

P5 S10 Workable Improvement Notice (WIN) Trainer / Staff Form

This form is part of our mechanisms to improve service delivery and the quality of the learner's experience.

This form will be completed and sent to you by a member of the team at Forus Training. Please review the recommendations and suggested resolutions in section 2 and return the form with section 4 completed. Forus Training will then contact you to agree a resolution.

Section 1: Your Details - (Trainer / Staff) Recipient Name

PLEASE USE BLOCK CAPITALS

Name:	<input type="text"/>	Role:	<input type="text"/>
Email:	<input type="text"/>	Mobile:	<input type="text"/>

Section 2: Recommendations - Issue and suggested resolution

Please categorise the issue in the following sheets - ensure to address the risk category this relates to, please include a suggested timeline to address the issue.

Section 3: Signature - Issued by

PLEASE USE BLOCK CAPITALS

Name:	<input type="text"/>	Role:	<input type="text"/>
Signature:	<input type="text"/>	e-mail:	<input type="text"/>

The issuer will bring the form to the weekly team meeting and will make recommendations to all staff as to preventative actions or policy considerations that might arise. Personal details of the recipient will not be disclosed. The learning is brought forward to the team where issues can be managed and mitigated against in the form of learning and information exchange.

Section 4: Recipient feedback

Comment - please comment as to the circumstances or how you plan to resolve the issue.

please include a suggested timeline to address the issue.

Form Received signature:

Date:

Section 5: Agreed Resolution

please include a suggested timeline to address the issue.

Issuer Name:

Signature and
Date:

Recipient Name:

Signature
and Date:

The issuer will bring the form to the weekly team meeting and will relay the resolution and changes arising.

Section 6: QIP

Comment - please
comment as to how Policy
Procedure /preventative
action can further reduce
risk / recurrence

please include a suggested timeline to address the issue Forus Training's QIP..

Staff Member / Trainer
signature:

Date:

Associated Documentation

[P5 S10 C1 Trainer Code of Conduct](#)

[P5 S6 C1 Trainer Handbook](#)

[P5 S6 C2 New Trainer Hire Briefing](#)

[P9 S5 C2 Learner Handbook](#)

Be aware of and monitor "study sites" for your materials, exams, and assignments, and issue a takedown notice if and when you find them.

This is a template for a takedown notice sent to Course Hero.

- [Course Hero](#)
- [StudyLib](#)
- [StudySoup](#)

Malpractice not really in the risk register as an academic risk

1. Academic Risk
2. Commercial Risk
3. Ethical Risk
4. Legal & Insurable Risk
5. Data Protection & GDPR Risk
6. Management & Leadership Risk

1. Academic Risk	Related Document / Training (preventative measure)		Issue(s) at hand
Non-availability (for any reason) of Forus Training as an entity or key learner support staff	Trainer Handbook Page xxx	<input type="checkbox"/>	Trainer is late
		<input type="checkbox"/>	Not starting session on time in line with schedule
		<input type="checkbox"/>	Finishing the session earlier than scheduled
		<input type="checkbox"/>	Trainer doesn't respond to communications - e.g. not checking / responding to @forustraining email address
		<input type="checkbox"/>	Trainer cannot be reached regarding a certification query
		<input type="checkbox"/>	Queries are left unanswered
		<input type="checkbox"/>	Trainer cancelled class but does not communicate this to the course coordinator
Risk of not communicating accurate online information to Learners via Forus Training website, Facebook, email communication etc, or information as unclear or misleading. P7, P4		<input type="checkbox"/>	Incorrect information given to a learner / stakeholder regarding the course.
		<input type="checkbox"/>	Incorrect information given to a learner about the terms and conditions relating to a programme.
		<input type="checkbox"/>	Incorrect advice given regarding the number of minor awards required to make up a major award taking into account the learner's previous academic achievements.
Contingency measures not being adopted and implemented to manage situations where a trainer is not available.		<input type="checkbox"/>	Training is cancelled
		<input type="checkbox"/>	Training is postponed
		<input type="checkbox"/>	Course is cancelled
Adequate resources available to deliver programmes in line with learning outcomes		<input type="checkbox"/>	Full slideshow decks not available for every module being taught
Assessment - are the areas of potential vulnerability in your quality assurance of assessment known in		<input type="checkbox"/>	Vulnerabilities are exploited

the organisation			
Assessment		<input type="checkbox"/>	Trainer has not demonstrated sufficient evidence of marking through annotation
Breaches of Examination Rules	Related Document		Issue(s) at hand
		<input type="checkbox"/>	Trainer left the examination centre and returned during examination periods.
		<input type="checkbox"/>	A Trainer-Invigilator did not maintain a quiet environment during the exam
		<input type="checkbox"/>	Trainer-Invigilators spoke excessively during the examination.
		<input type="checkbox"/>	Trainer-Invigilators are not permitted to provide learners with answers during the examination period.
		<input type="checkbox"/>	Trainer-Invigilators provided learners with any materials other than the exception of those necessary for the examination on their desk e.g. writing material, calculator, reference material in case of open book exam.
		<input type="checkbox"/>	Trainer-Invigilators did not ensure that learners sitting a distance of no less than 1.5 meters away from each other.
		<input type="checkbox"/>	Trainer-Invigilators accepted learner's exam papers later than the time allocated without grounds for reasonable accommodation granted to that learner and made known to the Trainer-Invigilator.
		<input type="checkbox"/>	Trainer-Invigilators did not ensure that learners left the examination room quietly if they have completed their exam paper early.
		<input type="checkbox"/>	Trainer-Invigilators did not complete and sign the front page of the examination paper along with the time the paper was submitted.
		<input type="checkbox"/>	Trainer-Invigilators failed to expel a learner from the examination even though learner's behaviour was such as to jeopardize the successful conduct or integrity of the assessment experience for other learners.
		<input type="checkbox"/>	The trainer has re-used Forus Training's assessment material without permission; for example, copying examination papers for another provider's examination event.
		<input type="checkbox"/>	The trainer has accepted phone calls during the assessment.

Malpractice - Plagiarism	Related Document		Issue(s) at hand
	Trainer Handbook	<input type="checkbox"/>	Knowingly permitting a learner to copy, paste or represent another person's work as their own (This may be from a book or the Internet, from class notes or can also be from another person's assessment material).
		<input type="checkbox"/>	Allocating marks to a learner's evidence where it is apparent that the learner has plagiarized from a-another. This could be any percentage of work that has not been referenced and has been copied from published work, the internet, other learners' work and/or other sources.
		<input type="checkbox"/>	Knowingly allowing a learner to procure work from a company or external source including the internet.
		<input type="checkbox"/>	Using a passage of text, or an idea, and summarising it during the learning experience without acknowledging the original source.

		<input type="checkbox"/>	Knowingly permitting a learner to submit another learner's work (with or without the other person's knowledge).
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Breaches of Assessment Rules	Related Document		Issue(s) at hand
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Validity and Reliability of Assessment	P5 S6 C1 Trainer Handbook Assessment of Learner Evidence for Internal Verification	<input type="checkbox"/>	Marks can only be awarded for learner evidence presented.
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2. P1 S8 C9 Commercial Risk	Related document		Issue(s) at hand
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Risk of overpayment for goods or services		<input type="checkbox"/>	Learner is not refunded
Financial security of Forus Training, insufficient finances to deliver strategic objectives		<input type="checkbox"/>	Learning objectives are not covered by the trainer and the assessment
Intellectual property	Trainer Manual © At the bottom of materials	<input type="checkbox"/>	Trainer using the intellectual property of Forus Training - slide decks

3. P1 S9 C3 Ethical Risk	Related document		Issue(s) at hand
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Prompt and Effective resolution of any Learner Complaint. Risk of Forus Training not responding to and/or resolving a learner complaint in a timely manner.		<input type="checkbox"/>	Learner sends a complaint to QQI or ombudsman
		<input type="checkbox"/>	Trainer has offered, solicited, or accepted any gift, benefit, compensation, or consideration that reasonably could be expected to compromise their own or another's independence and objectivity.
		<input type="checkbox"/>	Trainer has knowingly made any misrepresentations relating to training, recommendations, actions, or other professional activities.
		<input type="checkbox"/>	Trainer has engaged in conduct involving dishonesty, fraud, or deceit or commit any act that reflects adversely on their professional reputation, integrity, or competence.
		<input type="checkbox"/>	Trainer has not made a full and fair disclosure of all matters that could reasonably be expected to impair their independence and objectivity or interfere with respective duties to their learners and prospective learners.

4. P1 S9 C4 Legal and Insurable	Related document		Issue(s) at hand
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Risk			
Breach of information and data security		<input type="checkbox"/>	Affected people pursue legal action
Risk of loss of all ICT services/data services		<input type="checkbox"/>	Affected people send complaints, Affected people ask for a refund, Data collection incorrectly carried out - incorrect forms used.
Risk of damage caused by Fire, Explosion and adverse weather conditions (including flooding)		<input type="checkbox"/> <input type="checkbox"/>	All local data is lost, Some local data is lost.
Forus Training not local implementation of Health & Safety Policy in the office and at venues rented for training. Risk of Forus Training not implementing either fully or appropriately, the Forus Training Health & Safety Policy in external venues hired for training purposes. Risk of Forus Training not consistently complying with the Health & Safety Training Policy in Forus Training offices in Mullingar and/or Naas at all times.		<input type="checkbox"/>	Accidents occur, with Forus Training being legally at fault, Extra precautions have to be taken, People complain.

5. P1 S9 C4 Legal and Insurable Risk - GDPR	Related document		Issue(s) at hand
		<input type="checkbox"/>	

6. P1 S9 C5 Management & Leadership Risk	Related document		Issue(s) at hand
Risk of commercial interests taking priority over academic interests		<input type="checkbox"/>	Academic interests degrade in quality.
Non-availability (for any reason) of the Managing Director, Managers and any Personnel whose daily involvement is critical to Forus Training operations		<input type="checkbox"/>	Daily operations are not done due to a lack of direction Operations are performed incorrectly or inefficiently due to lack of expertise.

Risk of co-employment between occasional/fixed term/permanent employees.		<input type="checkbox"/>	One employer may suffer due to the actions of the other
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Conduct in line with the Trainer Code of Conduct	Related document		Issue(s) at hand
	P5 S10 C1 Trainer Code of Conduct	<input type="checkbox"/>	Abuse of alcohol or other substances during course delivery and/or assessment facilitation.
		<input type="checkbox"/>	Conduct interfering with the proper conduct of examinations (as outlined above).
		<input type="checkbox"/>	Conduct which is likely to interfere with any meeting or other activity, within Forus Training or organised by Forus Training.
		<input type="checkbox"/>	Conduct that interferes, or is likely to interfere, with the administration or the good order of Forus Training.
		<input type="checkbox"/>	Obstruction or harassment, including bullying, of any learner, member of staff or persons carrying out activities on behalf of Forus Training in the performance of duties, work or other Forus Training activity.
		<input type="checkbox"/>	Sexual harassment of any learner or member of the staff of the Forus Training.
		<input type="checkbox"/>	Damaging, defacing, stealing or mis-appropriating any property of Forus Training, occupying or using such property other than in accordance with the provisions made the Forus Training,
		<input type="checkbox"/>	Misuse of official Forus Training documentation, including, without limitation, the unauthorised amendment or alteration, or defacement of, such documentation, or the use or attempted use of Forus Training documentation for fraudulent or other dishonest purposes or in a fraudulent or other dishonest manner.
		<input type="checkbox"/>	Commenting about a learner/trainer on a forum to which the person does not have a right to reply. For example; WhatsApp groups, Facebook, SnapChat or other such social media platforms.
		<input type="checkbox"/>	Smoking in Forus Training buildings in contravention of the Public Health Tobacco Act 2002, Section 47 (as amended) and the Tobacco Smoking (Prohibition) Regulations 2003. Under the provisions of that legislation, a fine of €3,000 may be imposed on a Trainer found in breach of its provisions.