

# Information Request

(Please complete all sections in block capitals)

## Block Capitals

Name \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
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Tel. No. \_\_\_\_\_

Mobile No. \_\_\_\_\_

E-mail: \_\_\_\_\_

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Signed : \_\_\_\_\_

Date : \_\_\_\_\_

Please forward completed form to:-

**Neil Dawn Associates,  
Belleek Avenue,  
Ballina,  
County Mayo**

## Contact Details

Anne 087 2394529  
Or  
Neil Dawn 087-2907850

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**E-mail:** neildawn@eircom.net

Neil Dawn Associates  
is a

FETAC & City & Guilds  
Registered Centre



### Neil Dawn Associates

Belleek Avenue  
Ballina  
Co Mayo  
Ireland

# Neil Dawn Associates



## Workplace Statutory Policies & Procedures

*FETAC – Level 5*



## Course Details

This module will provide learners with a general understanding of the Irish legal system. Students will gain knowledge in legal principles, and learn to evaluate the impact of law on their personal and work life. Learners will become conversant with the New *National Quality Standards for Residential Care Settings for Older People* and be able to apply the **HIQA** Standards in their workplace. It has been developed to enable students to become familiar with the language, procedures and documents related to the law, safety, health and quality in their working environment. Students will be able to identify the main pieces of employment legislation from unfair dismissal, equality, parental leave, maternity leave to minimum pay acts. This module will also include **HIQA** quality assurance, quality standards and quality service enabling students to understand how they are measured and their impact for both the customer and employer. This learning module has been developed to enable participants build their competence and confidence in a unique learning style that caters for individual learning needs and abilities.

## Learning Outcomes

On completion of this programme participants will be able to:-

1. Gain an understanding of Irish legislation.
2. Identify the various employment law acts relating to their specific personal and work area.
3. Recognise and understand the importance of the **HIQA** Quality Assurance system and how these are measured.
4. Demonstrate good working practices in the provision of individualised customer care.
5. Understand their own role in promoting and working to Safety and Health standards and requirements at work
6. Apply the principles and procedures of health and safety in the workplace.
7. Understand and work to the required Statutory procedures and policies as set down by the overseeing authorities.

## Programme Content

The programme is grouped into 6 units with 5 units required.

- Introduction into the Irish Legal System
- Employment Law
- Quality Service, Policy and Procedures
- Safety & Health at Work

### Optional Units

- Child Protection Legislation
- Tort

## Assessment Process

All assessment is carried out in accordance with FETAC regulations. Assessment is devised by the internal assessor, with external moderation by FETAC.

### Assignments (2) 60%

Two briefs will be devised from the units in the module appropriate to the learners work. Students will produce evidence that demonstrates an understanding and application of a specific learning outcome.

### Learner Record – 40%

The learner record will be a self-reported record by an individual, in which he/she describes specific learning experiences, activities responses and skills acquired. It should include

- Details of the activity undertaken in work in relation to sourcing course material
- A review and evaluation of the students learning while on the course including critical reflection, discussion of the challenge both positive and negative outcomes.

### Certification

On completion of this programme students will receive a minor certificate at FETAC level 5 – Workplace Statutory Policies and Procedures (N22815). It is mandatory module for the Certificate in Health Service Skills.

## Programme Schedule

This module can be delivered over four days. One day per week over four weeks

### Desired Admission Requirements

- General standard of education.
- Ability to learn in a group environment.

## Neil Dawn Associates

Neil Dawn Associates is based in Ballina, County Mayo and has provided training to all types of organisations from FETAC level 3 programmes to currently running a Masters Degree programme accredited by Leeds Metropolitan University. Established in 2000 and based in Ballina Neil Dawn Associates offers quality training with excellent results.

### HIQA Quality Assurance Programme

The new *National Quality Standards for Residential Care Settings for Older People* in Ireland and the **Health Information and Quality Authority (HIQA)** have been established to drive high quality and care for people using our health and social services.

To enable Care homes to meet the 7 sections and 32 standards of HIQA Neil Dawn Associates have developed a coaching programme to assist care homes develop their Quality Assurance processes in order to meet the requirements of the **HIQA** Standards. The programme will enable care home proprietors, management and staff to meet their responsibilities in the development of the procedures and the inspection.

Whilst the coaching programme can be undertaken on a one-to-one basis it is much better completed within a local network of Care Homes learning with and from each other.

For more information contact: Anne