



P9

## P9 S6 C6 Learner Welfare Policy



<b>Ownership:</b>	Managing Director, Academic Manager, Head of Operations	
<b>Author:</b>	Managing Director	
<b>Reviewed by:</b>	Quality Assurance and Academic Governance Council (QAAGC)	
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*“The true purpose of education is to make minds, not careers”  
- William Deresiewicz*

### CONTEXT

Forus Training is committed to underpinning its activities through the values it adopts, namely, to encourage social awareness and responsibility as well as promoting flexibility, maximising opportunities for social inclusivity and accessibility in Further Education. Within that context, Learner Welfare is central to the Forus Training approach to further education, which puts the educational, emotional and social development of the learner at the centre of its values.

### POLICY STATEMENT

Forus Training is committed to the provision of learner engagement, individual development and a safe learning environment. Learner welfare is a basic component of our teaching and learning ethos and we endeavour to ensure that our learning environment is structured with clear boundaries.

Forus Training works to the objective that learner wellbeing impacts upon the individuals’ engagement and success in their learning experience. Forus Training documents its expectations in relation to both learner and trainer behavioural principles in a ‘Code of Conduct’ that all learners/trainers sign prior to commencing a course.

This policy extends to all Blended Learning courses. Online learners will not be disadvantaged.



P9

## P9 S6 C6 Learner Welfare Policy



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### DEFINITION

Forus Training defines learner welfare as ‘The sustainable state of positivity to include; attitude, resilience, satisfaction with self, peer relationships and overall learning experiences.’

### ORGANISATIONAL PRACTICES

Forus Training considers the principles of learner welfare to be:

1. Supporting learners with attendance management and in-learning participation;
2. Assessing, responding to and ensuring additional assistance and support as and where necessary (see Reasonable Accommodation and Compassionate Consideration Policy);
3. The facilitation of diversity and inclusivity in participation during the learning experience (see Equality & Diversity Policy);
4. Valuing and encouraging engagement while also ‘caring’ for the quality of ‘interactions’ between all stakeholders;
5. Safeguarding physical as well as emotional welfare – ensuring the teaching and learning environments are risk managed and offer a welcoming, engaging and involving space (see Safety, Health & Welfare at Work Policy);
6. Ensuring the provision of information, advice and guidance to learners is accurate, up to date and reflective of Forus Training policies and procedures (see Learner Handbook);
7. Ensuring the provision of information, advice and guidance to Trainers is accurate, up to date and reflective of Forus Training policies and procedures (see Trainers Handbook);
8. Ensuring Trainers and operational staff understand the variety of risk factors which may influence any of the above.

Forus Training inextricably links the Learner Welfare Policy and associated processes with the overall governance and organisational structures. Forus Training promotes ‘social cohesion’ and



## **P9 S6 C6 Learner Welfare Policy**

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learner personal and social development by way of fostering positive attitudes through the advocacy of:

- Goal-setting,
- Negotiation,
- Empowering Learner Responsibility.

Forus Training encourages these principles to be practised by all stakeholders, including Trainers, operational and administration staff.

Forus Training ensures that all staff, including academic and office based staff, are trained to work with learners with a variety of learning needs, from a variety of backgrounds and to differentiate work accurately and effectively, via the Reasonable Accommodation and Compassionate Consideration pathways. This means that we can tailor the level of support for each individual, where necessary, providing every learner with the opportunity to make progress and achieve success.

Forus Training is committed to safeguarding and promoting the welfare of all learners. We are committed to working together to create an environment where no form of bullying or harassment is tolerated. We will encourage and help learners to treat each other with respect and dignity, challenging any bullying we see or hear and imposing appropriate disciplinary actions for what may be deemed as inappropriate and/or unacceptable behaviours.

### **Staff Recruitment, Induction and Continuous Professional Training**

Forus Training follows a recruitment process that makes sure all appropriate checks are carried out on office and academic staff to ensure they are suitable to work with a diverse range of learners;

1. Staff have had checks made to confirm their identity, qualifications and their right to work in Ireland, where required.
2. References are taken and followed up on, which include questions about the person's suitability to work within the sector and from time to time, with potentially vulnerable learners.



P9

## P9 S6 C6 Learner Welfare Policy



All new staff undergo an induction programme, where they become familiar with policies and procedures relating to safeguarding and welfare issues, such as health and safety, first aid, dignity and respect and child protection, to name but a few. All Forus Training staff receive refresher training in safeguarding annually.

Forus Training has a policy for dealing with allegations of abuse made against staff, including trainers. Details of how to make a complaint can be found in the Forus Training Complaints Procedure, which you can find here. [P9 S13 Complaints Policy and Procedure](#)

### E-safety

At Forus Training, we work to provide high quality guidance for learners in relation to eTeaching and elearning and the dangers of the online digital world. We also provide guidance and support, where necessary to help stay safe and avoid these risks and dangers.

## LEGISLATION

QQI Quality Assurance – Education & Training Act 2012  
General Data Protection Act (GDPR) 2018  
Safety, Health & Welfare at Work Act 2005  
Equal Status Acts 2000, 2015  
QQI Core Guidelines for Providers 2016

## REGULATORY COMPLIANCE

Forus Training is committed to maintaining compliance with all industry-relevant regulatory requirements, ensuring that appropriate systems and documentation are in place to ensure learner welfare. These include, but are not limited to:<sup>1</sup>

- Health and Safety Compliance: Adherence to the Safety, Health & Welfare at Work Act 2005, with regular risk assessments and a structured Health and Safety Checklist for training venues.
- Garda Vetting: Ensuring that all faculty and staff undergo appropriate vetting procedures before engaging with learners where required. Interaction with vulnerable adults and

<sup>1</sup> The Pre-Hospital Emergency Care Council, Quality Review Framework Standard STN020 V4 May 2024 - Criteria 1.5: The Institution observes industry relevant regulatory requirements commensurate to the scope and size of operations.



P9

## P9 S6 C6 Learner Welfare Policy



children is not expected but procedures are in place as per the [P9 S9 C13 Forus Training Garda Vetting Policy](#) should such an instance arise.

- Documentation and Compliance Monitoring: Policies and procedures, including the Learner Code of Conduct ([P2 S2 C3](#)), Reasonable Accommodation Policy ([P9 S9 C6](#)), and Compassionate Consideration Policy ([P9 S7 C6](#)), are regularly reviewed to align with evolving regulatory standards.

### ROLES AND RESPONSIBILITIES

We have an appointed welfare officer that assists in the application of this policy. Forus Training's Welfare Officer is Sara Mehreen.

### RELATED POLICIES PROCEDURES AND FORMS

[P7 S20 Health and Safety Checklist for Training Venues](#)

[P2 S2 C3 Learner Code of Conduct](#)

[P9 S5 C2 Learner Handbook](#)

[P9 S13 Complaints Policy and Procedure](#)

[P9 S9 C6 Reasonable Accommodation Policy](#)

[P9 S9 Reaction Form](#)

[P2 S2 C1 Equality Policy](#)

[P1 S2 Anti Bullying Policy](#)

[P4 S1.1 - Data Protection \(GDPR\) Policy](#)

[P9 S7 C6 Compassionate Consideration Policy](#)

### CONTACT INFORMATION

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## P9 P9 S6 C6 Learner Welfare Policy



Amendment History			
Amendment summary sheet			
Revision	Date	Amendment summary	Training Requirements
	10/6/2020	Initial release	Read and Review
001	26/1/2021	This policy extends to Blended Learning courses. Our online learners will not be disadvantaged.	
	30/04/2022	Reviewed and approved	Circulated to staff
	26/06/2024	Reviewed and Approved	
002	15/02/2025	Regulatory compliance amended to include PHECC	
003	28/02/2025	Links Updated	
004	08/08/2025	Updated to mention interaction with children and vulnerable adults. Updated to include name of Welfare Officer	