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1. INTRODUCTION AND WELCOME

Crystal Lean Solutions (CLS) welcomes you and we thank you for choosing us as your training provider. We hope you will have a valuable and enjoyable learning experience with us and we look forward to supporting you through your learning journey and setting you up for success.

This Learner Manual has been designed to give you an overview of our policies and procedures which relate to your learning experience with CLS.

If you have any queries, please contact us via the details below.

Address: Crystal Lean Solutions
Fanningstown
Crecora
Co. Limerick
V94 DH67

Mobile: 087-6226899 / 087-77714246


Email: office@crystalleansolutions.ie

2. OUR COMMITMENT TO QUALITY

Aligned to our Vision of *“Delivering Excellence Together”*, Crystal Lean Solutions dedicates to provide a high-quality training and consultancy service experience to our customers. We recognise that it is all our collective responsibility, including both staff and management, to deliver a standard of excellence per our Quality Policy, which is deployed through the application of our Quality Management System.

We are committed to following our **3C** principles of ***Customer, Compliance and Continuous Improvement.***

CLS is committed to the compliance of all regulations set down by external awarding bodies we partner with and to the timely revision of all Quality Assurance in keeping with changing guidelines.

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Our policies and procedures aim to ensure that we delivery high quality programmes and always provide a high-quality service to our learners. They will also assist us to review the effectiveness of the programmes we offer and the service we provide on an on-going basis. We are committed to developing a culture that recognises the importance of quality in everything we do.


Our policies and procedures are learner focused to ensure all learners:

- Can easily access useful information about all the programmes we offer.
- Are given details about course outlines, progression opportunities, assessment procedures and criteria.
- Have the opportunity to give and receive feedback on their experience and achievements.
- Have reasonable access to support services including contact with trainers for one - to-one consultation.
- Are always treated fairly and respectfully.
- Are made aware of the policies and procedures in place to deal with any extenuating circumstances that may affect their progression.
- Have access to all relevant QA documentation.

3. OUR COMMITMENT TO YOU

Our commitment to you is to:

- Provide accurate, impartial information to enable you to make an informed choice about the programmes we offer.
- Advise you on learning resources to support your learning experience.
- Provide you with a welcoming, high quality learning environment.
- Give construction feedback on your progress.
- Give you opportunities to share your feedback with us and be responsive to any concerns you have.
- Deal with complaints fairly and in confidence.
- Provide you with access to an appropriate appeals procedure.

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4. LEARNERS CODE OF CONDUCT


This code sets out your responsibility, as a learner, to your peers, colleagues and CLS. By registering as a learner with CLS, a learner agrees to abide by this Learner Code of Conduct.

The following CLS values is our commitment to you, and all within CLS abide by these values when supporting you, our learners.

*“**Safety and wellbeing**, through a collaborative and supportive working environment, where the act of receiving starts with giving back. **Respect and empathy** towards ourselves, our clients and our team will enhance understanding, promote trust, and make us stronger as a unit. **Delight our customers**, both internal and external, by taking a walk in their shoes and relentlessly delivering value through an exceptional customer experience. **Relentless pursuit of excellence** through continuous improvement, innovation, proactively seeking and providing constructive feedback, with a dedication to learning about ourselves, our customer, our team, our processes, and our company. **Deliver on commitments** through a humble, yet confident, positive attitude”.*

The Code of Conduct:

- Every learner shall behave in a manner which ensures that all staff and learners are treated with dignity and respect.
- Every learner shall acknowledge the authority of academic and support staff in the performance of their duties.
- Every learner shall approach their academic and professional endeavours with honesty and integrity.
- Every learner shall respect the intellectual property rights in the work others produce individually or in partnership with them.
- Every learner shall comply with their academic programme requirements and CLS assessment regulations.
- No learner shall provide false or misleading information or withhold relevant information from any party regarding their academic and professional achievements.
- Every learner shall behave in a manner which does not disrupt the functioning of CLS.
- Every learner is responsible for seeking help from trainers and staff when required and for using the provided resources to meet the requirements of their programme of study.

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5. DIVERSITY AND EQUALITY

CLS's commitment to respecting gender equality, diversity and inclusion is outlined here.

"CLS is committed to respecting gender equality, diversity, and inclusion for the benefit of all its learners and employees. We welcome and promote diversity and we encourage our employees to embrace the values of diversity, inclusion, and equality. CLS will treat all individuals fairly and equally and in line with our values no less favourable, specific to their needs, in areas of race, class, gender disability, religion or believe, marital status, family status, sexual orientation and age".


All learners are expected to abide by this policy while taking part in our training programmes. If any learner feels they have not been treated equitable they should inform CLS immediately by emailing office@crystalleansolutions.ie with the subject heading "Diversity and Equality".

6. DIVERSE REQUIREMENTS OF LEARNER

CLS staff strive to support the diverse requirements of learners. In the event that you have any specific requirements and to maximise your learning experience, please provide your requirements at least 7 days prior to commencing the programme. On receipt of your request, we will review and confirm by e-mail within 5 days of your request to confirm if we can accommodate your requirement.

Please email office@crystalleansolutions.ie with the following details and we will email a response within 48 hours and advise on review. In the event of any additional costs, we will include in our reply.

- Subject Heading "Diverse Requirement"
- Learner Name
- Name of Programme
- Requirements

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7. EXTENSION REQUESTS

If you feel that you cannot meet the required deadline for assessment submission you may request an extension.


All extension requests must be requested by email office@crystalleansolutions.ie with the following in the subject line “Extension Request “and to include the following in your email:

- Learner Name
- Name of Programme
- Trainer Name
- Assignment Due Date
- Extension Request Date
- Reason for Extension Request
- Supporting documentation for request where possible

The decision to allow an extension request will be approved by the Trainer who will consider any extenuating circumstances and may give compassionate consideration to the learner such as:

- Physical injury or emotional trauma during a period four to six weeks previously.
- Physical disability or chronic or disabling condition or other incapacitating illness of the learner.
- Recent bereavement of close family member or friend.
- Severe accident.
- Domestic crisis.
- Terminal illness of a close family member.
- Other extenuating circumstances.

To be eligible for a possible extension you must submit your request prior to your assessment submission date. All learners are entitled to at least one extension for each programme they are enrolled in.

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8. ACCREDITATION AND ASSESSMENT


You will be provided with details of the assessment techniques and deadlines for your chosen programme before you start the programme.

- Assessment may take the form of written assignments, projects, portfolio, oral presentation of project work, learner report, exam, or skills demonstration.
- You will be provided with details on how you can submit your assessments, including tips on format and layout.
- Learners must observe deadlines as notified by the trainer for the submission of coursework for assessment.

All assignment submitted will go through our assessment procedure:

- Internal Assessment
- Internal Verification
- External Authentication
- Final approval by our Examination Assessment Team

You will receive a statement of results once it has been approved by our Examination Assessment Team. If you are happy with your results, we will submit the details to QQI and request a certificate.

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9. ASSESSMENT MALPRACTICE AND PLAGIARISM

Assessment malpractice includes any situation where the assessment of the learner is compromised. CLS will investigate any instance where validity of an assessment could be in question.


Following investigation, if an assessment is found to be invalid the learner will receive an Unsuccessful grade.

Examples of assessment malpractice could include:

- Dishonesty in completing an examination.
- The assessment piece is not the learners' own work.
- Plagiarism, copying another person's work with or without their permission.
- Obtaining an examination paper in advance.

Learners should note the following:

- Any source, published or unpublished, should not be copied without a proper acknowledgment.
- Copying a written source with only minor changes should be acknowledged.
- Learners cannot submit somebody else's work as their own. This includes books, articles, research papers, published or unpublished, essays, stories etc.
- Any information taken from a website must be acknowledged.
- When submitting work, learners will be asked to sign an authentication statement to confirm the work is entirely their own.

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10. LEARNER APPEALS

If you feel that the grade you received is incorrect you may submit an appeal. Before submitting an appeal, you will need to review your feedback, review your assessments, and prepare a coherent academic argument as to why you feel the grade awarded was incorrect. Your argument must be specific to the parts of the assessment which you believe are marked incorrectly.

All appeal requests must be requested by email office@crystalleansolutions.ie with the following in the subject line “Appeals Request “and to include the following in your email:

- Learner Name
- Name of Programme
- Trainer Name
- Reason for Appeal
- Supporting documentation for request where possible

All appeals must be received within 7 days of receiving your statement of results. All appeals are subject to an administration fee of €90 which must be submitted with your application. If your appeal is successful, this fee will be refunded.


The following appeal requests will not be processed:

- Requests where the learner has not viewed their assessment.
- Requests which do not outline the exact points with which the learner disagrees.
- Requests where there has been a failure to identify the specific part of the assessment which is believed to have been marked incorrectly.
- Requests where a coherent academic argument as to why the grade awarded is incorrect is not provided.

A review will not be undertaken for reasons such as the following:

- Disappointment with the grade awarded.
- Assertions that the grade does not reflect the work effort.

When we receive an appeal from a learner our Trainer will appoint a new Internal Assessor (i.e., not the Internal Assessor that marked the original assessments) to re-read the assessments and make amendments to the original marks where appropriate. This may mean the result will increase or decrease. The results of the appeal will be communicated to the learner via email within 10 working days.

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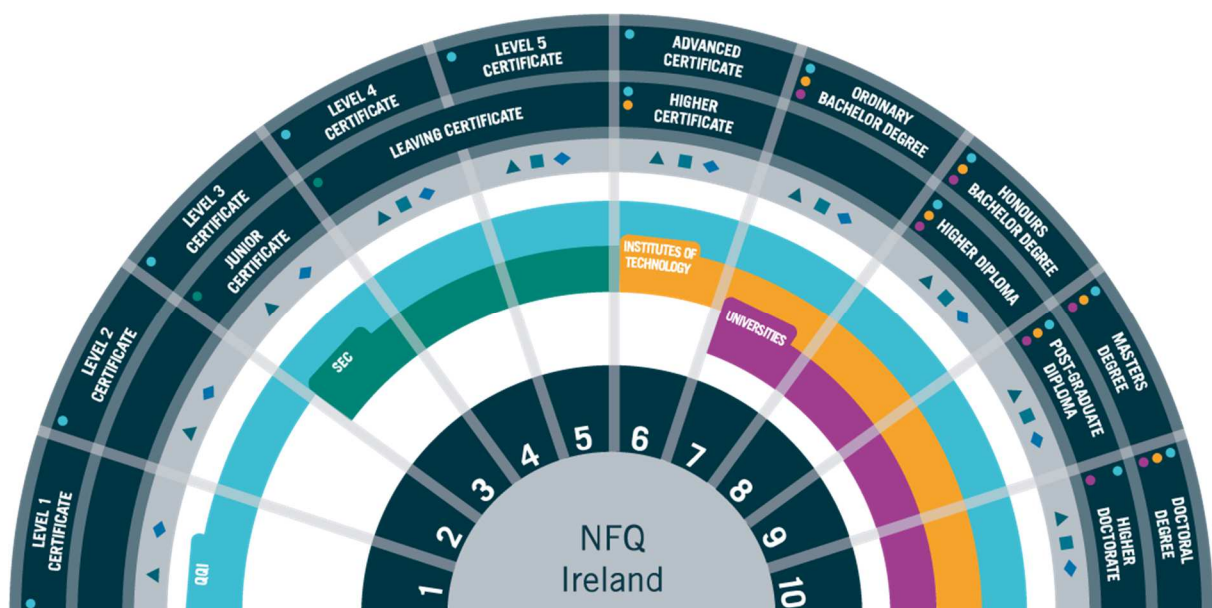
11. ACCESS, TRANSFER AND PROGRESSION


Due to the short-term nature of our programmes, transfer and progression to other programmes are out of scope currently at CLS.

The NFQ is intended to put the learner at the centre of the education and training system in Ireland. It is important that you are aware of the NFQ, understand what it means for you, and the benefits it can bring.

The NFQ is a system of ten levels. It incorporates awards made for all kinds of learning, from initial learning to Doctorate, wherever the learning is gained. For example, the Irish Junior Certificate is at NFQ Level 3, apprenticeship qualifications are at NFQ Level 6, the Honours Bachelor’s degree is at NFQ Level 8 and the Doctoral Degree is at NFQ Level 10.

The NFQ provides a structure (a framework) to compare and contrast the level and standard of different qualifications. This helps you to make informed decision about your qualification choices and to consider what options might be available for our further studies. The NFQ also makes it easier for you to explain to others what qualifications you hold or are studying. This becomes very important when you are considering further learning or when you are applying for a job at home or abroad.



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12. RECOGNITION OF PRIOR LEARNING


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 taken into account 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.

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13. PROGRAMME DEFERRAL / EXTENSION / WITHDRAWAL

We are aware that your academic progress can be affected by personal circumstances. Something may happen that has an impact on you personally and therefore on your academic progress. If any factor or circumstance has a significant effect on you and your studies, you should get in touch with us immediately by email office@crystalleansolutions.ie.

We have different pathways available to learners who experience difficulties with progression. The intention is to facilitate learners to continue with their studies or to exit where they wish to do so. These pathways include:


- I wish to finish my studies and I do not want to resume them for now.
- I wish to take some time out of my studies and then resume.
- I wish for more time to complete my studies and assessment
- I wish to leave but I don't want to talk to anyone or submit any forms.

Learners should take great care to ensure that they are aware of the progression (i.e., impact on your assessment results) and fee implications of any course of action taken.

It is also important to note that where a learner does not inform CLS that they are leaving or taking a break using the required procedure, then CLS assumes that they are still a learner. This is called "unofficial withdrawal". This means that fees build up and assessment are considered not to have been submitted even though the learner has left.

A learner with outstanding fees and charges will not be permitted to register in a subsequent programme until such time as the outstanding fees are paid in full. In addition, learners with fees owing may not be presented for certification and will not be issued with academic transcripts or any other official credentials.

The range of options provided to you are intended to ensure that you have some pathways open that is useful to you and you do not need to leave without a conversation with CLS.

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14. COMPLAINTS

CLS strives for “Delivering Excellence Together” at all times to ensure an excellent and efficient high-quality service to its clients and learners.

However, in recognition that errors or exceptions can occur, CLS is fully committed to ensuring that learners’ complaints are considered and resolved in a sympathetic, timely, fair, consistent, and equitable manner. The overall aim is to provide guidance to resolve complaints should they occur and to prevent re-occurrence.

Our staff aim to deliver the best possible service to you in an effective, efficient, and caring manner, however, if you are unhappy with the service you received, please contact us by email office@crystalleansolutions.ie including the following details.


- Learner Name
- Name of Programme
- Reason for complaint
- Supporting documentation where possible

15. INFORMATION AND DATA MANAGEMENT

During a learner’s time with us we will collect high level details of personal data, however, CLS are committed to be fully compliant to the Data Protection Act 2018.

16. ACCESS TO QUALITY MANUAL



For further information please go to <https://crystalleansolutions.ie/> to download our CLS Quality Manual MAN-54

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17. REVISION HISTORY

Revision #	Reason for Revision
1	Original Version

18. DOCUMENT APPROVALS

Role	Name	Signature and Date
Author	Maria Ryan	 23/02/2022
Approver	Christy Murphy	 23/02/2022