2026 | By: Optimum Limited



Learner Handbook

Optimum Limited

Contents

Welcome to Optimum Limited 4
Scope of Provision 5
Contact Details 6
Optimum's Vision & Mission Statement 7
Optimum's Commitment 7
Learner Commitment 8
Learner Supports and Resources 9
Optimum's Teaching and Learning Approach 10
Access 12
English Proficiency 13
Recognition of Prior Learning 13
Reasonable Accommodation 15
Compassionate Consideration/Extenuating Circumstances 15
Attendance and Punctuality 16
Code of Behaviour 16
Disciplinary Action 16
Self-Directed Learning 16
Complaints 17
Programme Evaluation 17
Quality Assurance 18
QQI (Quality and Qualifications Ireland) 18
QQI Vision 18
QQI Mission 19
The Irish National Framework of Qualifications (NFQ) 19
Transfer and Progression 21
Assessment Process 21
Assessment Regulations for Learners 21
Assessment Presentation 22
Deadlines 23
Late Assessments 23
Incomplete Assessments 23
Deferrals 24
Plagiarism and Academic Integrity 24
Results Notification 24
Appeals 25
Repeat Process 26
Assessment Feedback 26
Form of Authenticity / Cover Sheet 26
Misplaced Certificate 27
Cease to Provide – Protection of Enrolled Learners 27
Payments & Refund Policy 27
Refund Schedule 27
Equality and Diversity 28

HEALTH AND SAFETY 29
DATA PROTECTION AND PRIVACY 29
APPENDICES 30
APPENDIX 1 - ASSESSMENT TECHNIQUES 30
APPENDIX 2 – FORM OF AUTHENTICITY / COVER SHEET 32
APPENDIX 3 – PENALTIES FOR VIOLATION OF REGULATIONS 33

Welcome to Optimum Limited

Welcome to Optimum Limited, Training & Business Services. It is a pleasure to have you on board and we look forward to working with you as part of your learning journey. We hope you will find that your studies are thought-provoking, challenging, interesting and exciting.

Optimum was created in 1990 to provide professional Training and Business Services & Support to companies and individuals aiming to achieve their ultimate success in business. Our training programmes are designed to increase your proficiency and competency whether it be personal development or business development skills. We support initiatives and anticipate and respond to the ever changing needs of our many learners.

As a preferred choice provider and partner to many of Ireland's leading businesses, we have learned that the key to our success is putting their success first. Our commitment to quality is enhanced by the enthusiasm of our team and our recognition of the standards you set. Through ongoing research and development and an innovative approach all of our programmes incorporate the latest concepts and approaches and best practice trends ensuring that participants do not receive an "off the shelf experience". Our core goal is to provide participants with the essential tools required to achieve their personal and business potential in a unique, stimulating and enjoyable environment

We are happy to help at any stage of your learning journey. If you have any questions, please contact us. Full information on support services and relevant contact details are contained in this handbook.





Mary Harrison
Chief Executive
Optimum Limited

Ronnie Harrison
Director & CFO
Optimum Limited

optîmum.

Scope of Provision

In Optimum, we are accredited for the following QQI Awards:

Programme Code	Programme Title	Level & Type	Certificate Title	Credit Value
6S3372	Training & Development (Train the Trainer)	QQI Level 6 Special Purpose Award	Training & Development	30
6N3326	Training Delivery & Evaluation	QQI Level 6 Minor Component	Training Delivery & Evaluation	15
6N3325	Training Needs Identification & Design	QQI Level 6 Minor Component	Training Needs Identification & Design	15
6N3087	Coaching Models of Practice	QQI Level 6 Minor Component	Coaching Models of Practice	15
6N2191	Leadership Skills	QQI Level 6 Minor Component	Leadership	15
6N3945	Managing People	QQI Level 6 Minor Component	Managing People	15
6N4310	Business Acumen	QQI Level 6 Minor Component	Business Management	15
6N3613	Sales & Marketing Management	QQI Level 6 Minor Component	Sales & Marketing Management	15
5N1951	Enterprise Skills	QQI Level 5 Minor Component	Enterprise Skills	15
5N0690	Communications &	QQI Level 5 Minor Component	Communications	15
5N0972	Customer Service	QQI Level 5 Minor Component	Customer Service	15
5N1364	Digital Marketing	QQI Level 5 Minor Component	Digital Marketing	15
4N0689	Communications	QQI Level 4 Minor Component	Communications	15

Contact Details



QQI Coordinator / L&D Specialist

Barry O'Brien

barryob@optimum.ie

(01) 672 86 28

You will be introduced to your specific training manager from the Training Management Team (TMT) and tutor, from the Training Delivery and Development Team (TDDT), at induction, and they will share their contact details with you.

Optimum Limited HQ:
28 Westland Square,
Pearse Street,
Dublin 2,
Ireland,
D02 F825.

Website:
www.optimum.ie

Phone number:
(01) 672 86 28

HQ Email:
hq@optimum.ie

Opening Hours are 9.00am – 5.00pm Monday to Friday from June to August and from 9.00am – 5.30pm Monday to Thursday from September to May with a 5pm finish on Fridays.

Optimum's Vision & Mission Statement

Vision

To bring inspiration and innovation to learning and development and support people to improve performance and build a sustainable future through creativity, expertise and agility.

Mission Statement

Business needs for the future – helping people and businesses to develop the skills they need to succeed

Our mission is to provide our learners and our team with an inspiring environment which promotes excellence in Learning and Development Services to all our Clients at all times and for both to enjoy the challenge of achieving success together.

Optimum's Commitment

Optimum's Supports for Learners policy is to provide comprehensive and accessible supports for learners throughout their time with us. We will ensure that they are fully informed about the range of services available to them, and all required resources are in place where and when they are needed.

Optimum will take all reasonable measures to support the general wellbeing of all learners on our programmes.

Optimum will provide learners with comprehensive administration and technical support services as well as personal and professional guidance. We will consistently seek and act on learner feedback received in relation to these services.

Optimum's responsibility to every learner is:

- To plan, prepare, and deliver training in a safe and suitable learning environment
- To provide support and guidance for learners for the duration of training.
- To be trained by people that are competent in the subject area.

- To source and produce relevant learning materials.
- To stimulate and sustain learner motivation and engagement.
- To be treated with equality, dignity and respect by staff and other learners.
- To discourage undesirable behaviour in a timely and appropriate manner
- To be tested and assessed in compliance with the Assessment Specification.
- To receive details of your programme of study, a published timetable, assessment schedules and criteria.
- To communicate the existence of supports to learners.
- To provide ongoing feedback and support from your trainer/QQI Co-ordinator.
- To be asked for your feedback on the programme and the learning experience
- To ensure that learners are aware of the grounds of Appeals and Complaints.

Learner Commitment

The learner is responsible for being prepared for the certification process ensuring attendance is achieved throughout (including direct training sessions, and assessment) and that they actively participate in and contribute to each element of their QQI Programme. The learner is then responsible for the transfer and practice of their newly learned skills, combining face to face instruction, planned experience and individualised study leading to a QQI Component Award in the National Framework of Qualification. It is the role of the learner to take a responsible approach to learning and the development of their skills.

Responsibilities include:

- To contribute to each element of their QQI Programme.
- To show respect to staff, learners and training facilities.
- To let Optimum know of any special requirements.
- Follow health and safety guidelines.
- To read the information contained in this learner handbook.
- To complete all QQI certification documentation in order to achieve their QQI Award.

- To submit their Cover Sheet form with details for QQI registration.
- To attend punctually and actively participate in all sessions. This includes:
    - Completion of specific assignments to support certification requirements
    - Structured Self Learning
    - Practical Assessment
    - Asking for assistance, if needed, to comply with QQI requirements
- Let the Training Manager know if you expect to be absent.
- To submit all work for assessment to **Optimum Limited** for approval.
- On approval, from your Training Manager, to submit work for assessment to the QQI Co-ordinator by agreed deadline.
- Notify us of any changes in your contact details.
- To participate in course evaluations and discussion and use this as an opportunity to give accurate information on the programme, the programme materials, delivery and any other issues

Learner Information

Before starting your course, you should have the following information:

- Course title and the QQI award that the course is leading to (if applicable)
- The structure of the award e.g. minor, special purpose
- IT skills requirements
- English language proficiency requirements
- Course fees

Learner Supports and Resources

We expect our learners to familiarise themselves with our policies, procedures, and regulations to ensure that they are aware of our expectations for them and they are clear about their expectations for us and the recourse available to them should these expectations not be met.

Supports available to you:

- ✓ Training Management Team (TMT), Training Delivery and Development Team (TDDT), QA Officer and QQI Co-ordinator
- ✓ Programme Resources & Access to MyOptimum Moodle Platform
- ✓ Mentoring options and additional learning and skills support
- ✓ Reasonable Accommodation for Access, Learning and Assessment

- ✓ Compassionate Consideration
- ✓ Advice and Guidance on Transfer and Progression
- ✓ Feedback on Assessment and Progress
- ✓ Complaints
- ✓ Appeals
- ✓ Data Protection
- ✓ Performance management – what has worked and challenges identified
- ✓ IT Support
- ✓ Career Development Support – FET options
- ✓ Email / Telephone Support
- ✓ Programme Admin Support

In cases where a Learner develops or discovers a support requirement upon entry and during the course of their training, the Learner is advised to contact the Training Management Team (01 – 672 8628) or your Tutor(s) from the Training Delivery and Development Team as soon as possible.

Optimum's Teaching and Learning Approach

Optimum's preferred style of delivery is extremely interactive with tangible outcomes providing participants with a most effective learning experience. Optimum's Trainers keep the sessional topics vibrant and challenging – they possess the pedagogical competence and social skills to conduct high quality and interactive best practice training.

To ensure the highest of quality with Optimum's online or in-person training, we have outlined the following key indicators:



Optimum uses a multitude of training techniques to ensure each participant can assimilate information in his/her preferred learning environment. Each session focusses on the development of both the professional and personal skills of the participant.

Each programme will include peer learning to raise the awareness of common issues and challenges and to encourage the exchange of experience and transfer of knowledge between the participants. We believe the Trainers needs to be responsive to participants' reactions so they need to be flexible with methodology.

Access

The minimum entry admission requirements for each individual programme are set out by the Training Management and are detailed in the Programme Descriptor/Guides which is approved by the Academic Council. You can also find access information on our website under 'entry requirements' for each QQI programme.

These requirements may include (but not limited to):

- Academic Qualifications
- Professional Qualifications
- Accreditation
- Experience

Entry requirements are found on our website or contact our QQI Co-ordinator for further information: barryob@optimum.ie

Support for Learners with Additional Needs

Optimum is committed to offering supports for learners that may present with a disability, specific learning difficulty, neurodivergent or have a medical condition. We will endeavour, where possible, to facilitate appropriate accommodations to meet the individual learner needs upon access and throughout the programme.

Should a learner have a disability or suffer from a documented medical condition, which they believe could hinder their full participation in a programme, the learner is required to contact the Training Management Team in Optimum to discuss this in confidence. Optimum expects first-time applicants with a known disability or medical condition to inform the Training Management Team prior to admission to facilitate and accommodate the applicant prior to commencing their studies.

The Learner will be assessed on a case by case basis, and where possible, learners will be required to complete a Learner Support Request Form supported with a psychological assessment report which highlights clearly the additional supports to be considered by Optimum.

The Training Management Team will review these cases and recommend, as appropriate and so far, as is practicable, academic assistance, administrative support and assessment accommodation (refer to 'Reasonable Accommodation).

English Proficiency

OPTIMUM programmes require a minimum of an NFQ Level one below the level of the programme for which the learner is enrolling. For successful participation in our programmes, learners must be competent in written and spoken English.

The competence level required must be at least equivalent to the CEFR B2+ standard (Common European Framework of Reference for Languages).

OPTIMUM also recognises TOEFL (Test of English as a Foreign Language) and IELTS (International English Language Testing System).

Please contact our QQI Co-ordinator for further information on English proficiency requirements – barryob@optimum.ie

Recognition of Prior Learning

RPL is a process that allows learners to gain entry to a programme of study or to gain access/ exemptions/credit from some parts of a programme, based on demonstrated learning that a learner may have achieved through another programme of study, or through work or other learning experiences.

RPL recognizes that knowledge and skills can be acquired from a range of learning experiences, including formal, non-formal and informal and may reduce the time of study involved in completing a programme of study.

Where it is considered appropriate, RPL may be used to gain:

- an exemption from a Major Award programme module, or number of modules
- entry to a programme where the applicant may not meet the standard entry requirements

advanced entry to a programme

- transfer between programmes
- Claiming an exemption is a procedure carried out at provider level when entering candidates for certification. An application for RPL must be made as soon as the learner commences a programme(s).
- RPL is accessed on a course-by-course bases.

Prior learning may be acquired in any of the following ways:

Accredited learning:

- Previous formal learning where the learner received a qualification or certification. It can be a course or part of a course which you have completed, which is linked to the National Framework of Qualifications (NFQ).

Non-accredited learning:

- Noncertified intentional learning which was work-based training or education courses and may have been assessed but is not included in the National Framework of Qualifications (NFQ).
- Work and life experiences learning which was unintentional but contributes to the learner's knowledge, skills and competence

5 Year Rule

From January 2016, only those awards which are no more than five years old at the time the exemption is been sought, may be used to claim an exemption. Deadlines will apply in respect to this 5-year rule. It may occur that a learner will need to repeat a module or modules.

Learners will need to contact the Training Manager

In all cases learners will be required to fill out a RPL application form with supporting evidence.

Please see here for full details of our RPL Policy and Procedure

Please see here for full details of our RPL Application Form and Appeals Form (see here)

Reasonable Accommodation

Learner assessment accommodations, or reasonable accommodations may include: modified presentation of assignments/examination papers, e.g. Enlargements, scribes/readers, sign language interpreter, rest breaks, adaptive equipment/software, use of assistive technology, additional time, separate room/space.

Learners are requested to inform Optimum within a notified timeframe, if any such accommodations are required. Optimum reviews such requests on a case-by-case basis and will make every effort to support the learner within the constraints of Optimum's resources and any potential impact on other learners.

The grounds on which applications can be made include but are not limited to:

- Learning Difficulties
- Hearing Difficulties
- Visual Difficulties
- Physical Difficulties - this category is taken to include medical, sensory, mental health and behavioural difficulties as well as physical difficulties.

The Training Manager will coordinate the provision of reasonable accommodations.

Please see here for full details of our Reasonable Accommodation Policy and you can find a submission form here.

Compassionate Consideration/Extenuating Circumstances

Optimum will also support compassionate considerations where the personal circumstances of a learner may mean that assessment schedules need to be modified or assessment performance has been compromised. Grounds for such compassionate consideration may need to be evidenced by the learner (e.g. GP letters, Jury Duty notification etc.)

The Training Manager will coordinate the provision of compassionate considerations.

Please see here for full details of our Compassionate Consideration Policy and you can find a

submission form here.

For compassionate consideration appeals application form, please see here for full details.

Attendance and Punctuality

Optimum expect 100% attendance in your QQI programme in order to achieve the best outcome possible. Please be punctual and to be present in your in-person or virtual classroom. If you are unable to attend a class or will be exiting the programme at an earlier stage, please contact your Training Manager.

Code of Behaviour

Learners should treat each other and each other's property with respect, this includes behaving professionally and courteously in the class. Learners are expected to treat the classroom venue and training equipment with respect. Any disruptive behaviour can result in disciplinary procedures.

Please see here for full details of our Code of Behaviour Policy.

Disciplinary Action

When a Tutor (TDDT) has a complaint regarding learner attendance or code of behaviour, they bring it to the attention of the Training Manager who will arrange to meet the learner and discuss the infringement. The overall aim will be to resolve the complaint informally in first instance.

Please see here for full details of our Disciplinary Procedures.

For disciplinary appeals application form, please see here for full details.

Self-Directed Learning

Learners should ensure in advance of the training course that they have planned for self-directed

work which set both before and between class days. The hours you spend in self-directed learning are as important as the hours you spend with your trainer.

Complaints

Optimum is committed to ensure that any complaints or grievances will be treated fairly, impartially, effectively and in a timely manner. Complaints / grievance procedures cover a range of issues including: admissions, programme and examinations. We have a formal complaints procedure which you can use if we cannot resolve your complaint informally. Please talk to your Tutor (TDDT) or Training Manager in the first instance.

We do all we can to ensure that complaints are resolved in a fair, timely and constructive manner. You can access a copy of our complaints procedure here and you will find a template form for formal complaints here.

Programme Evaluation

To help ensure that Optimum is offering the best possible programmes, we ask learners to give us feedback which we incorporate into programme reviews and updates. Please complete the learner feedback form when it is sent to you by the trainer or by Optimum. We also encourage you to provide informal feedback to your trainer at any point during the programme. We want you tolet us know what you think.

Quality Assurance

Optimum adopts a Business Excellence Model in relation to quality assurance. We aim to deliver superior quality training which is supported with professional materials and best practice models. We believe in delivering over and above and value our participants. We closely monitor all feedback from participants and take corrective action if required. We tailor each programme to meet the specific needs of the group and have an ability to create environments that support different learning styles.

We recognise the importance of considering accreditation as a quality assurance alternative. Optimum Limited can offer reputable accreditation depending on specific learning requirements.

We have also developed an extensive network of contacts from all business areas, which are continually utilised for project enhancement and effectiveness.

QQI (Quality and Qualifications Ireland)

QQI (Quality and Qualifications Ireland) is a state agency responsible for maintaining the ten-level NFQ (National Framework of Qualifications) and responsible for the external quality assurance of further and higher education and training in Ireland.

Optimum is an accredited QQI centre and training provider since 2007.

We run a wide range of qualifications on Levels 5 and 6 of the National Framework in areas such as Training, Coaching and Management Qualifications

QQI Vision

QQI are committed to a vision of Ireland that offers diverse high-quality further and higher education opportunities, enabling learners to reach their full potential through achieving qualifications that are widely valued nationally and internationally.

QQI Mission

QQ sustain public confidence in the quality, integrity and reputation of Ireland's further and higher education providers and provide authoritative information on the diverse range of qualifications included in the National Framework of Qualifications.

Find out more information from the QQI website: https://www.qqi.ie/

To find out more information on the QQI Awards available and providers across Ireland please click this link: https://irq.ie/

The Irish National Framework of Qualifications (NFQ)

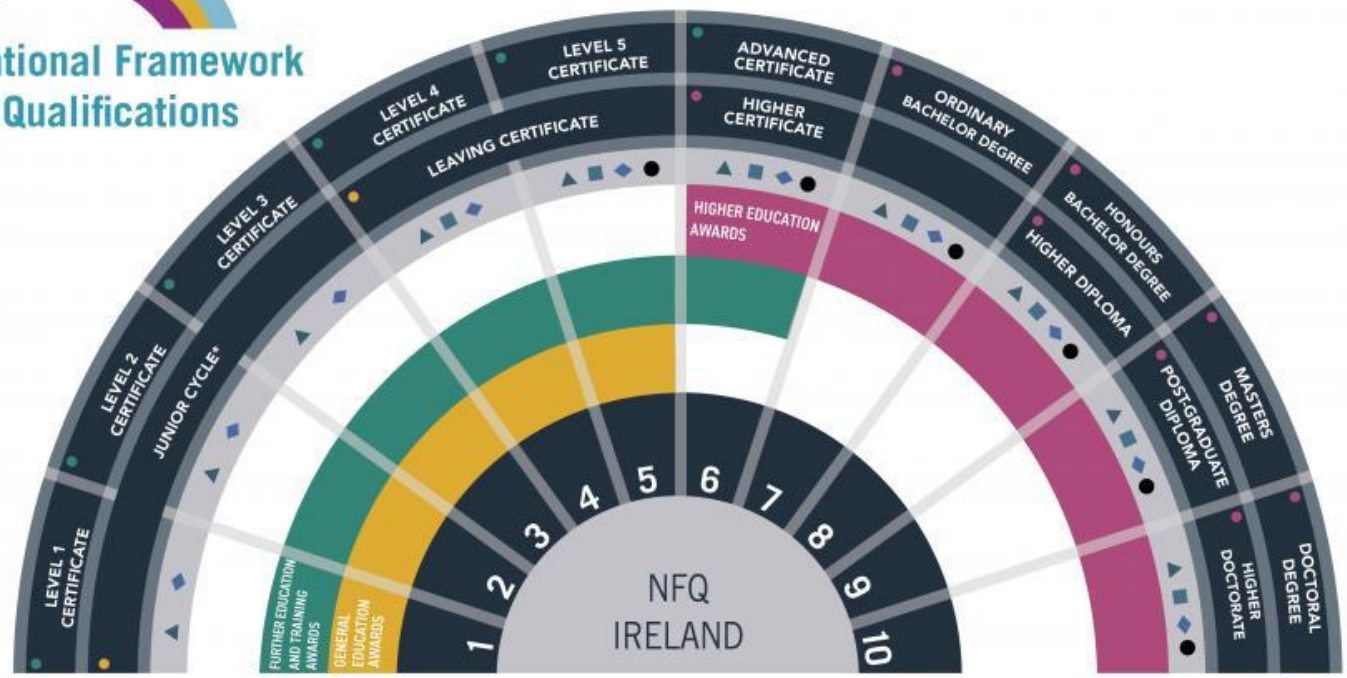
It describes what learners need to know, understand and be able to do to achieve a qualification. It lists the main qualifications awarded at each level and pathways from one NFQ level to the next.

The NFQ allows you to compare qualifications to help with your choice of programme or course, knowing that it will be recognised at home and abroad.

There are four types of awards:

- Major Awards: the principal class of award made at a level.
- Minor Awards: for partial completion of the outcomes for a Major Award.
- Supplemental Awards: for learning that is additional to a Major Award.
- Special Purpose Awards: for relatively narrow or purpose-specific achievement.

National Framework of Qualifications



CLASSES OF AWARD

Major Awards: named in the outer rings, are the principal class of awards made at a level

Minor Awards: are for partial completion of the outcomes for a Major Award

Supplemental Awards: are for learning that is additional to a Major Award

Special Purpose Awards: are for relatively narrow or purpose-specific achievement

Professional Awards: are for occupation-orientated qualifications including apprenticeships

*Please refer to NCCA website, ncca.ie/en/junior-cycle/

IRISH REGISTER OF QUALIFICATIONS

For more information on

- Qualifications
- Providers
- Courses

visit www.irq.ie

Supported by the Erasmus+ Programme of the European Union

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Transfer and Progression

Achievement of an award on the National Framework of Qualifications (NFQ) enables learners to transfer or progress to other programmes leading to awards at the same or higher levels of the NFQ. We provide learners with advice and information about transfer and progression opportunities following the successful completion of a programme with us.

If learners would like additional information, please contact your Training Manager or the QQI Co-ordinator and we will be happy to advise them.

For example, many of our minor awards can lead to, but not limited to, the following Major Awards:

Business Management 6M4985
Management 6M4587
Life and Workplace Coaching 6S3153
Training and Development 6S3372

Assessment Process

You will be given details of assessment and an assessment timetable by your trainer at induction. Depending on the programme, you will be assessed by one or more of the following assessment techniques; assignment, collection of work/portfolio, a learner record, a project, an examination or a skills demonstration (for a description, please see Appendix 1)

You will be given an assessment brief by your trainer for each piece of assessment which sets out specific guidelines you must follow when completing the assessment and the criteria for themarking. Your trainer will advise you on how to layout, format, present and submit your assignments.

Assessment Regulations for Learners

(As set down by QQI and should be followed in order to achieve certification)

General Regulations

1. Learners must observe deadlines as notified by the Training Management Team / Training Delivery and Development Team for the submission of coursework/elements of the Programme.
2. Learners must attest to the fact that all assignments, learner records and collections of work/the portfolio of assessment/portfolio of work presented for assessment is their own original work.
3. Where group projects/assignments have been undertaken, all learners must indicate which part of the work is their own. The portfolio of each group member should record or contain supporting evidence of the individual's contribution to the group task.
4. Learners must not interfere with or damage in any way the work of other learners

See Appendix 3 for further information on penalties for violation of regulations.

Assessment Presentation

Learners are required to submit assessments as follows:

- A4 Word Document
- Cover sheet
- Table of Contents
- All pages numbered
- In typed format, unless otherwise stated
- Reference List MUST be provided in every assessment – Plagiarism is prohibited.
- For hard copies, printed and stapled in the left hand corner (unless otherwise stated)
- **Submit by email and hard copy posted or hand delivered to Optimum Ltd premises.**
- On submission of course assignments learner will be issued with a receipt.
- Please ensure that your name is on all submitted assignments and keep a copy for your own records (we do not return coursework).

NOTE:	IT IS THE LEARNERS OWN RESPONSIBLITIY TO KEEP A COPY OF EACH ASSIGNMENT SUBMITTED FOR ASSESSMENT.

Deadlines

Learners will be given a date by the Training Management Team or Tutor, from the Training Delivery and Development Team, as to when all work should be submitted. It is the learners own responsibility to ensure that the course work is submitted either before or on the date in question. Deadlines are issued in order to manage both the learning and assessment process and it is in learners own interests that they are met.

Late Assessments

If for some reason the learner cannot present the work either on or before the submission date, an extension may be granted. However, only exceptional circumstances will be accepted and will be dealt with on an individual basis, **this must be in writing.**

Please see here for details of our Compassionate Consideration procedure.

Requests for extensions must be submitted using the Compassionate Consideration Application Form in advance of thesubmission date with supporting evidence if relevant e.g. medical certificate in case of sickness. For Appeals, please submit this form.

Incomplete Assessments

It is a requirement of the Programme that learners attempt all elements of the certification process presented to them during the programme. Learners **cannot pass** the QQI Level Certification components having only completed part of the assessment criteria for each.

Deferrals

If the work has not been completed for the course by the agreed date, the learner will be deferred until the next Assessment Period as set out by QQI. Once written request has been received and a satisfactory reason for the deferral has been given. Evidence may be requested. All applications for deferral must be sent to the QQI Co-ordinator.

Plagiarism and Academic Integrity

Optimum expects learners to conduct their studies honestly, ethically and in accordance with accepted standards of academic conduct. Plagiarism occurs when a learner uses work belonging to someone else without acknowledging the fact that it is not the learner's own work. Therefore, if a learner wishes to use quotes or references from someone else's work it is necessary to include referencing and a bibliography with the assignment. Using work that has previously been submitted by other learners or written by other learners is prohibited and will enforce penalties for violation of regulations.

To find out how to Reference, please request this by email from anyone in the Optimum Training Management Team or Beatriz in QA Officer – beatrizr@optimum.ie

Results Notification

The Tutor/ Assessor (TDDT) will correct and assign a grade to each piece of work submitted by a learner. Learner provisional results will be available via email/Moodle within four - six weeks after the course finishes or they have completed their final assessment.

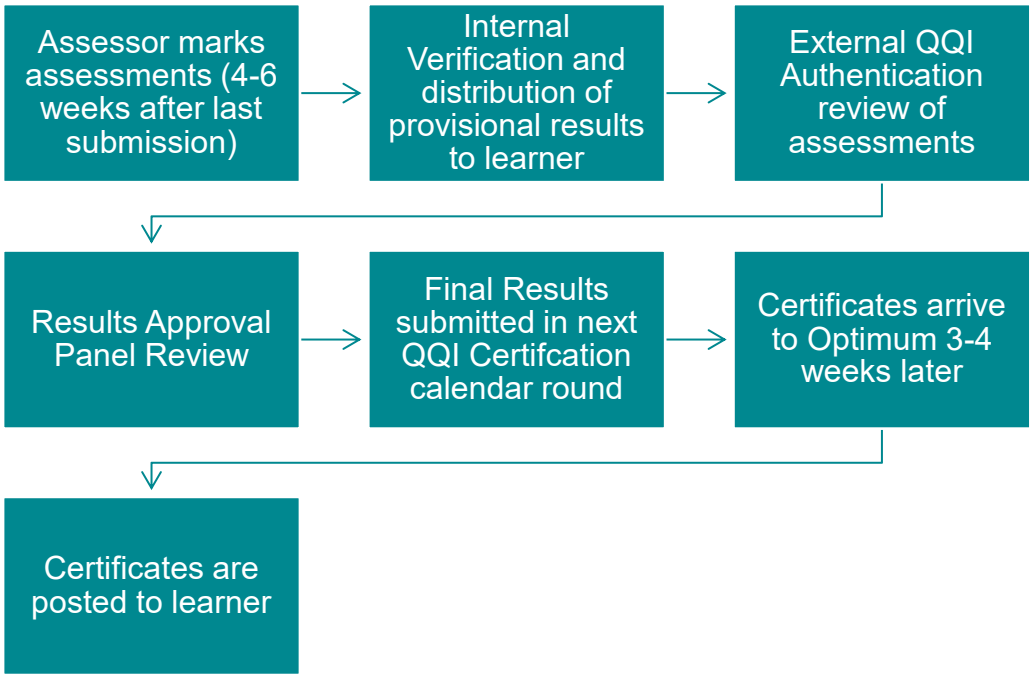
Your assessments will be internally verified and externally authenticated.

We can only give a provisional result at this point as all results are authenticated by an External Authenticator. After the External Authentication and the Optimum Results Approval Panel (RAP) review, you will be notified of any changes to your Final Results and you will be reminded at this point of the timelines for our Recheck, Review, Appeals process.

Results will then be submitted to QQI for certification. They will be approved and the certificates will be posted back to Optimum within 3-4 weeks after each 'QQI Certification Deadline'. After we document the certificates, we will send them out by post.

QQI have 6 submission deadlines in each calendar year. Click me for further information.

When the Centre receives Certificates back from QQI they will be sent out to learners to the address they submitted on their registration form if all course fees have been paid.



Appeals

Learners may appeal their results provided this request is made through Optimum. Notice of Appeal should be submitted in writing within 7 days of the issue of the Provisional Results. They can do so by submitting their request in writing via this template.

Please see here for details of our Appeals Procedure.

Appeals should be made through the Optimum QQI Co-ordinator.

The written request must outline clearly the reasons for the request with reference to where any learner feels that marks have been lost or where it is felt that a submission has been marked unfairly.

Please note that any 'recheck requests' will not be considered unless the reason for the recheck is clearly justified.

NOTE:	THERE IS A FEE OF €65.00 FOR EACH MODULE APPEALED. THE FEE WILL BE REIMBURSED IF THE APPEAL IS SUCCESSFUL

Repeat Process

Initial contact regarding the Repeats Process will be made through the QQI Co-ordinator and if the learner decides to proceed with the Repeats Process the Training Manager will be available to support the learner throughout the process. **This will need to be done in writing.**

If a learner fails an assessment, they can repeat that assessment at no further cost. If there is a second failure, learners will have one more chance to repeat and will incur a fee of €100. Optimum will not facilitate a third re-sit and the learner may need to attend the full course again, if, after discussion, both learner and tutor feel this to be of value.

Assessment Feedback

Your Tutor (TDDT) and Training Manager will give feedback on assessments and on your progress on a at various stages throughout the programme. In addition, you can approach the Optimum QQI Co-ordinator for advice and direction with assessments at any stage.

Form of Authenticity / Cover Sheet

Each assignment must be accompanied by a signed form that confirms that the assessment work being submitted is your own work. We do not mark and grade assignments unless they are accompanied by this form. The personal details we require are for QQI registration and certification.

Misplaced Certificate

Please keep your award certificate safe and secure as they can be difficult and expensive to replace.

QQI will not re-issue certificates but can issue an official record of awards (transcript) of all Further Education Training (FET) awards achieved by a learner to date. All details relating to ordering a record of awards (application form, payment details etc) are available from: https://qhelp.qqi.ie/learners/

Cease to Provide – Protection of Enrolled Learners

Protection for enrolled learners is a requirement for providers of programmes lasting 3 months or more.

This protection comes into effect in the event that a provider ceases training for any reason. It involves a refund of the most recent funds paid by the learner, or transfer to another training provider of the programme in question.

Optimum is not required to provide such protection since none of our programmes last 3 months or more.

Payments & Refund Policy

Our class numbers normally range from 5 – 16 learners depending on each QQI Award. Course fees should be paid prior to the course start date. Payments are to made in full. However, we offer payment plans on a discretionary basis where payment can be made in instalments in advance of the course start date and these can be arranged by contacting the office.

Courses can be paid by credit card, Stripe, PayPal (available on our website) or by bank transfer. Please note we do not take credit card information over the phone.

Refund Schedule

10 - 15 Days prior to course starting: 100% refund
5 - 9 Days prior to course starting: 50% refund
0-4 Days prior to course starting: 0% refund

No refund will be made to learners who fail to attend classes or who do not complete the course.

Companies and individuals may substitute participants prior to the start of the course without additional payment or penalty. This can be done right up to the day before the course start date.

Optimum reserves the right to cancel or re-schedule any course at any time. In the unlikely event of cancellation, fees will be refunded.

Equality and Diversity

Optimum is committed to delivering programmes of education and training and related services in a manner that accommodates diversity, combats discrimination and promotes equality of opportunity of our staff and learners. Optimum combats discrimination on nine grounds and in accordance with The Equality Act 2004.

The nine grounds are:

1. Gender
2. Marital status
3. Family status
4. Sexual orientation
5. Religion
6. Age
7. Disability
8. Race
9. Membership of the Traveller community

Optimum will:

- ✓ Remain committed to supporting the educational inclusion and progression of all learners.
- ✓ Be dedicated to addressing any inequalities that may arise within our company.
- ✓ Ensure that actions will respond to identified needs and will actively provide a positive impact for the learner.
- ✓ Ensure that our assessment practices can facilitate equality and diversity of learning needs.

Our Equality & Diversity policy can be found on the Optimum website here.

Health and Safety

Optimum Limited is committed to protecting the environment and providing a safe and healthy environment for our employees, course participants, contractors, and the surrounding community. Optimum complies with the main provisions for securing health and safety in all workplaces outlined in the Safety, Health and Welfare at Work Act, 2005.

For more information on our Health and Safety Policy, please click here

Please adhere to the safety regulations of the training facility. We take all reasonable steps to ensure the health, safety and welfare of our learners and comply with health and safety legislation and regulation and standards of best practice. We expect learners to abide by our health and safety procedures.

Data Protection and Privacy

Optimum Limited have secure policies and procedures in place to protect all learner personal and sensitive data.

Please ensure that the personal details you have on file for you are current and up-to-date and notify us of any changes as soon as they occur, particularly home addresses (for certificate retrieval), mobile telephone number and emailaddress. **It is your responsibility to let us know about any changes to your contact details**.

Please email the Training Manager with the details.

We maintain the personal data we hold on file in accordance with the requirements of data protection legislation. You can access a copy of Optimum's privacy and data protection policy here.

Appendices

Appendix 1 - Assessment Techniques

In order to demonstrate that they have reached the standards of knowledge, skill and competence identified in all the learning outcomes, learners are required to complete the assessment(s) below. The assessor is responsible for devising assessment instruments (e.g. project and assignment briefs, examination papers), assessment criteria and mark sheets, consistent with the techniques identified below and QQI/'s assessment requirements.

Programme validation will require providers to map each learning outcome to its associated assessment technique.

All learning outcomes **must** be assessed.

Description

Project
A project is a response to a brief devised by the assessor. A project is usually carried out over an extended period of time. Projects may involve research, require investigation of a topic, issue or problem or may involve process such as a design task, a performance or practical activity or production of an artefact or event.

Learner Record
A learner record is the learner's self-reported and self-reflective record in which he/she describes specific learning experiences, activities, responses and skills acquired.

Assignment
An assignment is an exercise carried out in response to a brief with specific guidelines as to what should be included. An assignment is usually of short duration and may be carried out over a specified period of time.

Portfolio / Collection of Work
A portfolio or collection of work is a collection and/or selection of pieces of work produced by the learner over a period of time that demonstrates achievement of a range of learning outcomes. The collection may be self-generated or may be generated in response

Skills Demonstration

A skills demonstration is used to assess a wide range of practical based learning outcomes including practical skills and knowledge. A skills demonstration will require the learner to complete a task or series of tasks that demonstrate a range of skills.

Examination

An examination provides a means of assessing a learner's ability to recall and apply knowledge, skills and understanding within a set period of time and under clearly specified conditions. A theory-based examination assesses the ability to recall, apply and understand specific theory and knowledge.

Grading

Pass 50% - 64%

Merit 65% - 79%

Distinction 80% - 100%

Referred: When a learner has not achieved the minimum standards for an award the grade

Appendix 2 – Form of Authenticity / Cover Sheet

Candidate Name:				
Contact Number:				
E-mail:				
PPS Number:				
Date of Birth:				
Address: (if you address has changed since registration, please notify asap)				
Module Title				
Assessment Type (please tick)	Learner Record (LR)		Skills Demonstration (SD)	
	Assignment (ASG)		Examination (EX)	
	Project (PR)		Portfolio (PO)	

DECLARATION

I _____ declare that all work contained in this assessment is my own original work and that any quotes/references to books has been acknowledged in written format.

SIGNED (Candidate): _____

DATE: _____

OFFICE USE ONLY – RECEIPT

Received by: _____

Date: _____

Appendix 3 – Penalties for Violation of Regulations

Where the Internal Assessor is of the opinion that any candidate has:

- Violated any of the assessment regulations
- Attempted to obtain a result to which the candidate is not entitled
- Claimed or attempted to claim such a result
- Furnished incorrect information in relation to their candidature
- Aided or attempted to aid another candidate, except where group work is required
- Obtained or attempted to obtain aid from another candidate, except where group work is required

Such a candidate will be liable to be:

- Deprived of certification, module credit of marks or to have such deductions made as the Council deems appropriate
- Debarred from entering for any of the assessments for such period as the Council may determine

A candidate will be notified in **writing** when a suspected violation of regulations is being investigated.