

# DRAFT 2 Quality Assurance Manual (QAM) Appendices

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## Appendices

### Appendix 1: TP Risk Management Policy

The purpose of the Policy is to provide guidance and a framework for TalentPool Ltd to support its management of Risk to satisfy both its corporate governance and strategic / operational objectives.

A risk is an uncertain event or condition that, if it occurs, has a positive or negative effect on the organisation. This policy and supporting guidelines recognise that the identification, evaluation and control of Risks is an ongoing process which transcends across all decision-making functions of the organisation.

An aim of the Policy is to maximise opportunities for the Centre either through the elimination of Risk or reducing a Risk to an acceptable level, after due evaluation, and embedding a risk aware culture across all organisation activities.

As a private limited company, we are bound by company law, and the QQI Governance framework supported by our comprehensive Quality Assurance System. Through government funded projects we are also bound to other compulsory risk requirements including financial capacity, insurance requirements, health and safety legislation and compliance etc.

TP have risk management policies and procedures in place for the organisation. The TP Audit and Risk Committee (ARC) - a sub-committee of the TP Board, oversees the risk management within the organisation.

All risks to implementation of TP strategy as well as risks to the wider business operations are considered.

In the SDU, the Quality Officer is the risk champion. The risk champion is responsible for updating the risk register on an ongoing basis and submitting the updated risk register to the TP Executive Risk Committee (ERC) on a quarterly basis. The risk champion works with the SDU team carrying out regular SWOT analysis to ensure that all risks are identified and appropriate controls are in place. The risk management process aims to ensure the SDU does not engage in activities or partnerships that could undermine the integrity of training programmes or the awards on the NFQ (where relevant).

The risks considered includes:

- Dealing with **incidents of academic misconduct** by either learners or trainers
- Security of assessment
- Safeguarding

#### **2. Scope of Policy**

The Risk Management Policy extends to all parties whereupon an outcome of their action or decision could be to expose TalentPool to some element of Risk. The Risk Register should be consulted for the definitive schedule of such risks and impacted areas which fall under the following headings:

- Academic risks
- Compliance risks

- Financial risks
- Operational risks
- Reputational risks
- Strategic risks

### 3. Policy Statement

For the benefit of all stakeholders, TalentPool Ltd, in fulfilling its obligations to reduce / eliminate all risk factors which could impact adversely on its activities, undertakes to adhere to the highest Risk Management standards, including those set down for the FE sector. It is expected that all impacted parties will pursue the policy and guidelines laid down and assess the risk consequences of their actions / decisions through adopting the following five steps:

- 1 Identify: Identify any risk events that may prevent the Centre achieving its goals or objectives.
- 2 Analyse: Analyse the cause and impact of a risk event in order to assess the likelihood and consequence of the risk.
- 3 Control: Implement the most effective control measure that is reasonably practicable in the circumstances.
- 4 Monitor: Continually review control measures to ensure their effectiveness.
- 5 Report: Provide regular reports in order to assure the College and relevant stakeholders that risks are being appropriately managed.

### 4. Roles and Responsibilities

Overall responsibility for the management of risk within TalentPool lies with the Management of the company.

The regular reviews of the individual programmes will ensure that the Risk Champion taking responsibility to coordinate this activity will do so within the context of the operational responsibilities outlined and the overall management of the programmes.

Under the area of Risk Management, the Management will:

- review the Risk Management Process within TalentPool Ltd
- input towards the development of standards, guides, procedures and processes that influence the identification and management of risk within the organisation.
- monitor the Risk Management Register and oversee the controls / mitigation options in place to reduce / eliminate risk;
- undertake as required an analysis of a specific potential risk factor and provide an evaluation and solution if appropriate; and,
- in identifying risks, regard will be had to all possible internal and external sources of risk including strategic objectives, compliance obligations, governance risks and all academic and operational activities.

All staff and learners have a significant role in the management of risk within their area of influence. Staff are responsible for adhering to the companies Risk Management Policy.

### 5. Associated Documentation

## 6. Monitoring and Review

This policy will be monitored on an annual basis by the management and formally reviewed three years after the effective date.

## Appendix 2: TP Risk Management Framework

1. Identify risk and report to Risk Management and Audit Committee
2. Measurement of risk by risk champion
3. Manage risk parameters for prevention
4. Monitor risk
5. Report findings by Audit and Risk Committee to Senior Management



## Appendix 3: SD Unit Risk Register

The framework for the Risk Register is set out below together with guidance for its completion.

Risk Category	Risk No.	Risk Description	Risk Owner	Risk Impact H/M/L	Risk Probability	Current Controls	Future Controls/ Actions Required	Date

**Risk Category:** A separate Risk Category folder will be held within the Risk Register to record each risk / event.

**Risk Number:** Every risk / event will be allocated an identification number for ease of reference.

**Risk Description:** This will outline the actual or perceived risk / event that requires action.

**Risk Owner:** The individual in the College who will take responsibility for monitoring / controlling the particular risk / event.

**Risk Impact:** Following an assessment of the risk / event identified the risk owner will indicate whether in his / her opinion the Risk Impact for the College should be allocated a High, Medium or Low status.

**Risk Probability:** Following an assessment of the risk / event identified the risk owner will indicate what the probability of it occurring by allocating a High, Medium or Low status.

**Current Controls:** The comment here should summarise what current controls, policies or procedures are in place to mitigate the risk or event identified.

**Future Controls:** The comment here should outline further controls / actions required to reduce / eliminate the impact of the risk or event identified.

**Actions Required:** The comment here should detail the action(s) to be utilised to manage or mitigate the risk.

**Date:** The date the risk /event is first entered on the Risk Register should be entered here.

### 3. Monitoring and Review of Risk Register

The Risk Register will be monitored / updated on an ongoing basis by the Management and they will review the Risk Register on a quarterly basis or when required with a report to be provided to the Governing Body.

## **Appendix 4: TP Occupational Health and Safety Policy**

See Safety Statement Attached

## Appendix 5: TP Safeguarding Young People Policy

TalentPool Ltd is a training provider providing a range of programmes to individuals across Ireland. In some instances we provide unemployment interventions and advice.

TalentPool Ltd sets out the basis for best practice of all TalentPool personnel to protect the welfare of children or young people and to ensure that young people are protected and kept safe from harm.

### Safeguarding Children and Young People: Guiding Principles

- Our priority is to ensure the welfare and safety of every child and young person who attends our service
- We are committed to upholding the rights of every child and young person who attends our service, including the rights to be kept safe and protected from harm, listened to and heard
- The safety and welfare of children is everyone's responsibility
- We recognise that the welfare of children must always come first, regardless of all other considerations
- All children and young people have an equal right to attend a service that respects them as individuals and encourages them to reach their potential, regardless of their background
- We are committed to working together with other agencies and professionals in the interests of children
- The overall aim in all dealings with young people and their families is to intervene proportionately to support families to keep children safe from harm
- We are committed to full compliance with national policy, current legislation and guidance in relation to child safeguarding principles, policy and procedures and we will review our guiding principles and child safeguarding procedures every two years
- We will adopt the safest possible practices to minimise the possibility of harm or accidents happening to children and protect workers from the necessity to take risks and leave themselves open to accusations of abuse or neglect.
- Taking account of their age and understanding, children and young people should be consulted and involved in all matters and decisions that may affect their lives
- Parents/guardians have a right to respect, and should be consulted and involved in matters that concern their family
- A proper balance must be struck between protecting children and respecting the rights and needs of parents/guardians and families.
- We acknowledge that early intervention with children who are vulnerable or at risk may prevent serious harm from happening to them at a later stage.
- We are committed to delivering on a policy of openness with parents/guardians that involves consulting with them about everything that concerns their children and encouraging them to get involved with the organisation whenever possible

**Signed:**

**Date:**

## **Child Safeguarding Risk Assessment form**

### **1. Name of service being provided:**

\_\_\_\_\_

### **2. Risk Assessment**

We have carried out an assessment of any potential for harm to a child while availing of our services including the area of online safety when accessing the internet. Below is a list of the areas of risk identified and the list of procedures for managing these risks.

	<b>Risk identified</b>	<b>Action Taken</b>
1		
2		
3		
4		
5		

Signed: \_\_\_\_\_ (Provider)

[Provider's name and contact details]

Dated: \_\_\_\_\_

Reported to: \_\_\_\_\_

For queries, please contact \_\_\_\_\_, Relevant Person under the Children First Act 2015.

## **Appendix 6: TP Data Protection Policy and Procedures**

(See also our data retention policy and procedures)

### **Talentpool Ltd - Website Privacy Notice**

#### **How We Use Your Information**

This privacy notice tells you what to expect when Talentpool Ltd collects personal information via our websites. Talentpool Ltd take their obligations regarding your personal information very seriously. This privacy notice applies to information we collect about:

- people who purchase Talentpool Ltd products and services, e.g. courses
- people who subscribe or register to receive information from Talentpool Ltd , e.g. course brochures and newsletters
- people who participate in Talentpool Ltd research and surveys
- people who enter competitions
- people who provide feedback to Talentpool Ltd via our websites
- visitors to our website

If you are giving us your personal information while purchasing, registering, or subscribing to a service or product, then we will only use your information in order to provide you with that service or for closely related purposes.

We will keep your personal information relating to services or products purchased in line with our retention policy which ensures that we keep your details for no longer than is necessary. Your information will be kept in a secure environment and access to it will be restricted on a 'need to know' basis only.

When you purchase certain products and services from Talentpool Ltd we may send you confirmation emails; these may also include marketing which we consider may be of interest to you. We do our best to tailor this information so that it is useful to you, but if at any time you no longer wish to receive it, you can opt out by following the instructions that we will give you with each communication.

#### **Access To Personal Information**

Any individual can find out if we hold any personal information by making a 'subject access request' under the GDPR. If we do hold information about you we will:

- provide a description of it
- tell you why we were holding it
- tell you who it was disclosed to (if relevant)
- provide a copy of the information in a form that is clear and concise

To make a request to Talentpool Ltd for any personal information we may hold please put a request in writing using the contact details found at the end of this notice.

If we do hold information about you, you can ask us to correct any mistakes by contacting us using the contact details provided.

#### **Complaints And Queries**

Talentpool Ltd strives to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We therefore encourage people to bring it to our attention if they think our collection or use of personal information is unfair, misleading or inappropriate.

## **Disclosure Of Personal Information**

In the vast majority of cases we will not disclose your personal information to others unless we have previously gained your consent. However, there will be circumstances where we may disclose your personal information without your consent, e.g. where we are required by law to disclose information or where the information is required to prevent or detect a crime. In the case of all disclosures we will always ensure the disclosure is legitimate and proportionate for the purpose.

## **Privacy & Cookies**

### **What Are Cookies?**

Cookies are small text files which are stored on your computer when you visit certain web pages. At Talentpool Ltd, we use cookies to understand how our sites are used. This allows us to improve your overall online experience. Some of the cookies that we use are necessary for some of our sites to work whilst other cookies are used to provide tailored advertising by trusted third parties. The cookies we and our third parties place on your computer do not collect personally identifiable information like your name, address or payment details. To find out more about cookies, please visit [www.aboutcookies.org](http://www.aboutcookies.org)

The privacy of your information is extremely important to us and so we want to keep you well informed about cookies. We shall continue to work on initiatives in relation to recent cookie legislation to ensure you have the best experience when visiting our websites.

### **The Different Types Of Cookies We Use**

Talentpool Ltd use the following categories of cookies on our websites:

**Strictly necessary:** These cookies are essential for certain features of our websites to work for example when you make payments for courses. These cookies do not record identifiable personal information and we do not need your consent to place these cookies on your device. Without these cookies some services you have asked for cannot be provided.

**Functionality:** These cookies are used to provide services or to remember settings to enhance your visit - for example text size or other preferences. The information that these cookies collect is anonymous and does not enable us to track your browsing activity on other websites. By using our websites, you agree that we can place these types of cookies on your device.

**Performance:** These cookies are used to collect anonymous information about how you use our websites. This information is used to help us improve our websites and understand how effective our adverts are. In some case we use trusted third parties to collect this information for us, but they only use the information for the purposes explained. By using our websites, you agree that we can place these types of cookies on your device.

### **Targeting and advertising:**

These cookies are used by trusted third parties to deliver adverts that are more relevant to you and your interests. They are also used to limit the number of times you see an advertisement as well as help measure the effectiveness of the advertising campaign. Information contained in these cookies is anonymous and doesn't contain your personal information. To find out more about cookies used for targeting and advertising follow [www.youronlinechoices.com](http://www.youronlinechoices.com) and [www.networkadvertising.org](http://www.networkadvertising.org) or contact us at the address below for further information about the trusted third parties we use.

### **Managing Cookies**

If you'd prefer to restrict, block or delete cookies from Talentpool Ltd and our third party advertisers, or any other website, you can use your browser to do this. Each browser is different, so check the 'Help' menu of your own browser to learn how to change your cookie preferences. Please note that if you choose to disable all cookies we cannot guarantee the performance of our websites and some features may not work as expected.

**Links To Other Websites**

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

## **Appendix 7: Schedule of Reports Presented Periodically to TAD and its Constituent Panels**

- Tutor/Trainer Feedback
- Learner Feedback
- Feedback from Other Stakeholders
- Programme Review
- End of Programme Review
- Biannual Programme Review
- Annual Quality Report
- Self-Evaluation
- Evaluation of the Assessment Process
- Monitoring and Benchmarking
- Internal and external audits report
- Completion and retention report
- Verification and Authentication reports
- Benchmarking reports

## **Appendix 8: Schedule of Reports for Publication**

Reengagement Report

Monitoring and Review Reports

Programme Review Report

Quality Assurance Manual

Annual Training Statement

## **Appendix 9: Information for Group Representatives**