



Teaching & Learning Policy P01-V1

ESTI is committed to providing a high-quality learning environment that supports students to achieve their learning outcomes & succeed in their assessments. To meet this commitment, we will:

- Monitor and review the learning experience following each course
- Ensure all faculty are appropriately qualified, experienced, and inducted
- Deliver training using recognised and appropriate teaching methodologies
- Support students with different needs through appropriate and flexible approaches where possible
- Provide clear course information and guidance to support independent learning
- Respond to student queries and feedback in a timely and respectful manner
- Maintain a professional, inclusive, and respectful learning environment
- Provide appropriate resources and equipment to support learning
- Ensure venues, equipment, and materials are fit for purpose prior to delivery

Diversity, Equality & Inclusion Policy P02-V1

ESTI is committed to promoting diversity, equality, and inclusion across all areas of its work. The organisation ensures that all students, staff, faculty, and stakeholders are treated with dignity and respect, regardless of background, identity, or personal circumstances. We will maintain a learning environment that is free from discrimination, harassment, and unfair treatment, and will take appropriate action where issues arise. To support this commitment, we will:

- Provide DEI information during student and faculty induction
- Share a Code of Conduct outlining expected standards of behaviour
- Provide a Student Charter outlining expectations and supports
- Use clear, inclusive, and accessible language in all communications and materials
- Promote respectful behaviour in all learning and working environments
- Ensure training environments, materials, and delivery methods are accessible where possible

- Collect and review feedback from students and faculty to support continuous improvement
- Provide information on DEI training and encourage participation
- Consider DEI in course design, development, and policy review

Anti-Bullying & Harassment Policy PO3-V1

ESTI is committed to providing a respectful, inclusive, and safe learning and working environment. Bullying, harassment, and discrimination of any kind are not acceptable. All individuals involved in activities, including students, staff, faculty, contractors, and visitors, must be always treated with dignity and respect. To support this commitment, we will:

- Not tolerate discrimination on any grounds, including gender, age, disability, race, religion, sexual orientation, family status, or membership of the Traveller community
- Treat all complaints of bullying or harassment seriously and ensure they are handled fairly, promptly, and sensitively
- Take appropriate action where bullying or harassment is identified, which may include removal from training, suspension, or termination of engagement
- Recognise that bullying and harassment can have serious emotional and psychological impacts
- Encourage individuals to report concerns or incidents, whether experienced directly or witnessed
- Ensure that no individual is treated unfairly for raising a concern or supporting an investigation
- Maintain records of complaints and outcomes and use this information to improve practices and prevent recurrence

Staff & Faculty Grievance Policy PO4-V1

ESTI recognises that concerns may arise in the course of work and is committed to addressing grievances in a fair, timely, and respectful manner. Staff and faculty are encouraged to raise concerns at an early stage to support resolution and prevent escalation. To support this, we will:

- Provide a clear process for raising and managing grievances
- Ensure all concerns are considered and responded to appropriately
- Handle grievances in a confidential manner, as far as possible
- Ensure no individual is treated unfairly for raising a grievance
- Support fair and consistent resolution of issues
- Review grievances periodically to identify patterns and areas for improvement

Complaints Policy PO5-V1

ESTI is committed to providing a high-quality service and values feedback from all individuals who engage with the organisation. We recognise that issues may arise and we are committed to addressing complaints in a fair, consistent, and transparent manner. To support this commitment, we will:

- Listen to concerns and seek to resolve issues in a constructive way
- Treat all complaints seriously
- Handle complaints in a fair, consistent, and transparent manner
- Respond to complaints in a timely manner
- Investigate complaints appropriately, regardless of the nature of the issue or the individual raising it
- Treat all parties with courtesy, respect, and empathy
- Seek to achieve a fair and reasonable resolution in all cases
- Use complaints as an opportunity to improve services and practices

Communications Policy PO6-V2

ESTI is committed to providing clear, accurate, and timely communication to support effective decision-making, transparency, and quality assurance. Communication is structured to ensure that all stakeholders understand their roles, responsibilities, and requirements under the QMS. To support this, ESTI will:

- Communicate requirements relating to policies, procedures, processes, and guidelines (PPPGs) to staff, faculty, students, and, where appropriate, the public
- Use appropriate communication methods tailored to different stakeholder groups to support clarity and understanding
- Provide clear and accessible information to prospective students to support informed decision-making
- Ensure students are informed of course requirements, assessment schedules, results, and appeals processes
- Collect and review feedback from students, faculty, and other stakeholders to support continuous improvement
- Communicate updates to PPPGs and other key information in a timely and structured manner
- Provide access to relevant quality assurance information, including external verification findings and review outcomes, where appropriate
- Use communication processes to support monitoring, reporting, and quality improvement

Access, Transfer & Progression Policy P07-V2

ESTI is committed to ensuring fair, transparent, and consistent access to programmes, including opportunities for transfer and progression, and the recognition of prior learning where appropriate. To support this commitment, we will:

- Provide clear and accurate information to support informed decision-making
- Publish clear entry requirements and eligibility criteria for all courses
- Support access through a range of delivery methods, where appropriate
- Promote equitable access, including for underrepresented or disadvantaged groups
- Provide reasonable accommodations to support participation and assessment, without compromising standards
- Ensure information provided to students is accurate, reliable, and timely
- Identify and communicate transfer and progression opportunities, where applicable
- Ensure transfer and progression arrangements are fair, transparent, and consistently applied
- Inform students of the processes involved in transfer and progression
- Provide appropriate support to students seeking to transfer or progress

Risk Management Policy P08-V2

ESTI is committed to managing risk in a clear, structured, and consistent manner. Risk management is integrated into planning, quality assurance, governance, and decision-making processes. We apply a systematic approach to risk management, including identification, assessment, mitigation, monitoring, and reporting of risks. To support this commitment, we will:

- Integrate risk management into planning, decision-making, and quality assurance processes
- Identify and assess risks that may impact students, course delivery, and compliance
- Implement appropriate controls and mitigation measures
- Monitor and review risks on an ongoing basis
- Maintain a Risk Register to record and track risks and actions
- Use feedback and data to inform risk identification and management
- Ensure a consistent and proportionate approach to risk across all activities
- Support informed decision-making by considering risk and uncertainty
- Promote a culture of awareness, responsibility, and continuous improvement

Health, Safety & Welfare Policy P09-V2

ESTI is committed to protecting the health, safety, and welfare of all staff, students, faculty, and stakeholders. We will comply with all relevant health and safety legislation, including:

- The Safety, Health and Welfare at Work Act 2005
- The General Application Regulations 2007
- Relevant guidance from the Health and Safety Authority (HSA)

To support this commitment, we will:

- Use safe and suitable training venues and ensure appropriate welfare facilities are available
- Provide guidance to support safe home working arrangements
- Provide information, instruction, and support to promote safe practices
- Identify and manage risks through risk assessment and control measures
- Ensure emergency procedures are in place at training venues
- Provide access to first aid and clear processes for reporting and managing incidents
- Promote safe use of equipment, good housekeeping, and responsible behaviour
- Monitor and review health and safety practices and implement improvements where required
- Ensure all individuals are aware of their role in maintaining a safe environment

Record Management Policy P010-V1

Information is a key organisational asset and is essential to the effective delivery of ESTI's activities and services. We are committed to creating, maintaining, and managing records that accurately reflect its activities and support operational, regulatory, and quality assurance requirements. To support this commitment, we will:

- Manage information as a strategic resource
- Ensure responsibilities for record management are clearly defined
- Ensure records are accurate, complete, and reliable
- Ensure information is timely, relevant, and consistent
- Provide appropriate access to information to support effective performance of roles
- Share information responsibly with relevant stakeholders
- Maintain records securely in line with organisational and regulatory requirements
- Ensure records are managed in accordance with approved policies, procedures, and standards

Data Protection Policy PO11-V2

ESTI is committed to protecting personal data and complying with the requirements of the General Data Protection Regulation (GDPR) and relevant data protection legislation. We process personal data in a lawful, fair, and transparent manner and ensures that appropriate measures are in place to protect the confidentiality, integrity, and security of information. To support this commitment, we will ensure that:

- Personal data is processed lawfully, fairly, and transparently
- Data is collected for specified, explicit, and legitimate purposes
- Data is adequate, relevant, and limited to what is necessary
- Personal data is accurate and kept up to date
- Data is retained only for as long as necessary
- Appropriate measures are in place to ensure data security and confidentiality
- Records are maintained to demonstrate compliance with data protection requirements

Recruitment, Development & Management Policy PO12-V2

ESTI recognises that all personnel, including staff, contracted faculty, and subject matter experts, play a key role in delivering high-quality education and supporting student outcomes.

We are committed to attracting, developing, and retaining suitably qualified personnel to meet current and future organisational needs. All recruitment and personnel management activities will comply with relevant legislation, including:

- Employment Equality legislation
- Data Protection legislation (GDPR)
- Health and safety requirements

To support this commitment, we will:

- Identify current and future personnel requirements in line with organisational needs
- Engage sufficient suitably qualified personnel to support course delivery and student outcomes
- Apply a structured and consistent approach to recruitment and selection
- Ensure recruitment processes are fair, transparent, and based on equal opportunity
- Provide clear terms of engagement through written contracts or agreements
- Ensure all personnel understand their roles and responsibilities through structured induction
- Provide appropriate support, communication, and development opportunities
- Monitor and manage personnel performance in line with quality assurance requirements

Course Development, Approval & Review Policy PO13-V2

ESTI is committed to delivering high-quality education through structured and controlled course development, approval, and review processes. To support this, we will:

- Develop courses based on identified needs, informed by stakeholders and aligned with PHECC standards
- Ensure all courses include clear learning outcomes, appropriate assessment methods, and defined student workload
- Use current, relevant content and appropriate delivery methods to support student learning
- Maintain clear separation between course development and approval roles to ensure independence
- Ensure all courses are independently reviewed and formally approved before delivery
- Monitor and review courses through quality assurance processes, including internal and external verification
- Maintain accurate and complete records of course development, approval, and review activities
- Update courses based on feedback, evaluation, and changes to PHECC standards
- Include work-integrated learning where relevant to the course

Course Delivery Policy PO14-V2

ESTI delivers courses using a structured, student-centered approach aligned with the Teaching and Learning Framework and PHECC Education and Training Standards. Course delivery is planned, controlled, and monitored to support consistency, safety, and achievement of learning outcomes. To support this, we will:

- Deliver courses using approved lesson plans, timetables, and teaching methodologies
- Apply inclusive, adult, and active learning approaches that support student engagement and participation
- Deliver assessment in line with approved methods and required standards
- Provide appropriate student support, including induction, feedback, remediation, and ongoing engagement
- Use only approved and controlled course materials during delivery
- Maintain accurate and secure course delivery records under document control arrangements
- Monitor course delivery through feedback, internal verification, external verification, and quality assurance processes
- Review course delivery arrangements regularly to maintain compliance and support continuous improvement

Training Location Management Policy PO15-V1

ESTI delivers courses only in training environments that are safe, accessible, appropriately resourced, and suitable for effective learning. To support this, we will:

- Apply defined suitability criteria to assess training locations, including safety, accessibility, equipment, resources, and learning environment requirements
- Ensure all locations meet minimum requirements aligned with PHECC standards before being used for course delivery
- Approve only locations that are suitable to support effective teaching, learning, student wellbeing, and practical training requirements
- Use the Premises, Equipment and Resources Checklist (PERC) to assess and monitor all training locations
- Maintain records of venue assessment and approval under document control arrangements
- Monitor approved locations through reporting and periodic review to confirm continued suitability
- Use only approved locations for the delivery of PHECC approved courses

Equipment & Resource Management Policy PO16-V1

ESTI is committed to ensuring students and faculty have access to safe, appropriate, and fit-for-purpose equipment and resources to support effective delivery of PHECC-approved courses.

This includes training equipment, manikins, audiovisual resources, digital systems, and other resources used in course delivery. To support this commitment, we will:

- Maintain a defined equipment inventory for each PHECC course type
- Ensure equipment and resources used in delivery, including faculty-provided equipment, meet defined minimum standards and are available and functional before course delivery
- Monitor equipment maintenance and serviceability, including manikins and training equipment requiring routine checks or servicing
- Maintain oversight of IT and digital resources used to support course delivery, communication, and access to course documentation and learning materials
- Gather and consider feedback from students and faculty regarding the suitability, availability, and quality of equipment and resources
- Carry out periodic review of equipment and resources to support maintenance, replacement, updating, and improvement where required
- Review equipment and resource records, checklists, and feedback through internal quality assurance processes
- Include oversight of equipment and resource maintenance arrangements within external verification activities

Student Support Policy PO17-V2

ESTI is committed to providing students with appropriate, timely, and relevant support before, during, and after their course. To support this commitment, we will:

- Provide students with information on relevant policies, procedures, processes, guidelines, available supports, and how these can be accessed.
- Ensure students receive clear information on course requirements, learning outcomes, assessments, learning resources, and what is expected of them as students.
- Provide access to relevant course materials, student resources, and support information throughout the course.
- Support students through accessible guidance, effective communication, and appropriately trained faculty and staff.
- Ensure faculty understand their role in supporting students and directing them to available supports where required.
- Provide reasonable accommodation and proactively support students who identify additional learning support needs.
- Promote a respectful, inclusive, and supportive learning environment that encourages student participation and engagement.
- Manage student feedback, complaints, appeals, and concerns through fair, respectful, and confidential processes.
- Use student feedback and quality assurance processes to monitor and improve student support arrangements.

Student Appeals Policy PO18-V1

ESTI recognises the right of students to appeal academic and institutional decisions and is committed to ensuring that appeals are managed fairly, consistently, objectively, and within defined timeframes.

To support this commitment, we will:

- Ensure students are informed of their right to appeal and how to access the appeals process.
- Provide a clear, accessible, and transparent appeals process.
- Ensure appeals are reviewed fairly, objectively, and confidentially.
- Seek to ensure appeals are reviewed by a person independent of the original decision, where practicable.
- Provide students with an opportunity to present relevant information in support of their appeal.
- Communicate appeal outcomes and the reasons for those outcomes within defined timeframes.
- Maintain appropriate records of appeals and appeal outcomes.
- Use information arising from appeals to support quality assurance, quality improvement, and organisational learning where appropriate.
- Ensure students are not disadvantaged for submitting an appeal in good faith.

Open Disclosure Policy PO19-V1

ESTI recognises Open Disclosure as an important component of patient safety, professional practice and quality improvement. To support this commitment, we will:

- Ensure students are informed of the principles and importance of Open Disclosure.
- Provide students with access to Open Disclosure information, guidance and relevant policies.
- Include Open Disclosure within student induction and course delivery.
- Promote a culture of openness, honesty, transparency and learning.
- Ensure faculty understand their responsibilities in supporting student awareness of Open Disclosure.
- Maintain records of Open Disclosure learning activities and attendance.
- Monitor the implementation of Open Disclosure education through ESTI's quality assurance processes.
- Review Open Disclosure arrangements periodically to ensure alignment with current PHECC and national requirements.

Assessment Policy PO20-V2

ESTI is committed to ensuring that all students are facilitated to participate in fair, transparent and consistent assessment. Assessment arrangements are designed to support student achievement, maintain academic integrity and comply with applicable PHECC requirements.

To meet this commitment, we will:

- Ensure assessments are aligned with learning outcomes and the relevant PHECC Education and Training Standards.
- Use formative and, where applicable, summative assessment methods to support learning and determine competence.
- Provide students with clear and timely information about assessment requirements, processes, schedules and supports.
- Support students through induction, formative feedback and remediation opportunities where appropriate.
- Ensure reasonable accommodations are provided where required, without compromising the validity, reliability or integrity of assessment.
- Prepare EMT students for the PHECC National Qualification in Emergency Medical Technology (NQEMT) assessment process.
- Maintain documented procedures for assessment conduct, verification, results approval, appeals and related quality assurance activities.
- Ensure assessment decisions are valid, reliable, fair and consistently applied.
- Maintain secure control, storage, distribution and authorised access arrangements for assessment materials and records.
- Monitor assessment activities and assessment-related processes through internal verification, external verification and continuous improvement arrangements.

- Use assessment monitoring, feedback and review activities to support ongoing quality improvement and compliance with PHECC requirements.

Results Approval and Certification Policy PO21-V1

ESTI is committed to ensuring that assessment results are managed accurately, fairly and consistently, and that certification activities comply with applicable PHECC requirements. To meet this commitment, we will:

- Ensure assessment results are verified before being processed for certification.
- Apply internal verification to 100% of courses to confirm the accuracy and completeness of assessment outcomes.
- Ensure only eligible students are submitted for certification.
- Maintain appropriate controls over certification activities and records.
- Comply with the requirements of the PHECC Responder Level Certification Policy (POL055), where applicable.
- Ensure certificates are issued only for courses delivered in the ESTI name by approved faculty.
- Maintain records that support traceability of assessment outcomes and certification activities.
- Validate and confirm student eligibility for the PHECC NQEMT assessment process for EMT programmes.
- Support continuous improvement through the monitoring and review of assessment and certification activities.
- Ensure certification activities are subject to internal verification, external verification and self-assessment processes.

Quality Policy PO22-V2

ESTI is committed to providing consistently high-quality education and training through an effective Quality Management System that supports compliance, self-analysis and continuous quality improvement. To meet this commitment, we will:

- Maintain compliance with applicable legal, statutory, regulatory and quality assurance requirements.
- Operate and maintain a documented Quality Management System to support the planning, delivery, monitoring and review of education and training services.
- Monitor and review the effectiveness of the Quality Management System through self-assessment, performance review and quality monitoring activities.
- Assign responsibility for coordinating and monitoring quality assurance activities to designated personnel.
- Use evidence and feedback from students, faculty, staff and other stakeholders to inform decision-making and improve practice.

- Support participation in quality improvement by promoting shared responsibility for maintaining and improving quality.
- Review course provision, resources and supporting arrangements to ensure they remain appropriate, effective and fit for purpose.
- Monitor, review and update course content on a planned basis.
- Use findings from internal and external review to inform corrective action, improvement planning and continuous enhancement.
- Provide appropriate resources and oversight to support implementation of this policy and achievement of quality objectives.
- Communicate the quality management system and associated arrangements internally and, where relevant, externally.

For further information on Emergency Services Training Institute policies please feel free to contact our office at info@esti.ie

Thank you