



Request for Tender (RFT)

**MANUAL HANDLING AND PEOPLE MOVING AND HANDLING TRAINING
SERVICES IN THE HEALTH SECTOR**

in

HEALTH SERVICE EXECUTIVE

HSE 28535

N.B.

If you have any queries or problems completing the document please raise a query via the messaging facility on www.etenders.gov.ie as soon as possible.



Tender Title	Manual handling and people moving and handling training services in health sector
HSE Ref	HSE 28535
Introduction:	The Contracting Authority is seeking a suitably qualified Tenderer to deliver Manual Handling Inanimate and People Moving and Handling Training Services in the Health Service Executive, across 6 Regional Health Areas (including include acute hospitals, primary care, mental health, health and wellbeing, older persons and disability services), HSE Corporate and National schemes and services (including the National Ambulance Service). This document, together with the additional tender documentation, outlines the structure of the competition and explains the nature of the specifications. The Tender Response Document (TRD), TRD Instructor Details and TRD Pricing Sheet documents are required to be completed and returned with your submission. Tenderers are advised that they may be required to attend clarification meetings at short notice during or following the closing date for the receipt of submissions. The successful tenderer will be required to sign a service contract with the HSE.
Description of Requirements	The Successful Tenderer must provide a dedicated Training service tailored to the needs of the Contracting Authority. The Successful Tenderer will be required to develop a comprehensive understanding of the work activities, work environment and work equipment of the Contracting Authority. The approach adopted by the HSE in terms of booking and communicating Training will support the successful Tenderer in achieving this. The NHSF Training Team will provide the Successful Tenderer with a comprehensive induction on the standardised approach to MH and PH Training in the HSE and have also developed of guidance and documentation to assist the Successful Tenderer in the coordination of Training. The Successful Tenderer must be able to provide a system of scheduling where the lead time for delivery of a Training Programme is a maximum of four [4] weeks, unless otherwise requested by the Contracting Authority. Acknowledgement of requests for Training must be provided within two [2] working days
Procurement Procedure	The HSE will conduct this competitive tender process using the Open procedure.
Contract Term	The contract will run for 36 months (the “ Term ”). The HSE reserves the right, at its discretion, to extend the Term for a period or periods of up to 12 months with a maximum of two such extensions on the same terms and conditions, subject to the HSE obligations at law.

Tender Document Pack	The Tender Document pack for this tender consists of the following documents: • Request for Tender (RFT); • Tender Response Document (TRD); • TRD Instructor Details; • TRD Pricing Sheet; Tenderers should note that the HSE Standard Terms for Supplies & Services V8.4 and the HSE Tender Competition Rules V14 both apply to this process. Tenderers can request copies of these documents from the HSE via the electronic messaging system on www.etenders.gov.ie within the “Messaging Service”. Tenderers are required to submit their proposals by completing and returning the TRD.
CPV Code	80500000-9 Training services 80510000-2 Specialist training services 80511000-9 Staff training services 80550000-4 Safety training services 80560000-7 Health and first-aid training services 80561000-4 Health training services 80562000-1 First-aid training services
Completed Tenders	1. Tenderers must submit completed tender proposals via the eTenders portal “Create your tender online” option on the eTenders portal only on www.etenders.gov.ie 2. The HSE will not be able to accept responses via the “Messaging Service”, i.e. as an attachment to a message. Only responses submitted via the “Create your tender online” option will be accepted for evaluation. 3. As the HSE has no access or view from the supplier’s perspective on the eTenders portal, the HSE’s advice would be to contact eTenders directly on 0818 0014 59, for any assistance required in uploading tender responses onto the eTenders portal. 4. Uploading of tender responses is time locked. Receipt of submissions is not possible after the official closing deadline. 5. The onus is on the Tenderer to allow ample time to ensure the tender response is uploaded and successfully submitted prior to the closing date and time specified in this document. 6. Responses will not be accepted beyond the specified deadline. Avoid last minute problems by rehearsing the tender submission process well in advance of deadline. 7. Tender responses will not be accepted in hard copy or by electronic means other than via www.etenders.gov.ie. 8. The following document formats are acceptable: Microsoft Word 2010, Microsoft Excel 2010 and earlier; PDF (all versions). Please note that no document uploaded should exceed 10mb in size and the file path name should be limited to 40 number of characters including spaces.



Closing Date	22 nd July 2026 @ 3pm
Queries Deadline	13th July 2026 @ 3pm All queries and requests for clarifications must be made via the electronic messaging system on www.etenders.gov.ie Please note responses to queries will be automatically sent to the specific email address registered by the Tenderer on www.etenders.gov.ie. The electronic messaging alerts will contain unique links to a Tenderer's message archive on the site where they can be accessed and viewed.

Note:

- It is imperative that all questions in the Tender Response Documents are completed in the format provided as the Tender Response Document will be used as the basis for evaluation and award.
- For general information on HSE refer to www.hse.ie
- Defined terms used in this Request for Tender include defined terms contained in the Tender Competition Rules V14 available at www.hse.ie. This Request for Tender should be read in conjunction with the Tender Competition Rules V14.
- As a guidance document, this document is not intended to be definitive and if there is any issue that requires clarification, this should be raised via the electronic messaging system on www.etenders.gov.ie

SECTION 1: GENERAL INFORMATION

- 1.1** The purpose of this RFT is to provide Tenderers with the information that they need to decide whether to submit a tender.
- 1.2** All reasonable care was taken to ensure that the information set out in this RFT is true and accurate in all material respects as at the time of publication. However, no warranty or representation is given as to the accuracy or completeness of this information. The HSE does not accept any liability or responsibility for the accuracy, adequacy or completeness of the information set out herein.
- 1.3** The HSE will not be liable or responsible for any opinion, statement, or conclusion contained in, or any omission from this RFT or for any other written or oral communication made available during the course of this process. No representation or warranty is made in respect of such statements, opinions or conclusions.
- 1.4** The HSE reserves the right to amend this RFT and any information contained herein. Any such changes shall be notified via the e-Tenders post-box at www.etenders.gov.ie.
- 1.5** None of the information set out herein will constitute a Contract Agreement, or part of a Contract Agreement, or an offer to enter into a Contract Agreement, between the HSE and any Tenderer. Nothing in this RFT is, nor shall be relied upon as, a promise or representation as to the HSE's ultimate decision in relation to the award of any Contract Agreement(s) pursuant to this RFT.
- 1.6** The HSE reserves the right to take such steps as it considers appropriate, including but not limited to: changing the timetable relating to this process; rejecting any, or all, of the tenders received; abandoning this process (or any part of it) at any time.
- 1.7** No legal relationship or other obligation shall arise between any Tenderer and the HSE unless and until a Contract Agreement has been executed between said Tenderer and the HSE following the tender process.
- 1.8** The tendered prices shall remain valid for 6 months and shall be effective from the closing date for receipt of tenders under this tender process.
- 1.9** The tendered price of the successful Tenderer shall remain fixed for the Term unless otherwise agreed by the HSE.
- 1.10** The HSE reserves the right to review the suitability of the successful Tenderer at any point up to the award of contract to ensure that there has been no material change to the standing of the successful Tenderer from that provided at the time of the submission of tenders, or any time in the interim.
- 1.11** Tenderers are advised that the HSE is subject to the Freedom of Information (FOI) Acts, 2014.
If a Tenderer considers that any of the information supplied in their tender response is either commercially sensitive or confidential in nature, this should be highlighted and the reasons for its sensitivity specified. In such cases the relevant material will, in response to a request under the FOI Act, be examined in the light of the exceptions provided for in the Act.
- 1.12** Any conflict of interest or potential conflict of interest on the part of a Tenderer or any other entity associated with a Tenderer's tender, must be fully disclosed to the HSE as soon as the conflict or potential conflict becomes

apparent. In the event of any conflict or potential conflict of interest, the HSE may invite Tenderers to propose means by which the conflict might be removed. The HSE will, in its absolute discretion, decide on the appropriate course of action.

- 1.13** The laws of the Republic of Ireland are applicable to this process. The courts of the Republic of Ireland shall have exclusive jurisdiction in relation to any disputes arising from this process.
- 1.14** If there is any part of this RFT that is unclear or where the Tenderer feels that it puts them at an unfair disadvantage, the Tenderer should immediately contact the HSE via the electronic messaging system on www.etenders.gov.ie.
- 1.15** Tenderers may be asked to make a presentation of their proposals, attend a clarification meeting with the HSE or host a site visit by the HSE as part of the assessment of tenders. In such cases, all the Tenderers costs and expenses shall be borne by the Tenderer.
- 1.16** The HSE shall not be responsible for any payment in connection with any expenses which may be incurred by the Tenderer(s) in the preparation and submission of their tender. Any costs associated with the submission of a tender in response to this RFT are the sole responsibility of the Tenderer submitting the tender and will not be reimbursable.
- 1.17** In no circumstances shall the HSE, its servants and/or agents incur any liability or responsibility arising out of or in respect of the issue of this RFT.
- 1.18** No enforceable commitment of any kind, contractual or otherwise will exist unless and until a formal written contract has been executed by the HSE and the successful Tenderer.
- 1.19** The HSE may cancel a tender process at any time prior to a contract being executed arising from such tender process. Any notification of preferred bidder status by the HSE shall not give rise to any enforceable rights by the any Tenderer.
- 1.20** Tenderers must provide sufficient information in their tender to demonstrate their capabilities under each of the questions in the TRD. Tenderers must complete all questions in the TRD in full as these responses will be used as part of the evaluation process. Information provided elsewhere (e.g. addendums, etc.), should be clearly cross referenced to the question to which they relate. Information which is not clearly cross-referenced, or which is provided in response to other questions in the TRD, will not be taken into consideration in the evaluation of the response to the relevant question.
- 1.21** Tenderers should note that, in order to meet any of the Minimum Eligibility Criteria set out in the tender, a Tenderer may rely on the capacities of other entities, regardless of the legal nature of the links which it has with them. In the event that a Tenderer wishes to rely on the capacities of another entity, it must in that case prove to the HSE that it will have at its disposal the resources necessary, for example, by producing an undertaking by those entities to that effect.
- 1.22** Tender responses may be submitted by a consortium or joint venture, provided that the submission clearly states which Tenderers are proposed to be members of the consortium, which are to be sub-contractors and that all participants of the consortia or joint venture are jointly and severally liable for the fulfilment of the terms of the contract.



- 1.23** The HSE reserves the right to seek additional clarifications from Tenderers in connection with its assessment of their submissions, but will not be held liable for any costs incurred in this regard by Tenderers.
- 1.24** For general information on HSE refer to www.hse.ie



SECTION 2: BACKGROUND

The Contracting Authority is seeking a suitably qualified Tenderer to deliver Manual Handling Inanimate (MH) and People Handling (PH) Training Services in the Health Service Executive referred to as MH/PH Training hereafter.

The Health Service Executive (“HSE”) provides services across 6 Regional Health Areas, HSE Corporate and National schemes and services (including the National Ambulance Service). Services within the 6 regions include acute hospitals, primary care, mental health, health and wellbeing, older persons and disability services.

The HSE National Health and Safety Function (NHSF) is composed of four teams:

- Information and Advice
- Policy
- Audit and Inspection
- Training

The NHSF Training Team is responsible for supporting the HSE in the development and delivery of statutory Occupational Safety and Health (OSH) Training.

The Training team in consultation with key stakeholders has established a standardised approach to the provision of MH and PH Training Services in the HSE in line with legislative requirements, evidence-based practice and the needs of the HSE.

This standardised approach is set out in this document and must be followed by the Successful Tenderer in all aspects of the coordination, delivery and administration of Training services.

The NHSF Training Team is responsible for co-ordinating and funding the MH and PH Instructor Training and Instructor refresher Training Programmes across the HSE nationally.

Each HSE site/service is responsible for co-ordinating and funding all other MH and PH Training Programmes for the areas under their remit and must follow the standardised approach established and communicated by the NHSF and only use this Contract to procure external Training where no internal HSE Instructors are available.

The NHSF Training Team, in consultation with key stakeholders is responsible for the development of the Contract and will manage the implementation and communication of this Contract including Contract management elements.

SECTION 3: GENERAL REQUIREMENTS

3.1 General

The Successful Tenderer must provide a dedicated Training service tailored to the needs of the Contracting Authority. The Successful Tenderer will be required to develop a comprehensive understanding of the work activities, work environment and work equipment of the Contracting Authority.

The approach adopted by the HSE in terms of booking and communicating Training will support the successful Tenderer in achieving this. The NHSF Training Team will provide the Successful Tenderer with a comprehensive induction on the standardised approach to MH and PH Training in the HSE and have also developed standardised templates (please see Appendix 1) to assist the Successful Tenderer in the coordination and delivery of Training.

The Successful Tenderer must be able to provide a system of scheduling where the lead time for delivery of a Training Programme is a maximum of four [4] weeks, unless otherwise requested by the Contracting Authority. Acknowledgement of requests for Training must be provided within two [2] working days.

3.2 PROCEDURE BEFORE DRAWDOWN (For programmes 1 to 4)

The Contracting Authority will conduct a Training Needs Assessment (TNA) for its employees to identify statutory OSH Training requirements for MH/PH Training. Having completed its TNA, the contracting authority can then estimate its Training needs and liaise with the Successful Tenderer to schedule training.

When requesting Training, the contracting authority must complete the HSE Locally Coordinated Training Request Form (Please see Appendix 1). An LCTRF must be issued to the Successful Tender from the Contracting Authority to communicate training needs for each training programme scheduled.

This form allows the contracting authority to provide information which will enable the Successful Tenderer to coordinate and adapt Training and ensure it is specific to the service in which it is delivered.

The Contracting Authority and Successful Tenderer will finalise the LCTRF. Training must only be confirmed, finalised and proceed following receipt of the completed LCTRF.

The Successful Tenderer and Contracting Authority liaise and plan Training in terms of agreeing dates, confirming venue availability and the overall price based on the tendered rates etc.

3.3 FORMATION OF TRAINING GROUPS

Minimum and maximum attendance levels and Instructor to participant ratios for each Programme are stipulated in Table 5.3 Training Programmes - Specific Requirements. Please note, the maximum participant number and Instructor to participant ratios for any Training Programme are dependent on the local Training Needs Assessment, the baseline knowledge of the nominated participants, the complexity of the MH/ PH procedures being taught, the availability of suitable and sufficient equipment, the size and layout of the Training venue and the need for participants to be adequately supervised. In the event that there are less than the minimum number of participants as set out in Table 5.3 Training Programmes - Specific Requirements (i.e., 1 - 7 no. participants) it may be necessary to group/aggregate participants in order to achieve the minimum

number for course viability. The onus will be on the Successful Tenderer to identify ways of maximising attendance at Training Programmes.

3.4 PROCEDURE BEFORE DRAWDOWN (For programmes 5 to 8)

The Contracting Authority will liaise with the Successful Tenderer to schedule a number of Instructor and Instructor refresher training dates throughout the year and plan training in terms of agreeing dates, venues and the overall price based on the tendered rates etc.

The Contracting Authority will submit the attendee lists and required paperwork to the Successful tenderer 5 days before the training date.

SECTION 4: DELIVERY OF TRAINING

4.1 INDUCTION AND COMMUNICATION OF APPROACH TO DELIVERY OF TRAINING IN HSE SERVICES AND SITES

The HSE NHSF will provide induction to the Successful Tenderers senior management team, Lead Instructor(s) and Key Account Manager. Induction will include the communication of the HSE standardised approach to MH/PH Training and the procedures which must be followed when delivering Training to HSE services and in HSE Training venues.

The HSE NHSF have created a repository of standardised documentation on a HSeLanD share centre to which the Successful Tenderer will be provided access to and Induction on the implementation of these forms will be provided. The Successful tenderers Instructors must use the HSE NHSF standardised forms and templates during each Training Programme.

Sample Contracting Authority Forms, Checklists, Certificates, Reports, Record Sheets and the Technique Booklet for Supporting Manual Handling and People Handling in the HSE (Please see Appendix 1) are available from the NHSF on request NHSF_TrainingTeam@hse.ie.

The Successful Tenderer must ensure that all information provided in induction is clearly communicated and disseminated to all their Key Personnel as appropriate under the Contract.

The Successful Tenderer will be required to deliver Training in the following formats:

- a) Classroom based practical training (programmes 1 & 3)
- b) Classroom based theory and practical training (programmes 2, 4, 6 & 8)
- c) Virtual theory and classroom based practical training (Theory via virtual interactive platform programmes 5 & 7)

For delivery of Training, the Successful Tenderer will be required to research, design, develop and maintain the Training content (programmes 5 to 8), deliver the Training and provide all Training materials based on the requirements and specifications as outlined in Table 5.3 Training Programmes - Specific Requirements. The HSE NHSF will have final approval on all content and material.

4.2 **GENERAL TRAINING DELIVERY REQUIREMENTS**

The Successful Tenderer must ensure, inter alia:

- a) Appropriate and adequate dissemination of HSE standardised approach to MH and PH training to all the Successful Tenderer Instructors
- b) All of the Successful Tenderers Instructors are punctual and allow sufficient set up time prior to commencement of the scheduled start time for each Programme;
- c) The HSE Standardised Training document templates are utilised by all the Successful Tenderers Instructors; The HSE have created a repository of the above documentation on a HSeLanD share centre to which the Successful Tenderer will be provided access to (please see Appendix 1). Induction on the implementation of these forms will be provided. Each Instructor must use the HSE Standardised Training document templates during each Training Programme;
- d) All of the Successful Tenderers Instructors maintain a strong focus on the Programme Objectives, standard content and Outputs, for each Training Programme as outlined in Table 5.3 Training Programmes - Specific Requirements;
- e) All of the Successful Tenderers Instructors employ an engaging and interactive approach to delivery of the Training Programmes and assessment techniques;
- f) All the Successful Tenderers Instructors are flexible to the attendance of a NHSF representative at any Training Programme to monitor the quality of the Training programme and to ensure requirements have been met;
- g) All correspondence, documentation and queries regarding participants are channelled through the contracting authority. This will be the area coordinator or line manager for programmes 1 to 4 and the NHSF Training team for programmes 5 to 8.

4.3 **TRAINING DELIVERY REQUIREMENTS Programmes 1 & 3**

A blended approach to Training has been adopted for the delivery of MH/PH Training Programmes in the HSE. This approach must be implemented and promoted by the Successful Tenderer and consists of the following:

- **Part 1: eLearning Theory Programme: MH and PH Theory Module on HSeLanD.** This 60-minute module must be completed by all employees on the HSE's eLearning platform HSeLanD. Employees must complete this module for MH and PH Programmes within the preceding six [6] weeks of the practical Training date. This module includes an eLearning assessment. Employees obtain a Certificate on successful completion of the eLearning assessment. The instructor must ensure they record the Certificate completion date on the HSE NHSF attendance sheet. The instructor must not permit attendance if the Theory Certificate is not presented or not dated within the preceding six [6] weeks of the practical Training
- **Part 2: Practical Programme: Classroom based delivery of MH and PH Practical techniques Training.** Training must be specific to the work activities, work environment and work equipment of employees. Attendance must only be permitted if the theory module Certificate of completion, which must be presented to the Successful Tenderers Instructor on the day of Training, is dated within the preceding six [6] weeks of the practical Training date. The successful tenderers instructor must not permit attendance if an undeclared fitness to participate issue is raised on the day of Training;

4.4 TRAINING DELIVERY REQUIREMENTS Programmes 2 & 4

In exceptional circumstances, where employees of a specific service/site cannot access HSeLanD to complete the theory part of the training, the contracting authority may request a classroom-based combined theory and practical Training Programme

- **Part 1: Theory Programme: Classroom based delivery of MH and PH Theory Training.** The theory programme is provided by the NHSF on the HSeLanD platform. This will be made available to the Successful Tenderer and induction provided on delivery of same. Certificate templates which reflect that both the theory and practical component have been completed will be made available to the Successful Tenderer for distribution as appropriate.
- **Part 2: Practical Programme: Classroom based delivery of MH and PH Practical techniques Training.** Training must be specific to the work activities, work environment and work equipment of employees. The Successful Tenderers Instructor must not permit attendance if an undeclared fitness to participate issue is raised on the day of Training.

The Successful Tenderer must use HSE standardised templates (please see Appendix 1), which shall include, but are not limited to:

- HSE Locally Coordinated Training Request Form (LCTRF)
- HSE NHSF Manual Handling & People Handling Training Attendee and Attendance Form
- HSE NHSF Practical Techniques Record
- HSE NHSF Certificate of completion for each participant who successfully completes the programme
- HSE NHSF Evaluation form

4.5 POST DELIVERY OF TRAINING – DOCUMENTATION Programmes 1, 2, 3 & 4

Within five (5) working days of Programme delivery, the Successful Tenderer must return the documentation outlined below to the Contracting Authority

- HSE NHSF Manual Handling & People Handling Training Attendee and Attendance Form – The theory completion date must be recorded and the instructor(s) and all participants must sign on programme completion.
- HSE NHSF Practical Techniques Record completed for each participant
- HSE NHSF Certificate of completion for each participant who successfully completes the programme as appropriate

The HSE NHSF Evaluation form when completed by each participant must be retained by the Successful Tenderer for inspection by the NHSF on request.

4.6 **TRAINING DELIVERY REQUIREMENTS Programmes 5 & 7 (QQI Level 6 Instructing Manual Handling and People Handling)**

Instructor Training Programmes are arranged by the NHSF Training Team and delivered via a combination of Virtual theory and classroom based practical training.

- **Part 1: Virtual Theory Programme: Manual Handling and People Handling Instructor Theory.** For virtual learning the Successful Tenderer must only use software deemed appropriate by the HSE that will allow for dialogue between the instructors and participants. Virtual classes may be hosted on a third-party platform such as Cisco WebEx Training, Microsoft Teams or other platforms which are deemed secure by HSE's IT policy. This platform shall be licenced and managed by the Successful Tenderer. The platform must be an industry standard platform with functionality including but not limited to Polls, Q&As, Chats, Tests and Breakout Rooms, present desktop/application features and must be device agnostic. The Successful Tenderer must ensure that their instructors are familiar with the software used and have sufficient experience and competencies to deliver the training session virtually. The Successful Tenderer must devise a method to track attendance at the virtual training session. All virtual sessions must be set up with a "waiting room" and the Successful Tenderers Instructor(s) must be present at least 15 minutes prior to session commencement to ensure the virtual session is set up and participants are admitted promptly. Participants' microphones and cameras must be turned off by default upon admittance to the virtual Training. The Successful Tenderer will also be responsible for moderating the virtual session (e.g., muting participants' microphones when not speaking, ensuring all participants have suitable opportunity to participate and ask questions).
- **Part 2: Practical Programme: Classroom based delivery of Manual Handling and People Handling Instructor Practical Training.** To equip participants with the knowledge, skill and competence to effectively design and deliver MH and PH Training Programmes in the workplace.

The Successful Tenderer must use HSE standardised templates, which shall include, but are not limited to:

- HSE NHSF Manual Handling Instructor (MHI), People Handling Instructor (PHI), Manual Handling Instructor Refresher (MHIR), People Handling Instructor Refresher (PHIR) Training Attendance Form. It must be signed by the participants and the instructor on completion of the training and sent to the contracting authority.
- HSE NHSF Training/Session Evaluation Forms to be filled in by participants and retained by the Successful Tenderer for inspection.

4.7 **POST DELIVERY OF TRAINING – DOCUMENTATION Programmes 5 & 7**

Within five (5) working days of Programme delivery, the Successful Tenderer must return the documentation outlined below to the Contracting Authority (NHSF Training Team).

- HSE NHSF Manual Handling Instructor (MHI), People Handling Instructor (PHI), Manual Handling Instructor Refresher (MHIR), People Handling Instructor Refresher (PHIR) Training Attendance Form signed by participants and Instructor.
- HSE NHSF Training / Session Evaluation forms filled in by participants.

When received by the Successful Tenderer, confirmation of attendees who have successfully passed the programme and are awaiting the QQI certificate must be provided to the Contracting Authority.

When received by the Successful Tenderer, original QQI Certificate must be sent to each participant who has successfully qualified and a copy must be sent the Contracting Authority.

4.8 TRAINING DELIVERY REQUIREMENTS Programmes 6 and 8

Instructor Refresher Training Programmes are arranged by the NHSF Training Team and delivered via face-to-face classroom training to refresh the knowledge, skill and competence of qualified HSE Manual Handling and People Handling Instructors to ensure they can effectively design and deliver Manual Handling and People Handling Training Programmes in the workplace.

The Successful Tenderer must use HSE standardised templates (please see Appendix 1), which shall include, but are not limited to

- HSE NHSF Manual Handling Instructor (MHI), People Handling Instructor (PHI), Manual Handling Instructor Refresher (MHIR), People Handling Instructor Refresher (PHIR) Training Attendance Form. It must be signed by the participants and the instructor on completion of the training and sent to the contracting authority.
- HSE NHSF Training/Session Evaluation Forms to be filled in by participants and retained by the Successful Tenderer for inspection

4.9 POST DELIVERY OF TRAINING – DOCUMENTATION Programmes 6 and 8

Within five (5) working days of Programme delivery, the Successful Tenderer must return the documentation outlined below to the Contracting Authority (NHSF Training Team)

- HSE NHSF Manual Handling Instructor (MHI), People Handling Instructor (PHI), Manual Handling Instructor Refresher (MHIR), People Handling Instructor Refresher (PHIR) Training Attendance Form signed by participants and Instructor
- HSE NHSF Training / Session Evaluation forms filled in by participants
- Electronic Refresher Certificate for each participant who successfully completed the Training Programme should be sent to the NHSF for distribution using the Successful Tenderers certificate templates

SECTION 5: TRAINING PROGRAMME CONTENT

5.1 NHSF PILOT PHASE OF TRAINING PROGRAMMES

5.2 The Successful Tenderer will be requested to deliver or provide, to HSE stakeholders as nominated by the NHSF, the following: -

- Pilot delivery of the 'People Handling Practical Training Programme' [Training Programme 3] as listed in Table 5.3 Training Programmes - Specific Requirements of this RFT. The pilot Training Programme must be delivered 'live' as it would be when delivering Training to a group of participants, from start to finish. The pilot phase will focus on all practical elements, including all techniques to be applied during the Training Programme. In advance of pilot delivery, the Successful Tenderer will be provided with a sample completed LCTRF providing specific details on the service and site and will be expected to take account of this in the delivery of the pilot of the Training Programme.
- An overview of all 4 Instructor Training Programmes (Training Programmes 5-8) listed in Table 5.3 Training Programmes - Specific Requirements of this RFT involving the provision of a detailed lesson plan,

submission of any Training content delivered as part of the Programmes and any other associated Training materials including the assessments.

The Successful Tenderer will be requested to attend a meeting to discuss aspects of the pilot Programme delivered and the documentation submitted as part of the overview of the Instructor Training Programmes.

The Successful Tenderer will be provided with all necessary HSE information and documentation in order to complete this pilot as per the HSE standardised approach to MH/PH Training.

The Successful Tenderer must integrate all elements of the HSE Standardised approach to MH/ PH Training into the Training Programmes delivered under this Contract including the standardised HSE theory module, HSE Standardised MH and PH techniques and associated Training documentation.

The Successful Tenderer will engage with the NHSF to adapt and amend Programmes based on stakeholder feedback as appropriate during this pilot phase. The Successful Tenderer must address all feedback and comments issued by the NHSF prior to pilot sign-off. The NHSF will then sign off on all the Training Programmes, for full roll out.

The price of the pilot(s) will be included in the all-inclusive tendered price – there will be no additional fee for the pilot phase.

5.3 ADAPTATION OF TRAINING PROGRAMME CONTENT

While the core content of all Training Programmes must be consistent and not deviate from the HSE standardised approach and that agreed with the Contracting Authority at the piloting phase (refer to Section 5.1 'NHSF Pilot Phase of Training Programmes'), the Successful Tenderer must be flexible and responsive to tailor, change and/or customise the content and delivery of each Training Programme, at no extra cost, in order to adapt to certain circumstances and the specific work activities, work environment, work equipment and requirements of the Contracting Authority employees. Such requirements should be communicated to the Successful Tenderer via the LCTRF.

The Successful Tenderer will be required to, inter alia:

- Incorporate into the Training Programme content, in a timely manner, any updates in legislation, standards, codes of practice, and/or new developments in the relevant subject areas / industry best practice that occur over the lifetime of the Contract;
- Notify the NHSF of proposed amendments/revisions to any of the Training Programmes and documentation when there are changes or updates in line with legislation, standards, evidence based best practice and other future relevant guidelines. This includes any changes to the QQI Instructor Training Programmes and Instructor refresher Training Programmes 5-8. Such amendments and revisions must be approved by NHSF prior to delivery.

TABLE 5.3 TRAINING PROGRAMMES - SPECIFIC REQUIREMENTS

PROGRAMME TITLE 1	MANUAL HANDLING (INANIMATE) PRACTICAL TRAINING PROGRAMME
Delivery Method	Classroom
Training Programme Documentation	Instructor required to use the following HSE developed standardised documentation on the Training Day: • HSE NHSF Locally Coordinated Training Request Form • HSE NHSF Attendance Sheet • HSE NHSF MH Training Practical Technique Record • HSE NHSF Manual Handling (inanimate) Practical Training Programme Certificate • HSE NHSF Training/Session Evaluation Form
Programme Objectives	To reinforce the knowledge gained from the completion of the eLearning Manual Handling and People Handling Theory Module and to provide participants with the knowledge and practical skills to enable them to carry out Manual Handling tasks relevant to their work activities in a manner which reduces or eliminates the risk of injury. Having attended the Training Programme, participants will be able to: • Explain the term Manual Handling • Describe the responsibilities of the employer and employee in relation to Manual Handling • Recognise the structure and function of the spine, how it can be injured and how to keep it healthy • Carry out a risk assessment using TILEO approach • List the Principles of Safer Manual Handling • Demonstrate the practical application of the eLearning Manual Handling and People Handling Theory Programme • Demonstrate the practical application of the 11 Principles of Safer Manual Handling and the Manual Handling risk assessment process specific to the work activities, work environment and work equipment of employees (as identified in the HSE NHSF Locally Coordinated Training Request Form) • Demonstrate correctly the Manual Handling practical techniques as per the HSE NHSF MH Training Practical Technique Record • Understand the need to further develop these skills in the workplace • Demonstrate the practical application of the eLearning Manual Handling and People Handling Theory Programme • Demonstrate the practical application of the 11 Principles of Safer Manual Handling and the Manual Handling risk assessment process specific to the work activities, work environment and work equipment of employees (as identified in the HSE NHSF LCTRF) • Demonstrate correctly the Manual Handling practical techniques as per HSE NHSF MH Training Practical Technique Record • Understand the need to further develop these skills in the workplace

Minimum Standard Content	The content of the Training Programme must include the following: • A brief overview of the eLearning Manual Handling and People Handling theory module (approx. 15mins) covering the following: ○ An overview of the 11 Principles of Safer Manual Handling and HSE Manual Handling risk assessment process (i.e., T.I.L.E) ○ Any queries participants may have related to the theory module Practical Programme: • Instructor will explain and provide a demonstration of the specific Manual Handling practical techniques as per the 'Technique Booklet for supporting Manual Handling and People Handling Training in the HSE' and the HSE NHSF MH Training Practical Technique Record, taking account of the HSE NHSF LCTRF • Instructor will allow the participant to practice and demonstrate all relevant Manual Handling practical techniques and provide feedback as appropriate • Throughout the Programme the Instructor will emphasise to participants the need to practice and develop in the workplace the Manual Handling techniques explained, demonstrated and practiced during Training • Manual Handling aids (as listed on the HSE NHSF MH Training Practical Technique Record) and the importance of the safe use of same • Where possible the instructor will use on-site equipment to demonstrate the Principles of Safer Manual Handling as identified in the HSE NHSF LCTRF
Target Participants	• All employees involved in the Manual Handling of inanimate loads in the workplace; • Employees who have completed the eLearning Manual Handling and People Handling Theory Module on HSeLanD within the previous six (6) weeks of attending this practical Programme; • Participants will be identified by the line manager through the local Training needs assessment.
Maximum Participants	Programmes should be scheduled with a maximum of 10 participants *Important: Please note that the maximum participant number will depend on many factors including the local Training requirements, the baseline knowledge of the nominated participants, the complexity of the handling procedures being taught, the availability of suitable and sufficient equipment, the size and layout of the Training venue and the need for the instructor to adequately supervise participants.
Minimum Participants	Programmes should be scheduled with a minimum of 7 participants
Indicative Programme Duration	3 Hours (approximately) *Important: Please note the duration of the Training Programme will depend on many factors including: • the level of risk in the work environment and the complexity of handling

	procedures being taught. Enough time must be allowed to ensure that all the aims of the Training Programme are covered adequately and to ensure the learning objectives are achieved, particularly in relation to practical skills demonstration any additional Manual Handling techniques, specific to the work activities, work environment and work equipment of the participants as identified in the HSE NHSF LCTRF participant numbers
Equipment	Equipment required will be determined by the HSE NHSF LCTRF. At a minimum the below equipment must be available; - Load for lifting to and from floor, to and from table and to and from height (not above shoulder) e.g., box - Load for pushing and pulling e.g., hand trolley - Load for team handling e.g., table
Reference to Legislation & Guidelines	The Training Programme must be compliant with the Safety, Health and Welfare at Work Act 2005 and associated General Application Regulations 2007 including the Manual Handling of Loads Regulations 2007 and subsequent amending legislation. Guidance: Health and Safety Authority (HSA) 'Guidance on the Manual Handling Training System – 2010 Revision' www.hsa.ie - HSA Guidance on the Management of Manual Handling in Healthcare 2011 www.hsa.ie - HSA Guidance on the Management of Manual Handling in the Workplace 2005 www.hse.ie - HSE, Policy on Statutory Occupational Safety & Health Training – https://www.hse.ie/eng/ HSE Manual Handling and People Handling Policy https://www.hse.ie/eng/
Specific Assessment	The instructor will assess the participant's knowledge throughout the Training Programme by observing and ensuring each employee fully participates and practices correctly all the practical techniques that have been explained and demonstrated by the instructor.
Output	HSE NHSF Certificate to be signed by the instructor to confirm that the participant successfully completed the Training. The Successful Tenderer will then forward the Certificates to the contracting authority for distribution.

PROGRAMME TITLE 2	MANUAL HANDLING (Inanimate) THEORY AND PRACTICAL TRAINING PROGRAMME
Delivery Method	Classroom
Training Programme Documentation	Instructor required to use the following HSE developed standardised documentation on the Training Day: • HSE NHSF Locally Coordinated Training Request Form • HSE NHSF Attendance Sheet • HSE NHSF MH Theory Training Assessment Record • HSE NHSF MH Training Practical Technique Record • HSE NHSF Manual Handling (inanimate) Practical Training Programme Certificate • HSE NHSF Training/Session Evaluation Form
Programme Objectives	To provide participants with the knowledge and skills to enable them carry out Manual Handling tasks relevant to their work activities in a manner which reduces or eliminates the risk of injury. Having attended the Training Programme, participants will be able to: • Explain the term Manual Handling • Describe the responsibilities of the employer and employee in relation to Manual Handling • Recognise the structure and function of the spine, how it can be injured and how to keep it healthy • Carry out a risk assessment using TILEO approach • List the Principles of Safer Manual Handling • Demonstrate the practical application of the eLearning Manual Handling and People Handling Theory Programme • Demonstrate the practical application of the 11 Principles of Safer Manual Handling and the manual handling risk assessment process specific to the work activities, work environment and work equipment of employees (as identified in the HSE NHSF Locally Coordinated Training Request Form) • Demonstrate correctly the Manual Handling practical techniques as per the HSE NHSF MH Training Practical Technique Record • Understand the need to further develop these skills in the workplace
Minimum Standard Contents	The content of the Training Programme must include the following: Theory Programme: • Involves the Instructor delivering the offline version of the eLearning HSE Manual Handling and People Handling Theory Module. The instructor is required to navigate through the theory module on behalf of the class, as a participant would if completing the Programme online as an individual. Interactive elements can be completed as a group activity. Before revealing the appropriate answer, the instructor should allow each group to discuss each question and arrive at a consensus. At the end of each topic, the instructor should ask the participants if they have any questions before proceeding.

	Practical Programme: • Instructor will explain and provide a demonstration of the specific Manual Handling practical techniques as per the 'Technique Booklet for supporting Manual Handling and People Handling Training in the HSE' and the HSE NHSF MH Training Practical Technique Record, taking account of the HSE NHSF LCTRF • Instructor will allow the participant to practice and demonstrate all relevant Manual Handling practical techniques and provide feedback as appropriate • Throughout the Programme the Instructor will emphasise to participants the need to practice and develop in the workplace the Manual Handling techniques explained, demonstrated and practiced during Training • Manual Handling aids (as listed on the HSE NHSF MH Training Practical Technique Record) and the importance of the safe use of same Where possible the instructor will use on-site equipment to demonstrate the Principles of Safer Manual Handling as identified in the HSE NHSF LCTRF
Target Participants	• All employees involved in the Manual Handling of inanimate loads in the workplace • Participants will be identified by the line manager through the local Training needs assessment
Maximum Participants	Programmes should be scheduled with a maximum of 10 participants *Important: Please note that the maximum participant number will depend on many factors including the local Training requirements, the baseline knowledge of the nominated participants, the complexity of the handling procedures being taught, the availability of suitable and sufficient equipment, the size and layout of the Training venue and the need for the instructor to adequately supervise participants.
Minimum Participants	Programmes should be scheduled with a minimum of 7 participants
Indicative Programme Duration	4 Hours (approximately) *Important: Please note the duration of the Training Programme will depend on many factors including: • the level of risk in the work environment and the complexity of handling procedures being taught. Enough time must be allowed to ensure that all the aims of the Training Programme are covered adequately and to ensure the learning objectives are achieved, particularly in relation to practical skills demonstration • any additional Manual Handling techniques, specific to the work activities, work environment and work equipment of the participants as identified in the HSE NHSF LCTRF • participant numbers
Equipment	Equipment required will be determined by the HSE NHSF LCTRF. At a minimum the below equipment must be available;

	• Load for lifting to and from floor, to and from table and to and from height (not above shoulder) e.g., box • Load for pushing and pulling e.g., hand trolley • Load for team handling e.g., table
Reference to Legislation & Guidelines	The Training Programme must be compliant with the Safety, Health and Welfare at Work Act 2005 and associated General Application Regulations 2007 including the Manual Handling of Loads Regulations 2007 and subsequent amending legislation. Guidance: • Health and Safety Authority (HSA) 'Guidance on the Manual Handling Training System – 2010 Revision' www.hsa.ie • HSA Guidance on the Management of Manual Handling in Healthcare 2011 www.hsa.ie • HSA Guidance on the Management of Manual Handling in the Workplace 2005 www.hse.ie • HSE, Policy on Statutory Occupational Safety & Health Training – https://www.hse.ie/eng/ • HSE Manual Handling and People Handling Policy https://www.hse.ie/eng/
Specific Assessment	Theory Programme Assessment: The final theory assessment must be completed by participants individually, before moving to the practical Programme. Two banks of questions are available. Bank 2 is only used if any participants do not reach the required pass mark on the first attempt (Bank 1). The following process is suggested for the assessment component: • Each participant is provided with an assessment sheet (Bank 1) and asked to complete same under exam conditions. • The instructor then corrects each completed assessment sheet (using Marking Sheet) and instructs participants to review their course hand out while doing this. Each participant must answer at least eight (out of the ten) questions correctly (100% pass rate) in order to progress to the practical. • Participants may repeat the assessment if a score of 100% is not achieved. Use the second bank of questions for the repeat assessment. The participant may repeat the assessment while other participants are on their break. A copy of the completed assessments must be retained by the instructor. Practical Assessment: The instructor will assess the participant's knowledge throughout the Training Programme by observing and ensuring each employee fully participates and practices correctly all the practical techniques that have been explained and demonstrated by the instructor.

Output	HSE NHSF Certificate to be signed by the instructor to confirm that the participant successfully completed the Training. The Successful Tenderer will then forward the Certificates to the contracting authority for distribution.
---------------	--

PROGRAMME TITLE 3	PEOPLE HANDLING PRACTICAL TRAINING PROGRAMME
Delivery Method	Classroom
Training Programme Documentation	Instructor required to use the following HSE developed standardised documentation on the Training Day: • HSE NHSF Locally Coordinated Training Request Form • HSE NHSF Attendance Sheet • HSE NHSF MH Training Practical Technique Record • HSE NHSF People Handling Practical Training Programme Certificate • HSE NHSF Training/Session Evaluation Form
Programme Objectives	To reinforce the knowledge gained from the completion of the eLearning Manual Handling and People Handling Theory Module and to provide participants with the knowledge and skills to enable them carry out Manual Handling and People Handling tasks relevant to their work activities in a manner which reduces or eliminates the risk of injury. Having attended the Training Programme, participants will be able to: • Explain the term Manual Handling and People Handling • Describe the responsibilities of the employer and employee in relation to Manual Handling and People Handling • Recognise the structure and function of the spine, how it can be injured and how to keep it healthy • Carry out a risk assessment using TILEO approach • List the Principles of Safer Manual Handling • Demonstrate the practical application of the eLearning Manual Handling and People Handling Theory Programme • Demonstrate the practical application of the 11 Principles of Safer Manual Handling and the Manual Handling and People Handling risk assessment process specific to the work activities, work environment and work equipment of employees (as identified in the NHSF Locally Coordinated Training Request Form) • Demonstrate the Manual Handling and People Handling practical techniques as per NHSF PH Training Practical Technique Record • Understand the need to further develop these skills in the workplace
Minimum Standard Contents	The content of the Training Programme must include the following: • A brief overview of the eLearning Manual Handling and People Handling theory module (approx. 15mins) covering the following: ○ An overview of the 11 Principles of Safer Manual Handling and HSE Manual Handling and People Handling risk assessment process (i.e., T.I.L.E) ○ Any queries participants may have related to the theory module

	Practical Programme: • Instructor will explain and provide a demonstration of the specific Manual Handling and People Handling practical techniques as per the 'Technique Booklet for supporting Manual Handling and People Handling Training in the HSE' and the NHSF PH Training Practical Technique Record, taking account of the NHSF LCTRF • Instructor will allow the participant to practice and demonstrate all relevant Manual Handling and People Handling practical techniques and provide feedback as appropriate • Throughout the Programme the Instructor will emphasise to participants the need to practice and develop in the workplace the Manual Handling and People Handling techniques explained, demonstrated and practiced during • Training • Manual Handling and People Handling aids (as listed on the HSE NHSF PMH Training Practical Technique Record) and the importance of the safe use of same Where possible the instructor will use on-site equipment to demonstrate the Principles of Safer Manual Handling as identified in the HSE NHSF LCTRF
Target Participants	• All employees involved in both the Manual Handling of inanimate loads and the moving and handling of people • Employees who have completed the eLearning Manual Handling and People Handling Theory Module on HSeLanD within the previous six (6) weeks of attending this practical Programme • Participants will be identified by the line manager through the local Training needs assessment
Maximum Participants	Programmes should be scheduled with a maximum of 10 participants *Important: Please note that the maximum participant number will depend on many factors including the local Training requirements, the baseline knowledge of the nominated participants, the complexity of the handling procedures being taught, the availability of suitable and sufficient equipment, the size and layout of the Training venue and the need for the instructor to adequately supervise participants.
Minimum Participants	Programmes should be scheduled with a minimum of 7 participants

Indicative Programme Duration	4 hours (approximately) *Important: Please note that the duration of the Training Programme will depend on many factors including: - the level of risk in the work environment and the complexity of handling procedures being taught. Enough time must be allowed to ensure that all the aims of the Training Programme are covered adequately and to ensure the learning objectives are achieved, particularly in relation to practical skills demonstration - any additional Manual Handling and People Handling techniques, specific to the work activities, work environment and work equipment of the participants as identified in the HSE NHSF Locally Coordinated Training Request Form - participant numbers
Equipment	Equipment required at Training will be determined by the HSE NHSF Locally Coordinated Training Request Form. At a minimum the below equipment must be available; - Load for lifting to and from floor, to and from table and to and from height (not above shoulder) e.g., box - Load for pushing and pulling e.g., trolley - Load for team handling e.g., table, box - Chair x 2 - Sit to stand hoist - Handling belt - Walking frame - Transfer/ glide sheet and pillow - Transfer board - Profile bed - Hoist and Slings - Bed lever - Sliding sheets - Extension handles - Additional bed for lateral transfer

Reference to Legislation & Guidelines	The Training Programme must be compliant with the Safety, Health and Welfare at Work Act 2005 and associated General Application Regulations 2007 including the Manual Handling of Loads Regulations 2007 and subsequent amending legislation. Guidance: • Health and Safety Authority (HSA) 'Guidance on the Manual Handling Training System – 2010 Revision' www.hsa.ie • HSA Guidance on the Management of Manual Handling in Healthcare 2011 www.hsa.ie • HSA Guidance on the Management of Manual Handling in the Workplace 2005 www.hse.ie • HSE, Policy on Statutory Occupational Safety & Health Training – https://www.hse.ie/eng/ • HSE Manual Handling and People Handling Policy https://www.hse.ie/eng/
Specific Assessment	The instructor will assess the participant's knowledge throughout the Training Programme by observing and ensuring each employee fully participates and practices correctly all the practical techniques that have been explained and demonstrated by the instructor
Output	HSE NHSF Certificate to be signed by the instructor to confirm that the participant successfully completed the Training. The Successful Tenderer will then forward the Certificates to the contracting authority for distribution

PROGRAMME TITLE 4	PEOPLE HANDLING THEORY AND PRACTICAL TRAINING PROGRAMME
Delivery Method	Classroom
Training Programme Documentation	Instructor required to use the following HSE developed standardised documentation on the Training Day: • HSE NHSF Locally Coordinated Training Request Form • HSE NHSF Attendance Sheet • HSE NHSF PH Theory Training Assessment Record • HSE NHSF PH Training Practical Technique Record • HSE NHSF People Handling Practical Training Programme Certificate • HSE NHSF Training/Session Evaluation Form
Programme Objectives	To provide participants with the knowledge and skills to enable them carry out Manual Handling and People Handling tasks relevant to their work activities in a manner which reduces or eliminates the risk of injury. Having attended the Training Programme, participants will be able to: • Explain the term Manual Handling and People Handling • Describe the responsibilities of the employer and employee in relation to Manual Handling and People Handling • Recognise the structure and function of the spine, how it can be injured

	and how to keep it healthy • Carry out a risk assessment using TILEO approach • List the Principles of Safer Manual Handling • Demonstrate the practical application of the eLearning Manual Handling and People Handling Theory Programme • Demonstrate the practical application of the 11 Principles of Safer Manual Handling and the Manual Handling and People Handling risk assessment process specific to the work activities, work environment and work equipment of employees (as identified in the NHSF Locally Coordinated Training Request Form) • Demonstrate the Manual Handling and People Handling practical techniques as per NHSF PH Training Practical Technique Record • Understand the need to further develop these skills in the workplace
Minimum Standard Content	The content of the Training Programme must include the following: Theory Programme: • Involves the Instructor delivering the offline version of the eLearning HSE Manual Handling and People Handling Theory Module. The instructor is required to navigate through the theory module on behalf of the class, as a participant would if completing the Programme online as an individual. Interactive elements can be completed as a group activity. Before revealing the appropriate answer, the instructor should allow each group to discuss each question and arrive at a consensus. At the end of each topic, the instructor should ask the participants if they have any questions before proceeding. Practical Programme: • Instructor will explain and provide a demonstration of the specific Manual Handling and People Handling practical techniques as per the 'Technique Booklet for supporting Manual Handling and People Handling Training in the HSE' and the NHSF PH Training Practical Technique Record, taking account of the NHSF LCTRF • Instructor will allow the participant to practice and demonstrate all relevant Manual Handling and People Handling practical techniques and provide feedback as appropriate • Throughout the Programme the Instructor will emphasise to participants the need to practice and develop in the workplace the Manual Handling and People Handling techniques explained, demonstrated and practiced during Training • Manual Handling and People Handling aids (as listed on the HSE NHSF PMH Training Practical Technique Record) and the importance of the safe use of same Where possible the instructor will use on-site equipment to demonstrate the Principles of Safer Manual Handling as identified in the HSE NHSF LCTRF

Target Participants	• All employees involved in both the Manual Handling of inanimate loads and the moving and handling of people • Participants will be identified by the line manager through the local Training needs assessment
Maximum Participants	Programmes should be scheduled with a maximum of 10 participants *Important: Please note that the maximum participant number will depend on many factors including the local Training requirements, the baseline knowledge of the nominated participants, the complexity of the handling procedures being taught, the availability of suitable and sufficient equipment, the size and layout of the Training venue and the need for the instructor to adequately supervise participants.
Minimum Participants	Programmes should be scheduled with a minimum of 7 participants
Indicative Programme Duration	1 Day *Important: Please note that the duration of the Training Programme will depend on many factors including: • the level of risk in the work environment and the complexity of handling procedures being taught. Enough time must be allowed to ensure that all the aims of the Training Programme are covered adequately and to ensure the learning objectives are achieved, particularly in relation to practical skills demonstration • any additional Manual Handling and People Handling techniques, specific to the work activities, work environment and work equipment of the participants as identified in the HSE NHSF Locally Coordinated Training Request Form • participant numbers
Equipment	Equipment required at Training will be determined by the HSE NHSF Locally Coordinated Training Request Form. At a minimum the below equipment must be available; • Load for lifting to and from floor, to and from table and to and from height (not above shoulder) e.g., box • Load for pushing and pulling e.g., trolley • Load for team handling e.g., table, box • Chair x 2 • Sit to stand hoist • Handling belt • Walking frame • Transfer/ glide sheet and pillow • Transfer board • Profile bed • Hoist and Slings • Bed lever • Sliding sheets • Extension handles

	Additional bed for lateral transfer
Reference to Legislation & Guidelines	The Training Programme must be compliant with the Safety, Health and Welfare at Work Act 2005 and associated General Application Regulations 2007 including the Manual Handling of Loads Regulations 2007 and subsequent amending legislation. Guidance: • Health and Safety Authority (HSA) 'Guidance on the Manual Handling Training System – 2010 Revision' www.hsa.ie • HSA Guidance on the Management of Manual Handling in Healthcare 2011 www.hsa.ie • HSA Guidance on the Management of Manual Handling in the Workplace 2005 www.hse.ie • HSE, Policy on Statutory Occupational Safety & Health Training – https://www.hse.ie/eng/ • HSE Manual Handling and People Handling Policy https://www.hse.ie/eng/
Specific Assessment	Theory Programme Assessment: The final theory assessment must be completed by participants individually, before moving to the practical Programme. Two banks of questions are available. Bank 2 is only used if any participants do not reach the required pass mark on the first attempt (Bank 1). The following process is suggested for the assessment component: • Each participant is provided with an assessment sheet (Bank 1) and asked to complete same under exam conditions. • The instructor then corrects each completed assessment sheet (using Marking Sheet) and instructs participants to review their course hand out while doing this. Each participant must answer at least eight (out of the ten) questions correctly (100% pass rate) in order to progress to the practical. • Participants may repeat the assessment if a score of 100% is not achieved. Use the second bank of questions for the repeat assessment. The participant may repeat the assessment while other participants are on their break. A copy of the completed assessments must be retained by the instructor. Practical Assessment: The instructor will assess the participant's knowledge throughout the Training Programme by observing and ensuring each employee fully participates and practices correctly all the practical techniques that have been explained and demonstrated by the instructor.
Output	HSE NHSF Certificate to be signed by the instructor to confirm that the participant successfully completed the Training. The Successful Tenderer will then forward the Certificates to the contracting authority for distribution.

PROGRAMME TITLE 5	QQI SPECIAL PURPOSE CERTIFICATE IN MANUAL HANDLING INSTRUCTION LEVEL 6 – QQI REFERENCE 6S0242
Delivery Method	Virtual and classroom *Important: The virtual delivery component of the Training Programme must: • use a platform acceptable to the HSE • be compliant with GDPR • enable participant log in details to be provided within 5 days prior to delivery • meet minimum content requirements as set out in this Training specification • be interactive and allow participants sufficient opportunity to ask questions
Training Programme Documentation	Instructor required to use the necessary Training documentation/ materials to support the learning aims and objectives of this Training Programme e.g. Training booklets/handouts, problem solving exercises, sample case studies. Instructor required to use the following HSE developed standardised documentation on the Training Day: • Technique booklet for supporting Manual Handling and People Handling training in the HSE • HSE NHSF Locally Coordinated Training Request Form • HSE NHSF Attendance Sheet • HSE NHSF MH/PH Theory Training Assessment Record • HSE NHSF MH Training Practical Technique Record • HSE NHSF Certificates • HSE NHSF Training/Session Evaluation Forms
Training pre-requisite	Participants will be identified by the Contracting Authority, through a Training needs assessment process which will take into consideration that: • Participants have capacity within their role to attend Instructor Training and also the subsequent refresher Training Programmes at three yearly intervals • Participants have capacity within their role to commit to delivering a minimum of ten Training Programmes per annum • Participants are in a position to maintain their continuous professional development in the area of Manual Handling • Participants have excellent presentation and communication skills and the ability to train in an active and dynamic manner • The Training Programmes are physically demanding to deliver and applicants must be appropriately fit to undertake the role and be able to participate in and demonstrate all practical techniques associated with the relevant Manual Handling Training Programme
Programme Objectives - QQI	To equip participants with the knowledge, skill and competence to effectively design and deliver Manual Handling Training Programmes in the workplace. Having attended the Training Programme, participants will be able to:

- Explain the main components of relevant health and safety legislation and guidance documents to include the current Manual Handling of loads regulations, principles of prevention as outlined in the current Safety, Health and Welfare at Work Act and relevant guidance from government and professional bodies.
- Evaluate the health and organisational benefits of an integrated approach to the management of Manual Handling to include development of a Manual Handling policy, staff consultation, risk assessment, implementation of appropriate controls and relevant Training.
- Define the main components of the spinal column to include discs, ligaments, bones joints, nerves and muscles.
- Explain the main risk factors for back injuries related to Manual Handling to include how these injuries commonly occur.
- Describe current concepts of back care to include good back posture at home and work, awareness of the importance of being fit and flexible, working within their capabilities and taking personal responsibility for good back care.
- Describe the concepts of ergonomics to include a description of key ergonomic principles for workplace design and unfavourable ergonomic condition as detailed in the schedule to the current Manual Handling of loads regulation.
- Explain the Manual Handling risk assessment process through the use of Manual Handling case studies or scenarios.
- Describe a range of controls to avoid and reduce the risk of injuries to include a critical analysis of a range of Manual Handling equipment.
- Apply the main principles of Manual Handling to a range of Manual Handling tasks with particular emphasis on the need to carry out a personal or dynamic risk assessment to determine if the load can be handled safely.
- Carry out a range of appropriate Manual Handling techniques to include lifting, carrying, pushing, pulling, supporting or putting down of a load by one or more persons.
- Analyse the participant's performance of Manual Handling techniques.
- Develop Manual Handling Training Programmes to include lesson plans with clear objectives, appropriate material and aids to support learning and strategies to motivate changes in Manual Handling practice.
- Identify the necessary organisational resources needed to plan and support the delivery of effective Manual Handling Training Programmes.
- Deliver effective Manual Handling Training Programmes, using a range of tools and techniques including managing group dynamics.
- Demonstrate understanding of adult learning principles and the need for effective communication skills.
- Give effective instruction in practical Manual Handling techniques.



Programme Objectives - Customised HSE requirements	Having attended the Training Programme, participants will be able to: • Understand and apply the HSE's standardised approach to the design and delivery of Manual Handling Training Programmes including: ○ the eLearning Manual Handling and People Handling theory module ○ standardised Manual Handling practical techniques ○ standardised Training documentation e.g., attendance sheets, locally coordinated Training request form, HSE NHSF MH Training Practical Technique Record, HSE NHSF Certificates
Minimum Standard Content – QQI	The Programme must include sufficient content in relation to the below topics to ensure the overall aim and objectives of the Programme are adequately met: • Legislative Requirements and Health Benefit • Anatomy and Back Care • Ergonomic Principles and Risk Assessment • Manual Handling Principles and Techniques • Planning and Design of Manual Handling Training Programmes Delivery of Manual Handling Training
Minimum Standard Content – Customised HSE requirement	The Programme must include sufficient content in relation to the below topics to ensure the overall aim and objectives of the Programme are adequately met: • HSE's standardised approach to the design and delivery of Manual Handling Training Programmes. Internal HSE Instructor Indemnification to Inform participants that completion of this course will not indemnify them to deliver this programme outside the HSE
Target Participants	Participants deemed suitable by the Contracting Authority, through a Training needs assessment, to coordinate, design and deliver Manual Handling Training Programmes
Maximum Participants	Programmes should be scheduled with a maximum of 10 participants
Minimum Participants	Programmes should be scheduled with a minimum of 7 participants
Indicative Programme Duration	5 days
Equipment	Equipment required will be determined by the HSE NHSF LCTRF. At a minimum the below equipment must be available; • Load for lifting to and from floor, to and from table and to and from height (not above shoulder) e.g., box • Load for pushing and pulling e.g., hand trolley Load for team handling e.g., table
Reference to Legislation & Guidelines	The Training Programme must be compliant with the Safety, Health and Welfare at Work Act 2005 and associated General Application Regulations 2007 including the Manual Handling of Loads Regulations 2007 and subsequent amending legislation.

	Guidance: • Health and Safety Authority (HSA) 'Guidance on the Manual Handling Training System – 2010 Revision' www.hsa.ie • HSA Guidance on the Management of Manual Handling in Healthcare 2011 www.hsa.ie • HSA Guidance on the Management of Manual Handling in the Workplace 2005 www.hse.ie • HSE, Policy on Statutory Occupational Safety & Health Training – https://www.hse.ie/eng/ • HSE Manual Handling and People Handling Policy https://www.hse.ie/eng/ Quality and Qualifications Ireland www.qqi.ie
Specific Examination	An assignment, skills demonstration and theory examination as per the QQI 'Component Specification NFQ Level 6 Instructing Manual Handling'
Output	QQI Special Purpose Certificate in Manual Handling Instruction Level 6 *Important: The Successful Tenderer must provide confirmation of attendees who have successfully passed the programme and are awaiting the QQI certificate to the Contracting Authority. The Successful Tenderer must provide the original QQI Certificate to each participant who has successfully qualified and a copy must be sent the Contracting Authority

PROGRAMME TITLE 6	REFRESHER TRAINING FOR QQI LEVEL 6 MANUAL HANDLING INSTRUCTORS
Delivery Method	Classroom
Training Programme Documentation	Instructor required to use the necessary Training documentation/ materials to support the learning aims and objectives of this Training Programme e.g. Training booklets/handouts, problem solving exercises, sample case studies. Instructor required to use the following HSE developed standardised documentation on the Training Day: • Technique booklet for supporting Manual Handling and People Handling training in the HSE • HSE NHSF Locally Coordinated Training Request Form • HSE NHSF Attendance Sheet • HSE NHSF MH/PH Theory Training Assessment Record • HSE NHSF MH Training Practical Technique Record • HSE NHSF Certificates • HSE NHSF Training/Session Evaluation Forms
Training pre-requisite	Participants will be identified by the Contracting Authority, through a Training needs assessment process which will take into consideration that: • Participants have achieved QQI Special Purpose Certificate in Manual Handling Instruction Level 6 • Participants have capacity within their role to commit to delivering a minimum of ten Training Programmes per annum • Participants must be in a position to maintain their continuous professional development in the area of Manual Handling
Programme Objectives	Having attended the Training Programme, participants will be able to: • Explain the main components of relevant health and safety legislation and guidance documents to include the current Manual Handling of loads regulations, principles of prevention as outlined in the current Safety, Health and Welfare at Work Act and relevant guidance from government and professional bodies. • Evaluate the health and organisational benefits of an integrated approach to the management of Manual Handling to include development of a Manual Handling policy, staff consultation, risk assessment, implementation of appropriate controls and relevant Training. • Define the main components of the spinal column to include discs, ligaments, bones joints, nerves and muscles. • Explain the main risk factors for back injuries related to Manual Handling to include how these injuries commonly occur. • Describe current concepts of back care to include good back posture at home and work, awareness of the importance of being fit and flexible, working within their capabilities and taking personal responsibility for good back care.

	• Describe the concepts of ergonomics to include a description of key ergonomic principles for workplace design and unfavourable ergonomic condition as detailed in the schedule to the current Manual Handling of loads regulation. • Explain the Manual Handling risk assessment process through the use of Manual Handling case studies or scenarios. • Describe a range of controls to avoid and reduce the risk of injuries to include a critical analysis of a range of Manual Handling equipment. • Apply the main principles of Manual Handling to a range of Manual Handling tasks with particular emphasis on the need to carry out a personal or dynamic risk assessment to determine if the load can be handled safely. • Carry out a range of appropriate Manual Handling techniques to include lifting, carrying, pushing, pulling, supporting or putting down of a load by one or more persons. • Analyse the participant's performance of Manual Handling techniques. • Develop Manual Handling Training Programmes to include lesson plans with clear objectives, appropriate material and aids to support learning and strategies to motivate changes in manual handling practice. • Identify the necessary organisational resources needed to plan and support the delivery of effective Manual Handling Training Programmes. • Deliver effective Manual Handling Training Programmes, using a range of tools and techniques including managing group dynamics. • Demonstrate understanding of adult learning principles and the need for effective communication skills. • Give effective instruction in practical Manual Handling techniques.
Minimum Standard Content	The Programme must include sufficient content in relation to the below topics to ensure the overall aim and objectives of the Programme are adequately met: • Legislative Requirements and Health Benefit • Anatomy and Back Care • Ergonomic Principles and Risk Assessment • Manual Handling Principles and Techniques • Planning and Design of Manual Handling Training Programmes • Delivery of Manual Handling Training • HSE's standardised approach to the design and delivery of Manual Handling Training Programmes. • Internal HSE Instructor Indemnification
Target participants	Existing QQI Level 6 Manual Handling Instructors on the HSE Instructor Register who require refresher training
Maximum Participants	Programmes should be scheduled with a maximum of 10 participants

Minimum Participants	Programmes should be scheduled with a minimum of 7 participants
Indicative Programme Duration	1 day
Equipment	Equipment required will be determined by the HSE NHSF LCTRF. At a minimum the below equipment must be available; • Load for lifting to and from floor, to and from table and to and from height (not above shoulder) e.g., box • Load for pushing and pulling e.g., hand trolley • Load for team handling e.g., table
Reference to Legislation & Guidelines	The Training Programme must be compliant with the Safety, Health and Welfare at Work Act 2005 and associated General Application Regulations 2007 including the Manual Handling of Loads Regulations 2007 and subsequent amending legislation. Guidance: • Health and Safety Authority (HSA) 'Guidance on the Manual Handling Training System – 2010 Revision' www.hsa.ie • HSA Guidance on the Management of Manual Handling in Healthcare 2011 www.hsa.ie • HSA Guidance on the Management of Manual Handling in the Workplace 2005 www.hse.ie • HSE, Policy on Statutory Occupational Safety & Health Training – https://www.hse.ie/eng/ • HSE Manual Handling and People Handling Policy https://www.hse.ie/eng/
Specific Examination	A theory examination and skills demonstration The instructor will also assess the participant's knowledge throughout the Training Programme by observing and ensuring each employee fully participates and practices correctly all the practical techniques that have been explained and demonstrated by the instructor
Output	The Successful Tender must provide a Refresher Certificate for each participant who successfully completed the Training Programme to the contracting authority for distribution

PROGRAMME TITLE 7	QQI SPECIAL PURPOSE CERTIFICATE IN PEOPLE HANDLING INSTRUCTION LEVEL 6 – QQI REFERENCE 6S0243 *IMPORTANT: INCORPORATES QQI SPECIAL PURPOSE CERTIFICATE IN MANUAL HANDLING INSTRUCTION LEVEL 6
Delivery Method	Virtual and classroom *Important: The virtual delivery component of the Training Programme must: • use a platform acceptable to the HSE • be compliant with GDPR • enable participant log in details to be provided within 5 days prior to delivery • meet minimum content requirements as set out in this Training specification • be interactive and allow participants sufficient opportunity to ask questions
Training Programme Documentation	Instructor required to use the necessary Training documentation/ materials to support the learning aims and objectives of this Training Programme e.g. Training booklets/handouts, problem solving exercises, sample case studies. Instructor required to use the following HSE developed standardised documentation on the Training days: • Technique booklet for supporting Manual Handling and People Handling training in the HSE • HSE NHSF Locally Coordinated Training Request Form • HSE NHSF Attendance Sheet • HSE NHSF MH/PH Theory Training Assessment Record • HSE NHSF MH Training Practical Technique Record • HSE NHSF Certificates • HSE NHSF Training/Session Evaluation Forms
Training pre-requisite	Participants will be identified by the Contracting Authority, through a Training needs assessment process which will take into consideration that: • Participants have relevant people handling experience • Participants have capacity within their role to attend Instructor Training and the subsequent refresher Training Programmes at three yearly intervals • Participants have capacity within their role to commit to delivering a minimum of ten Training Programmes per annum in order to support the instructor's continuous professional development and to ensure value for money • Participants must be in a position to maintain their continuous professional development (CPD) in the area of Manual Handling and People Handling • Participants must have excellent presentation and communication skills and the ability to train in an active and dynamic manner • The Training Programmes are physically demanding to deliver, and applicants must be appropriately fit to undertake the role and be able to

	participate in and demonstrate all practical techniques associated with the relevant Manual Handling and People Handling Training Programme
Programme Objectives - QQI	To equip participants with the knowledge, skill and competence to effectively design and deliver Manual Handling and People Handling instruction for the workplace. Having attended the Training Programme, participants will be able to: • Explain the main components of relevant health and safety legislation and guidance documents to include the current Manual Handling and People Handling regulations, principles of prevention as outlined in the current Safety, Health and Welfare at Work Act and relevant guidance from government and professional bodies. • Evaluate the health and organisational benefits of an integrated approach to the management of Manual Handling and People Handling to include development of a Manual Handling and People Handling policy, staff consultation, risk assessment, implementation of appropriate controls and relevant Training. • Define the main components of the spinal column to include discs, ligaments, bones joints, nerves and muscles. • Explain the main risk factors for back injuries related to Manual Handling and People Handling to include how these injuries commonly occur. • Describe current concepts of back care to include good back posture at home and work, awareness of the importance of being fit and flexible, working within their capabilities and taking personal responsibility for good back care. • Describe the concepts of ergonomics to include a description of key ergonomic principles for workplace design and unfavourable ergonomic condition as detailed in the schedule to the current Manual Handling of loads and people regulation. • Explain the Manual Handling and People Handling risk assessment process through the use of Manual Handling and People Handling case studies or scenarios. • Describe a range of controls to avoid and reduce the risk of injuries to include a critical analysis of a range of Manual Handling and People Handling equipment. • Apply the main principles of Manual Handling and People Handling to a range of tasks with particular emphasis on the need to carry out a personal or dynamic risk assessment to determine if the Manual Handling or People Handling task can be carried out safely • Carry out a range of appropriate Manual Handling and People Handling techniques • Analyse the participant's performance of Manual Handling and People Handling techniques. • Develop Manual Handling and People Handling Training Programmes to include lesson plans with clear objectives, appropriate material and aids to support learning and strategies to motivate changes in Manual

	Handling and People Handling practice. • Identify the necessary organisational resources needed to plan and support the delivery of effective Manual Handling and People Handling Training Programmes. • Deliver effective Manual Handling and People Handling Training Programmes, using a range of tools and techniques including managing group dynamics. • Demonstrate understanding of adult learning principles and the need for effective communication skills. • Give effective instruction in practical Manual Handling and People Handling techniques. • Explain the people handling risk assessment process through the use of people handling scenarios • Identify protocols and procedures which may impact on the people handling risk assessment process, to include an understanding of the concept of balanced decision making, infection control, challenging behaviour, critical medical emergencies, complex clinical issues, human rights and the fluctuating mobility level of the person • Describe a range of controls to avoid and reduce the risk of injury to include a critical analysis of a range of Manual Handling and People Handling equipment • Apply the main principles of Manual Handling and People Handling to a range of tasks with particular emphasis on the need to carry out a personal and dynamic risk assessment to determine if the People Handling task can be carried out safely • Carry out a range of appropriate People Handling techniques to include transferring, supporting, gliding, sliding, rolling, sitting, standing and mobilisation for people who need assistance • Analyse the learner's performance of Manual Handling and People Handling techniques • Deliver instruction in practical Manual Handling and People Handling techniques to a group of learners
Programme Objectives - Customised HSE requirements	Having attended the Training Programme, participants will be able to: • Understand and apply the HSE's standardised approach to the design and delivery of People Handling Training Programmes including: ○ the eLearning Manual Handling and People Handling theory module ○ standardised Manual Handling and People Handling practical techniques ○ standardised Training documentation e.g., attendance sheets, locally coordinated Training request form, HSE NHSF MH and PH Training Practical Technique Record, Certificates.

Minimum Standard Content– QQI	The Programme must include sufficient content in relation to the below topics to ensure the overall aim and objectives of the Programme are adequately met: • Legislative Requirements and Health Benefit • Anatomy and Back Care • Ergonomic Principles and Risk Assessment • People Handling Risk Assessment Manual Handling and People Handling Principles and Techniques • Planning and Design of Manual Handling and People Handling Training Programmes • Delivery of Manual Handling and People Handling Training
Minimum Standard Content – Customised HSE requirement	The Programme must include sufficient content in relation to the below topics to ensure the overall aim and objectives of the Programme are adequately met: • HSE’s standardised approach to the design and delivery of Manual Handling Training Programmes. • Internal HSE Instructor Indemnification to Inform participants that completion of this course will not indemnify them to deliver this programme outside the HSE
Target Participants	• Participants deemed suitable by the Contracting Authority, through a Training needs assessment, to coordinate and deliver Manual Handling and People Handling Training Programmes • Participants must have relevant People Handling experience
Maximum Participants	Programmes should be scheduled with a maximum of 10 participants
Minimum Participants	Programmes should be scheduled with a minimum of 7 participants
Indicative Programme Duration	Classroom / Blended: 8 days minimum Usually 8-day Programme however Tenderer can submit details if Programme is of longer duration

Equipment	Equipment required at Training will be determined by the Locally Coordinated Training Request Form. At a minimum the below equipment must be available; • Load for lifting to and from floor, to and from table and to and from height (not above shoulder) e.g., box • Load for pushing and pulling e.g., trolley • Load for team handling e.g., table, box • Chair x 2 • Sit to stand hoist • Handling belt • Walking frame • Transfer/ glide sheet and pillow • Transfer board • Profile bed • Hoist and Slings • Bed lever • Sliding sheets • Extension handles • Additional bed for lateral transfer
Reference to Legislation & Guidelines	The Training Programme must be compliant with the Safety, Health and Welfare at Work Act 2005 and associated General Application Regulations 2007 including the Manual Handling of Loads Regulations 2007 and subsequent amending legislation. Guidance: • Health and Safety Authority (HSA) 'Guidance on the Manual Handling Training System – 2010 Revision' www.hsa.ie • HSA Guidance on the Management of Manual Handling in Healthcare 2011 www.hsa.ie • HSA Guidance on the Management of Manual Handling in the Workplace 2005 www.hse.ie • HSE, Policy on Statutory Occupational Safety & Health Training – https://www.hse.ie/eng/ • HSE Manual Handling and People Handling Policy https://www.hse.ie/eng/ Quality and Qualifications Ireland www.qqi.ie
Specific Examination	An assignment, skills demonstration and theory examination as per the QQI 'Component Specification NFQ Level 6 Instructing Manual Handling' An assignment, skills demonstration and theory examination as per the QQI 'Component Specification NFQ Level 6 Instructing People Handling'

Output	QQI Special Purpose Certificate in Manual Handling Instruction Level 6 QQI Special Purpose Certificate in People Handling Instruction Level 6 *Important: The Successful Tenderer must provide confirmation of attendees who have successfully passed the programme and are awaiting the QQI certificate to the Contracting Authority. The Successful Tenderer must provide the original QQI Certificate to each participant who has successfully qualified and a copy must be sent the Contracting Authority.
---------------	--

PROGRAMME TITLE 8	REFRESHER TRAINING FOR QQI LEVEL 6 PEOPLE HANDLING INSTRUCTORS
Delivery Method	Classroom
Training Programme Documentation	Instructor required to use the necessary Training documentation/ materials to support the learning aims and objectives of this Training Programme e.g. Training booklets/handouts, problem solving exercises, sample case studies. Instructor required to use the following HSE developed standardised documentation on the Training Day: • Technique booklet for supporting Manual Handling and People Handling training in the HSE • HSE NHSF Locally Coordinated Training Request Form • HSE NHSF Attendance Sheet • HSE NHSF MH/PH Theory Training Assessment Record • HSE NHSF MH Training Practical Technique Record • HSE NHSF Certificates • HSE NHSF Training/Session Evaluation Forms
Training pre-requisite	Participants will be identified by the Contracting Authority, through a Training needs assessment process which will take into consideration that: • Employees who have achieved QQI Special Purpose Certificate in People Handling Instruction Level 6 • Participants have capacity within their role to commit to delivering a minimum of ten Training Programmes per annum • Participants must be in a position to maintain their continuous professional development (CPD) in the area of Manual Handling and People Handling
Programme Objectives	To refresh the knowledge, skill and competence of Manual Handling and People Handling Instructors to ensure they can effectively design and deliver Manual Handling and People Handling Training Programmes in the workplace.

	Having attended the Training Programme, participants will be able to: • Describe any updates to the relevant Manual Handling and People Handling legislation, regulations, guidance and HSE specific policies, procedures and guidelines • Understand and apply the HSE's standardised approach to the design and delivery of Manual Handling and People Handling Training Programmes • Demonstrate an understanding of adult learning principles and the need for effective communication skills to motivate changes in Manual Handling and People Handling practice • Explain the Manual Handling and People Handling risk assessment process
	• Apply the main principles of Manual Handling and People Handling to a range of tasks • Explain and demonstrate correctly a range of Manual Handling and People Handling techniques as per NHSF PMH Training Practical Technique Record • Give effective instruction in practical Manual Handling and People Handling techniques • Deliver effective Manual Handling and People Handling Training Programmes • Analyse a learner's performance of Manual Handling and People Handling techniques
Minimum Standard Contents	The Programme must include sufficient content in relation to the below topics to ensure the overall aim and objectives of the Programme are adequately met: • Legislative Requirements and Health Benefit • Anatomy and Back Care • Ergonomic Principles and Risk Assessment • Manual Handling and People Handling Principles and Techniques • Planning and Design of Manual Handling and People Handling Training Programmes • Delivery of Manual Handling and People Handling Training • HSE's standardised approach to the design and delivery of Manual Handling and People Handling Training Programmes • Internal HSE Instructor Indemnification
Target Participants	Existing QQI Level 6 People Handling Instructors on the HSE Instructor Register who require refresher training
Maximum Participants	Programmes should be scheduled with a maximum of 10 participants
Minimum Participants	Programmes should be scheduled with a minimum of 7 participants
Indicative Programme Duration	Classroom: 2 days

Equipment	Equipment required to provide refresher training • Load for lifting to and from floor, to and from table and to and from height (not above shoulder) e.g., box • Load for pushing and pulling e.g., trolley • Load for team handling e.g., table, box • Chair x 2 • Sit to stand hoist • Handling belt • Walking frame • Transfer/ glide sheet and pillow • Transfer board • Profile bed • Hoist and Slings • Bed lever • Sliding sheets • Extension handles • Additional bed for lateral transfer
Reference to Legislation & Guidelines	The Training Programme must be compliant with the Safety, Health and Welfare at Work Act 2005 and associated General Application Regulations 2007 including the Manual Handling of Loads Regulations 2007 and subsequent amending legislation. Guidance: • Health and Safety Authority (HSA) 'Guidance on the Manual Handling Training System – 2010 Revision' www.hsa.ie • HSA Guidance on the Management of Manual Handling in Healthcare 2011 www.hsa.ie • HSA Guidance on the Management of Manual Handling in the Workplace 2005 www.hse.ie • HSE, Policy on Statutory Occupational Safety & Health Training – https://www.hse.ie/eng/ • HSE Manual Handling and People Handling Policy https://www.hse.ie/eng/ • Quality and Qualifications Ireland www.qqi.ie
Specific Examination	A theory examination and skills demonstration The instructor will also assess the participant's knowledge throughout the Training Programme by observing and ensuring each employee fully participates and practices correctly all the practical techniques that have been explained and demonstrated by the instructor
Output	The Successful tender must provide a Refresher Certificate for each participant who successfully completed the Training Programme to the contracting authority for distribution

5.4 TRAINING PROGRAMME MATERIAL

For Training Programmes 1–4 inclusive (i.e., non-QQI Training Programmes) the Successful Tenderer is not expected to produce or distribute Training content material to Programme participants. For these Training Programmes, the HSE has standardised MH/ PH Training material is used.

For Training Programmes 5-8 inclusive (i.e., MH and PH Instructor QQI Training Programmes and Instructor Refresher Training Programmes), the Successful Tenderer must make available any Training material, sample case studies, assessment material and reference material issued or referenced in these QQI Instructor Training Programmes and Instructor refresher Training Programmes.

The Successful Tenderer will be required to, inter alia;

- a) Ensure that the requirements of the LCTRF have been incorporated appropriately into the Training Programme content (programmes 1 to 4)
- b) Ensure the HSE Practical Techniques Record reflects the practical techniques explained, demonstrated, practiced and assessed at each Training Programme; (programmes 1 to 4)
- c) Maintain a repository of all Training materials delivered and distributed, including previous versions, to be held by the successful Tenderer(s) and made accessible to the NHSF when requested. (Programmes 5 to 8)

SECTION 6: TRAINING PERSONNEL

6.1 INSTRUCTORS – GENERAL REQUIREMENTS

The calibre and experience of Instructors is essential to the proper provision of the Services. Instructors are expected to be in a position to speak from experience and should also be passionate about their subject and the delivery of Training.

Instructors must have the relevant credibility, credentials and work experience to ensure the greatest impact of learning on the organisation, whether delivering a classroom or virtual Programme.

Tenderers should note that a minimum of ten [10] proposed Instructors are required for the purposes of this competition. The Contracting Authority recognises that additional Instructors may be required to deliver the Services. Where there is an increased demand for services under any Contract awarded the Successful Tenderer shall be required to have at its disposal and make available such additional resources as may be required to meet this demand.

6.2 LEAD INSTRUCTOR(S)

The Successful Tenderer must provide dedicated Lead Instructor(s) as part of the Contract who will be the Subject Matter Expert(s) for the Successful Tenderer. The Lead Instructor(s) will be required to deliver Programmes 5-8 as per Table 5.3 Training Programmes - Specific Requirements and to keep the Successful Tenderers Instructors up-to-date with current best practice and ensure CPD.

The Lead Instructor(s) will also be required to liaise with the NHSF on complex Training queries and is expected to attend strategic meetings with the HSE from time to time with no extra charge to provide updates on internal Training and CPD.

6.2.1 MINIMUM REQUIREMENTS FOR LEAD INSTRUCTOR(S)

The Lead Instructor(s) must possess the following minimum qualifications and experience:

- a) QQI Level 6 Special Purpose Certificate in Manual Handling/People Handling Instruction, or equivalent;
- b) Have a professional qualification as a Paramedic, Physiotherapist, Nurse, Occupational Health Practitioner, Ergonomist, Occupational Therapist, or equivalent;
- c) Successfully delivered at least twenty (20) Manual Handling/People Handling Training Programmes in a variety of healthcare setting / services / clinical environments e.g., hospital / nursing home over the last 5 years;
- d) Must be a member of the National Back Exchange (NBE);
- e) Experience in moving and handling of patients or service users (programmes 5 to 8) in a clinical or social care setting evidenced through their role (which may include Nurse, Physiotherapist, Porter, Paramedic, etc.);
- f) Knowledge and experience carrying out Manual Handling and People Handling risk assessments;
- g) Evidence that they remain up to date on developments in manual Handling and People Handling equipment;
- h) Evidence of Continuing Professional Development in the field e.g., conferences and seminars.
- i) Experience delivering training in a virtual learning environment (programmes 5 and 7)

No change shall be made to the identity of the dedicated Lead Instructor(s) without the prior written consent of the NHSF. The Lead Instructor(s) is deemed as Key Personnel. In the event that the NHSF, in its sole discretion, is dissatisfied with the performance of Lead Instructor(s), it may require that a replacement, with the same qualifications, experience and competencies as set out above, be appointed by the Successful Tenderer within a timeframe to be specified by the NHSF.

6.3 MINIMUM INSTRUCTOR REQUIREMENTS FOR EACH TRAINING PROGRAMME

The minimum experience and qualifications required for Instructors for each Training Programme are identified in the table below.

Table 6.3.1 Minimum Requirements for all Instructors for each Training Programme

TRAINING PROGRAMME	TRAINING INSTRUCTOR MINIMUM EXPERIENCE AND QUALIFICATIONS
Programme 1: Manual Handling Practical Training Programme	Each Instructor must possess the following <u>minimum qualifications and experience</u> • QQI Level 6 Special Purpose Certificate in Manual Handling Instruction, or equivalent • Have successfully delivered at least ten (10) Training Programmes in Manual Handling over the last year

Programme 2: Manual Handling Theory and Practical Training Programme	Each Instructor must possess the following <u>minimum qualifications and experience</u> • QQI Level 6 Special Purpose Certificate in Manual Handling Instruction, or equivalent • Have successfully delivered at least ten (10) Training Programmes in Manual Handling over the last year
Programme 3: People Handling Practical Training Programme	Each Instructor must possess the following <u>minimum qualifications and experience</u> • QQI Level 6 Special Purpose Certificate in People Handling Instruction, or equivalent • Have successfully delivered at least ten (10) Training Programmes in People Handling in a healthcare setting / clinical environment over the last year Experience in moving and handling of patients or service users in a clinical or social care setting evidenced through their role (which may include Nurse, Physiotherapist, Porter, Paramedic, etc.)
Programme 4: People Handling Theory and Practical Training Programme	Each Instructor must possess the following <u>minimum qualifications and experience</u> • QQI Level 6 Special Purpose Certificate in People Handling Instruction, or equivalent • Have successfully delivered at least ten (10) Training Programmes in People Handling in a healthcare setting / clinical environment over the last year • Experience in moving and handling of patients or service users in a clinical or social care setting evidenced through their role (which may include Nurse, Physiotherapist, Porter, Paramedic, etc.)

Programme 5: QQI Special Purpose Certificate in Manual Handling Instruction Level 6	Each Instructor must possess the following <u>minimum qualifications and experience:</u> • QQI Level 6 Special Purpose Certificate in Manual Handling Instruction, or equivalent • Have a professional qualification as a Paramedic, Physiotherapist, Nurse, Occupational Health Practitioner, Ergonomist, Occupational Therapist, or equivalent • Successfully delivered at least twenty (20) Manual Handling Training Programmes in a variety of healthcare setting / services / clinical environments e.g., hospital / nursing home over the last five (5) years • Must be a member of the National Back Exchange (NBE) • Knowledge and experience carrying out Manual Handling risk assessments • Evidence that they remain up to date on developments in Manual Handling equipment • Evidence of Continuing Professional Development in the field e.g., conferences and seminars
Programme 6: Refresher training for QQI Level 6 Manual Handling Instructors	Each Instructor must possess the following <u>minimum qualifications and experience:</u> • QQI Level 6 Special Purpose Certificate in Manual Handling Instruction, or equivalent • Have a professional qualification as a Paramedic, Physiotherapist, Nurse, Occupational Health Practitioner, Ergonomist, Occupational Therapist, or equivalent • Successfully delivered at least twenty (20) Manual Handling Training Programmes in a variety of healthcare settings / services / clinical environments e.g., hospital / nursing home over the last five (5) years • Must be a member of the National Back Exchange (NBE) • Knowledge and experience carrying out Manual Handling risk assessments • Evidence that they remain up to date on developments in Manual Handling equipment • Evidence of Continuing Professional Development in the field e.g., conferences and seminars

Programme 7: QQI Special Purpose Certificate in People Handling Instruction Level 6	Each Instructor must possess the following <u>minimum qualifications and experience:</u> • QQI Level 6 Special Purpose Certificate in People Handling Instruction, or equivalent • Have a professional qualification as a Paramedic, Physiotherapist, Nurse, Occupational Health Practitioner, Ergonomist, Occupational Therapist, or equivalent • Successfully delivered at least twenty (20) People Handling Training Programmes in a variety of healthcare settings / services / clinical environments e.g., hospital / nursing home over the last five (5) years • Must be a member of the National Back Exchange (NBE) • Experience in moving and handling of patients or service users in a clinical or social care setting evidenced through their role (which may include Nurse, Physiotherapist, Porter, Paramedic, etc.) • Knowledge and experience carrying out patient handling risk assessments • Evidence that they remain up to date on developments in patient handling equipment • Evidence of Continuing Professional Development in the field e.g., conferences and seminars
Programme 8: Refresher training for QQI Level 6 People Handling Instructors	Each Instructor must possess the following <u>minimum qualifications and experience:</u> • QQI Level 6 Special Purpose Certificate in People Handling Instruction, or equivalent • Have a professional qualification as a Paramedic, Physiotherapist, Nurse, Occupational Health Practitioner, Ergonomist, Occupational Therapist, or equivalent • Successfully delivered at least twenty (20) People Handling Training Programmes in a variety of healthcare settings / services / clinical environments e.g., hospital / nursing home over the last five (5) years • Must be a member of the National Back Exchange (NBE) • Experience in moving and handling of patients or service users in a clinical or social care setting evidenced through their role (which may include Nurse, Physiotherapist, Porter, Paramedic, etc.) • Knowledge and experience carrying out patient handling risk assessments • Evidence that they remain up to date on developments in patient handling equipment • Evidence of Continuing Professional Development in the field e.g., conferences and seminars



6.4 TERMS AND CONDITIONS FOR INSTRUCTORS

The Tenderer should note that all Instructors identified in their Tender proposal in response to Award Criterion 2 'Quality of Tenderers Approach in relation to Training Personnel' will be regarded as "Key Personnel" for the purposes of the Clause 2 of Contract.

Where the Successful Tenderer is proposing to assign a new Instructor to deliver Services over the lifetime of the Contract, the NHSF must be provided with written evidence of their relevant subject matter expertise, relevant experience and accredited academic qualifications to confirm they meet the minimum requirements set out in this RFT.

No change shall be made to the identity of the Key Personnel without the prior written approval of the NHSF – All proposed Instructors must be approved in writing by the NHSF prior to delivering services under this Contract.

New Instructors must be inducted and mentored by a Lead Instructor(s) for the first ten (10) Programmes or until they are competent delivering the Programmes prescribed by the HSE.

In the event that the NHSF, in its sole discretion, is dissatisfied with the performance of any nominated Instructor, it may require that a replacement, with appropriate experience and qualifications, be appointed by the Successful Tenderer within a timeframe to be specified by the NHSF.

The Successful Tenderers Instructors provided under this Contract must deliver agreed course content. The Successful Tenderer must ensure consistency in the delivery of the course, regardless of Instructor.

Instructors must not be current serving Civil/Public Servants.

SECTION 7: TRAINING VENUE AND LOCATION

7.1 TRAINING VENUE AND LOCATION

The Training venue and location will be determined by the Contracting Authority. Some Training Programmes may run concurrently in multiple locations nationwide, depending on demand requirement.

7.1.1 TRAINING VENUE PROVIDED BY CONTRACTING AUTHORITY

A Training venue may be provided by the Contracting Authority at any location nationwide and the Successful Tenderer must be available to accommodate this requirement. The Successful Tenderer must make available all equipment required to deliver the Training Programme and gain practical skills in using particular equipment as required.

7.1.2 TRAINING VENUE PROVIDED BY SUCCESSFUL TENDERER

Where a Training facility cannot be provided by the Contracting Authority, the Successful Tenderer must be in a position to provide the location and deliver the Training in the Successful Tenderers own venue(s) or suitable Training facility [e.g., hotel, conference centre] nationwide, as part of the Successful Tenderers on-going business activity. In such cases, the Successful Tenderer must provide or source the venue for Training

when requested. Tenderers must submit clear and comprehensive details of their proposed Training venues nationwide for those cases where the Contracting Authority cannot provide its own Training premises.

In addition to the above, any proposed Training venue must meet all criteria set out in the NHSF Venue Checklist (please see Appendix 1). Where the Successful Tenderer is providing the Training venue, the Successful Tenderer must make available suitable light refreshments for all participants.

The Training venue must provide a flexible layout which allows:

- a) The capacity to give each participant writing space;
- b) Equipped with modern communications equipment including a laptop, digital projector and screen;
- c) Speakers to allow participants to listen to the audio element of the eLearning Programme where relevant;
- d) Simple and effective environmental controls (for learner comfort);
- e) Effective and flexible window blinds that can be easily adjusted;
- f) Flipchart and pens, with spare chart and pens to hand;
- g) Drinking water and cups must be available at all times.

Important note: All venues proposed by the Successful Tenderer must have a comprehensive plan in place to demonstrate how they comply with all Government and HSE public health advice in place at the time of the Training Programme being delivered.

7.2 ACCESSIBILITY OF SUCCESSFUL TENDERERS TRAINING FACILITY

In the event that the Successful Tenderer is responsible for providing the Training venue, the Successful Tenderer must ensure that the Training facility is easily accessible by means of public transport. It is essential that all venues for the Training Programmes must meet the requirements set out in the NHSF venue checklist.

Within the Training room itself, the instructor must identify and respond to the accessibility requirements of the participants with regard to classroom layout and adjustments before commencing Training and throughout the day.

In identifying a suitable venue, Tenderers must have regard to the National Disability Authority's Venue Accessibility Checklist, available here:

<http://nda.ie/Good-practice/Guidelines/Procurement-and-Accessibility/Appendix-3-Venue-Checklist/>

The Contracting Authority may inspect venues proposed by the Successful Tenderer to ensure they meet all requirements. The Training facilities proposed by the Successful Tenderer must be acceptable to the Contracting Authority and any proposed new venues must also be approved in writing in advance by the Contracting Authority.

7.3 EQUIPMENT FOR DELIVERY OF TRAINING

Where the Training facility is provided by the Contracting Authority, the MH/PH equipment required for the theory and practical components of the Training Programmes will be provided, at no extra cost, by the Contracting Authority unless otherwise stated.

Where a Training facility cannot be provided by the Contracting Authority and Training is delivered in the Successful Tenderers own venue or a suitable Training facility (as per Section 7.1b above), the equipment will be provided by the Successful Tenderer unless otherwise stated.

Where the Contracting Authority requests any additional equipment in the completed LCTRF, the Successful Tenderer must be flexible and responsive to provide this equipment for the practical element of the Training. The Successful Tenderer will ensure the following when using equipment provided by the Contracting Authority:

- Equipment is used as per the Contracting Authority instructions and left in the condition in which it was found;
- Implementation of hygiene practices, which comply with all current Government and Health Service Executive (HSE) public health advice, prior to Training, during the use of equipment and post Training;
- Ensure that all the necessary equipment required to deliver the Training Programme is available and that Instructors have received adequate instruction in the use of same. There will be a requirement that the Successful Tenderer seeks confirmation that the booking Contracting Authority confirms that the equipment is available in the training room for the duration of the training using the HSE NHSF venue checklist
- A visual inspection of the equipment is carried out prior to use;
- Any faults or defects observed with the equipment are immediately reported to the Contracting Authority and the use of this equipment is immediately discontinued where appropriate.

Where the Successful Tenderer provides the MH/ PH Training equipment, the Successful Tenderer must ensure that in addition to the above measures, they ensure the following;

- a) Store, install, assemble, use and maintain all equipment as per the manufacturer's instructions;
- b) Ensure that an appropriate procedure is in place so that any faults or defects observed with the equipment are immediately reported to the nominated onsite Contracting Authority contact person or Training coordinator and the use of this equipment is immediately discontinued where appropriate;
- c) Ensure all equipment undergoes all necessary statutory and routine examinations and maintenance;
- d) Provide copies of statutory and routine examinations and maintenance of the equipment as requested by the Contracting Authority; and
- e) Arrange and fund the cost of transporting / storing their own equipment.

SECTION 8: CONTRACT MANAGEMENT AND QUALITY ASSURANCE

8.1 TRAINING PROGRAMME FEEDBACK

The method for evaluating the Training Programmes will be at the discretion of the NHSF. At a minimum, the Successful Tenderer must circulate the NHSF Training Evaluation (please see Appendix 1) form at each Training Programme for completion by each participant.

The Training Programme feedback received via the NHSF Evaluation form must be collated by the Successful Tenderer and a system developed to analyse and provide feedback to the NHSF on both qualitative open-ended questions and qualitative data (scores).

This must be undertaken for each Training Programme with a summary provided to the NHSF by the 10th of the following month. The Evaluation forms will serve as an input to Performance Review Meetings. Original Evaluation forms must be made available to the NHSF upon request. The NHSF will monitor the operation of the Contract and the quality of services provided.

8.2 CONTRACT REVIEW MEETINGS

The Successful Tenderer will meet with the NHSF on a quarterly and annual basis or more frequently as the need arises. Attendance at the Review Meetings will not incur any additional charge by the Successful Tenderer.

The performance of the Training services offered under the Contract will be measured by:

- a) Training Programme feedback and analysis (based on Evaluation forms);
- b) Performance reporting on a monthly basis;
- c) NHSF Training Monitoring Programme;
- d) Review of KPI data

8.2.1 NHSF TRAINING MONITORING PROGRAMME

The Successful Tenderer must be flexible and responsive to the NHSF Training Monitoring Programme. This consists of a NHSF representative attending any Training Programme from an evaluation perspective to monitor quality, to ensure requirements are met and that appropriate Training documentation is completed.

8.2.2 ANNUAL REVIEW MEETINGS

Annual Review Meetings with the Contracting Authority will, in principle, cover the following areas:

- Review performance by the Successful Tenderer;
- Identify operational measures required of the Successful Tenderer or Contracting Authority to improve the actual performance of the Contract;
- Review any results, reports or findings of the NHSF Training Monitoring Programme and confirm that the service delivery complies with the Contract;
- Modify and/or adjust any corrective action previously introduced, as appropriate; and
- Identify and discuss relevant issues between the parties to the Contract.

8.2.3 BI-ANNUAL STRATEGIC MEETINGS

The Lead Instructor(s) and a suitably qualified and competent person of the Successful Tenderers management team with expertise and influencing skills will be expected to make themselves available to participate at bi-annual meetings with the NHSF. Other stakeholders may attend this meeting where deemed appropriate by the NHSF e.g., members of the NHSF Manual Handling Coordinator/ Advisor Group.

The purpose of these meetings will be to discuss and share information on emerging issues and best practice in the area of MH and PH Training and to allow each party to exchange information on relevant organisational changes/updates and any new developments related to MH/PH matters. Attendance at the Bi-annual Strategic meetings will not incur any additional charge by the Successful Tenderer.

8.3 PERFORMANCE REPORTING

The performance of the Successful Tenderer will be subject to monitoring, management and review against agreed Key Performance Indicators (KPIs) in provision of the Services.

The Successful Tenderer will be required to provide monthly reports to the NHSF and quarterly reports to the designated/nominated person.

These reports must include information relevant to the HSE area / service / site (as appropriate) for monitoring purposes - (please see Appendix 1).

The Successful Tenderer must deliver a robust reporting system and an accounting system that will provide an overview of the services provided nationally, including any financial and technical data as listed by the Successful Tenderer. The Performance Reporting format must be agreed with the Successful Tenderer and may be periodically updated during the Term.

The Successful Tenderer must issue a Close Out report containing information and analysis as determined by the NHSF at the end of the Contract.

8.4 COMPLAINTS PROCEDURE

The Successful Tenderer must have in place robust and auditable procedures for logging, investigating, managing, escalating and resolving complaints initiated by the Contracting Authority. The procedure must allow for the identification and tracking of individual complaints from initiation to completion. The Successful Tenderer will ensure that any complaints received are dealt with as a matter of priority and the successful Tenderer must seek to minimise the disruption caused.

In the first instance, the Successful Tenderer should endeavour to resolve a complaint at the point of contact. Details of the complaint and the actions taken to resolve the complaint must be recorded. If this is not possible, the complaint should be escalated to a suitable member of the Successful Tenderers team who should make every attempt to resolve the complaint within 48 hrs. Where this is not possible, the complaint must be escalated to the Key Account manager for further investigation.

The Key Account manager must contact the complainant within two [2] working days of escalation and send an acknowledgment letter to the complainant within five [5] working days, outlining the investigation process and timeframe for seeking a resolution to the complaint.

Updates on the progression of the investigation and how the Successful Tenderer is proactively working to seek a resolution of the complaint should be made by the Successful Tenderer to the Contracting Authority at intervals of two [2] working days, until a satisfactory resolution has been agreed which is mutually acceptable to both parties.

Satisfactory resolution to the complaint must be reached as soon as possible but within no more than 30 days of having received the complaint initially. Findings and conclusions must be communicated, in writing to the complainant.

The Successful Tenderer will record all complaints and must provide comprehensive reports on all complaints to the NHSF. These reports will include the date the complaint was received and resolved, complainant contact details, the nature of the complaint and actions and timescales taken to resolve the complaint.

8.5 KEY ACCOUNT MANAGER

The Successful Tenderer must provide a dedicated Key Account Manager to oversee the effective and efficient operation of the Contract.

Key Account Manager Responsibilities

The dedicated Key Account Manager will be required to develop a good understanding of the operation and composition of Contracting Authority organisations and must, inter alia:

- a) Be responsible for the day-to-day management of the Contract;
- b) Be available for regular review meetings that will either be face-to-face or via teleconference as required by the NHSF;
- c) Provide the NHSF with timely and on-going feedback and quality assurance information;
- d) Ensure efficient and effective running of the service and address any problems or issues that may arise in a timely manner;
- e) Consult with the NHSF on any issues identified;
- f) Be contactable and available to resolve problems and provide direction / advice during the term of the Contract;
- g) Ensure a quick response to queries within agreed timelines for Training Programme bookings;
- h) Provide reports and Training statistics as required.

Key Account Manager Specification

The proposed Key Account Manager must have suitable experience to perform the role effectively. This includes:

- A minimum of two [2] years' experience in an Account Manager role;
- Experience in serving as an Account Manager to a client of a similar size and scale as required for this Contract;
- Experience in providing solutions on customer needs and requirements;
- Experience in report writing;
- Competency in data generation and analysis;
- Strong communication and interpersonal skills with aptitude in building relationships;
- Excellent organisational skills.

No change shall be made to the identity of the dedicated Key Account Manager without the prior written consent of the NHSF. The Key Account Manager is deemed as Key Personnel. In the event that the NHSF, in its sole discretion, is dissatisfied with the performance of Key Account Manager, it may require that a replacement, with the same experience and competencies as set out above at Section 8.5 'Key Account Manager' above, be appointed by the Successful Tenderer within a timeframe to be specified by the NHSF.

SECTION 9: CANCELLATION OF TRAINING

9.1 CANCELLATION

In the event a Training Programme is cancelled by the Contracting Authority with more than five [5]

business days' notice in advance of the proposed start date, no costs will be applicable to the Contracting Authority. Therefore, in the event that the Successful Tenderer must hire a Training venue, it is the Successful Tenderers responsibility to ensure that the venue allows cancellations free of charge at short notice.

- In the event that a Training Programme is cancelled by the Contracting Authority with three to five [3-5] business days' notice in advance of the proposed scheduled start date, the Contracting Authority will be charged 50% of the price of the scheduled Programme.
- If the Contracting Authority cancels a Training Programme within two [2] business days' notice in advance of the proposed scheduled start date, the Contracting Authority will incur the full price of the scheduled Programme.
- If the Successful Tenderer cancels a Training Programme with more than five [5] business days' notice in advance of the proposed start date, no associated costs will be charged.
- If the Successful Tenderer cancels a Training Programme with less than five [5] business days' notice in advance of the proposed start date, the Successful Tenderer will be liable for associated costs, including staff Travel & Subsistence costs (T&S costs) and room hire and refreshments where applicable.

The Successful Tenderer must ensure that increasing Training demands do not impact on lead times and rescheduling of cancelled Training.

SECTION 10: PROVISION ADDRESSING OBLIGATIONS AND RESPONSIBILITIES UNDER THE CHILDREN FIRST ACT 2015

10.1 Where any of the successful Tenderer's Personnel and/or sub-contractors carry out any work or activity, a necessary and regular part of which consists mainly of the successful Tenderer's Personnel or sub-contractors having access to, or contact with children in any of the types of establishments listed in Schedule 1 of the Children's First Act 2015 (which for the avoidance of doubt includes any hospital, hospice, health care centre or other centre which receives, treats or otherwise provides physical or mental health services to children), the services provided by the successful Tenderer shall be regarded as "Relevant Services" for the purposes of the Children First Act, 2015 (the "Children First Act") and the successful Tenderer shall comply with all applicable obligations arising under the Children First Act and the Children First National Guidance for the Protection and Welfare of Children 2017.

10.2 Where Clause 10.1 is applicable, the successful Tenderer shall:

- 10.2.1 carry out a Child Safeguarding Risk Assessment in accordance with Section 11 (1) and (2) of the Children First Act;
- 10.2.2 ensure a Child Safeguarding Statement (reviewed in last 24 months) is in place, is displayed in a prominent place and is furnished to all staff, as per Section 11 (3-10) of the Children First Act;
- 10.2.3 ensure that a procedure for maintaining a list of Mandated Persons (as per Schedule 2 of the Children First Act) is in place;
- 10.2.4 ensure that Mandated Persons (as per Schedule 2 of the Children First Act) have been identified and informed of their role ;
- 10.2.5 ensure that a Child Protection & Welfare Policy is in place;
- 10.2.6 ensure that all staff and relevant volunteers have completed the HSE e-Learning Module "An Introduction to Children First"; and
- 10.2.7 ensure that the HSE Children First Implementation and Compliance Self-Audit Checklist has been completed and is available on request.



- 10.3** Without prejudice to Clause 10.1 above, upon request from the HSE, the successful Tenderer shall, irrespective of whether the Services it provides are regarded as “Relevant Services” within the meaning of the Children First Act, provide reasonable assistance to the HSE so that the HSE can undertake appropriate risk assessments and put in place appropriate controls to safeguard children from harm as part of the HSE’s Child Safeguarding Risk Assessment and Child Safeguarding Statement, which controls may include requiring the successful Tenderer’s Personnel and/or sub-contractors to be Garda Vetted in accordance with the relevant clause of the Contract Agreement, undertake assigned Children First training and adhere to applicable HSE Child Protection and Welfare policies (as applicable).

SECTION 11: INSURANCE AND TAX COMPLIANCE

- 11.1** The successful Tenderer shall be required to hold for the term of the Contract, insurances of the type and to the level specified below:

Type of Insurance	Indemnity Limit
Employer's Liability	€12.7 million for any one claim or series of claims arising out of a single occurrence (where required, if self- employed this is not necessary)
Product Liability	€6.5 million for any one claim or series of claims arising out of a single occurrence
Professional Indemnity Insurance	€6.5 million for any one claim or series of claims arising out of a single occurrence
Public Liability	€6.5 million for any one claim or series of claims arising out of a single occurrence
Cyber Liability	€5 million any one occurrence, with an indemnity to the Executive arising from the provision of the Services
In the case of Employer's Liability and Public Liability Insurances, an indemnity to Principals clause must be included.	

- 11.2** Tenderers are asked to provide, as part of their tender response, written confirmation that they hold or will hold, if successful, the above types and levels of insurance. A formal confirmation from the Tenderer's insurance company or broker to this effect will be requested from the successful Tenderer prior to the award of (and shall be a condition of) the contract.
- 11.3** Prior to the award of the contract, the successful Tenderer will be required to produce a Tax Clearance Certificate from the Irish Revenue Commissioners or equivalent body. Alternatively, the Tenderer may supply the certificate and registration numbers, as they appear on the Tax Clearance Certificate, to facilitate online verification of their tax status.

SECTION 12: MINIMUM ELIGIBILITY AND AWARD CRITERIA

The evaluation of tender responses will be conducted in the following stages:

12.1 Minimum Eligibility Criteria

12.1.1 Tenderers who do not, in the opinion of the HSE, confirm and/or demonstrate compliance with any of the Minimum Eligibility Criteria in Table 6 below will be excluded from further consideration.

12.1.2 Compliance with each of the Minimum Eligibility Criteria must be effective from the date of tender submission.

Main Criteria	Sub-Criteria	Minimum Eligibility Pass/Fail
European Single Procurement Document (ESPD)	Part III of the ESPD	<i>Confirm that none of the Exclusion Criteria listed in Part III of the ESPD applies to the Tenderer or any other Economic Operators who form part of the tender response (see Part G of the TRD).</i>
Tenderer Declaration	Tenderer Declaration	<i>Confirm that the tender has been submitted consistent with the requirements set out in the Tenderer Declaration. (See Part F of the TRD).</i>
Children's First Act Declaration	Children's First Act Declaration	<i>Where applicable and if relevant, confirm that all applicable requirements arising pursuant to the Children's First Act 2015 and the Children First National Guidance for the Protection and Welfare of Children 2017 shall be complied with. (See Part I of the TRD).</i>
Mandatory Service Requirements	Mandatory Service Requirements	<i>Confirm that the Managed Service will be provided in compliance with each of the Service Requirements set out in this RFT.</i>
Economic and Financial Standing	Overall Turnover of Tenderer's Organisation	<i>Confirm that the turnover of the Tenderer, or if a consortium or joint venture, that the combined turnover of the Economic Operators who are part of the consortium or joint venture meet or exceeds a minimum of €250,000 per annum in each of the last three years.</i>
Experience	Experience	<i>Confirm that the Tenderer, or if a consortium or joint venture, that the combined experience of the Economic Operators who are part of the consortium or joint venture meet or exceeds a minimum of 24 months experience in providing the services on a scale equivalent or greater than the scope of the requirement set out in this tender document pack.</i>
Insurance	Insurance	<i>Confirm compliance with the Insurance level of cover set out in Section 5 of this RFT.</i>

12.1.3 Please note Tenderers are not required to complete and return an ESPD with their tender response. It will be sufficient for Tenderers to self-certify compliance with the requirements of Part III of the ESPD in Part F of the TRD.

12.1.4 If the tender is submitted by a consortium or joint venture, then if any of the exclusion criteria listed at Part III of the ESPD applies to any of the members of the consortium or joint venture or where any of the members of the consortium or joint venture fails to demonstrate its reliability despite the existence of a relevant exclusion ground, then that tender will be excluded from further consideration in this tender process.

12.1.5 Compliance with each of the requirements contained in the ESPD must be effective from the date of the tender submission.

12.2 Award Criteria

12.2.1 Tenders that confirm and/or demonstrate compliance with the Minimum Eligibility Criteria (and are not otherwise excluded) will be evaluated to determine which presents the most economically advantageous tender for the purposes of ranking the tenders received. Tenders will be evaluated using the award criteria and associated weightings outlined below:

Main Criteria	Sub Criteria	Weighting	Marks
Quality Of The Tenderers Approach In Relation To Training Programme Content And Delivery	Programme Delivery - PH QQI Instructor training (Programme 7)	15%	150
	Programme Delivery – Virtual	6%	60
	Content Adaptation and Maintenance	4%	40
Quality Of Tenderers Approach In Relation To Training Personnel	Lead Instructor(s) (Programmes 5, 6, 7, 8)	10%	100
	MH Instructor(s) (Programmes 1, 2)	4%	40
	PH Instructor(s) (Programmes 3, 4)	4%	40
	Scalability of Resources	2%	20
Quality of tenderers approach in relation to contract management	Key Account Manager	3%	30
	Contract Management	4%	40
	Administration	3%	30
Risk And Resilience Management	N/A	10%	100
Sustainability	N/A	5%	50
Ultimate Cost		30%	300
Total		100%	1000

SECTION 13: EVALUATION PROCESS

- 13.1** Tenders will be evaluated in terms of the quality of responses under each Award Criteria and the extent to which they meet and exceed the stated requirements. Based on the assessments of the responses under each criteria, tenders will be awarded a rating score in accordance with the following table:

Rating	Rating Score
Excellent Response	5
Very Good Response	4
Good Response	3
Fair Response	2
Poor Response	1
No Response	0

- 13.2** The maximum rating score achievable is 5/5 per Award Criteria. The rating score will then be converted into the equivalent mark based on the weighting for that Award Criteria.
- 13.3** The annual cost will be used to determine the marks for Ultimate Cost for each tender.
- 13.4** The evaluation will then compare each tendered annual cost against the lowest tendered annual cost.
- 13.5** The lowest annual tendered cost shall be awarded the maximum marks available under the cost criteria.
- 13.6** The marks for Ultimate Cost for each tender shall be calculated using the following formula:

$$\frac{\text{Total Marks for Cost} \times \text{Lowest Tendered Annual Cost}}{\text{Tendered Annual Cost}} = \text{Marks achieved for Ultimate Cost}$$

- 13.7** The total marks achieved for each Award Criteria will be added to the marks achieved for Ultimate Cost to determine the overall marks awarded for each tender.
- 13.8** Tenderers will be required to provide the above evidence, and any other information which may be required, within the timeframe specified by the HSE.
- 13.9** The HSE does not bind itself to accept the lowest cost tender, and will not pay any compensations whatsoever in connection therewith. It reserves the right to reject in whole or in part, any or all tenders received.
- 13.10** Tender responses will be evaluated in their own right. No recognition will be given to information previously submitted. No unsolicited communications from Tenderers will be entertained during the evaluation period.



APPENDIX 1: SAMPLE DOCUMENTATION

The following sample Contracting Authority Forms, Checklists, Certificates, Reports, Record Sheets and the Technique Booklet for Supporting Manual Handling and People Handling in the HSE are available from the NHSF on request from NHSF_TrainingTeam@hse.ie (NHSF_TrainingTeam@hse.ie)

- HSE NHSF Technique Booklet for Supporting Manual Handling and People Handling Training
- HSE NHSF MH/PH Locally Coordinated Training Request Form (LCTRF)
- HSE NHSF Training Venue Checklist
- HSE NHSF Manual Handling and People Handling Training Attendee/Attendance Form
- HSE NHSF Manual Handling and People Handling Fitness to Participate Process Flowchart
- HSE NHSF Manual Handling (Inanimate) Practical Training Programme Certificate of Completion
- HSE NHSF Manual Handling (Inanimate) Theory and Practical Training Programme Certificate of Completion
- HSE NHSF Manual Handling (Inanimate) Training Practical Technique Record
- HSE NHSF People Handling Practical Training Programme Certificate of Completion
- HSE NHSF People Handling Practical Technique Record
- HSE NHSF People Handling Theory and Practical Training Programme Certificate of Completion
- HSE NHSF Training Session Evaluation Form
- HSE NHSF Quarterly Performance Report Manual Handling and People Handling Contract