



Title:	Support for Learners		
Document ID:	SOP-84		
Version	Status	Effective Date	Page 1 of 10
1	Status: Effective	24 th February 2022	

Table of Contents

1. Purpose	2
2. Scope	2
3. Responsibilities	2
4. Procedure.....	2
4.1 Overview.....	2
4.2 Supporting Diversity and Learner Representation.....	3
4.3 Approval of Venues	6
4.4 Complaints Process.....	6
4.5 Appeals Process	7
4.6 Learner Feedback	8
4.7 Monitoring Effectiveness of Learner Supports.....	8
5. Abbreviations and Definitions	8
5.1 Abbreviations.....	8
5.2 Definitions.....	9
6. Related Documents.....	9
7. SOP History	10
8. Document Approvals	10

Title:	Support for Learners		
Document ID:	SOP-84		
Version	Status	Effective Date	Page 2 of 10
1	Status: Effective	24 th February 2022	

1. PURPOSE

The purpose of this SOP is to describe the key supports available to Learners during their learning experience with Crystal Lean Solutions

2. SCOPE

The scope of this SOP includes the following supports provided to Learners both prior to joining the training program and for the life cycle of the training program:

- Supporting Diversity per POL-64
- Approval of Venues
- Protection of Enrolled Learners
- Complaints Process
- Appeals Process
- Commitment to Learner Feedback

3. RESPONSIBILITIES

Document Control: To manage the Learner support requirements at booking stage per this procedure

Academic Process: To manage the evaluation of Learner feedback and continuously improve Learner support processes based on feedback provided.

4. PROCEDURE

4.1 Overview

CLS is committed to ensuring that Learners have a benchmark learning experience and details are communicated to Learners via MAN-77 Learner Manuals. This SOP describes the learning supports available to Learners including;

Section 4.2 Supporting Diversity and Learner representation

Section 4.3 Approval of Venues


Section 4.4 Personal Mitigating Circumstances

Section 4.5 Protection of Enrolled Learners

Section 4.6 Complaints Process

Section 4.7 Appeals Process

Section 5.8 Learner Feedback

Title:	Support for Learners		
Document ID:	SOP-84		
Version	Status	Effective Date	Page 3 of 10
1	Status: Effective	24 th February 2022	

4.2 Supporting Diversity and Learner Representation

4.2.1 POL-64 Teaching & Learning Policy demonstrates CLS commitment to accommodate diversity where feasible. There are three levels of support that may be offered including:

Universal Support – For all students

Targeted Support – For groups of students at moderate levels of risk or need

Individual Support – intensive intervention at extremely high levels of risk or need

Supporting diversity is communicated to Learners prior to joining the training program as part of the booking process which is managed via SOP-60 Learner Enrollment and Support.


4.2.2 Examples of Support Available include:

4.2.2.1 Deaf and Hard of Hearing Students:

- **Sign-language interpreter:** Irish Sign Language is the first language of deaf students and as such some deaf students may require sign language interpretation during training
- **Note-taker:** a classmate or professional note taker may be employed to take notes for hard of hearing students during lectures
- **Extra time during Assessment of Theory** to complete each exam paper: the amount of extra time candidates may be allowed will depend on her or his individual disability needs. Standard amount of extra time is 10-15 minutes per hour.
- **Separate examination rooms and invigilators:** this facility may be useful if the candidate requires extra time,) or sign language interpreter.
- **Exam Spelling & Grammar Allowance:** given by the examiner for poor grammar and spelling due to educational disadvantages that a deaf or hard of hearing student experiences e.g. English not being first language.
- **Video-recorded signed examination:** the candidate answers the examination questions through sign which is video-recorded for transcription to text.

4.2.2.2 Students with Mobility Impairments.

- **Copies of trainer notes prior to training:** students may request access to notes prior to training so that they can follow training more easily.
- **Notetaker:** a classmate or professional may be employed to take notes for a student who has difficulty writing.
- **Time extension on assignments:** on projects. If obtaining time extensions students need to be aware that this can lead to an accumulation of assignments.

Title:	Support for Learners		
Document ID:	SOP-84		
Version	Status	Effective Date	Page 4 of 10
1	Status: Effective	24 th February 2022	


- **Extra time to complete each examination paper:** the amount of extra time candidates may be allowed will depend on her or his individual disability needs. Standard amount of extra time is 10-15 minutes per hour.
- **Separate examination rooms and invigilators:** this facility may be useful if the Learner is, special furniture or a sign language interpreter.
- **Rest Periods:** some candidates may require a break(s) during the examination.
- **Chair supports:** for students who have difficulties in sitting for long periods.
- **Chest-high desk:** particularly useful for students who use wheelchairs. A chest high desk provides comfortable desk space for the examination as the student does not have to reach over the desk.
- **Architect-type table:** for students who have difficulty sitting in a conventional manner at a desk.
- **Good circulation space:** students using a wheelchair will need a clear space around them, allowing freedom to move without disrupting others.

4.2.2.3 Students with Specific Learning Requirements

- **Copies of trainer notes prior to training:** students may request access to notes prior to training so that they can follow training more easily.
- **Notetaker:** a classmate or professional may be employed to take notes for a student who has difficulty writing.
- **Time extension on assignments:** on projects. If obtaining time extensions students need to be aware that this can lead to an accumulation of assignments.
- **Extra time to complete each examination paper:** the amount of extra time candidates may be allowed will depend on her or his individual disability needs. Standard amount of extra time is 10-15 minutes per hour.
- **Study skills and Learning Support:** Trainer can provide support around studying for examinations
- **Extra time to complete each examination paper:** the amount of extra time candidates
- **Spelling and grammar allowance:** this is given by the examiner to accommodate for the educational disadvantages experienced by learners with a specific learning disability resulting in poor grammar and spelling.

4.2.2.4 Significant Ongoing Illness:

- **Time extension on assignments:** on, projects
- **Extra time in Exams** to complete each paper: the amount of extra time candidates may be allowed will depend on her or his individual disability needs. Standard amount of extra time is 10-15 minutes per hour.

Title:	Support for Learners		
Document ID:	SOP-84		
Version	Status	Effective Date	Page 5 of 10
1	Status: Effective	24 th February 2022	

- **Alternative Venue for Exams:** for medical reasons, a learner may require an alternative venue for examinations.
- **Rest Periods during Exams:** for medical reasons, a learner may require a break(s) during the examination.

4.2.3 The procedure to request accommodation of special requirements includes:

- a) During the booking process per SOP-60, the learner identifies any special requirements, at least 2 weeks prior to commencing training programme.
- b) The request is reviewed to confirm if requirement can be accommodated.
- c) The learner is notified within 7 days or receipt of request the decision by Crystal Lean Solutions

4.2.4 Learner Representatives

The duration of programmes delivered by CLS are short programmes, so may not necessitate a Learner representative for all programs

For delivery of in-house programmes, the point of contact who is organizing the training is typically the representative for Learners and trainers seek direct feedback from clients for programs with a duration greater than 1 day.


For delivery of public programmes, for programmes of greater than 2 days duration, the group of Learners are offered the opportunity to nominate a Learner representative who can liaise directly with trainer on behalf of the Learners on the program.

4.2.5 Peer to peer support

For programmes of duration greater than 2 days, it is recommended that Learners work in smaller groups during self-directed hours. This can act as a support structure for Learners and provides opportunity to reflect on learning during the programme with the trainer

4.2.6 Access to Trainer and Support

As part of CLS's continued support of Learners, both trainer contact details and support contact details are provided to Learner prior to commencement of programme. This ensures that learner has access to the trainer to provide specific programme feedback and access to support personnel to address any administrative queries with respect to the programme.

Title:	Support for Learners		
Document ID:	SOP-84		
Version	Status	Effective Date	Page 6 of 10
1	Status: Effective	24 th February 2022	

4.3 Approval of Venues

CLS offer programmes which are delivered either in a public location, such as a conference center or at a client premises.

For public premises, training venues are assessed via SOP-60 Enrollment and Support Process which includes a venue assessment.

For client premises, CLS requests that the client completes the venue assessment form. While CLS highlights the importance of the venue room quality, the client is responsible for the venue quality.

4.4 Complaints Process

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

On receipt of complaint, document control manages the review of the complaint through the quality process.

The complaint is reviewed, and a decision is made on the complaint

Feedback on complaint is provided to the learner within 5 days of receipt of complaint.

Title:	Support for Learners		
Document ID:	SOP-84		
Version	Status	Effective Date	Page 7 of 10
1	Status: Effective	24 th February 2022	

The Learner appeals process is communicated to the Learner through MAN-77 Learner Manual

4.5 Appeals Process

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

All appeal requests must be requested by email to office@crystalleansolutions.ie with the following in the subject line “Appeals Request “and to include the following in Learner 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 Learner statement of results. All appeals are subject to an administration fee of €90 which must be submitted with Learner application. If 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.

Title:	Support for Learners		
Document ID:	SOP-84		
Version	Status	Effective Date	Page 8 of 10
1	Status: Effective	24 th February 2022	

When an appeal is received from a learner the 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 ten working days.

The Learner appeals process is communicated to the Learner through MAN-77 Learner Manual

4.6 Learner Feedback

4.6.1 Annually, feedback from the Learner with respect to the availability and adequacy of support to learners as part of the Learner Satisfaction Survey which is managed via the FOR-75 QMS Calendar of Events Master Template

4.7 Monitoring Effectiveness of Learner Supports


4.7.1 The effectiveness of supports for learners is collected by Document Control as part of the Quality process.

4.7.2 The academic process team monitors and evaluates feedback for continuous improvement opportunities through SOP-6 Self-Evaluation, Management Review and Continuous Improvement

5. ABBREVIATIONS AND DEFINITIONS

5.1 Abbreviations

Abbreviation	Description

Title:	Support for Learners		
Document ID:	SOP-84		
Version	Status	Effective Date	Page 9 of 10
1	Status: Effective	24 th February 2022	


5.2 Definitions

Term	Definition

6. RELATED DOCUMENTS

List any policies, guidelines, regulations etc. which are the basis for this SOP.



Doc ID	Title
SOP-60	Learner Enrollment and Support
FOR-75	QMS Calendar of Events Master Template
MAN-77	Learner Manual
POL-64	Teaching & Learning Policy

Title:	Support for Learners		
Document ID:	SOP-84		
Version	Status	Effective Date	Page 10 of 10
1	Status: Effective	24 th February 2022	

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