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P9 S6 C6 Learner Welfare Policy



Ownership:	Managing Director, Academic Manager, Head of Operations	
Author:	Managing Director	
Reviewed by:	Quality Assurance and Academic Governance Council (QAAGC)	
Effective From:	10/06/2020	Renew Date: 10/06/2022
Reviewed:	30/04/2022	Renew Date: 30/04/2024
Version:	001	

“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.



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



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- 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.

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



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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

ROLES AND RESPONSIBILITIES

We have an appointed welfare officer that assists in the application of this policy.

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](#)



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

[P9 S7 C6 Compassionate Consideration Policy](#)

CONTACT INFORMATION

Lisa O Connell
Managing Director
Forus Training
044 9349400

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