

OPERATING STANDARDS

for Community Training Centres

[Insert ETB logo here]



Ireland's EU Structural Funds
Programmes 2007 - 2013

Co-funded by the Irish Government
and the European Union

	Introduction	01—03
1.	ETB Policy	04—06
	1.1 ETB Aim	
	1.2 ETB Objectives	
2.	Organisational Structure	07—15
3.	Operational Arrangements	16—28
	3.1 Overall Arrangements	
	3.2 Business Plan & Contract	
	3.3 Financial	
	3.4 Float	
	3.5 Insurance	
	3.6 Administrative Procedures	
	3.7 Interviewing & Recruitment of Applicants for Training	
	3.8 Registration & Learner Record Document	
	3.9 Induction of Learners	
	3.10 Training Records	
	3.11 Early Termination/Late Terminations/Extensions	
	3.12 Progression/Placement/Outcome Objectives	
	3.13 Project Work	
	3.14 Learner Holidays	
	3.15 Learner Sick Leave	
	3.16 Income	
	3.17 Monitoring	
	3.18 Evaluation	
	3.19 Assessment & Certification	
	3.20 Presentation of Certificates	
	3.21 Visitors to Programmes	
	3.22 Overseas & Other Programmes (Matching Funding)	
	3.23 Staffing Level & contribution to Staff Costs	
	3.24 Travel & Subsistence	
	3.25 Claims, Payments, and Purchasing Procedures	
	3.26 Signage & Printed Material (EU Acknowledgement Criteria)	
	3.27 Government Regulations	
4.	Recruitment, Training & Development of Community Training Centre Personnel	29—34
	4.1 Operational Ratios-Class size	
	4.2 Selection of New Staff	
	4.3 Directors and Staff Training and Development	
	4.4 General Managers Training and Development	
	4.5 Instructor Development	
	4.6 Clerical Staff Development	
	4.7 Representative Organisations	

5.	Safety Health and Welfare	36—37
5.1	Safety, Health & Welfare at Work Act 1989	
5.2	Safety Statement	
5.3	Essential for all Staff	
5.4	Injury Reporting	
5.5	Work Breaks etc.	
6.	Equal Opportunities Policy	38—39
7.	Standards for the Protection of Young Persons in Community Training Centres	40—48
7.1	Introduction	
7.2	Definition of 'Child'	
7.3	Definition of Child Abuse and Neglect	
7.4	Health Service Executive Responsibilities	
7.5	Initial Steps	
7.6	Preparing Procedures	
7.7	Designated Individual	
7.8	Recruitment and Selection of New Staff	
7.9	Clearance Checks	
7.10	Staff Induction Programme	
7.11	Dealing with Suspicions & Allegations of Child Abuse	
7.12	Handling Allegations, Disclosures or Suspicions where are not directly linked to the project	
7.13	Handling Allegations, Disclosures or Suspicions made against Community Training Centre Staff or Board of Directors	
7.14	Learner Grievances & Discipline	
7.15	Sexual Harassment	
8.	Financial Administration	49—57
8.1	General	
8.2	Financial Records	
8.3	Bank Account	
8.4	Cash Receipts	
8.5	Cheque Payments	
8.6	Petty Cash	
8.7	Bank Reconciliation (Procedure, Bank A/C Preparation, Reconciliation, Balance)	
8.8	Tax Clearance	
8.9	Wages & Salaries	
8.10	Learner Costs	
8.11	Monthly Financial Return	
8.12	Income	
8.13	Purchasing Procedures	
8.14	Purchase of Equipment/Refurbishment Materials	

- 8.15 Year End
- 8.16 Financial Monitoring
- 8.17 Third Party Returns
- 8.18 Temporary staff

9. List of Appendices

58—138

- 1 Key Performance Indicators Document
- 2 Business Planning
- 3 Training Specifications
 - a) QA 58/01
 - b) Individual Learning Plans
- 4 Standard Contract
- 5 Tax Clearance Form TCI (Available from Local Revenue Commissioner's Office)
- 6 Learner Registration (Sample Forms)
 - a) Learner Allowance Entitlement
 - b) Learner Commencement Form
 - c) Revision to Expected Finish Date
 - d) Termination/Late Placement Notice
- 7 Community Training Centre Registration Form (Sample)
- 8 Safety And Insurance Forms
 - a) Certificate of Safety & Insurance Inspection (Internal ETB Use)
 - b) Insurance Renewal Form (Internal ETB Use)
 - c) In-Company Insurance Letter
- 9 Financial Documentation
 - a) Monthly Administration Claim Form
 - b) Monthly Bank Reconciliation Form
 - c) Staff Salary & Wages Form
- 10 Overview of Community Training Centre Range of Programme Options
- 11 Community Training Centre Tracking System Samples
- 12 Purchase Order Form (Sample)