



Supporting the Early Education Sector  
Innovative | Responsive | Impartial

# **Course Handbook**

**Version 6**

**PHECC**

**First Aid Response**

**(FAR)**

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## Welcome

Welcome to Canavan Byrne's FAR course. Canavan Byrne is an established and trusted professional support service to the Early Education and Care sector providing an extensive range of practical, innovative, and affordable solutions to Early Years providers. We wish you every success with the course and promise to do all we can to ensure that you succeed. We have designed this handbook to contain important information that will help you succeed so please read it carefully. If you have any questions, please talk to your instructor

## About Pre-Hospital Emergency Care Council (PHECC)

PHECC is the independent statutory body that set the standards for education and training for pre-hospital emergency care in Ireland. PHECC monitors, reviews and reports on the management of quality standards, of courses delivered on its behalf. Canavan Byrne is a PHECC Approved Training Institution (ATI) approved by the Council to provide the PHECC First Aid Response (FAR) course.

## Learner Charter

What you can expect from us:

- To learn from experts in a safe and well-resourced learning environment.
- A high-quality course and learner support.
- To be treated with dignity and respect by instructors, staff and other learners.
- Ongoing feedback and support from your instructor and all members of the course team.
- To be asked for your feedback on the course and the learning experience.
- To be provided with high quality learning materials and equipment.
- To benefit from small group training. The instructor to learner ratio is 1:8.



## **Learner Responsibilities**

Your instructor will go through these in more details at the beginning of the course:

- Attend and participate fully in all theory and practical course elements.
- Wear comfortable and practical clothing to participate in real life scenarios.
- Show respect to your instructor, staff and other learners.
- Respect the equipment in the training room.
- Keep the classroom and work area tidy.
- Discuss any concerns or difficulties with your instructor.
- Let us know if you have unique requirements e.g., if you have dyslexia.
- Notify us of any changes in your contact details.
- Follow health and safety guidelines.
- Please do not smoke, consume alcohol or drugs or bring either into the training venue.
- Switch off mobile phones while in class.

## **Security**

Please do not remove or abuse any equipment (e.g., manikins, CPR equipment and kits) or leave valuables or personal belongings unattended in the training room. Please tidy the classroom and return kits etc. to your instructor. We will ask learners to pay for cost of repair or replacement of damaged equipment. We are not responsible for any personal articles stolen or damaged while attending the course.

## **Attendance and Punctuality**

You will spend approximately 18 hours in the classroom over three days. There are mandatory required hours to ensure you get the most out the course and to help you achieve the best outcome possible. If you are absent for any of the mandatory required hours, we will take it that you have exited the course. Please be punctual and to be present in the training room before the training session begins. We strictly adhere to start and finish times. If you find it difficult to keep up, cannot attend or must leave the course before it is finished, please talk to your instructor.



## Absences and Compassionate Consideration

If you are absent from a critical component of the course, you may not be allowed to complete the course and therefore will not get an award certificate. We recognise that exceptional circumstances can arise where learners may not be able to complete the course (e.g., a domestic crisis or death of close relative). Where this arises, please talk to your instructor. We will make every effort to accommodate you in whatever we can.

## Supports for Learners

### Canavan Byrne has a Reasonable Accommodation Policy:

We are committed to fostering an inclusive learning environment where all learners have equal access to education. This policy ensures that learners requiring reasonable accommodations receive the necessary support to participate fully in their courses, in compliance with the Pre-Hospital Emergency Care Council (PHECC) Quality Review Framework Standard.

### Purpose

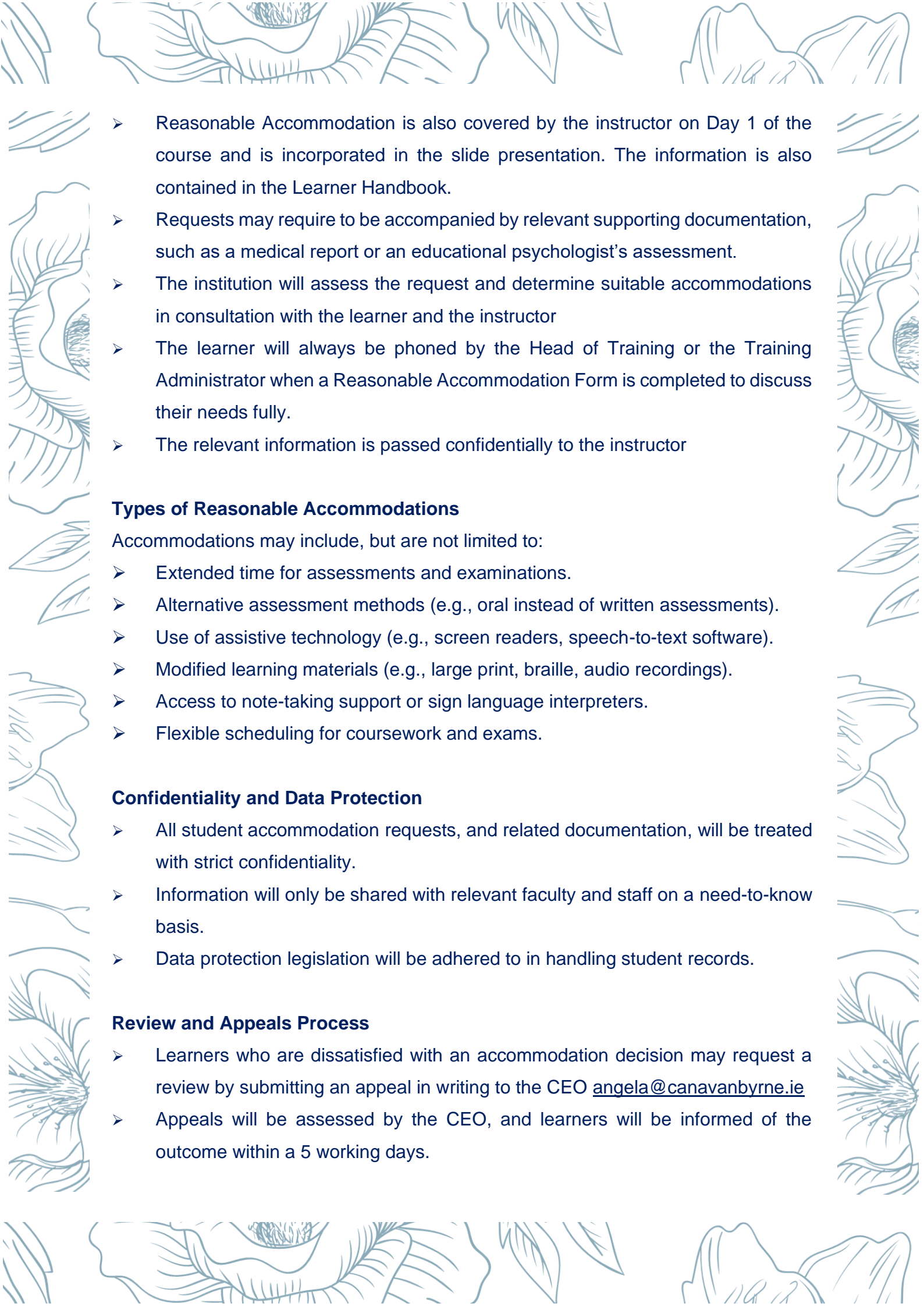
The purpose of this policy is to outline the institution's commitment to providing reasonable accommodations for learners with disabilities, learning difficulties, or other specific needs to ensure fair access to learning, assessment, and associated activities.

### Scope

This policy applies to all learners enrolled in PHECC First Aid Responder courses who require reasonable accommodations due to physical, sensory, learning, or other disabilities.

### Requesting Reasonable Accommodations

- At the time of booking potential learners are required to complete an application form.
- Learners requiring accommodations must submit a formal request to Head of Training Eóin Cusack at [evin@canavanbyrne.ie](mailto:evin@canavanbyrne.ie) using a Reasonable Accommodation Request Form. This form is made available to learners at the time of booking.

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- Reasonable Accommodation is also covered by the instructor on Day 1 of the course and is incorporated in the slide presentation. The information is also contained in the Learner Handbook.
  - Requests may require to be accompanied by relevant supporting documentation, such as a medical report or an educational psychologist's assessment.
  - The institution will assess the request and determine suitable accommodations in consultation with the learner and the instructor
  - The learner will always be phoned by the Head of Training or the Training Administrator when a Reasonable Accommodation Form is completed to discuss their needs fully.
  - The relevant information is passed confidentially to the instructor

### **Types of Reasonable Accommodations**

Accommodations may include, but are not limited to:

- Extended time for assessments and examinations.
- Alternative assessment methods (e.g., oral instead of written assessments).
- Use of assistive technology (e.g., screen readers, speech-to-text software).
- Modified learning materials (e.g., large print, braille, audio recordings).
- Access to note-taking support or sign language interpreters.
- Flexible scheduling for coursework and exams.

### **Confidentiality and Data Protection**

- All student accommodation requests, and related documentation, will be treated with strict confidentiality.
- Information will only be shared with relevant faculty and staff on a need-to-know basis.
- Data protection legislation will be adhered to in handling student records.

### **Review and Appeals Process**

- Learners who are dissatisfied with an accommodation decision may request a review by submitting an appeal in writing to the CEO [angela@canavanbyrne.ie](mailto:angela@canavanbyrne.ie)
- Appeals will be assessed by the CEO, and learners will be informed of the outcome within a 5 working days.

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## Continuous Improvement

- Canavan Byrne will regularly review its reasonable accommodation processes to ensure alignment with best practices and evolving student needs.
- Feedback from learners will be actively sought and considered for process improvements.

## Contact Information

For any queries or to request accommodations, learners may contact:

Eoin Cusack

Head of Training

[eoin@canavanbyrne.ie](mailto:eoin@canavanbyrne.ie)

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## Equality, Diversity and Inclusion

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Canavan Byrne is committed to creating an environment that promotes equality, diversity and inclusion at work and in the classroom and to treating all of employees, instructors, learners and all stakeholders with respect. We recognise your right to an environment which is free of bullying and harassment. We fully support any person who experiences bullying and harassment and ask you to bring any incidents to our attention as quickly as possible.

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## Health and Safety

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We take great care to ensure the health, safety and welfare of our instructors and learners and comply with all relevant health and safety legislation and regulation and standards of best practice. We expect learners to abide by our health and safety procedures. Your instructor will address this during course induction. Please obey your instructor and respond promptly to emergency evacuation procedures or fire drills in an orderly manner. In the case of an emergency evacuation please do NOT return to the building until the instructor tells you it is safe to do so.

Please report any accidents and injury to your instructor immediately so that injuries can be assessed, and medical attention arranged, if necessary. Please report any breakage or damage of equipment to your instructor promptly.

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## Assessment and Award Procedure

### PHECC Ref 1.7

#### Course Specific Assessment Methodology

PHECC MCQs and PHECC skills assessment sheets are used.

#### Examination

- A 30-minute, 20 question MCQ written examination.
- The learners must answer 12 correctly to pass the examination (60%). If a learner does not achieve the 12/20 pass rate in the first attempt, the instructor gives them feedback on the areas where they fell short on and advises them that they have one opportunity to repeat the examination at the next available date. We use an alternative exam paper for repeats.
- There are two examination papers; Exam A and B. The use of the exam papers is alternated.

#### Skills Demonstrations

The learners are assessed demonstrating two skills. These are marked as Pass/Fail. Learners have to pass the skills demonstrations to achieve certification.

#### Award Procedure

We issue learners who achieve the required pass mark with a joint PHECC/recognised institution First Aid Response card/award certificate. We use the established naming convention provided by PHECC for these awards. Certification lapses after 2 years. A FAR certificate may be used as evidence of successful completion of a CFR course necessary for entry to another recognised course: e.g. CFR instructor (Community only) or EFR. We do not issue CFR Community award certificates.

## Assessment Appeals

You can appeal an assessment result within 14-days of notice of results if you do not pass. Please talk to you when you receive the results, and we will explain the process to you.

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## Academic Integrity

We expect learners to act honestly and ethically. We investigate suspected cases of assessment misconduct and may penalise learners up to asking them to leave the course. Examples of academic misconduct include cheating in exams or being assisted in assessment tasks.

## Certification/Recertification

If you are successful in the assessment, we will send you a joint PHECC/Canavan Byrne First Aid Response card/award certificate which is valid for two years. If we make an error when printing your award certificate, please contact us we will correct and reprint it. If you misplace your certificate, we can provide a replacement, but there may be a fee.

You will need to take a 2-day FAR recertification course in order to recertify. The recertification course consists of twelve classroom hours delivered over two days.

## Confidentiality and Data Protection

We maintain the personal data we hold in accordance with the requirements of data protection legislation, and we share personal data with instructors, external authenticators, and PHECC on a needs-only basis. Please ensure that the personal details you have on file for you are current and up-to-date and let us know if they change, particularly your mobile telephone number and email address.

We have a comprehensive Privacy statement on our website. It can be found here <https://www.canavanbyrne.ie/privacy-statement>

Data is held on secure servers

We use multi-factor authentication

PCs are encrypted

If you have any data protection concerns please contact the Data Controller:

Angela Canavan [angela@canavanbyrne.ie](mailto:angela@canavanbyrne.ie)

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## What to Expect From Your Instructor

### Code of Conduct – Instructors

We expect Instructors to maintain the integrity of our courses by:

- Having the best interests of their learners in mind and treat them with dignity and fairness, acknowledging the varied experience and life skills that learners bring.
- Recognising and appreciating learners' individual needs and learning styles.
- Creating an appropriate, positive, safe and comfortable learning environment.
- Providing opportunities for feedback and self-directed learning, encourage ongoing evaluation and positive reinforcement.
- Being diligent in the preparation, delivery, assessment and evaluation ensuring that their performance is to a high standard.
- Marking and grading learner assessments fairly, without favour, and in compliance with issued guidelines.
- Respecting learners' and others' rights to privacy and maintaining the confidentiality, integrity and security of all personal information entrusted to them.
- Dressing appropriately in keeping with the image of Canavan Byrne.
- Being punctual, well prepared and complying with the requirements set out in the role description.
- Acting professionally, honestly and impartially at all times.

### Code of Conduct – Staff

The purpose of the Code of Conduct for employees is to set out standards of behaviour expected from employees of Canavan Byrne. All employees should read and comply with this Code of Conduct. The code is intended for all departments within Canavan Byrne to include HR & Compliance Services, Training, including FAR training (PHECC), eLearning, Social Media, Policy Development, Marketing and Sales.



All employees should maintain the highest standards of behaviour in the performance of their duties by:

- Carrying out their role as outlined in their contract of employment and job description to the highest possible standard
- Performing their duties to the best of their ability in a safe, efficient and competent way

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- Following the organisation's policies and procedures as well as any instructions and directions reasonably given to them
  - Acting honestly, responsibly and with utmost integrity
  - Treating others (clients, colleagues, learners and associates) with fairness, equality, dignity and respect
  - Being non-judgemental and approaching work in a supportive and helpful manner
  - Acting in a way that is in line with the ethos of Canavan Byrne
  - Communicating respectfully and honestly at all times with clients, learners, colleagues and all persons who interact with
  - Observing safety procedures, including obligations concerning the safety, health and welfare of other people, in line with training provided to them
  - Reporting any health and safety concerns even if it is not within their area of responsibility
  - Directing any questions regarding policies, procedures, support or supervision to their line manager/supervisor
  - Addressing any issues or difficulties about any aspect of their role or how they are managed in line with grievance procedures
  - Maintaining high levels of confidentiality
  - Exercising caution and care with any documents, material or devices containing confidential information and, at the end of their employment with returning any such documents, material or devices in their possession
  - Undertaking relevant training to maintain and improve knowledge, skills and work practices
  - Maintaining an appropriate standard of dress and personal hygiene

**Employees are expected NOT to**

- Bring the Organisation into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.)
- Engage in any activity which may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community)

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- Be affected by alcohol, drugs, or medication which will affect their ability to
  - Engage in any activity that may damage property
  - Take unauthorised possession of property that does not belong to them;
  - Engage in illegal activity in the workplace
  - Improperly disclose, during or after their employment with Canavan Byrne confidential information gained in the course of their work;
  - Seek or accept gifts, rewards, benefits or hospitality from a third party in the course of their work, which might reasonably be seen to compromise their integrity or personal judgement.

Where an employee is found to be in breach of the standards outlined in this Code of Conduct, this may result in disciplinary action up to and including dismissal in accordance with Canavan Byrne's disciplinary procedure.

Management will review the Code of Conduct for employees at 3-year intervals or as appropriate.

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## Digital Certificates

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### **Responder Level Digital Certificates has arrived!**

#### **When does it come into effect?**

As of 1<sup>st</sup> March 2025, the only valid certificate for a PHECC approved Responder level course is a Digital Certificate.

Any paper certificate that is issued and dated from the 1<sup>st</sup> of March is invalid.

#### **How can the new Digital Certificate be validated?**

To check the authentication of the Certificate, open the camera app on your phone. It will automatically recognise the code and show an on-screen prompt directing you to the live Digital Certificate.

## Why go digital?

- A digital certificate is portable and easy to share
- Students can upload their digital certificates to their digital wallet, and they can provide verifiable evidence of their award in real-time.
- Digital certification provides an extra layer of security to protect against fraud.
- Digital certificates can be verified in one-click from the live credential page, providing peace of mind for Responder level award holders.
- The student can also download and print a physical certificate which can then be easily verified by scanning the QR-code with a smartphone. The QR code links to the live credential page to verify the award.

## How does the student receive the Certificate?

Students will be sent an email (sample below) from [phecc-certs@gripcomms.com](mailto:phecc-certs@gripcomms.com)

To ensure this email does not get directed to the spam folder, they should add this email to their safe sender list.

Dear Jane Smith,

Congratulations! Please find below your certificate details:

Course Name: **First Aid Response**

Certificate Expiry Date: **10-02-2027**

Training Institution: **Joe Bloggs Training**

Click [here](#) to download your certificate (please note, if you can't click this link in your email client, copy and paste it in the address bar of your web browser).

You can also access your certificate with this QR Code (if the QR code is not appearing, please click on the above link to access your certificate):



If any details on this Certificate are incorrect, please contact your Training Institution directly, as only they can amend the certificate

Kind Regards,

PHECC Digital Certifications Team

## Sample



Pre-Hospital  
Emergency Care  
Council



**Jane Smith**

has successfully completed

**First Aid Response**

Pre-Hospital Emergency Care Council course



Cert No: 2271-03-2025

To validate this certificate, scan the QR code above.

**Joe Bloggs Training**  
Instructor: Joe Bloggs  
Expires: 10-02-2027

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## Complaints

If you are not satisfied with the course, please let us know and we deal with the matter promptly, impartially and in confidence. Please discuss the issue with the instructor in the first instance, who will try to resolve the matter without delay. If the instructor cannot resolve the issue or if you would prefer not to discuss the issue with the instructor, please see our formal procedure below.

### Learner Complaints and Appeals Procedure

We have a Complaints and Appeals Policy and Procedure and maintain registers which the General Manager reviews on a quarterly basis as a quality check. Details of these procedures are highlighted to learners at induction.

### Scope

This policy applies to all learners.

### Responsibility

The Head of Compliance receives complaints.

### Overview

Canavan Byrne is committed to high levels of quality and processes that are open, transparent and free from bias. If a learner is not satisfied with a course or the support we offer, we encourage them to let us know and we deal with the matter promptly, impartially and in confidence. In the first instance, we ask them to discuss the issue with either their instructor or another staff member who will try to resolve the matter without delay. If the matter cannot be resolved at this point or if the complainant is unhappy with the response, they can bring the matter to the attention of the General Manager who will consider the matter and initiate our formal procedure if appropriate.

Formal complaints must be submitted by email to Head of Compliance, Aimee Groves, [aimee@canavanbyrne.ie](mailto:aimee@canavanbyrne.ie) giving details of the complaint, including;

- Full name, email address and contact phone number
- Details of the complaint including the date and time
- Details of the other party(ies) involved if applicable
- Any documents to support the complaint

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### The Head of Compliance:

- Acknowledges complaints within 3 days of receipt
- Records details on our Complaints Register
- Initiates an investigation into the complaint
- Concludes the investigation within 20 days and communicates the decision in writing to the complainant
- Informs the complainant and give them an alternative deadline if there is a delay

No one who was involved in the actions or behaviours complained against participate in determining the outcome of the complaint.

If a complaint is unresolved within the 20-day period, the options available are:

1. The timeframe is extended to complete an investigation
2. Mediation is offered
3. The complaint is referred to an external party with approval of the CEO

If these options do not resolve the issue, the complaint is deemed closed, but the learner can seek redress externally.



### Appeals

All learners have the right to appeal the following:

- Admissions decisions (if not offered a place on a course)
- Assessment decisions if they have substantial grounds for doing so
- Disciplinary decisions in relation to academic misconduct (for example, cheating in an exam)
- Reasonable Accommodation decisions

### Assessment Appeals

- A learner may appeal if they consider there were irregularities/inequality in the implementation of the assessment process, or they believe the assessment result is not representative of the quality of the work they submitted as long they have substantive grounds for doing so.
- A learner can only appeal approved results.

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- An appeal must be submitted by email to Head of Compliance Aimee Groves [aimee@canavanbyrne.ie](mailto:aimee@canavanbyrne.ie) within 7 working days of issue of approved results.
  - Head of Compliance may appoint an external qualified resource to assist with the appeal
  - The external resource ( e.g. instructor) who evaluates an appeal cannot be the instructor who made the original assessment decision.
  - The only evidence that a learner can present in an appeal is that which has already been presented for assessment. New evidence may not be added by the learner for the appeal.
  - The Head of Compliance informs the learner of the outcome within 15 days. The outcome of this type of appeal is either that assessment result remains unchanged or is upgraded.
  - These final results are the basis on which we issue the joint PHECC/Canavan Byrne certificate.

### **Other Complaints**

For other complaints relating to admissions, training experience and reasonable accommodation decisions, learners should submit their complaints to Aimee Groves [aimee@canavanbyrne.ie](mailto:aimee@canavanbyrne.ie) The Outcome of a complaint will be given to the learner within 7 days. If you are unhappy with that outcome, you can contact PHECC.

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### **Useful Contact**

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#### **Pre-hospital Emergency Care Council**

2nd Floor

Beech House

Millennium Park Naas

Co. Kildare

W91 TK7N

Ireland

P: 045-882042

E: [info@phecc.ie](mailto:info@phecc.ie)

W: [www.phecc.ie](http://www.phecc.ie)

## Organisation Chart

