of TQM, industry / sector representative, tutor(s), TSA, and internal / external subject matter expert(s) as per AB specification.
- ADDIE model used in programme design and programme designed in compliance with QA procedures.
- Entry criteria and prerequisites identified and RPL opportunities identified.
- Programme MIPLOs developed and individual module MIMLOs developed.
- Teaching strategy, physical and digital resources, programme management and assessment criteria/marketing schemes developed.
- ATP and learner supports identified.
- QQI application documentation completed.

## Stage 4: Programme Final Approval and Submission to QQI for Validation

- PDT submits all application documentation to AB for final review and approval.
- Programme reviewed by AB and issues/omissions etc. identified and application returned to PDT to rectify and address.
- Programme application returned to AB for final review and final approval.
- Completed application returned to SMT for submission to QQI along with relevant fees.
- Where special conditions for programme validation are identified by QQI, the PDT will address these and the AB will review and approve to confirm all special conditions have been addressed.



## Version and Amendment Record

| Version / Revised | Date    | Reason for Change                                                |
|-------------------|---------|------------------------------------------------------------------|
| V1                | 2018    | Original Working Draft                                           |
| V2                | 2021    | Revised Working Draft                                            |
| V3                | 2022    | Draft application to QQI reengagement panel                      |
| V4                | 09 2023 | Updated following Panel Report 04 23                             |
| V5                | 11 2023 | Updated following Panel Report                                   |
| V6                | 12 2023 | Updated following Panel Report                                   |
| V7                | 04 2024 | Updated following Panel Report                                   |
| V8                | 01 2025 | Full review of all sections in the Manual following Panel Report |
| V9                | 03/2025 | Updated following Provider Quality Report 2025                   |

## Document Support & References

The following documents were used as guidance when developing the Quality Assurance System for QQI reengagement.

### Quality Assurance Guidelines

Re-engagement with QQI – Overarching Policy for All Providers – Jun 2014. Policy on Quality Assurance guidelines April 2016/QP.10-V3 © QQI

Core Statutory Quality Assurance Guidelines. QQI for use by all Providers April 2016/QG1-V2 © QQI.

### Programme Validation

Policies and Criteria for the Validation of programmes of Education and Training November 2017/QP.17-V1.03.QQI

Volume contains two documents:

Core Policies and Criteria for the Validation by QQI of Programmes of Education and Training.

Policies and Criteria for the Validation of Programmes leading to Common Award System (CAS) awards.

### **Assessment Authentication**

QQI Policy on Quality Assurance Guidelines April 2016/QP.10-V3 © QQI Quality Assuring Assessment Guidelines for Providers QQI Revised 2013 (Version 2 revised 2018

Quality Assuring Assessment Guidelines for Internal Verifiers FETAC v1.1

Quality Assuring Assessment Guidelines for External Authenticators QQI Revised February 2015.

### **The following legislation relevant to training and education and awarding bodies:**

Education Act, 1998

Further Education and Training Act, 2013

Qualifications and Quality Assurance (Education and Training) (Amendment) Act 2019

### **Other applicable legislation:**

General Data Protection Regulation 2018 (GDPR)

Safety Health and Welfare at Work Act 2005 (General Application Regulations 2007- 2020) Equal Status Acts 2000-2018

Employment Equality Acts 1998-2015 & Protection of Employees (Part-Time Work) Act, 2001