



Title:	Learner Enrollment & Support Process		
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1. PURPOSE

To describe how CLS manages learner admission, progression, and recognition.

2. SCOPE


Applies to Learners enrolled in CLS delivered programmes.

3. RESPONSIBILITIES

Assessor: The assessor is the Lean Trainer that delivers the programme and is responsible for evaluating learner evidence and making the assessment decision/judgment on whether the outcome of knowledge, skill, or competence, as outlined in the Award Specification, have been achieved. The assessor must determine that the evidence is valid, reliable, and sufficient to make the assessment decision with the following skills:

- subject matter/technical expertise; the assessor must be proficient in the subject/technical area in which they are assessing.
- knowledge of and proficiency of the award standards (learning outcomes) being assessed.
- knowledge of the provider's assessment procedures.
- familiarity with QQI assessment policy and guidelines.

Support Process Team:	Manage CLS Certification Process
Programme Management Team:	Develop the Assessment Criteria
Programme Delivery Team:	Deliver the Assessment Criteria
Examination Process Team:	Manage the Approval of Assessment Results
Quality Process:	Management of the Appeals Process
QQI:	Management of the Certification Process
External Authenticator:	Complete an independent assessment of a sample of results per Policy for External Authenticator FOR-42.

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4. PROCEDURE

4.1 Overview

This SOP describes how learners gain admission to CLS programmes and how they progress through the programme. **Figure 1 (Section A&B)** outlines the flow for learners' admission to CLS Programme. Learners are advised as part of the booking process of CLS's quality assurance system and of their responsibilities and entitlements within it including the Appeals process. During the booking process, any specific disabilities identified are reviewed on a case-by-case basis.

4.2 Learner Admission, Progression & Recognition

4.2.1 Learner Admission

Learners are admitted to a CLS programme via one of 2 routes:

- a) A client company/organization-requested 'private' course.
- b) An 'open' course which is publicly available. This may be via a Skillnet provider or equivalent professional body.

Company-Requested Courses:

- Following a client organization contacting CLS requesting delivery of a specific programme, participants are advised to CLS by the client.
- Participant names are communicated to the trainer, generally via email.


Publicly Available Courses:

- Learners may book online via CLS website for 'open' programmes by completion of an online form.
- Participant names collated by CLS and communicated to the trainer, generally via email.

Attendance records are maintained which may be either paper or electronic, dependent on the requirements, mode of delivery, or source of the programme.

4.2.2 Learner Transfer and Progression

As programmes provided by CLS are 'stand-alone', Learners within these programmes do not transfer or progress from one programme to another. Hence, the description of learner progression requirement, practices or pathways is not applicable to CLS.

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4.2.3 Recognition of Prior Learning (RPL)

It is CLS policy to recognize applicable prior learning in the areas in which it provides programmes of education.

Where a learner has prior learning whether formal or informal, certified, or experiential – this will be assessed by the relevant personnel in CLS on a case-by-case basis.

If RPL is required for a Learner to take part in a CLS programme, the Learner will be required to document their prior learning and submit it to CLS for assessment.

Where this assessment determines that the prior learning is adequate to allow participation this will be documented for the Learner in question and considered as part of the assessment process.

Where the prior learning is determined to not be appropriate for the programme in question this will be documented by the CLS Assessor and communicated to the Learner, with relevant feedback, in a timely manner.

4.3 Protection of Enrolled Learners (PEL)

Learners enrolled in a programme of longer than three months duration, and where fees have been paid, are required protection if the programme ceases prior to completion.

CLS do not run courses where PEL is required, however the company will make all reasonable efforts to ensure that, in the case of cessation of one of its programmes', enrolled learners are either refunded fees paid or a place on an equivalent course will be found (with another provider).

4.4 Assessment for Booking Public Venues / Facilities


CLS is committed to ensuring that the venue/facilities available for the delivery and assessment of programmes are conducive to supporting and delivering a high-quality and health & safety learning experience.

Monitoring of venues/facilities is dealt with as part of programme delivery with the completion of FOR-72 Venue Assessment also set out in **Figure 1 Section A**. It is the responsibility of CLS Management and Support Process Team to review and approve new venues for public courses in accordance with the minimum requirements as follows:

- **Health & Safety:**

All venues must comply with legislative requirements relating to health and safety.

While CLS has its own public liability insurance, it is expected that all commercial venues have public liability insurance or the appropriate equivalent to cover the use of the

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venue by a third party. All precautions must be taken to always ensure the safety of the learner while attending at the chosen venue. Any issues that arise are directed to the CLS Trainer who in turns escalates the issue to the venue Manager for resolution.

- **Learning Facilities / Environment:**

All venues must have sufficient equipment suitable for learning or assessment which includes IT equipment (projector / screen etc.) and access to Wi-Fi. The size of the venue must be in proportion to the number of attendees and the planned learning activity.

- **Accessibility:**

The venue and its facilities should have wheelchair accessibility and accessibility for those of limited mobility.

- **Special Requirements:**


The venue should cater for all special dietary requirements.

- **Security:**

The venue should offer sufficient security to ensure the safety of CLS equipment and the equipment and belongings of those attending the training / assessment.

4.5 Feedback Questionnaire

To provide learners with the opportunity to provide feedback on service provided, a feedback questionnaire is provided with both a score on quality of service and a section to provide comments. Questions designed in the questionnaire are included below and are stored in the Lessons Learned Database. The questionnaire is designed to focus on quality of service, quality of trainer, feedback on the relevance of the programme against the programme objectives and quality of logistics, including booking and room quality if applicable. The output of the feedback collected is an input into SOP-6 Self-Evaluation, Management Review and Continuous Improvement.

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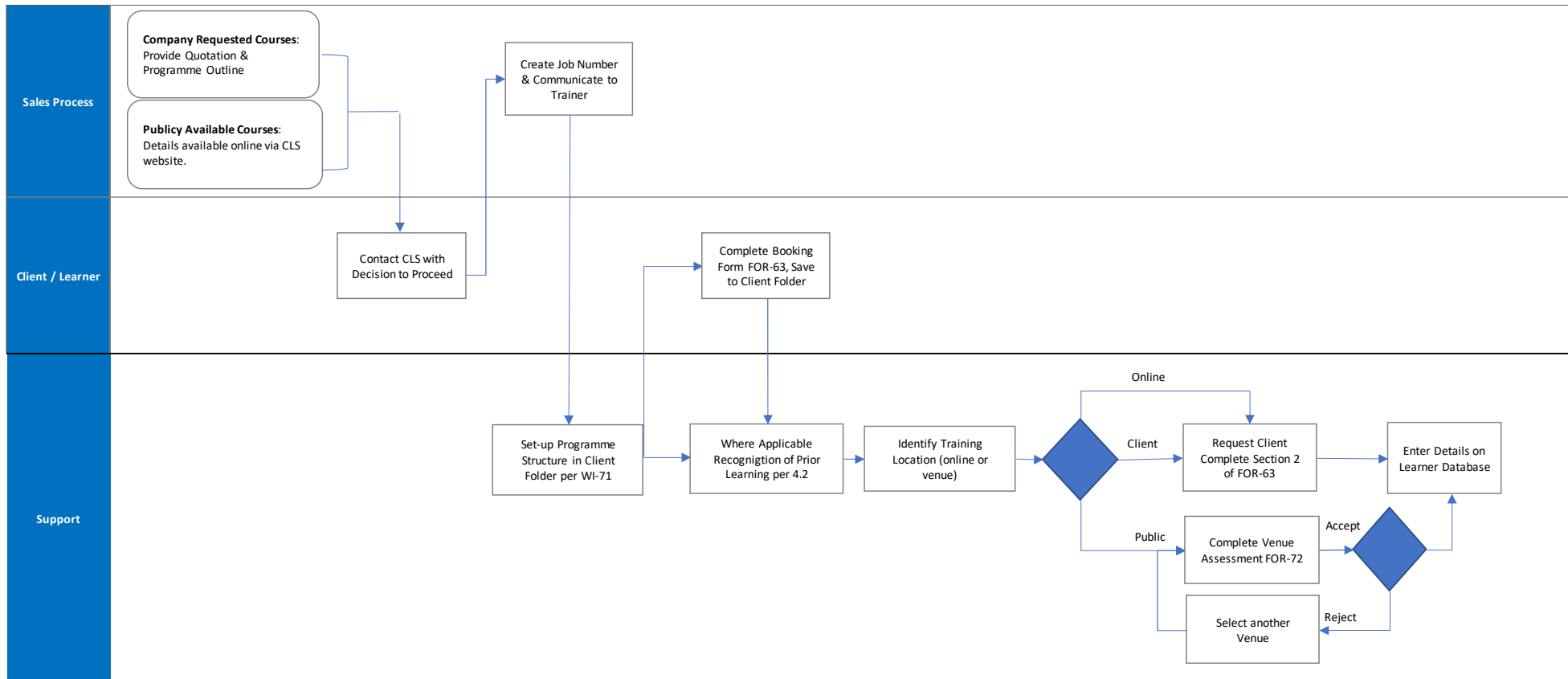



Figure 1 Section A: Outlines the flow for learners' admission to CLS Programme

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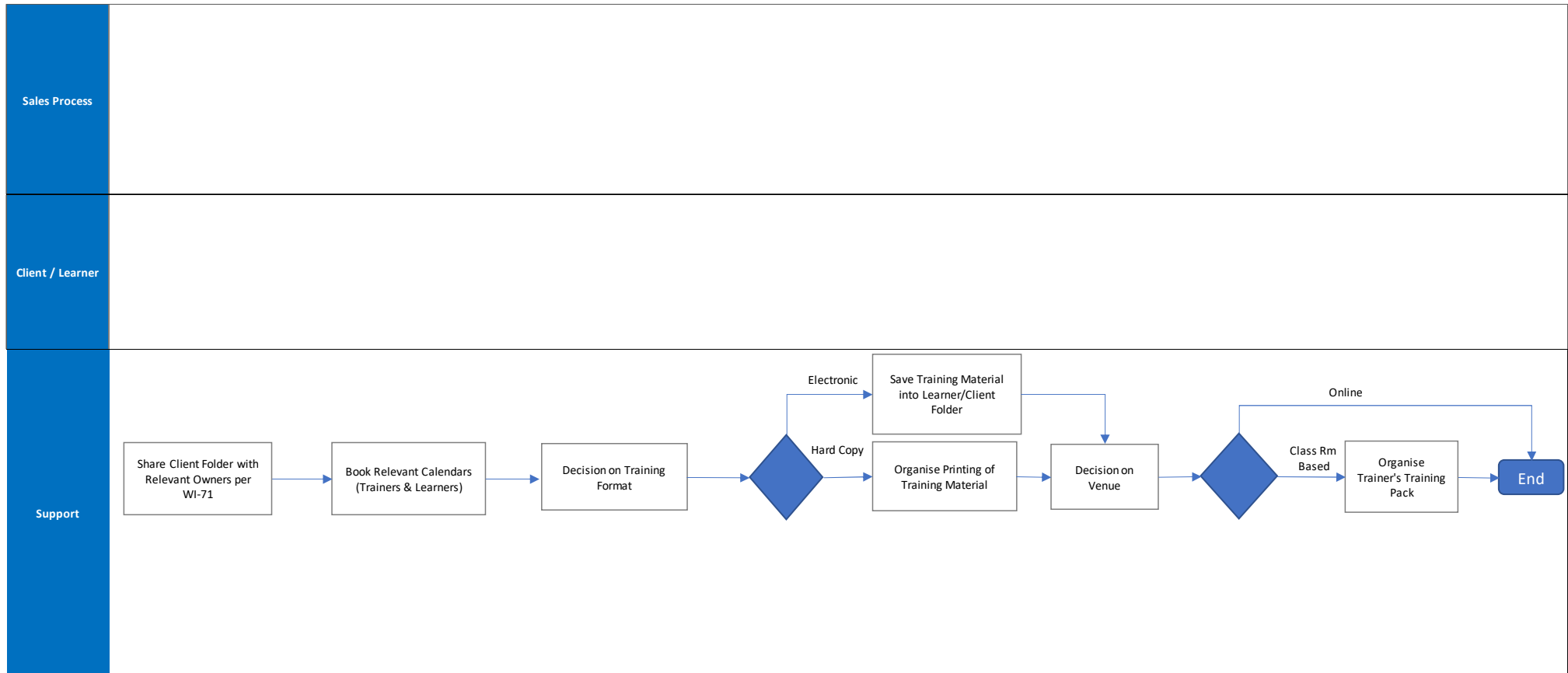



Figure 1 Section B: Outlines the flow for learners' admission to CLS Programme

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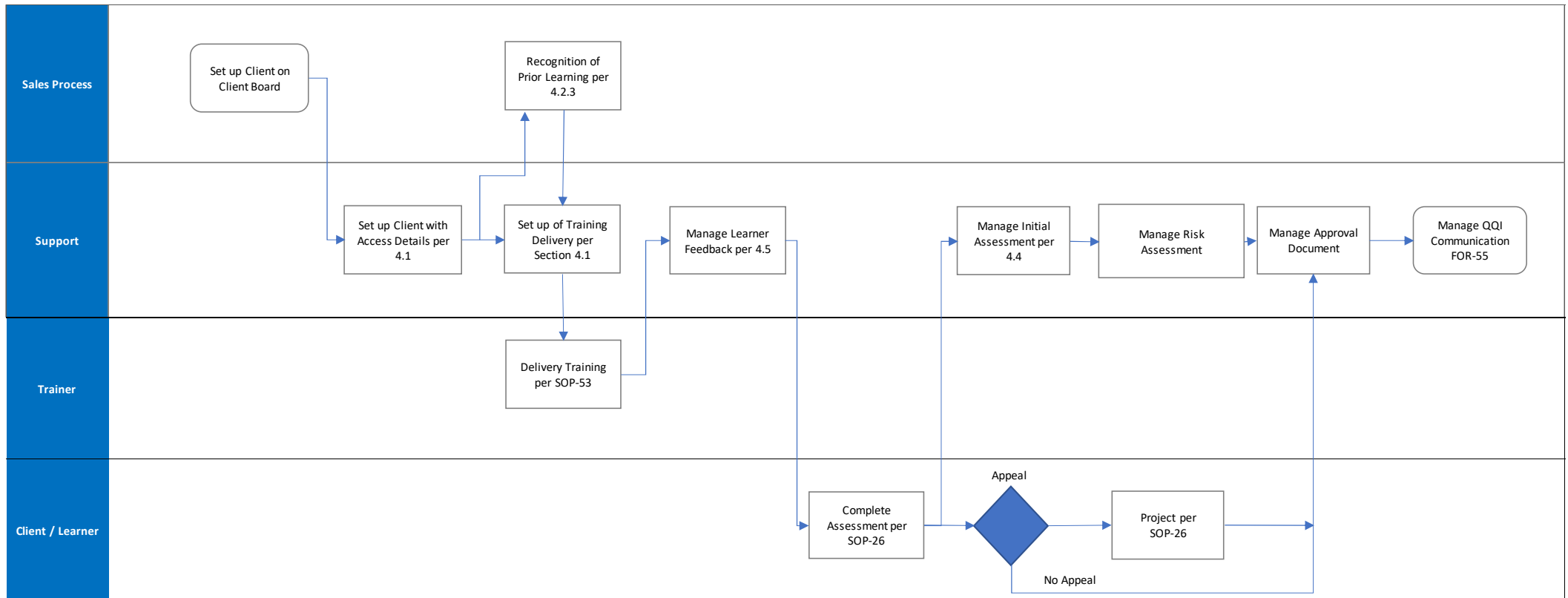



Figure 2: Outlines the flow of high-level introduction

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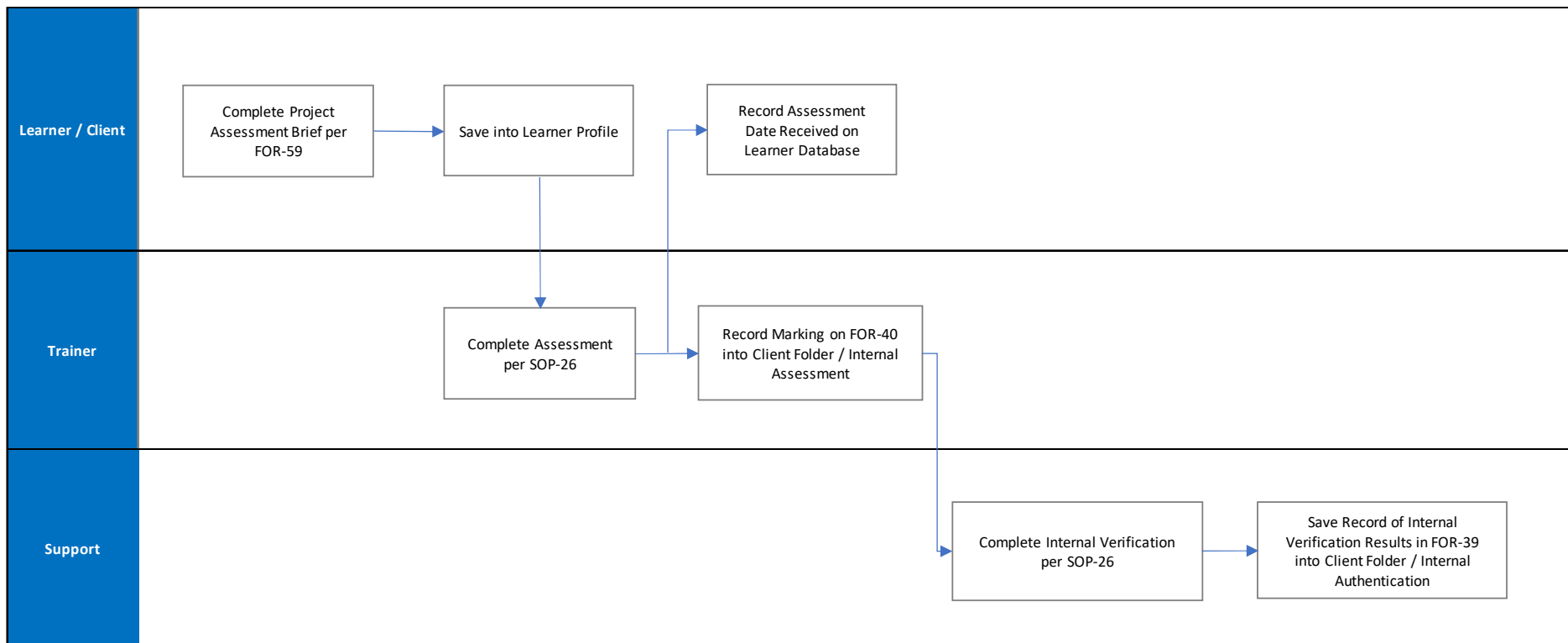



Figure 3 Outlines the flow for management of trainer and internal authentication

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5. ABBREVIATIONS AND DEFINITIONS

5.1 Abbreviations


Abbreviation	Description
RPL	Recognition of Prior Learning
CLS	Crystal Lean Solutions

5.2 Definitions

Term	Definition
External Authenticator	To provide independent confirmation of fair and consistent assessment of learners in line with QQI requirements and national standards. The External Authenticator will be appointed from the QQI External Authenticator Panel.

6. RELATED DOCUMENTS


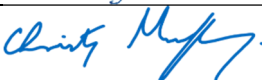
Doc ID	Title
QQI guidance: QG1-V2	Statutory Quality Assurance Guidelines developed by QQI for use by all Providers
QQI guidance: Sept 2013/2-V2	Protection of Enrolled Learners: Protocols for the Implementation of Part 6 of the 2012 Act
SOP-4	Governance Process
SOP-6	Self-Evaluation, Management Review and Continuous Improvement
FOR-72	Venue Assessment Form

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7. SOP HISTORY

Revision #	Reason for Revision
1	Original Version

8. DOCUMENT APPROVALS

Role	Name	Signature and Date
Author	Maria Ryan	 24/02/2022
Approver	Christy Murphy	 24/02/2022