



IRISH COLLEGES
TRAINING CENTRE

ICTC

LEARNER HANDBOOK



WELCOME

Welcome to this training programme, which is provided by Irish Colleges Training Centre. You are about to embark on a learning experience that we hope will be a worthwhile, enjoyable and influential time in your life.

Irish Colleges Training Centre is committed to making available relevant, effective, high quality education and training for all its trainees/learners and stakeholders; to increase participation in learning and skills transfer; to ensure accessibility of all training services and to ensure viability of ICTC and its programs. Supporting demand for learning through inspirational and supportive teaching which respects all and transforms our future.

- To ensure our participants achieve their goals
- To respond to employment and regeneration priorities
- To provide a welcoming and supportive environment
- To be the first choice training provider in the community

The purpose of this Learner Handbook is to make you aware of the various procedures and assure you of our commitment to delivering a quality programme.

Your focus should be to develop the knowledge and skills that will enable you to enter the labour market and bring added value to employers and communities.

May we take this opportunity to wish you the very best of luck with this training programme.

Glen Anderson
Managing Director,
Irish Colleges Training Centre



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INTRODUCTION

The aim of the Irish Colleges Training Centre learner handbook is to provide advice and information to help you get the most from your training. It is important to take the time to familiarise yourself with the content, so that you are aware of and understand your rights and your responsibilities as a learner.

If you have any questions or concerns at any time during your training please speak to your trainer/instructor.

At the start of a course you will receive information from your trainer/ instructor about:

- The starting and finishing times for the course, this will include the times you are expected to attend, and the local arrangements for recording attendance.
- What will be covered on the course and how the training will be delivered.
- The duration of the course and whether training leads to any award or certification.
- Tests/exams that are part of the course and the types of tests i.e. practical, theory, assignments, etc.
- The training location, the facilities and supports available.
- Health and Safety information.
- Allowances paid (if applicable).
- Other specific information related to your participation on the course.

If for any reason you cannot be present when the above is being provided please speak to your trainer/instructor in this regard to ensure you obtain the necessary information.

REMEMBER: Speak to your trainer/instructor if you have any questions or concerns at any time during your training.

LEARNER CHARTER

Irish Colleges Training Centre is committed to providing a quality learning experience to meet a learner's agreed training needs. In agreement with the learner, Irish Colleges Training Centre will endeavor to cater for the learner's individual training requirements and needs.

A learner with Irish Colleges Training Centre can expect the following:

- Access to up-to-date and accurate information will be provided to assist learners to make informed choices regarding training opportunities.
- Information provided relating to:
 - How to access programmes, eligibility criteria and training options where they exist
 - Programme content and duration
 - Information on learner supports, allowances, fees, grants if appropriate
 - Award title, type and level on the National Framework of Qualifications
 - Assessment system, scheduling, modification/accommodation, marking, repeats and appeals process
 - Learners' responsibilities relating to attendance, participation and conduct as set out in the relevant Code of Conduct for Learners
 - Complaints procedure
 - Information in relation to Recognition of Prior Learning
- Irish Colleges Training Centre promotes equality of opportunity and recognises learner diversity.
- Training programmes will be offered in line with learners identified needs.
- In the event of unavailability or cessation of a training option, an alternative option will be explored to meet the learners identified training needs.
- Learning provided will take place in a safe and secure environment.
- The materials and facilities utilised will be suitable to the learning programme undertaken.
- Irish Colleges Training Centre will provide quality assured learning opportunities in accordance with the Irish Colleges Training Centre Quality Assurance Policy and Procedures.
- Assessments on learning progress will be given to the learner in a timely manner.
- Where appropriate, Irish Colleges Training Centre will discuss with the learner the relevant supports to assist learner progression.
- Irish Colleges Training Centre will, from time to time, seek feedback on the overall learning experience.
- A printed copy of the Learner Charter is available from Head Office. This Charter can also be provided in accessible formats on request.

LEARNER RESPONSIBILITIES

You are responsible for your own learning and behavior and are responsible for ensuring that your actions do not impede in anyway other learners participation on the course. As a learner you will be expected to:

- Be on time for all of your classes and any exams that you are scheduled to take.
- Ensure full attendance for the duration of the training and to actively participate in training.
- Notify your trainer/instructor if you are unable to attend class.
- Outside of training hours, undertake and complete as required any coursework and study assigned to assist your training.
- Complete the full training programme.
- Complete and submit, where required all learning activities, assignments, projects, etc. within the specified timelines.
- Identify and make known to the course instructor/trainer, any supports you need, arising from a disability or a related specific need, that might assist you complete the training and/or exams/tests.
- Undertake the course exams/test and adhere to the rules governing the conduct of exams/tests.
- Inform your trainer/instructor of any change to your contact details (your address or phone number).
- Comply with the Absence and Sickness Policy.
- Conduct yourself in a safe manner and with due consideration for the Health and Safety of yourself and others. Report any accidents or unsafe practices to your instructor/trainer.
- Refrain from discriminating against other learners and staff.
- Respect fellow learners and staff at all times. Behave in a manner that is appropriate and conducive to learning and that will impact positively on all.
- Refrain from accessing, sending or storing unlawful and inappropriate material on training location equipment as per the Computer Resources and Internet Policy.
- Be familiar with the rules governing learner participation on courses.
- Refrain from using drugs and consuming alcohol while at the training location. It is not permitted to be under the influence of drugs or alcohol while attending training.
- Ensure that you are not carrying any offensive weapons. It is not permitted to use or possess an offensive weapon.



HOURS OF ATTENDANCE

BASIC TRAINING WEEK: Monday – Friday

HOURS OF TRAINING:

Monday – Thursday	8.30 – 15.45
Friday	8.30 – 12.45

- Courses are run from Monday to Friday.
- Start and finish times must be strictly observed. Persistent lates or absences may lead to disciplinary action being taken and deductions made to training allowances.
- It is a requirement that you sign the attendance book and record the time you arrive and sign out at the time you leave.
- Signing out before scheduled finish times without the permission of your tutor can lead to disciplinary action being taken.
- Signing in or out on behalf of others will lead to disciplinary action being taken up to and including dismissal.
- Course participants are not permitted to use the training facilities outside of the official times.
- If you cannot attend, for whatever reason, you must telephone the tutor or the relevant contact before 10am.
payroll@ictcireland.com
- If you are absent from a critical component of the course syllabus, it might render you unable to complete the course and will also affect the certification you receive.
- All classes are entitled to a fifteen minute morning break and a thirty minute lunch break. Your tutor will inform you of break times.

ABSENCES

Any learners absent for 3 consecutive days without notifying their Instructor/Tutor will be regarded as having dropped out of training and may be terminated from the course.

Unauthorised absences may result in disciplinary action being taken, up to and including dismissal from the course.

Absences arising from interview attendance, medical, dental or optical appointments will be paid based on proof of appointment/attendance.

SICK LEAVE

If a learner is sick or unable to attend the course, he/she must notify the Instructor/Tutor on the morning of the absence. No payment of training allowance will be made for absences due to sickness that is uncertified.

Sick leave payments may only be authorised on receipt of a medical certificate and are limited as follows:-

- A total of six days certified sick leave is payable in any three month period only. This is a rolling three months and your Tutor will explain this further.
- If a learner is absent due to illness for more than six days they should contact the Department of Social Protection who will advise them of any benefits to which they may be entitled. This should be done by the learner as soon as possible.
- A learner with a disability will continue to receive a training allowance for a total of 20 working days certified sick leave in any four month period.
- If a learner has an aggregate of 20 days sick leave over a four month period, ICTC will review the situation in consultation with the learner.

Medical Certificates must be submitted to the Tutor/Instructor by the end of the Training week.

COMPASSIONATE LEAVE

Compassionate leave may be granted in the event of a death of an immediate family member.

HOLIDAYS

When in training, a learner is not entitled to any holidays. Payment will be made however in respect of Bank Holidays and Public Holidays where applicable.

BANK ACCOUNTS

In order for Training Allowances to be paid to learners, ETB's will require all learners to submit a Bank Account on the day of registration. EFT is the only method of payment available.

Learners cannot be paid their allowance until Bank Details are supplied.

A delay in submitting your Bank Details will result in a delay in payment being made.

ALLOWANCES

TRAINING ALLOWANCE

The amount payable will be in accordance with a person's social welfare entitlements. You will be advised of your entitlement when you start your course. Training allowances are credited directly to your nominated bank account weekly and are paid on a week in arrears basis. Deduction(s) will be made for lates and absences. All payments and wage queries should be directed to payroll@ictcireland.com. Within every training location there is a notice displayed showing the name and telephone number of the person who should be contacted.

If this contact is unable to answer your query, they will contact the relevant ETB.

A J9 stamp is paid on your behalf by the respective ETB for the duration of the training course. As each learner has different circumstances, any queries relating to this stamp and how it affects you should be directed to the Department of Social Welfare.

You will also receive training allowances in respect of public holidays that occur during your time on the course.

TRAVEL/ACCOMMODATION ALLOWANCES

Travel allowance is payable if you live 3miles/5km or more from the Training Centre or an accommodation allowance can be paid to those who live more than 20 miles from the training centre, who have to move into accommodation to enable them to attend their course.

CHILDCARE ALLOWANCE

Childcare places are available through the new Childcare Employment and Training Support (CETS) Scheme, which is provided and managed by the Office of the Minister for Children and Youth Affairs (OMCYA). Full-time, part-time and after-school places will be provided by local Childcare Providers.



STANDARDS OF BEHAVIOUR

Your tutor will go through these in more details as part of the training programme induction.

- Smoking is not permitted in any part of the training venue.
- Mobile phones must be switched off or put on silent mode and may not be answered in class.
- The use of personal stereos is not permitted.
- Learners must keep the classroom and their work area tidy.
- Behaviour which your tutor considers a danger to you or others may result in you being asked to leave the training venue and you may be subject to disciplinary action.
- All other rules and regulations as indicated by your tutor.



SECURITY

Under no circumstances should any items be removed from the training location. No valuables or personal belongings should be left unattended in classrooms or any other part of the training location. Neither ICTC nor the trainer is responsible for any personal articles stolen or damaged while attending the course.

DISCIPLINARY PROCEDURES

The primary objective of these procedures is to help the learner whose conduct or performance does not meet the rules and regulations set out in these guidelines.

In the event of a tutor becoming aware of a breach of discipline, they will proceed as appropriate, depending on the seriousness of the incident:

STAGE 1 VERBAL WARNING

Learner is informed of the breach and any corrective action to be taken is discussed. The tutor will complete the relevant disciplinary report sheet with details of the incident. This document will be signed by the relevant personnel as indicated on the disciplinary report.

STAGE 2 FIRST WRITTEN WARNING

The learner will be informed of the breach and any corrective action to be taken is discussed. The tutor will complete the relevant disciplinary report sheet with details of the incident. This document will be signed by the relevant personnel as indicated on the disciplinary report.

STAGE 3 SECOND WRITTEN WARNING

The learner is informed of the breach and corrective action is taken. This document will be signed by the relevant personnel as indicated on the disciplinary report.

STAGE 4 TERMINATION FROM COURSE

The learner is terminated from training, having had the reasons for the termination explained. This document will be signed by the relevant personnel as indicated on the disciplinary report.

Minor breaches of discipline may be corrected by the tutor and may not warrant recording on a disciplinary report sheet.

Should a tutor become aware of a major breach of discipline, they may, in consultation with the Contractor Training Manager, proceed to any level of the disciplinary process up to and including termination from the course.

Any disciplinary action may be appealed by the learner to the respective ETB Area Training Manager.

Learner Code of Conduct Infringement Report Form (Disciplinary Report – For use with Training Centre/Contracted Training Courses)

- The severity of the event will determine the level of action required up to and including termination from the course.
- At all stages prior to the participant being terminated from the course, they must be given the opportunity to improve and must be told that failure to meet the required standard may lead to termination from the course.
- *The learner has the right to appeal any disciplinary action to the next management level.*

Learner Name:

Start Date:

Course Code:

Course Title:

Stage 1: Record of formal Verbal Warning	Date:	Delivered by Instructor:
Summary of issue:		
Action taken:		
I am aware of action being taken. Learner signature:		
A copy of this form must be sent to the Assistant Manager ¹ in the event of a Learner been given a Stage 2: 1 st written warning		
Stage 2: 1st Written Warning *	Date:	Delivered by Instructor:
Summary of issue:		
Action taken:		
I am aware of action being taken. Learner signature:		
A copy of this form must be sent to the Assistant Manager ¹ in the event of a Learner been given a Stage 2: 1 st written warning		
Stage 3: 2nd Written Warning *	Date:	
Summary of issue:		
Delivered by: Assistant Manager ²		Instructor
Action taken:		
I am aware of action being taken. Learner signature:		
Stage 4: Termination *	Date:	
Summary of issue:		
Delivered by: Assistant Manager:		Instructor
Action taken:		
I am aware of action being taken. Learner signature:		
A copy of this form is sent to the ETB Area Manager. This form is retained as part of the learner training records.		

* Where this report relates to an Apprentice, a copy of this form must also be sent to relevant STB Training Adviser for Stages 2, 3 & 4.

¹ Where the course is delivered on behalf of ETB through Contracted Training, the Instructor will also notify the Contracted Trainer Manager, who liaises/co-ordinates with ETB in this regard.

² In the case where there is no ETB Assistant Manager for the programme the report is sent to the relevant ETB Area Manager with responsibility for the programme.

EQUALITY POLICY

The **Equal Status Acts, 2000 and 2004** prohibit discrimination (including sexual harassment and harassment, and victimisation) in access to and the provision of goods and services, accommodation and educational establishments. The Acts apply to all Irish Colleges Training Centre services and cover nine grounds:

- Gender
- Marital status
- Family status
- Religious beliefs
- Age
- Disability
- Race
- Membership of the travelling community
- Provision of reasonable accommodation for customers with disabilities.

The **Employment Equality Acts, 1998 and 2004** apply to Irish Colleges Training Centre (ICTC) Services. As well as prohibiting discrimination (including sexual harassment and harassment, and victimisation) in access to and the provision of training across the nine grounds listed above, the Acts require the provision of appropriate measures for people with disabilities in relation to access, participation and training.

The **Disability Act, 2005** provides an additional context for customers with disabilities, requiring inter alia the provision of integrated access to services and the provision of information in a variety of accessible formats. It requires (including sexual harassment and harassment, and victimisation) that all services provided to it or on its behalf also comply with the Act. The Disability Act 2005 (Code of Practice) (Declaration) Order 2006 elaborates on the achievement of compliance with the Disability Act and provides a further context for this Policy.

RESPECT AND DIGNITY POLICY

This policy statement applies to all training programmes run by Irish Colleges Training Centre.

1. THE POLICY

ICTC recognises that all its staff, learners, apprentices, visitors, contractors and sub contractors and any others associated with ICTC have the right to work and study in an environment which is completely free of bullying, harassment and sexual harassment.

ICTC is committed to providing a working environment free from harassment and will do its best to ensure that all relevant parties comply with the policy outlined below.

Any person who experiences sexual harassment, harassment or bullying will have the support of ICTC dealing with such issues. Complaints will be addressed as quickly as possible and treated in confidence as much as possible. This policy will be communicated to all new learners on ICTC courses and apprenticeships as part of the induction process.

This policy will be reviewed regularly in light of changes in statute law, relevant case law and ICTC's own monitoring of incidences of sexual harassment, harassment and bullying.

2. SCOPE

This policy applies in respect of all allegations made by ICTC course participants and apprentices against another person.

This policy applies during normal course hours in the training course venue and also other course related activities, whether or not they take place on the training course premises and whether or not they take place during normal training course hours.

3. CODE OF CONDUCT

Appropriate behaviour is expected from course participants at all times. ICTC requests that all course participants act with sensitivity, tolerance, respect and impartiality towards other course participants.

4. WHAT ARE HARASSMENT, BULLYING AND SEXUAL HARASSMENT?

HARASSMENT

Harassment is any form of unwanted conduct related to any of the discriminatory grounds. These grounds are marital status, family status, sexual orientation, religion, age, disability, race, and membership of the travelling community.

It is conduct which has the purpose or effect of violating a person's dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the person.

The unwanted conduct may include acts, requests, spoken words, gestures or the production, display or circulation of written words, pictures or other material.

Harassment is prohibited in the workplace or on any training programme by:

- Another learner or apprentice.
- The employer.
- Clients, customers or other business contacts of ICTC including any other person with whom ICTC might reasonably expect the victim to come into contact and the circumstances of the harassment are such that ICTC ought reasonably to have taken steps to control it.

The Employment Equality Acts prohibit the victim being treated differently by reason of rejecting or accepting the harassment (or it could reasonably be anticipated that he or she would be so treated).

SEXUAL HARASSMENT

Sexual harassment is prohibited in the workplace or in the course of employment by:

- Another learner or apprentice.
- The employer.
- Clients, customers or other business contacts of ICTC including any other person with whom the employer might reasonably expect the victim to come into contact and the circumstances of the harassment are such that ICTC ought reasonably to have taken steps to control it.

The Employment Equality Acts prohibit the victim being treated differently by reason of rejecting or accepting the sexual harassment (or it could reasonably be anticipated that he or she would be so treated). Sexual harassment is any form of unwanted verbal, non—verbal or physical conduct of a sexual nature. It is conduct which has the purpose or effect of violating a person's dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the person.

The unwanted conduct may include acts, requests, spoken words, gestures or the production, display or circulation of written words, pictures or other material.

BULLYING

Bullying is repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others which could reasonably be regarded as undermining the individual's right to dignity. An isolated incident of the behaviour described in this definition may be an affront to dignity but as a once off incident is not considered bullying.

Bullying comes in many forms, some obvious, some not so obvious and some virtually undetectable and all the more insidious and damaging to the victim for that.

- **Physical Bullying:** Includes assaults, persecution in its various forms, threats and threatening behaviour, including deliberate pushing and jostling. It also includes damage to a person's property or work area.
- **Verbal Bullying:** Includes slandering, ridiculing or maligning another learner, apprentice or his! her family; shouting or swearing at other learners and apprentices both publicly and in private, or constantly cutting in on or across an individual in conversation. It also includes using a person as the constant butt of jokes; uncomplimentary or offensive remarks; persistent negative attacks on personal or professional performance.
- **Gesture Bullying:** includes such matters as:
 - **Non-verbal** threatening gestures which can convey threatening and frightening messages.
 - **Aggression**, usually over quite unimportant matters.
- **Exclusion Bullying:** Includes non-cooperation with or ostracising, excluding or disregarding a fellow learner or apprentice.
- **Extortion Bullying:** The deliberate extraction of money or favours concessions from another learner or apprentice under threat.

This listing of forms and examples of bullying is neither exhaustive nor prescriptive.

5. VICTIMISATION

A person who complains that they have been bullied or harassed should not be subjected to any form of sanction for making a complaint in good faith. No element of penalty will attach to a complainant whose complaint is found to be valid or well based.

6. COMPLAINTS PROCEDURE

- 6.1** All complainants of harassment, sexual harassment and bullying will be treated seriously by ICTC, with due regard to the sensitivities of the complainant and the rights of the person against whom the complaint has been made.
- 6.2** Where an individual feels that they are being sexually harassed, harassed or bullied, they should keep a record of the initial and subsequent incidents, if any, including dates, times, witnesses, the nature and details of the incident, and feelings and responses at the time.
- 6.3** Where the conduct complained of is of a violent or criminal nature, both the instructor and Gardai should be contacted immediately.
- 6.4** To the extent possible, a complaint of harassment, sexual harassment or bullying will be handled in confidence. However, it is not possible to promise anonymity to persons who report harassment, sexual harassment or bullying. The principles of natural justice require that a person who is accused of harassment, bullying or sexual harassment be given sufficient details of the allegations to adequately defend themselves.

7. INFORMAL COMPLAINTS PROCEDURE

- 7.1** While in no way diminishing a complaint or the effects on an individual, an informal approach is in many cases the best way to solve an issue particularly for less serious cases. Where appropriate, an attempt may be made to seek to resolve the matter informally with the consent of the parties involved. Participants on any ICTC Programme should firstly contact their instructor with their complaint who will in turn discuss it with their line manager. Where the complaint relates to the instructor, the Constructor Training Manager with responsibility for the course should be contacted. Participants should be given these contact names as part of the induction process on all programmes. This can result in the issue being resolved in a quick, effective manner with minimal embarrassment.
- 7.2** A learner or apprentice making a complaint against another student may invoke the Informal Complaints procedure. They should do this by contacting the course instructor.

The objective of an Informal Complaints procedure is to:

- Resolve the matter with the minimum amount of conflict
- Restore a working relationship between all parties
- Allow the person complained about to change their behaviour

8. FORMAL COMPLAINT

- 8.1** A formal complaint may be initiated where the:
- Complainant or respondent wants the complaint to be dealt with formally
 - Informal procedure has not been successful
 - Informal procedure is not appropriate
 - Alleged complaint of bullying, harassment or sexual harassment is too serious
- 8.2** It is important to note that if the complainant has chosen to bypass the Informal procedure, this should not be viewed negatively on their complaint.
- 8.3** The complaint should be made in writing to the tutor or contracted training manager and it should include where relevant:

- Accurate details of the alleged incident(s)
- Times and dates of the alleged incident(s)
- Names of witnesses
- Description of how the behaviour has affected them
- Details of any personal responses at the time of the alleged incident(s)
- Any other information that the complainant deems relevant

8.4 What if the allegation is made against the tutor or manager?

8.5 Once the complaint has been received by the relevant person, and it has been determined that informal resolution is not possible, it should then be passed to the Contractor Training Manager with responsibility for the programme or to the Director of ICTC. A copy of any complaint made by a participant on any ICTC programme run internally or externally must be sent to the Quality & Training Standards Manager with responsibility for that programme. All Participants are given these contact names as part of the induction process on all programmes.

8.6 Whilst it is the wish of ICTC to maintain the utmost confidentiality, once an investigation begins it may be necessary to interview other witnesses. Any statements taken will be shown only to the person making the complaint and the respondent, for their comments.

8.7 All complaints received will be treated seriously, confidentially and as soon as practicable. Strict confidentiality and proper discretion will be maintained in any necessary consultations, to safeguard both parties from innuendo and harmful gossip.

8.8 The Board of Directors of ICTC will then notify the alleged perpetrator in writing letting them know that a complaint has been made against them. In the interest of fairness, the person against whom the allegation is made will be made aware of the nature of the complaint, their right to representation and the procedure to be followed. They will also be informed that an investigation will commence within 10 days and that they will be given every opportunity to respond to the allegations made. A copy of this policy will be sent with this letter.

8.9 An investigator should be appointed within 3 days to investigate the complaint. This person will be impartial and independent and appointed by the Constructor Training Manager.

9. THE INVESTIGATION OF A FORMAL COMPLAINT

9.1 Due regard must be had at all stages of the investigation to the rights of the complainant, the person against whom the complaint has been made and any witnesses, bearing in mind that a complaint is no more than an allegation unless and until the facts have been satisfactorily established by the investigation.

9.2 The investigation should be both independent and objective. The rights of both the complainant and alleged perpetrator should be respected at all times.

9.3 The investigator should begin the investigative process with a thorough interview of the complainant to ascertain the facts behind the complaint. The complainant should be requested not to discuss the case with any other party to the investigation. The complainant has a right to be accompanied at interviews held during the investigation (e.g. fellow learner, family member, friend), but such an accompanying person must not be a witness in the case. The complainant should be informed that a copy of their statement will be furnished to the person against whom the complaint has been made.

- 9.4** The investigator should hold a thorough interview with the person against whom the complaint has been made; the respondent should be requested not to discuss the case with any other party to the investigation. The respondent has a right to be accompanied at interviews held during the investigation (e.g. fellow learner, family member, friend), but such an accompanying person must not be a witness in the case.
- 9.5** The investigator should then approach witnesses named by either party to obtain their account of what happened. Witnesses should only be given sufficient information to allow the investigating officers determine what occurred in relation to the allegation. Witnesses have a right to be accompanied at interviews held during the investigation (e.g. fellow learner, family member, friend), but such an accompanying person must not be a witness in the case. In addition, witnesses should be informed that it would not be appropriate to discuss the case with any other party.
- 9.6** The complainant and respondent should be given the opportunity, where appropriate, to comment on the statements, if any, made by witnesses.
- 9.7** The investigator should maintain a record of all interviews/meetings held during the investigation.
- 9.8** Ideally, the investigation should be completed within 21 days of the appointment of the investigator to investigate the complaint.
- 9.9** The investigator, having considered all of the evidence before them, and the representations made to them, will produce a written report outlining their findings and the reasons for its final decision. This report should be submitted to the Quality Training & Standards Manager.

10. ACTION POST HEARING

- 10.1** Once the investigation is completed, both parties will be informed of the decision.
- 10.2** Where a complaint is upheld, a disciplinary meeting will take place and appropriate action will be taken in line with ICTC disciplinary procedure, up to and including dismissal.
- 10.3** Where dismissal is not the remedy, regular checks will be made for a period of time by management to ensure that the harassment has stopped and no victimisation has ensued. Retaliation of any kind against a course participant or apprentice for complaining or taking part in an investigation concerning harassment or bullying at work is a serious disciplinary offence, and if proven, will result in dismissal from any ICTC programme.
- 10.4** Even if the complaint is not upheld, staff can be assured that bona fide complaints will not be viewed as malicious. In cases where it is discovered that false accusations against an employee have been made, appropriate action will be taken following a disciplinary meeting.
- 10.5** If either party is not satisfied with the conduct of the investigation or the outcome, they can appeal to the ETB, stating in writing the grounds on which they are not satisfied. The designated officer will carry out a review and inform the relevant person of their decision within 14 days of the appeal being submitted.
- 10.6** If you have any questions regarding this policy, please do not hesitate to contact the Contract Training Manager.



COMPUTER HARDWARE AND SOFTWARE

All computer users are obliged to use the provided computer resources responsibly, professionally, ethically and lawfully.

When using computers, only the provided software and materials supplied by your tutor may be installed or used.

You may not use other software or materials from any other sources for any reason. Computer configuration or set-up must not be interfered with. Setting up personal passwords is not allowed.

All use of the Internet must be in support of education and research consistent with the purposes of the training course. Downloading of information from the Internet must only be carried out on the specific instruction of your tutor.

Playing games on the computer is prohibited.

Sending, receiving, downloading, displaying, printing or otherwise handling material that is explicit, profane, obscene, harassing, fraudulent, racially offensive, defamatory, or otherwise unlawful is strictly prohibited.

Anyone found breaching these regulations may be subject to the disciplinary process.

PLAGIARISM

Plagiarism is passing off the work of others as one's own. It is defined by the act not the intention, so even careless accidental copying is still considered as plagiarism, as it gives the false impression that the learner is the author and denies the genuine author their due acknowledgement. The genuine author could be a published author, a learner who completes assignments for others, a fellow learner or information found on the Internet.

When completing your coursework and assignments you cannot use phrases or sentence that have been written by another author, paraphrase words from another source copying text word for word from another source or using text which has been downloaded from the Internet. Your instructor will give you examples of what is and is not acceptable. If you are in any doubt whatsoever, you should always check with your Instructor before submitting assignments.

Cases of suspected plagiarism are taken very seriously by ICTC and those involved will be subject to penalties.



PROTECTIVE CLOTHING

Learners may be required to wear protective clothing as advised by their tutor or in any designated area so assigned.

Protective clothing includes overalls, gloves, shoes, glasses or anything deemed necessary for their job.

Failure to wear the required protective clothing may result in the learner being asked to leave the training area.

The above applies to specific courses only.

TOOLS/EQUIPMENT/KITS

Any tools, equipment and kits provided are the responsibility of all learners. It is necessary to ensure that they are well maintained and not abused or misused.

Learners may be held financially accountable for any deliberate damage caused to equipment.

In the interests of safety, any breakage or damage to such items must be promptly reported to your tutor.

Learners must tidy up after themselves, removing rubbish from the work area before the end of each day.

FIRE SAFETY

Everyone is expected to familiarise themselves with fire prevention procedures and take all sensible precautions to avoid outbreaks of fire. Your tutor will advise you of the fire exits and assembly points. Where evacuation procedures are displayed, they must be strictly adhered to.

FIRST AID

All accidents or incidents, no matter how trivial, must be reported to your tutor.

DRUGS AND ALCOHOL

Drugs, other than those medically prescribed for the learner's personal use, may not be brought into the training venue or its surroundings. Learners found with such substances may be the subject of disciplinary action and the matter may be reported to the Gardai.

IN-COMPANY AND WORK PLACEMENT TRAINING

Learners will continue to receive a training allowance if eligible while engaged in in-company training and may also be entitled to a travel allowance. Your tutor will supply you with blank time sheets, which must be signed by your supervisor and where possible bear the official company stamp. To ensure payment of a training allowance, completed attendance sheets must be received by the contracted trainer no later than 2pm on Friday.

During the in-company period, you will be obliged to abide by the company's rules, hours of attendance etc., and to act in a professional manner. Your tutor/training company will make periodic visits or phone calls so that everyone's interests are being served.

Time sheets which have been fraudulently completed will result in instant dismissal from the course.

CONTRACTED COURSES, COMPLAINTS PROCEDURE

A complaint is defined as any contact made by a customer, the purpose of which is to express dissatisfaction with the standard of service, action or lack of action or decision taken.

Each training location displays the name of the Quality & Training Standards Manager and contact details. Tutors will show all learners where this information is displayed as part of their induction.

The Complaints Procedure is as follows:

1. A learner who wishes to make a complaint about a ICTC course should first discuss the complaint with their tutor.
2. The tutor upon receiving the complaint should take whatever action is necessary to resolve the issue. If the issue cannot be sorted at this stage, it should be referred to the ICTC Contractor Training Manager who will also notify the ETB of the complaint. The learner may also at this stage complete a customer complaint form which they can request.
3. ICTC will seek to prepare a report regarding the complaint.
4. The report, once completed, will be sent to the relevant CTO /ETB.
5. Corrective action when decided will be taken if required.
6. ICTC will contact the learner regarding the outcome if required.

Complaints received by ICTC are logged, their resolution noted and any corrective action taken to improve the service that ICTC offers.



If, for any reason, a learner has a serious complaint or the integrity of the course is at risk, they may bypass the above procedure and send an email in confidence detailing the name and location of the course and an outline of the issue to standards@ictcireland.com or write in confidence to:

**Board of Directors
Irish Colleges Training Centre
Parkway House
Dublin Road
Limerick**

Irish Colleges Training Centre
Parkway House
Dublin Road
Limerick

E info@ictcireland.com
T 061 592 195

www.ictcireland.com



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