

## Welcome to Loughlinstown Training Centre

The aim of this 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 instructor.

We are here to guide, assist and support you through your training programme. We will treat all learners with due respect at all times, and we would ask that you afford all of our staff and your fellow learners with the same courtesy.

We have a Facebook page (Loughlinstown Training Centre) which we would ask you to *Like, Check In and Share*. In addition to advertising our courses, we also post up job vacancies on our page.

We wish you every success throughout your training and hope your time in the Training Centre is enjoyable.

Loughlinstown Training Centre Management Team

## General Information

Most of the processes and procedures that govern the Training Centre's interaction with learners are described on our website [www.ddletb.ie](http://www.ddletb.ie)

### Complaints

Policies and procedures can be found on our website from the following links:

General complaints: <http://www.ddletb.ie/corporate/corporate-about-us/customer-service/>

Complaints against a staff member: <http://www.ddletb.ie/wp-content/uploads/2018/11/3rd-Party-Complaint-Procedure-Approved-for-Sectoral-Use-April-2018.pdf>

### Data Protection Policies

CCTV Policy: <http://www.ddletb.ie/wp-content/uploads/2018/11/CCTV-Policy.pdf>

CCTV Privacy Notice: <http://www.ddletb.ie/wp-content/uploads/2018/11/CCTV-Privacy-Notice.pdf>

Data Protection Policy: <http://www.ddletb.ie/wp-content/uploads/2018/11/Data-Protection-Policy.pdf>

### Child and Vulnerable Adult Protection

Loughlinstown Training Centre is primarily an Adult focused service. We have on occasion, learners who are children or vulnerable adults.

The Child Safeguarding Statement is available on request from any of the Training Centre management team.

The DLP (Designated Liaison Person) and DDLP (Deputy DLP) for Loughlinstown Training Centre are identified and posted in reception.

### Funding

The majority of our courses receive funding from the ESF (European Social Fund) Check out their website and watch the video <https://www.esf.ie/en/about-us/>

## Hours of Attendance

Basic Training Week: Monday – Friday

Typical hours for full time training:

Monday – Thursday 8.30 – 15.45

Friday 8.30 – 12.45

Typical hours for part time training:

Monday – Thursday 9.30 – 1.30

Friday 9.30 – 12.45

Start and finish times must be observed in order to maintain a non-disruptive learning environment

### Clock Cards/Sign in sheets

For day courses in the centre, a clock card will be issued to each learner. Ensure that you have your clock card with you as you must clock in and out each day. In training locations without a clock card system sign in sheets will be used.

Signing or clocking out early is considered a breach of the time-keeping regulations, except where permission has been granted by your Instructor/Tutor.

Signing or clocking another learner in or out is strictly forbidden and may lead to dismissal for both parties.

If you have reason to leave the training location during training hours, please inform your Instructor/Tutor. You must ensure that you have permission to leave the premises and that you have **signed or clocked out**. Failure to do so will result in a deduction being made from your training allowance and/or other disciplinary action being taken against you.

### Training Allowance

Trainees and Apprentices will be paid allowances (if applicable) as set out by DEASP. **This is not a DDLETB discretionary payment, it is determined by your DEASP payment.**

Payment is made weekly on the number of hours in attendance at the course – **where no time is recorded – no payment can be made. Deductions will be made in respect of lates and absences. No payment will be made for uncertified sick leave.**

Training allowances are paid one week in arrears i.e. you will receive the first week's payment at the end of the second week, second week's payment at the end of the third week etc. At the end of the course you will receive the payment for the last week of the course at the end of the week following the course end date, whether this be for hours attended in class or for in-company training

An SC4 is issued by Payroll Section at the end of the course. This form details your earnings while you were on the course and any PRSI contributions that were paid by the Training Centre. Please keep this important document safe as it may be required by DEASP or a future employer.

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

## Travel/Accommodation Allowances

A contribution towards travel allowance may be paid if your permanent residence is more than 5 kilometres and less than 83 kilometres from your training location. If your permanent address is greater than 83 kilometres from your training location, an Accommodation Allowance may be paid, if applied for at registration stage.

**You may only receive either travel or accommodation allowance; you cannot receive both.**

## Absences and Illness leave

If you are sick and unable to attend your course, you must notify your Instructor/Tutor as early as possible but no later than a half hour after your normal start time on the morning of your absence.

If you don't contact your Tutor/Instructor and don't attend training for three consecutive days, it will be assumed that you have left the training course. If this happens your participation on the training course will be reviewed and you may be removed from the course. The authorisation of learner absences is the responsibility of the Instructor who has responsibility for the class.

Permitted time off for other absences to be approved by instructor in consultation with their line manager.

## Absence arising from Sickness

Payments are made for certified sickness in respect of learners who are in receipt of a Training allowance.

If absent through illness for periods in excess of 6 days in any rolling 3-month period, the learner should contact their local DEASP Office regarding entitlements to benefits. Apprentices should contact their employer regarding any payments they may be eligible for.

Certified sickness for learners that were not in receipt of a disability related payment from DEASP prior to starting the course are as follows:

- On receipt of a valid doctor's certificate, payments are made in respect of certified sickness absence however restrictions apply.
- A total of 6 days is payable in any rolling 3-month period.

Certified sickness for learners who were in receipt of a Disability related payment from the DEASP prior to starting the course are as follows:

- On receipt of a valid doctor's certificate, payment is made in respect of certified sickness absence however restrictions apply.
- 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, the Training Centre will review the situation in consultation with the learner.
- If the learner is unlikely to be able to continue the training course due to illness the learner will be referred back to the DEASP

## Absence arising from Medical, Dental or Optical Appointments

Learners will be paid for reasonable absences arising from medical appointments including hospital visits for medical tests/ scans and/or consultants', dental or optical appointments. Payment will be

made based on proof of appointment/attendance i.e. copy of letter of appointment. Every effort should be made to limit duration of absence.

For medical, dental or optical appointments proof of medical appointment must be provided prior to appointment (in cases of emergency the next working day after the appointment).

### Absence arising from a Family Bereavement

On the death of a learner's spouse/partner or child, up to 5 days compassionate leave will be paid to a learner in receipt of a Training Allowance.

For absence arising from the death of an immediate family member a maximum of 3 days compassionate leave will be paid to a learner in receipt of a Training Allowance.

### Holidays

You are not entitled to holidays/leave and therefore do not accumulate any annual leave whilst on the training course, with the exception of training courses over 30 weeks where 2 weeks' holiday pay will be paid. Payment will be made, however, in respect of bank holidays and public holidays.

### Childcare

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. Attending our courses allow persons on DEASP payments to apply for CETS. You may not get a CETS place as there are a restricted number available. The Training Centre cannot arrange or guarantee a CETS place.

### Closures

Learner will be paid all allowances as if they were in training on Bank and Public Holidays or on days where the training Location is officially closed.

During bad weather events (typically red level), notice of any closures will be posted on the Training Centre's social media feed (Facebook and Twitter). Please like and follow the Loughlinstown page to receive notices into your feed. Do not assume an automatic closure based on national forecasting, each event is locally assessed and a decision is made locally. Self-determined absences may result in a loss of training allowance.

### Parking

Parking is at your own risk. DDLETB will not accept responsibility for any loss or damage that may occur to any vehicle parked at our premises. Parking is available in the Loughlinstown Training Centre for all participants, staff and visitors. The parking area in front of the building (reception) is reserved for visitors and staff

- Parking is allowed only at the side and rear of the Training Centre
- Car park spaces are provided on a first come, first served basis
- Care is needed when entering and exiting the car park
- Max speed limit is 10 kph
- Directional arrows and signs must be adhered to
- Warning stickers may be placed on improperly parked cars
- No sporting activity is allowed on the premises or grounds
- Learners found to be abusing car park facilities will be prohibited from using the car park

- If required, please follow the instructions of security personnel
- If your course is being delivered in a training location outside of the Training Centre, your Tutor/Instructor will advise you of the guidelines relevant to your location

## In your Classroom/Workshop Area

- The use of mobile phones is prohibited, except where such use is pre-approved by your Instructor/Tutor
- Personal music players should not be used in the classroom/workshop, unless required as a pre-approved training aid
- Classrooms/workshops should be kept neat and tidy and all waste placed in the relevant bins provided
- Entry to other classrooms/workshops is not permitted without the permission of the Tutor/Instructor
- Consumption of food and beverages is strictly forbidden in the classrooms/workshops
- Appropriate use of the computer equipment should be adhered to as per Computer Resources and Internet Policy for Training Centre Learners, Appendix 2 which must be signed by you if computers are part of your course.
- For Health and Safety reasons, the use of workshop equipment and machinery requires you to tie back hair, secure loose clothing, remove dangling jewellery, wear safety glasses/goggles and wear Personal Protective Equipment (PPE) if appropriate.

## Using the onsite Canteen

Subsidised breakfast and lunch options are available to all learners. Teas and Coffees are free. There is a daily menu posted at the entrance to the canteen, information on prices are listed on the menu. Details of allergens are also available on the menu or from the canteen staff. Persons with specific dietary needs should talk to the Canteen manager for options. We try to facilitate requirements but in some cases it is not possible to meet specific needs.

- Each class should adhere to their allocated time for breaks and should not be in the canteen outside of these times. You are asked to queue in an orderly manner  
There is an allocated seating area for learners
- Respect and courtesy should be shown to canteen staff and other users
- Trays and utensils should be returned to the area provided. Do not remove any cups/mugs from the Canteen
- All waste should be placed in the appropriate waste bins
- All food and drinks available for purchase in the canteen must be paid for before entering the seating area. There are no credit or credit/debit card options available.
- PPE or work wear should not be worn in the canteen.
- Please respect the furniture in the Canteen.

## Training Programme and Assessment

At the start of your course, your instructor will outline a general timetable and the course objectives and assessments.

Timetabling of assessments will vary depending on the pace of the course and the availability of testing locations and materials.

## Health and Safety

During the first week of your course and as part of your Induction Module, your Tutor/Instructor will outline the Health & Safety regulations for your course and training location.

## Emergencies and Evacuations

It is the policy of the Training Centre to ensure the safety, health and welfare of all persons using the facilities.

In the event of an alarm activation, the following procedures **MUST** be followed:

- Leave the building in an orderly fashion using the nearest and safest exit. Your Tutor/Instructor will show you where the exit nearest to your classroom is located. Do not go through reception unless this is unavoidable.
- If you are in the canteen, leave the building via the canteen fire exits.
- Do not use lifts.
- On leaving the building proceed to your designated assembly point. (Your Tutor/Instructor will show you where the designated assembly point is located). Report to your Tutor/Instructor at the assembly point so he/she can do a head count to ensure everyone has evacuated the building safely.
- Remain at your designated assembly point and do not re-enter the building until permission has been given to do so.

**Note: Learners should not sit in their cars during a fire evacuation.**

**It is the responsibility of all Learners to familiarise themselves with evacuation procedures in the Training Centre.**

**Assembly point notification and exit points are highlighted in your training location.**

**The Fire Break Glass is there for Emergency purposes only. Anyone found deliberately breaking the glass will be dismissed from their training course or returned to employers in the case of apprentices.**

**For courses running in premises other than the Training Centre your Tutor/Instructor will advise you on the Evacuation Procedures for your venue.**

## First Aid

All accidents should be reported to your Tutor/Instructor where possible, or another member of staff who will advise you on what action to take.

**What you should do:** In the event of an accident no matter how small or apparently insignificant please advise your tutor.

**In an emergency:** notify a member of staff and immediately contact reception by dialling 0 from the nearest telephone. Advise reception of your location

**In the case of accident:** Contact your course Tutor/Instructor or Dial 0 immediately to advise reception of your location and the nature of your emergency. At this point you may, if necessary request for first-aid assistance.

**If necessary:** 112 can be dialled directly from the phone in the classroom to contact Emergency Services. Firstly, dial 9 for a line out, followed by 112. Please contact reception after ringing the emergency services to advise them of the expected outcome of your phone call.

## Lift

In the unlikely event that you become trapped in the lift, please follow instructions in the lift and await the arrival of Training centre staff/engineer.

## Tools/Equipment

Tools, equipment and machinery are supplied by the Training Centre where applicable for training purposes. You must report any defect and/or damage to that equipment to your instructor as soon as you notice it.

## Housekeeping and maintenance of workshops and classrooms

Loughlinstown Training Centre try to provide you with a clean and functioning learning environment. Please assist us to maintain the centre by cleaning up after yourself and letting your instructor know if any equipment needs maintenance.

Persons training in workshops are expected to clean the workshops and their personal work space every day. Tools, equipment and other personal items (boots, overalls etc.) should be left tidy and secure when not in use.

## Personal Protective Equipment (PPE) (where applicable)

Learners must wear personal protective equipment e.g. protective clothing, footwear, gloves, and safety glasses as advised by their instructor. It is the responsibility of each learner to ensure that all protective equipment is kept clean. Protective clothing, including protective footwear, relevant to your training must be worn at all times in your training area.

## Malicious Action

Deliberate abuse of location property and equipment is prohibited. Any theft of equipment or materials supplied for the course is deemed as a criminal offence and will incur instant dismissal and details will be forwarded to the Gardaí. Deliberate abuse of any Fire prevention equipment by any learner will also incur instant dismissal.

## Media Recording

Learners may not make recordings (photographs, video or sound), electronic or otherwise, within the training centre without the written permission of the training centre Manager. All recordings made, may not be shared or published in any format or on any platform without the written permission of the training centre Manager.



## Learner Code of Conduct Infringement Process

### Stage 1 - Verbal warning

For minor infringements, the Instructor will give a verbal warning to the Learner which the Instructor will record on the Disciplinary Report Form. The Learner will be offered sight of the recorded warning, which should outline the issue and the expected improvement.

Where the course is delivered on behalf of the Training Centre through a Second Provider or Contracted Training arrangement, the Instructor will also notify the Second Provider or Contracted Training Manager, who liaises/co-ordinates with the Training Centre.

### Stage 2 – First Written Warning

For continuous infringements or serious issues, the Instructor may proceed to Stage 2 and will issue the first written warning to the Learner. This will be recorded on the Disciplinary Report Form. The Learner will be offered sight of warning record or where appropriate a letter may be sent to the Learner outlining the performance deficiency and the required corrective action.

### Stage 3 – Second Written Warning

For continuous infringements or more serious issues, the Instructor may proceed to Stage 3 and will issue the second written warning to the Learner. This will be recorded on the Disciplinary Report Form. The STB Advisor and the employer (where appropriate for an apprentice learner) may be informed of the issue at this stage of the discipline process. The Learner will be offered sight of warning record or where appropriate a letter may be sent to the Learner outlining the performance deficiency and the required corrective action.

### Stage 4 – Termination

Learners who have failed to address performance issues outlined in previous warning(s), or where an action warrants termination, will have their case referred by the Instructor to the relevant Assistant Manager who will, based on the severity of case, determine what action to take, up to and including termination from the course. The STB Advisor and the employer (where appropriate for an apprentice learner) will be informed of the issue at this stage of the discipline process. The Learner should be offered sight of warning record or where appropriate a letter may be sent to the Learner outlining the performance deficiency action taken.

## Procedure for Lodging an Appeal

An appeal may be made to the Training Centre Manager in writing/email within 5 working days of infringement decision. The details should include: -

- the participants name
- the decision being appealed
- the grounds on which the decision is being appealed

Clarification may be required before determining whether to admit an appeal, such clarification will be sought immediately.

Once the Application containing all required information has been received, a letter of acknowledgement will issue to the appellant forthwith. The letter may also ask the appellant to submit any additional documentation relevant to the appeal without delay.

An appeal may be withdrawn at any time by the appellant.