



Quality Management System

Education and Training

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Introduction

This Quality Management System (QMS) is Irish Red Cross's (IRC's) training guide document on policies and processes. We ensure our training programmes / courses comply to Pre Hospital Care Council's (PHECC) Quality Review Framework (QRF).

Our QMS specifies the quality system for IRC's faculty, members, students, customers and stakeholders sharing consistency of effective governance, course development and maintenance, delivery of education programmes / courses, engaged student support, assessment and course outcomes and how as a learning organisation we focus on Continuous Quality Improvement CQI.

We are committed to ensure quality standards are maintained and we are focused on learning outcomes to support student attainment of Irish Red Cross and PHECC approved certification and qualification.

Structure of IRC national and public training

The Irish Red Cross provides first aid training to its faculty, members and customers all over the country, coordinated by a Training Department based in the organisation's Head Office. This essential training supports first aid responders and practitioners to provide pre-hospital care.

Irish Red Cross training includes Irish Red Cross first aid courses and as a Recognised Institute (RI), PHECC approved courses as below:

- Cardiac First Response
- First Aid Response
- Emergency First Response
- Emergency Medical Technician

IRC also supports community training including psychological first aid and therapeutic hand care.

Purpose of the Quality Management System

To provide staff, volunteers, learners and associated stakeholders with information of the QMS operated by the IRC. The information includes citation of Terms of Reference (TOR's) for working groups, policies, procedures, and guidelines to ensure education governance, delivery and assessment is to a high and consistent standard.

Scope of the Quality Management System

This QMS covers all activities associated with education and training at the Irish Red Cross that contribute to meeting the expectations of our regulators, stakeholders and students.

The QMS applies to: Board, Quality Assurance Working Group (QAWG), Training Working Group (TWG), Subgroups, Training Leadership and Management, Training Coordination and Administration, Faculty, Membership, Internal Verification and External Verification.

Effective Governance

Organisation governance and accountability

See figure 1.1.1 for a detailed organogram of the organisation's governance and accountability of education and training in IRC. The Board of the Irish Red Cross has overall responsibility for ensuring the relevance and implementation of QMS policies and procedures. The board is supported by the TWG and the QAWG.

The TWG has delegated authority from the Board of Directors as detailed in the Terms of Reference (TOR) and is required to develop, implement and review policies, education and training programmes within the training section of the Society. The TWG will be supported by subgroups; Community First Response, First Aid Response, Emergency First Response, Emergency Medical Technician, Patient Moving and Handling, Instructional Technics, Continuous Professional Competency, Recognition of Prior Learning.

The QAWG assists the Board of Directors by monitoring, reviewing and developing the Quality Assurance (QA) policies and procedures operating in IRC. The committee ensures the application of the procedures are robust and consistent across the training provision in IRC.

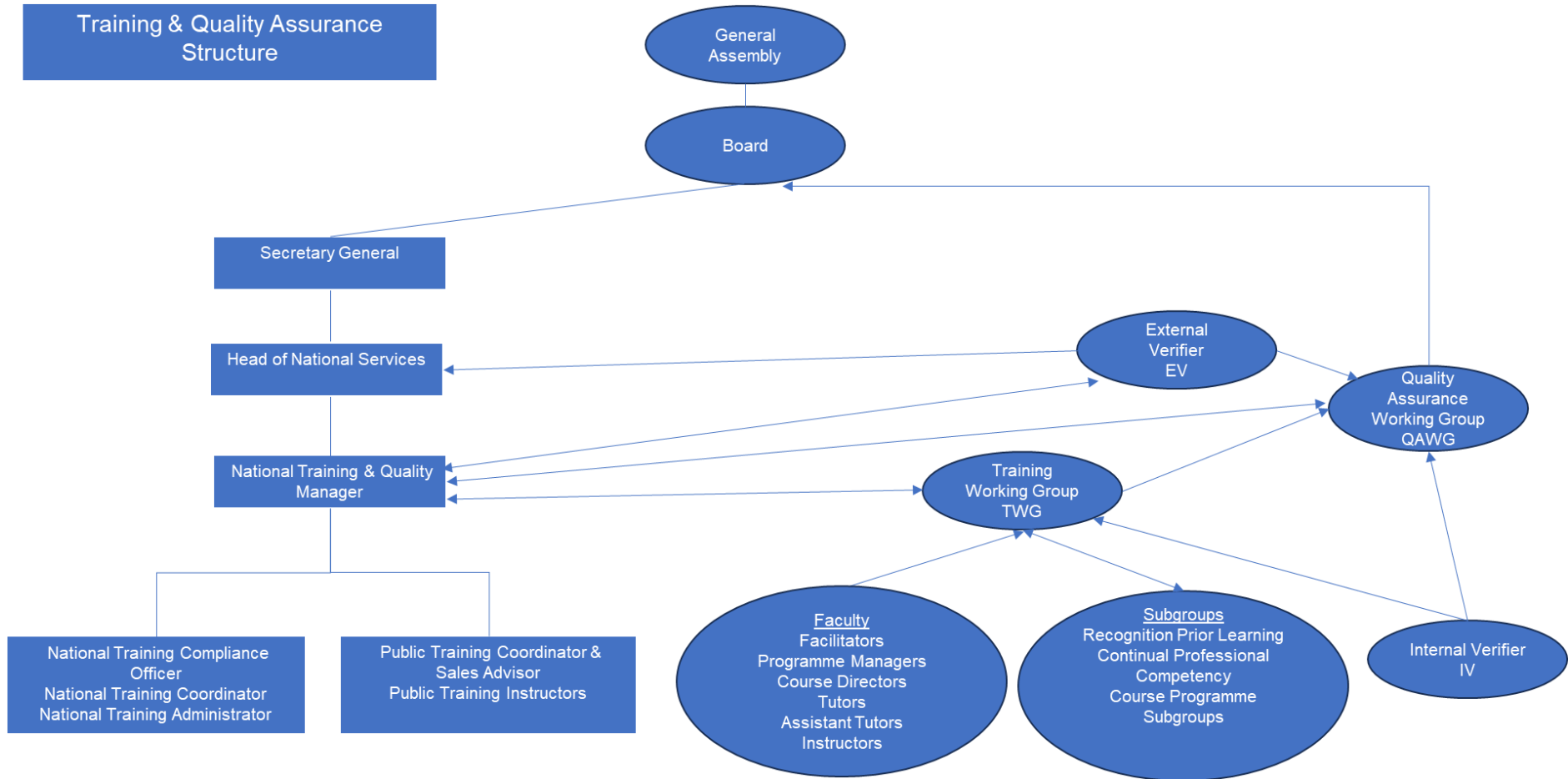
Responsibility for day-to-day activities associated with those policies and procedures is delegated by the Secretary General to the Head of National Services and to the National Training & Quality Manager (NTQM), who has overall accountability for proactive engagement and admin support with Faculty Management on the IRC QMS and delivery of PHECC approved courses. The NTQM routinely meets with the TWG and QAWG to develop, monitor and support the training services of the Irish Red Cross.

The National Training & Quality Manager (NTQM) will ensure that staff members and associated stakeholders are made aware of their responsibilities associated with all relevant policies and procedures, and to set staff objectives including quality indicators, (KPIs) to reflect those responsibilities.

The National Training Compliance Officer (NTCO), National Training Administrator (NTA) and Public Training Coordinator & Sales Advisor (PTCSA) will have delegated responsibility as internal verifiers and will regularly evaluate the output from education and training delivery.

An appointed External Verifier (EV) will routinely evaluate and support the organisation's QMS. The EV will provide external independent oversight of education and training activities, including student assessment. The EA will report into the National Head of Services as well as the QAWG.

Figure 1.1.1 Organisation Governance - Training & Quality Assurance Structure



IRC Mission, Vision, and Values

The Irish Red Cross Society is part of the world's largest independent humanitarian network, the International Red Cross and Red Crescent Movement.

The IRC is committed to and bound by, its Fundamental Principles of Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality.

The vision of the IRC is to be a leading humanitarian organisation, providing impartial services and support to vulnerable communities both at home and abroad.

Our mission is to identify and deliver humanitarian assistance to those who are most in need.

Domestically, a significant part of our programmes are delivered by our 3,000+ members and associated 70+ branches around the country.

Internationally, we create impact through our partnerships with our fellow Red Cross Red Crescent National Societies as well as with the global humanitarian organisations that we affiliate to: the International Federation of the Red Cross (IFRC) and the International Committee of the Red Cross (ICRC).

Effective communication.

The IRC is committed to provide effective communication related to the QRF governance processes and associated responsibilities ensuring active engagement with staff, volunteers, students and associated stakeholders. We will provide access to our QMS document, policies, procedures, and the current PHECC composite report. Relevant information will be available through the IRC website www.redcross.ie . and the learner platform Moodle with dedicated access for students, staff and volunteers and guideline information through the Faculty and Student Handbooks.

Organisation risk management framework

The IRC recognises effective risk management is an integral part of good governance and central to our continued development as a charity operating in Ireland and abroad. Risk management cuts across every facet of our work, from strategy formulation to financial and operational management as well as matters such as regulatory and legal compliance, security and the prevention of fraud.

All members and staff have a responsibility to ensure that they are acting within agreed protocols and policies and providing an effective first line of defence in risk management.

The Board is ultimately responsible for risk management in the IRC and has set up a Audit and Risk Committee. (ARC). ARC has delegated responsibilities of risk management including review of the risk register, discuss policies related to risk management and risk assessment, including relevant guidelines and policies to govern the process, as well as the Organisation's major financial and operating risk exposures and the steps management has undertaken to monitor and mitigate such exposures. Annually ARC recommend the risk register for Board approval.

Head of Compliance and Legal Affairs (HoCL) is the nominated secretariat member supporting the work of ARC and working with the Secretary General is responsible for implementing risk management policy in the organisation.

The Risk Register sets out the actual risks IRC believes the Society is currently exposed to and assess their potential impact and likelihood of occurrence. Identified risk by the QAWG related to education and training will be discussed with the HoCL.

Regulatory requirements observed by organisation

The IRC observes regulatory requirements of Pre Hospital Emergency Care Council (PHECC) as a Recognised Institution, First Aid Education European Network (FAEEN), Health and Safety (HSE), General Data Protection Regulation (GDPR) Safeguarding of vulnerable adults (HSE) and young people (Tusla), Garda Vetting.

Organisation and education documentation control

The IRC develops and controls policies aligned to the organisation's policy IRC guidelines on policy development and control. Policies have a unique identifier, policy name, owner, together with details of approval and review dates. Education and training documents are created and controlled and stored securely with appropriate levels of access provided for Faculty, staff and students.

Confidentiality and security of data

The IRC ensures compliance to the General Data Protection Regulation EU2016/679 as a regulation on data protection and privacy for all individuals within the European Union. Education and training ensure compliance to the organisation's Data Protection statement which includes the processing, management, identification of risk and secure storage of student, faculty, customer and staff data.

Contract procedure faculty and stakeholder organisations

IRC Faculty consists of volunteers who are provided with a statement of terms of engagement details are included in the Faculty Handbook.

Public Training Instructors are paid staff recruited from the IRC Faculty and issued a statement of terms and conditions of employment.

There are no stakeholder contract arrangements as there is no third party delivery of IRC and PHECC approved courses on behalf of IRC to the general public.

Human resources – recruitment and induction

IRC is an equal opportunities employer who values diversity and aspires to reflect this in the workforce. Applications are welcomed from all sections of the community, irrespective of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community.

Staff are provided with a statement of employment and line managers are accountable for providing an induction and support during the employees probation period. The induction includes general information related to the organisation and specific tailored induction aligned to the individuals role.

Employees receive an annual appraisal which records objective, KPI performance and additional successes. Opportunities for upskilling and continuous personal development are agreed and recorded. A personal development plan (PDP) is created, implemented and reviewed.

Course Development and Maintenance

Academic Governance and Accountability

The National Training and Quality Manager has delegated responsibility from the Secretary General and Head of National Services for the overall accountability for proactive engagement and admin support for Faculty management to ensure compliance of the Irish Red Cross with regulatory and statutory requirements set by PHECC and other relevant accreditation bodies.

Academic governance includes a process of separation between the design and development of education and training programmes and the approval process prior to course delivery.

The education and training sub groups have accountability for the review, design and development of education and training programmes. PHECC approved courses are developed in adherence to PHECC education and training standards.

The TWG are accountable for the output from review, design and development of education and training programmes. During the review, design and development process a cycle of feedback is provided to the chairs of the appropriate sub groups. On completion of the design and development process a recommendation is made to QAWG for course approval.

The TWG also has accountability to ensure the implementation of education and training programmes are aligned to approved quality standards and compliant to regulatory requirements. The working group ensures the ongoing professional development of the IRC members who deliver education and training programmes and approve the scope of recognition of prior learning. The TWG approve course materials and resources for the delivery of education and training programmes and in support of student attainment.

QAWG are accountable for the approval of education and training programmes with responsibility to ensure the output from the sub groups are compliant to IRC and PHECC education and training standards prior to course delivery.

QAWG also ensures quality assurance policies and procedures are in place for the training provision. The working group monitors the implementation of quality policies and procedures, reviews and reports on the quality of education and training programmes. QAWG reviews the monitoring reports from the IV and EV activities and provides advice on the continuous quality improvement of training activities. The working group also reviews all quality assurance reports, quality improvement plans, and annual self assessment report prior to submission to PHECC.

Internal verification accountability is achieved through a number of roles within National Training and Public Training teams. The National Training Compliance Officer, National Training Coordinator, Public Training Coordinator and Sales Advisor and National Training Administrator have dedicated responsibilities. Deployment of Instructors for PHECC approved courses is compliant to PHECC standards of required qualification for course delivery. Course returns and output from course delivery are monitored and recorded for reporting to QAWG and TWG.

External verification is achieved through an independent, externally appointed external verifier with relevant professional experience. Accountability of the role is to ensure IRC's compliance to PHECC's QRF standards for education and training delivery and report findings to the QAWG.

Roles and Responsibility

IRC ensures people resource are available to support the compliance and delivery of the organisation's education and training Quality Management System which includes compliance to the QRF framework as a PHECC Recognised Institution. Staff roles include responsibility for compliance and administration. The Faculty is resourced by volunteers who are members of the Irish Red Cross.

Staff Roles

National Training and Quality Manager

National Training and Quality Manager has overall delegated accountability for proactive engagement and admin support for Faculty management to ensure compliance of the Irish Red Cross with regulatory and statutory requirements set by PHECC and other relevant accreditation bodies.

The role has responsibility for the management of the National Training, Public Training, Compliance / Quality teams including administration, compliance, co-ordination, marketing, sales, training delivery and quality assurance.

National Training Compliance Officer

National Training Compliance Officer provides compliance support for Faculty, National Training and Public Training teams to ensure IRC as PHECC RI is compliant aligned to the QRF standard and IRC training standards. The role is responsible for IRC to provide supportive monitoring and engagement visits of student training for IRC Branches and Public Training.

The National Training Compliance Officer will also collaborate with the National Operations Compliance Officer in support of compliance to the Governance Validation Framework (GVF)

National Training Coordinator

National Training Coordinator coordinates the delivery of national training courses and ensures the compliance of Faculty qualifications aligned to the standards of the organisation and PHECC QRF standards.

The role has accountability for the supply of training materials and certificates together with customer focused administration and support for the TWG and Faculty as required.

Public Training Coordinator and Sales Adviser plans and coordinates the delivery of public training schedule of courses. The role has accountability to provide student advice on course options and ensure pre requisite compliance for PHECC approved courses with a focus on achieving customer satisfaction.

The Coordinator and Sales Advisor also ensures the compliance of Instructor qualifications and relevant deployment of people, supply of training materials and internal verification of course returns.

National Training Administrator

Provides administrative support for national training including responsibility for Internal Verification of course returns aligned to IRC and PHECC QRF standards. The Administrator ensures compliance of Instructor qualifications prior to deployment of people and supply of training materials.

Public Training Instructor

Public Training Instructor are recruited from IRC Faculty and provide PHECC approved and Irish Red Cross training, with a focus on student support and attainment of certification and qualification. The IRC believes in providing lifesaving first aid skills for our students and developing student confidence to enable the willingness to step forward in a first aid emergency supporting local community resilience.

Faculty

Facilitator

Facilitator has responsibility for education and development of the faculty members and students aligned to IRC and PHECC education and training standards. The role has accountability for training and assessing all Teaching Faculty qualifications. The Facilitator will be PHECC registered and hold a Tutor qualification for a period of at least 5 years prior to obtaining the Facilitator qualification.

Tutor

Tutor has responsibility for all aspects of the teaching cycle and ensures that all technical and academic components of courses meet the required standards. Tutors will have 4 years clinical practice on the PHECC register and hold an educational award recognised by PHECC at or above the level being taught.

Assistant Tutor

Assistant Tutors will support the Tutor in preparation and planning, delivery and formative assessment. Assistant Tutors will have 3 years clinical practice on the PHECC register and will be supported by a qualified Tutor.

Programme Managers will be the overall strategic programme lead for Irish Red Cross education and training programmes including PHECC approved courses. The Programme Manager will design, develop and review specific courses within the scope of the individuals accountability in consultation with the relevant Sub Group and TWG. They will also ensure updates and rollout of PHECC approved course developments as when released by PHECC.

Course Director

Course Directors coordinate the delivery of Irish Red Cross and PHECC approved education and training programmes as delegated by the Programme Managers. They have accountability to ensure agreed policies and procedures are adhered to including course delivery, completion of relevant documentation, engaged student support and assessment together with proactive engagement with Instructors.

Instructor

Faculty Instructors provides PHECC approved and Irish Red Cross training, with a focus on student support and attainment of certification and qualification. The IRC believes in providing lifesaving first aid skills for our students and developing student confidence to enable the willingness to step forward in a first aid emergency supporting local community resilience.

Programme / Course Design, Development and Approval

The Irish Red Cross is committed to engage best practice in the development, delivery and review of its education and training programmes to achieve a positive learner experience and attainment of qualifications and certification.

Education and training programmes will be designed and developed in compliance with IRC and PHECC education and training standards. education and training sub groups with delegated accountability for programme design and development will include, learner objectives, lesson plans, teaching and learning methodologies, and course content to achieve learner outcomes with scope for adaptations for specific learner needs and learning styles. Focused on CQI learner and Instructor feedback will inform opportunities to improve the quality and effectiveness of the education and training programmes.

Systems and processes will ensure course content is accurate and up to date with an agreed schedule of course content review. PHECC approved courses will be updated on the release of PHECC updates. Version control will ensure the latest course content is available for the delivery of education.

Course design and development output will include a compliance review process by TWG to ensure adherence to IRC and PHECC education and training standards with recommendation for course approval to QAWG. QAWG's independent review and approval will be required prior to course delivery.

Delivery of Education

Faculty Qualifications

IRC ensures records are maintained for all IRC Faculty with required qualifications and relevant credentials. Verification of valid qualifications, Garda vetting and safeguarding training is confirmed prior to deployment of people resource for the delivery of IRC and PHECC approved courses. IRC ensures an alignment of qualifications to PHECC Teaching Faculty Framework.

There is no third party delivery of IRC and PHECC approved courses on behalf of IRC.

The IRC ensures Faculty and public training Instructors maintain teaching currency for the delivery of IRC and PHECC approved courses with proactive notification of certification expiry. Annual training needs analysis of Faculty and public training Instructors informs a national calendar of training courses supporting continual professional development.

Faculty have access to a handbook which includes a statement of terms of engagement for volunteer faculty. Key information and policies including , health and safety , data protection, admission policy, prior learning, assessment and remediation, appeals, compliments and complaints, feedback and FAQ's, training programme progression pathway for learners, and details of training and education courses.

Training Venues and Resources

IRC are committed to successful learner outcomes and will ensure training venues and training resource support a positive learning experience.

Systems and processes will ensure venues are assessed and are suitable supportive learning environments. Risk assessments of premises and training venues are completed and reviewed. Instructor and student feedback together with data from venue checklists will inform opportunities for improvement with implementation of corrective and preventive action, reported and tracked through QAWG.

Training resources will be available to Instructors to ensure an engaged learning experience and will include relevant technology, manakins, training materials i.e. bandages. The TWG will review student and instructor feedback related to training resources to inform opportunities to improve the quality and effectiveness of the learning experience.

Approved training course materials required for course delivery will be distributed by head office staff to the locally based instructors. PHECC approved course materials will be compliant to individual PHECC course specification.

Course Delivery and Monitoring

IRC is committed to positive learner outcomes, and attainment of certification / qualification. The Faculty and training teams ensures the delivery of courses is aligned to IRC and PHECC education and training standards. Faculty and Instructors with verified qualifications and credentials are deployed for the delivery of courses with adherence to Faculty ratio i.e. PHECC approved FAR course 1 Instructor to a maximum of 8 students.

Detailed student records are maintained and securely stored from entry to certification with expiry follow up to support recertification. Course returns for the delivery of IRC and PHECC approved courses include venue checklist, equipment checklist, student sign in, student additional support (as required), multi choice question (MCQ) exam (as required), remediation / mentoring (as required), student skills assessment, student feedback and instructor feedback. Course returns is subject to IV and monitoring with positive and corrective feedback to individual Instructors, TWG and QAWG.

All courses / education and training sessions are aligned to IRC and PHECC education and training standards. Course content, materials, lesson plans and effective teaching methodologies are adhered to as approved by PHECC and QAWG.

As a learning organisation student and Instructor feedback and complaint investigations and outcomes are monitored and reported to TWG and QAWG. IRC is committed to CQI and QAWG will track corrective and preventive action in support of achievement of education and training standards

Focused on student attainment and in support of Faculty supportive monitoring visits of education and training delivery are completed by the National Training Compliance Officer and / or the relevant Programme Manager.

Student Support

Policies, Procedures, Processes, and Guidelines.

IRC ensures students are aware of policies, procedures, processes and guidelines (PPPG) in support of their individual learner journey and attainment of certification / qualification. Students are provided with relevant information before commitment to a course to support an informed decision of their entry level to IRC and PHECC approved courses.

Students have access to a student handbook which includes supportive information and key policies including, health and safety, data protection, admissions policy, recognition of prior learning, additional support, assessment and remediation, appeals, compliments and complaints, feedback and code of conduct.

There is a training programme progression pathway in the student handbook, with details of courses provided by IRC including PHECC approved courses. The course portfolio information includes the course objective, pre-course requirements, duration and course overview, course materials, assessment and where relevant exams and required pass marks together with certification.

Students are given access to relevant Course Directors / Instructors during and after the learning journey to ensure the required level of support is provided.

Contact information is available for student contact with the Training Team.

Feedback

IRC welcomes and values student feedback provided through course feedback, direct contact with Faculty / Instructors or the Training Team, through compliments and complaints. As a learning organisation feedback is vital information to shape CQI .

IRC ensures active engagement with student feedback and reports positive learning, corrective and preventive action with confirmed outcomes to the TWG and QAWG.

Practitioner Level Course

IRC ensures students are informed and understand the scope of learning and student commitment related to a Practitioner Level Course. The IRC Programme Manager ensures student clarity is provided of the responsibilities related to PHECC NQEMT examination and Practitioner registration with PHECC.

PHECC maintains a statutory register of all pre-hospital emergency care practitioners who meet PHECC's standards. Upon successful completion a National Qualification in Emergency Medical Technology (NQEMT), the practitioner must register and annually renew with PHECC directly to be included on the register. To remain on the register, an annual portfolio must be completed and currency of Garda vetting, Safeguarding and CFR A must be ensured by the practitioner. All registrants must commit to uphold the ethos of a healthcare practitioner, commit to maintain their skills to the highest standard, to only practice according to PHECC Rules and adhere to the Code of Conduct and Ethics at all times.

All Emergency Medical Technicians (EMTs), Paramedics (Ps) and Advanced Paramedics (APs) must be registered with the Pre-Hospital Emergency Care Council in order to legally practice in Ireland. [Register \(phecit.ie\)](http://phecit.ie)

Internships

IRC provides clinical placement opportunities aligned to PHECC approved education and training standards for EMT practitioner courses. A memorandum of understanding (MOU) confirms the detail of the agreed relationship between IRC and the 3rd party provider.

EMT students are informed in advance of the details of their placement and invited to evaluate the quality of each placement as part of the assurance process for the EMT programme.

Student placements are recorded by the course director and IRC ensures all students have available access to Critical Incident Stress Management (CISM). Students must submit a completed logbook as evidence of their placement before exam applications are progressed.

Assessment and Course Outcome Support

Assessment

IRC ensures all assessment material and scenarios are clear, concise and the method of assessment is consistent and understood by the assessors and the students. The environment and equipment are organised to provide a fair assessment for each student. Students are made aware of the standard expected and the method of assessment.

Assessments are aligned to the required PHECC standards. Assessment material systematically assess PHECC defined course objectives for each clinical level. Instructors facilitate all students who have special requirements or disabilities in support of their individual needs. The student must be able to demonstrate and complete the required skill during the assessment. The appeals process is clarified with all students prior to assessment.

PHECC MCQ examinations are controlled documents and Instructors are informed of their responsibility in relation to security of the exam papers. Completed assessment results are securely stored in line the IRC data protection policy.

Students receive feedback from the Instructor on their assessments / results. A student non pass of a responder level assessment can be remediated and the student reassessed. A student non pass of a FAR / CFR – A theory exam can be remediated and they can complete a new alternative exam. Multiple resists can be facilitated by the Instructor if time allows. Clarity of the opportunity for remediation and resist will be shared with the student.

Students of practitioner level courses are informed of the agreed pass mark of achievement for MCQ's during the progression of learning.

Results Approval and Course Outcome Certification

IRC ensures adherence to PHECC's management of certification for PHECC approved courses. The National Training Coordinator, is the designated person accountable for the management of certification with support from the Public Training Coordinator and Sales Advisor and the National Training Administrator.

Internal verification (IV) process is applied to 100% of PHECC responder courses. The National Training Administrator and Public Training Coordinator and Sales Advisor ensures all course returns completed by Faculty and Public Training Instructors are returned and verified prior to certification approval. Approved certificate data is stored securely and student records are updated.

IRC have appointed an External Verifier (EV) for external verification process. External verification process is applied to 10% of PHECC responder courses per annum as an independent oversight of application of assessment process and accuracy of internal verification process.

IV process is applied to 100% of EMT practitioner courses. The EMT Programme Manager and EMT subgroup ensure all course paperwork and results are verified. The appointed External Verifier has independent oversight of exams, weekly development, internships including EMT log books prior to student progression with PHECC.

IRC only certifies PHECC approved courses delivered by pre authorised Faculty and Public Training Instructors. There is no third party delivery of IRC and PHECC approved courses on behalf of IRC.

Learning Organisation

Continuous Quality Improvement

The National Training and Quality Manager is the nominated person with overall delegated responsibility from the Secretary General and Head of National Services for proactive engagement and admin support for Faculty management to ensure compliance of the Irish Red Cross with regulatory and statutory requirements set by PHECC and other relevant accreditation bodies.

IRC is committed to positive learner outcomes and attainment of certification / qualification for students. As a PHECC Recognised Institute the IRC ensures there are effective quality management systems in place to support self evaluation and continuous quality improvement. A corrective and preventive action log is maintained and output and outcomes monitored by QAWG. The IRC QMS quality cycle for education and training includes quality planning, quality control, quality assurance and quality improvement.

Quality Indicators

IRC systematically reviews and monitors its education and training activities against internal quality indicators. QAWG approve and monitor key performance indicators related to course development and maintenance, delivery of education, student support, assessment and course outcomes, student and instructor feedback.

Performance trends of quantitative and qualitative data is analysed, with outcomes monitored and reported to QAWG. Corrective and preventive actions are implemented to achieve continuous quality improvements. Evidence of performance, outputs and outcomes are maintained.

Review of Policies, Procedures, Processes and Guidelines

IRC ensures an effective document control system is maintained with version control and an agreed cycle of review dates. Policies, procedures, processes and guidelines (PPPG) are maintained by the National Training Compliance Officer. A review process of education and training documentation is aligned to PHECC recommendation of minimum updates every 3 years. Regulatory change requirements are adhered to and IRC ensures are implemented as required. TWG and QAWG.

The National Training Compliance Officer (NCTO) is accountable to communicate PPPG changes to key stakeholders including Faculty and Students. The NCTO will ensure appropriate forms of media are utilised as effective methods of communication. Feedback will be secured to ensure changes to PPPG are understood.

Monitoring Course Activities, Teaching and Learning Methodologies

IRC monitors the effectiveness of its teaching and learning methodologies. Programme Managers provide guidelines for Faculty on the preferred teaching and learning methods with lessons plans, consistent course content, Instructor to student ratio, Student to equipment

ratio, assessment requirements, and adherence requirements for the delivery of PHECC approved courses.

Consideration is given to the learning objectives, student learning styles and specific learner needs in support of learner attainment of certification / qualification. Consistency is monitored during course delivery by The National Training Compliance Officer with feedback provided for the Instructor and an update report of monitoring visits to QAWG.

IRC conducts self evaluation to ensure compliance of course delivery, PPPG, and regulatory requirements. Quality assurance reports of quantitative and qualitative data is reviewed by TWG and QAWG to ensure Faculty compliance with PHECC's regulatory requirements of:

- PHECC Education and Training Standards
- PHECC Teaching Faculty Framework
- PHECC Responder Level Certification Policy

As a learning organisation IRC education and training welcomes and values student and instructor feedback. Feedback is reviewed and reported to TWG and QAWG with implementation of improvements to enhance the learner experience and ensure course activities, teaching and learning methods are supportive of learner outcomes.

Additional Information

Terms of Reference

QRF_TOR001	Quality Assurance Working Group QAWG
QRF_TOR002	Training Working Group TWG
QRF_TOR003	CFR Sub Group
QRF_TOR004	FAR Sub Group
QRF_TOR005	EFR Sub Group
QRF_TOR006	EMT Sub Group
QRF_TOR007	PMH Sub Group
QRF_TOR008	IT Sub Group
QRF_TOR009	CPC Sub Group
QRF_TOR010	RPL Sub Group
QRF_TOR017	ROP Sub Group

Policies

GOV – 1	Irish Red Cross Guidelines on Policy Development and Control
GOV003	Data Protection Statement
RISK001	Irish Red Cross Risk Management Policy
	Health & Safety Policy
SG001	Irish Red Cross Safeguarding Statement
NSC	Policy and Procedures for Garda Vetting
	Complaints Policy
QRF_POL001	Quality Management System Education and Training
QRF_POL002	Code of Conduct in Education Policy
QRF_POL003	Recognition Of Prior Learning Policy
QRF_POL004	Internal Verification Policy
QRF_POL005	Monitoring Policy
QRF_POL006	Assessment and Awards Policy
QRF_POL007	Key Performance Indicators Policy
QRF_POL008	Faculty Support Policy
QRF_POL009	Clinical Placement Policy
QRF_POL010	Blended Learning Policy
QRF_POL011	Results Approval Policy
QRF_POL012	Course Development and Review Policy
QRF_POL013	Educational Appeals Policy
QRF_POL014	External Verification Policy
QRF_POL015	Admissions Policy
QRF_POL041	English Language Competency Assessment Policy
QRF_POL043	Student Support Policy
QRFGVF_POL062	Self Assessment Policy

Guides

QRF_GUI001	Student Handbook
QRF_GUI002	Faculty Handbook
QRF_GUI003	Staff Handbook
QRF_GUI005	Student Entry to Exit
QRF_GUI015	Annual Reporting Schedule

Roles and Responsibilities

Staff Job Descriptions

QRF_JD001	National Training and Quality Manager
QRF_JD002	National Training Compliance Officer
QRF_JD003	National Training Coordinator
QRF_JD004	Public Training Coordinator and Sales Advisor
QRF_JD005	National Training Administrator
QRF_JD006	Public Training Instructor

Faculty Role Descriptors

QRF_ROL011	Facilitator
QRF_ROL012	Tutor
QRF_ROL014	Assistant Tutor
QRF_ROL006	EMT Programme Manager
QRF_ROL005	EFR Programme Manager
QRF_ROL004	FAR Programme Manager
QRF_ROL003	CFR Programme Manager
QRF_ROL007	PMH Programme Manager
QRF_ROL008	Instructional Techniques Programme Manager
QRF_ROL009	CPC Programme Manager
QRF_ROL017	Radio Operator Procedures Programme Manager
QRF_ROL015	Course Director
QRF_ROL016	Instructor

Forms

QRF_FOR003	Venue Selection Criteria Checklist
QRF_FOR004	Recognition of Prior Learning Form
QRF_FOR043	Student Support Form
QRF_FOR044	EMT One to One Feedback Form
QRF_FOR045	National Courses Nomination Form (Sample)
QRF_FOR061	Corrective and Preventive Action Log
QRF_FOR062	Induction Plan Form
QRF_FOR063	IRC Staff Performance Form
QRF_FOR021	Venue Health and Safety Checklist
QRF_FOR064	Course Design and Review Checklist
QRF_FOR023	Course Equipment Checklist