

Kerry Training Centre Guidelines for Trainees and Apprentices

Table of Contents

Induction	1
Learner Charter.....	2
General Information	3-4
Learner Responsibilites	5
Absence and Sickness Policy (Policy on Learner Absence and Sickness).....	6- 9
Respect and Dignity (Policy on Learner Respect and Dignity).....	10
Health and Safety (Policy on Learner Health and Safety).....	11-12
Code of Conduct Infringement.....	13-14
Computer and Internet Usage.....	15-16
Maternity Leave.....	17
Garda Vetting.....	18-19
Feedback and Complaints.....	20
Student Card	21

Welcome From the Manager

This booklet provides learners with details of our policies and operating procedures that should be observed while participating on a training course here in Tralee. With your co-operation we can ensure that we provide a safe training and work environment for all of our staff and our learners. Compliance with the code will assist in maintaining a high standard of safety within the centre for all.

We are here to guide, assist and support you through your individual training programme and we undertake to treat all learners with due respect at all times, and we would ask that you afford all Training Centre staff, in particular your course instructor, with the same courtesy.

These rules are not meant to be an imposition. They should be seen instead as a standard of performance appropriate to an individual who is committed to progressing in their training course and subsequent career.

Finally, on behalf of the centre staff we would like to wish you every success in achieving the objectives of your training programme and hope that you also enjoy your time with us.

Owen O'Donnell
Manager

Induction

The aim of the Kerry 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

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

A learner with Kerry Training Centre can expect the following:

1. Access to up-to-date and accurate information will be provided to assist learners to make informed choices regarding training opportunities.
2. 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
3. Kerry Training Centre promotes equality of opportunity and recognises learner diversity.
4. Training programmes will be offered in line with learners identified needs.
5. In the event of unavailability or cessation of a training option, an alternative option will be explored to meet the learners identified training needs.
6. Learning provided will take place in a safe and secure environment.
7. The materials and facilities utilised will be suitable to the learning programme undertaken.
8. Kerry Training Centre will provide quality assured learning opportunities in accordance with the Kerry Training Centre Quality Assurance Policy and Procedures.
9. Assessments on learning progress will be given to the learner in a timely manner.
10. Where appropriate, Kerry Training Centre will discuss with the learner the relevant supports to assist learner progression.
11. Kerry Training Centre will, from time to time, seek feedback on the overall learning experience.
12. A printed copy of the Learner Charter is available from local Training Centre. This Charter can also be provided in accessible formats on request.

HOURS OF ATTENDANCE

- Basic Training Week: Monday – Friday
- Hours of training:

Monday – Thursday	8.30 – 15.45
Friday	8.30 – 12.45

- Start and finish times must be observed.
- Ensure that you have your clock card with you each day.
- To clock in or out on behalf of another trainee is an offence which may lead to instant dismissal from the course
- Please notify your instructor if you need to leave the training centre before the official clock out time.
- Course participants are not permitted to use the training facilities outside the official times except with the knowledge and permission of the course instructor
- If you cannot attend, for whatever reason, please phone Kerry Training Centre, Tralee before 10.00a.m. Tel 066 7149600 (your instructor may give you the direct line to his/her office)
- All classes are entitled to a fifteen-minute morning break and a thirty-minute break at lunchtime. Your instructor will inform you of break times for your class.

Please note, for safety and hygiene reasons, that food and beverages may not be removed from the canteen for consumption in class areas.

ALLOWANCES

Training Allowance

Trainees and Apprentices will be paid allowances (*if applicable*) as set out by Department of Social Protection. Your entitlement will be explained to you when you register at the beginning of your course. Training allowances are credited directly to your nominated bank account weekly and are paid on a one-week in arrears basis. Deductions will be made in respect of lates and absences.

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 3 miles or more from the Training Centre or an accommodation allowance can be paid to those who live more than 20 miles for adult courses from the training centre, who have to move into accommodation to enable them to attend their course in Tralee.

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.

Car Parking

Please use the car spaces provided in the Training Centre car parks. Please note there are additional car spaces available at the northern end of the centre with access to the Training Centre at the steps beside the car park. Please proceed with caution and with due care for pedestrians when travelling in and out of the car park.

YOU ARE ADVISED NOT TO PARK YOUR VEHICLE ON THE ROADWAY OUTSIDE THE TRAINING CENTRE

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.

KERRY ETB TRAINING CENTRE POLICY ON LEARNER ABSENCE AND SICKNESS

1. Absence

- If the learner is unable to attend the course for any reason, the learner must notify their trainer/instructor/employer/co-ordinator on the morning of the absence. If the learner does not contact their trainer/instructor/ employer/co-ordinator and does not attend training for three consecutive days it will be assumed that the learner has left the training course and the learner's participation on the training course will be subject to review, and the learner may be terminated from the course.
- The authorisation of learner absences is the responsibility of the Instructor/tutor/co-ordinator who has responsibility for the control of the class, in the first case; this authorisation must be accompanied by a reason from the drop down list of reasons¹ (which must be recorded on the Weekly Summary Attendance Sheet)
- Permitted time off for other absences to be approved by instructor/trainer/co-ordinator, reason(s) recorded on the Weekly Summary Attendance Sheet and approved back-up to be attached to attendance sheet.
- Kerry ETB Training Centre Management has discretion to authorise payments of allowances to a learner in cases of genuine hardship. In these cases the Training Centre Manager /Assistant Manager must place a note/email on course/class attendance file.

2. Absence arising from Sickness

- If the learner is sick or unable to attend the course, the learner must notify their trainer/instructor/employer/co-ordinator on the morning of their absence. If the learner does not contact their trainer/instructor/employer/co-ordinator and does not attend training for three consecutive days it will be assumed that the learner has left the training course and the learners participation on the training course will be subject to review, and the learner may be terminated from the course. No payment of Training allowance² will be made for absences due to sickness that is uncertified.
- To avoid unnecessary hardship for the Learner the payment of accommodation allowance and fuel allowances (where applicable) can be continued for the period of both Certified Sickness and Uncertified sickness, which by its nature will be for short periods.
- The payment of supplementary allowances (i.e. meals and travel) can be continued if the trainee is in attendance in the training week (*1 day minimum*).

¹ See Appendix 1

² Participants on a Kerry ETB training programmes do not receive Social Welfare payment from Kerry ETB. They may be eligible for a Kerry ETB training allowance in lieu of any personal Social Welfare entitlement they may have.

3. 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.

4. 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 member³ a maximum of 3 days compassionate leave will be paid to a learner in receipt of a Training Allowance.
- 1 day compassionate leave for other close relatives to include uncle, aunt, niece or nephew.
- In exceptional circumstances, special leave in excess of the limits prescribed above may be granted.

5. Supporting Documentation Required for Paid Absence

- An original Doctors certificate must be received by Kerry ETB Training Centre / Training Provider within one month from the first day of the period of absence due to sickness.
- 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).

6. Deduction of Meals and/or Travel Allowance for Learners Absences

- Pro rata deductions will be made to meal and/or travel allowances in respect of learner absences, subject to 2 above.

³ An immediate family member is: parent/step-parent/parent-in-law, brother/step-brother/brother-in-law, sister/step-sister/sister-in-law, grandparent, grandchild.

7. Payment of Allowances on Bank and Public Holidays or on days where the training Location is officially closed.

- On these days, the Learner will be paid all allowances as if they were in training.

8. Certified Sickness Payments to Learners in Receipt of a Training Allowance

- Payments are made for certified sickness in respect of learners who are in receipt of a Kerry ETB Training Allowance. The rules governing the payment of allowances for certified sickness are as follows:

Learners in receipt of a Kerry ETB Training Allowance that were not in receipt of a disability related payment from Dept. of Social Protection prior to starting the course the following rules apply:

On receipt of a valid doctor's certificate, within the required timeline, payments are made in respect of certified sickness absence however restrictions apply, for example;

- A total of 6 days is payable in any rolling 3 month period.
- If absent through illness for periods in excess of 6 days in any rolling 3 month period the learner should contact their local Department of Social Protection Office regarding entitlements to benefits and apprentices should also contact their employer regarding any payments they may be eligible for

Learners who were in receipt of a Disability related payment from the Department of Social Protection (and all learners participating on Specialist Training Programmes)

On receipt of a valid doctor's certificate within the required timeline, payment is made in respect of certified sickness absence however restrictions apply, for example;

- 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, Kerry ETB Training Centre will review the situation in consultation with the learner.
- In the case of STPs if the learner is unlikely to be able to continue the training course, a Learner Finish Form should be completed and submitted to the Kerry ETB officer. When the learner is deemed ready to resume the programme, a Learner Start Form must be completed and submitted.

- In all other cases, if the learner is unlikely to be able to continue the training course, arrangements will be made between Kerry ETB Training Centre and the Department of Social Protection to restore the person's social welfare payment.

Further clarification on above and any other restrictions relating to learners' specific circumstances should be discussed with their instructor/trainer/employer/co-ordinator.

KERRY ETB TRAINING CENTRE POLICY ON LEARNER RESPECT AND DIGNITY

Respect and Dignity [1]

ETB Training Centre staff will treat all customers with respect and dignity and our customers are requested to treat ETB Training Centre staff and each other in a similar manner.

The ETB Training Centre will not tolerate any form of verbal or physical abuse.

The ETB Training Centre reserves the right to withdraw services from people who engage in such abuse of our staff or of other clients.

Cases of extreme or persistent offending will be referred to the appropriate authority.

The ETB Training Centre is committed to a policy of equal opportunities and to ensuring that no learner will receive less favourable treatment than another.

Discriminatory Practices It is the ETB Training Centres practice that freedom from discrimination or harassment is a condition of training for which every learner is entitled. Learners who offend in this manner are liable to termination from their training programme and may be referred to the appropriate authority.

Bullying

Bullying is unacceptable, and can be grounds for disciplinary action being taken. The ETB Training Centre endeavours to provide an environment that will give all learners the freedom to learn without having to suffer bullying, intimidation or harassment. Bullying includes:

- Aggressive behaviour towards another person or persons.
- Repeated verbal harassment.
- Constant personal insults and name calling.
- Uncomplimentary remarks likely to cause serious offence.
- Constant ridiculing of a person by another person or persons.
- Intimidation and threats in general.
- The posting of any material perceived as offensive.

If you are subject to such behaviour, you should consult in confidence, with your trainer/instructor, or any member of the ETB Training Centre management team who will seek to address the issue.

[1] The above policy is an extract from the ETB Training Centre Respect and Dignity Policy

KERRY ETB TRAINING CENTRE POLICY ON LEARNER HEALTH AND SAFETY

General Behaviour

The ETB Training Centre places high priority and importance on the safety and welfare of all our staff and learners. Mature and disciplined behaviour is required and expected in all areas of the training location and surrounds. Please respect all fellow learners and staff at all times. Safety regulations and rules are there to ensure that a safe and healthy environment is provided for all. These rules and regulations must be adhered to at all times. Any learner found responsible for inappropriate behaviour that could cause damage or hurt to others or to property at the training location will be liable to dismissal from the course.

Training Environment

A clean classroom/workplace is a safe environment. All areas in relation to instruction should be treated with respect at all times. Please ensure that your own work area is kept safe and orderly at all times including passageways around your workspace or desk.

Notice and Signs

All Health and Safety signs displayed throughout the training location must be adhered to at all times.

Hazard Statements

Hazard statements if appropriate are displayed in the relevant training areas. Your trainer / instructor will explain these to you along with specific rules and regulations that must be adhered to. Please read statements and familiarise yourself with their contents.

Drugs, Alcohol or Stimulants

The unlawful possession, use, or distribution of illicit drugs or controlled substances (including stimulants, depressants, narcotics, or hallucinogenic drugs); the misuse of prescription drugs, including sharing, procuring, buying, or using in a manner different from the prescribed use, or by someone other than the person for whom it was prescribed. Drugs, other than those prescribed of a medical nature are not permitted in the training location and any person found in possession will be subject to disciplinary action up to and including dismissal from training. The consumption of alcohol or use of stimulants in the training location is prohibited. Learners found to be under the influence of alcohol or other stimulants, irrespective of when or where consumed will be subject to the disciplinary process.

Possessing or using dangerous weapons, firearms, or explosives

The possession or use of explosives, fireworks, incendiary materials, or weapons (weapons include, but are not limited to, guns, firearms, shotguns, rifles, air rifles, paintball and pellet guns, tasers, and knives) by any learner, is absolutely prohibited in the training location and any person found in possession will be subject to disciplinary action up to and including dismissal from training. Page 2 of 2 TQAS-1/Policy on Learner Health & Safety/V1.0

Fire Precautions

Should the fire alarm sound, all persons must evacuate the building immediately through the nearest fire exit. Once outside the building do not re-enter for any reason but go straight to your designated assembly point. Everyone should familiarise themselves with the fire prevention procedure and please take all sensible precautions to avoid outbreaks of fire. Your trainer/instructor will advise accordingly.

Tools/Equipment

Tools, equipment and machinery are supplied by The ETB Training Centre where applicable for training purposes. You must report any defect and/or damage immediately to your trainer/instructor.

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 trainer/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.

Reporting of Accidents, Incidents or Dangerous Occurrences

Accidents or incidents no matter how small or minor they may seem must be reported to your trainer/instructor and recorded. All dangerous occurrences must be report to your trainer/instructor. A dangerous occurrence is an unplanned and undesired occurrence which may have the potential to cause injury or damage to property, equipment or the environment. Please adhere to this procedure as it benefits both you and others.

Malicious Action

Deliberate abuse of fellow learners, staff or training location property, and equipment including theft, is deemed as a criminal offence and will incur instant dismissal and details will be forwarded to the appropriate authorities. Deliberate abuse of the Fire Alarm by any learner will also incur instant dismissal.

KERRY ETB TRAINING CENTRE Policy on Learner Code of Conduct Infringement Process

The **ETB Training Centre** will maintain a safe and productive learning environment for all learners on all courses. Where an infringement of the Learner Code of Conduct occurs the following process will apply:

Stage 1 - Verbal warning

For minor infringements, the Instructor¹ will give a verbal warning to the Learner which the Instructor will record on **the ETB Training Centre** Learner Code of Conduct Infringement Report Form. This should be signed by both the Instructor and the Learner. The Learner should be offered a copy of the recorded warning, which should outline the issue and the expected improvement.

1 The term Instructor also refers to trainer or tutor.

2 Where the course is delivered on behalf of **the ETB 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 ETB Training Centre** in this regard.

3 In the case where there is no Assistant Manager for the programme the Form or referral is sent to the relevant Officer / Manager with responsibility for the programme.

Stage 2 – First Written Warning

For continuous infringements or serious issues, the Instructor² may proceed to Stage 2 and will issue the first written warning to the Learner, using **the ETB Training Centre** Learner Code of Conduct Infringement Report Form. This will be signed by both the Instructor and the Learner with a copy of this form being sent to **the ETB Training Centre** Assistant Manager³ and the STB Advisor (where appropriate). A copy will be given to the Learner or where appropriate a formal letter should be sent to the Learner outlining the performance deficiency and the required corrective action.

Stage 3 – Second Written Warning

For continuous infringements or serious issues, the Instructor and **the ETB Training Centre** Assistant Manager may proceed to Stage 3 and will issue the second written warning to the Learner, using **the ETB Training Centre** Learner Code of Conduct Infringement Report Form. This will be signed by both the Instructor and the Learner with a copy of this form being sent to **the ETB Training Centre** Assistant Manager, the STB Advisor and the employer (where appropriate). A copy will be given to the Learner or where appropriate a formal letter should 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 and **the ETB Training Centre** Assistant Manager to the relevant Officer / 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 will also be informed. Page 2 of 2 TQAS-1/ Policy on Learner Code of Conduct Infringement Process/V1.0

Completed and signed copy of **the ETB Training Centre** Learner Code of Conduct Infringement Report Form is forwarded to the relevant Officer / Manager and copied to the employer, where appropriate.

Appeal Process

Learners will be afforded the opportunity to appeal any action taken at any stage of the process to the next management level in **the ETB Training Centre**.

Appeal of Stage 1 or Stage 2 is to:

Assistant Manager

Appeal of Stage 3 is to:

Relevant Officer / Manager

Appeal of Stage 4 is to:

Relevant Officer

KERRY ETB TRAINING CENTRE POLICY ON LEARNER COMPUTER RESOURCES AND INTERNET USAGE

Introduction

The ETB Training Centre provides computer resources to support the normal activities of the ETB Training Centre. These resources are provided to assist in day-to-day administration tasks and to train and assist the ETB Training Centre Learners.

The Internet system is intended for use where appropriate only in relation to the training provided by the ETB Training Centre.

Computer resources including the Internet are to be used only in a manner that is consistent with this policy.

Breach of the policy will be treated as a disciplinary matter subject to the ETB Training Centre disciplinary procedure and depending on the severity of the breach may result in serious disciplinary action up to and including dismissal from training. Breach of this policy may also attract civil and/or criminal liability.

No Expectation of Privacy

All computer resources, Internet system documents composed, sent, or received on the ETB Training Centre systems are the property of the ETB Training Centre. They are not the private property of any person. As a result, you expressly waive any right to privacy and have no expectation of privacy in items created, stored, sent or received on the ETB Training Centre systems. You are advised that the ETB Training Centre monitors Internet and mail usage and can generate reports at the level of individual workstations.

Copyright

Care must be taken to ensure that electronic communications do not infringe copyright in any works transmitted. Transmission of material accessed over the Internet, or the re-transmission of material from third parties, may in some circumstances infringe copyright. You should consult your Instructor if in doubt.

Software and ETB Training Centre systems

No software may be used on the ETB Training Centre systems unless it has been approved by your Instructor and is licensed for use by the ETB Training Centre on its network. Particular care should be taken to ensure that the use of computer resources or Internet does not cause executable files or other software, which may have an adverse effect on the operation of those systems to be installed.

Inappropriate Use and Content

Material that is fraudulent, discriminatory, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory of individuals, firms or companies or otherwise unlawful or

inappropriate may not be routed, accessed, downloaded, sent or circulated by e-mail or other form of electronic communication (such as bulletin board systems, newsgroups, chat groups) or displayed in on or stored in ETB Training Centre systems. This rule will be strictly enforced and a breach may result in termination of your training.

Other uses of computer resources and the Internet considered inappropriate include:

Recreational use, significant personal use or any activity that may be considered illegal

Use that wastes network resources or causes disruption to others

Connection of any device to the computer network without first obtaining proper authorisation

Accessing or modifying computer data belonging to the ETB Training Centre or any other person without prior permission

Virus Detection and Protection

Viruses can cause substantial damage to the ETB Training Centre computer systems. You are responsible for taking reasonable precautions to ensure that you do not introduce into the ETB Training Centre network any self-replicating/propagating software that may delete or alter data. You may not download any files from the Internet or install or use encryption software on any of the ETB Training Centre systems without first obtaining the permission of your Instructor. You may not use passwords or encryption keys unknown to your Instructor.

You may not use any floppy disks or CD ROMS other than those supplied by the ETB Training Centre for the purpose of your training.

Code of conduct infringement process

Violation of the ETB Training Centre Computer Resources and Internet Usage Policy will be addressed in line with Learner Code of Conduct Infringement Process. Actions taken for violation of this policy may include, but is not limited to suspension and/or termination. The measure of the action taken will correspond to the gravity, of the offence in the opinion of the ETB Training Centre.

Revision of this Policy and Conclusion

This policy and any amendment to it should be strictly, observed. You will be notified of any amendment and/or revision. If you have any queries or concerns in relation to the use of computer resources and/or the Internet please contact your Instructor/Trainer.

KERRY ETB TRAINING CENTRE POLICY ON LEARNER MATERNITY LEAVE

As an expectant mother you are entitled to 26 consecutive weeks' basic maternity leave. Maternity leave is generally taken 2-4 weeks before the expected birth however a minimum of 2 weeks must be taken before the medically certified expected week of confinement and 4 weeks after the end of the expected week of confinement. You are entitled to an additional 16 weeks' unpaid leave immediately after that of the basic maternity leave.

You are encouraged to notify your instructor/trainer as soon as possible so that **the ETB Training Centre** can ensure that it can be supportive of you and your requirements during that time. Learners are obliged to give **the ETB Training Centre** at least 4 weeks' written notice of their intention to take maternity leave and provide a medical certificate confirming the expected date of confinement. Learners must inform **the ETB Training Centre** in writing of their intention to take the 16 weeks' additional unpaid leave either on the date that they notify **the ETB Training Centre** of their intention to take maternity leave or in any event not later than 4 weeks before the end of the 26 weeks' maternity leave period.

Notice to **the ETB Training Centre** of a Learner's intention to return to training must be given in writing at least four weeks before the intended date of return after the birth. **The ETB Training Centre** will seek to facilitate you as far as is reasonably practicable in completing your training (which may be at a later date and/or a different location/programme if your original training programme has since finished).

The ETB Training Centre itself does not pay Maternity Benefit/Training Allowances during the period of maternity leave. Learners should contact their local Department of Social Protection office as early as possible to determine any entitlements that may be due during your maternity leave. To ensure that such entitlements can be clarified, Learners may be advised/given time to visit their local Department of Social Protection Office when the necessary notification of intention to take maternity leave is given to **the ETB Training Centre**.

Medical Appointments

As an expectant mother you may take reasonable time off for medical visits connected with the pregnancy. There is no maximum or minimum amount of time off specified for these visits. Rather, you are entitled to as much time off as is necessary to attend each visit. This includes the time required to travel to and from the appointment and the time taken for the appointment itself. You must, where practicable, give 2 weeks' notice of your medical visits. You should show your appointment card if requested by **the ETB Training Centre** at any time after your first appointment. If you are in receipt of a training allowance you are entitled to be paid while keeping these medical appointments for the duration of the course.

Ante-natal classes

As an expectant mother you are entitled to take time off to attend one complete set of ante-natal classes during your pregnancy except for the last 3 classes of the set. An expectant father is also entitled to time off, on a once-off basis, for the purpose of attending the last two antenatal classes.

Health and Safety

The ETB Training Centre may, due to the nature of the training programme you are attending, request confirmation from your doctor that it is safe for you to continue with your training. Where a risk is identified, **the ETB Training Centre** may suspend all or part of your training in the interest of Health and Safety.

GARDA VETTING

POLICY IS BEING UPDATED AT PRESENT

GARDA VETTING POLICY IS CURRENTLY BEING UPDATED. SHOULD YOU REQUIRE ANY INFORMATION ON THIS POLICY, PLEASE CONTACT THE MANAGEMENT OF THE KERRY ETB TRAINING CENTRE.

POLICY IS BEING UPDATED AT PRESENT

GARDA VETTING POLICY IS CURRENTLY BEING UPDATED. SHOULD YOU REQUIRE ANY INFORMATION ON THIS POLICY, PLEASE CONTACT THE MANAGEMENT OF THE KERRY ETB TRAINING CENTRE.

Feedback and Complaints

Feedback

Feedback is an important part of the training programme. During and/or after your course you will be asked to provide feedback. The purpose of this is to help Kerry Training Centre gather information on your experiences while on the course.

Feedback provides Kerry Training Centre with information that allows us to continuously improve our courses and ensure the relevance of our programmes for all our stakeholders.

Complaints

If you have any queries or concerns while on your course you can bring these to the attention of your trainer/instructor at any stage.

How to make a complaint:

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 by Kerry Training Centre.

- A complaint can be made by completing the [Customer Complaint Form](#) and submitting it to the Kerry Training Centre manager. All complaints are acknowledged and investigated.
- You will be informed of the outcome of this investigation.
- Complainants have the option to make direct contact with the Office of Ombudsman of Ireland (from 2013) in the event that they are not satisfied with the resolution to the complaint.

Student Card

Trainees attending a Kerry ETB Training Course of over 6 month's duration (min 20 hours training per week), can if they wish, apply for a Student Leap Card. This card entitles the owner to numerous discounts on a variety of shops and services.

For further information and application details, please contact reception or log on to www.studentleapcard.ie