

Introduction to

Youth Train

Community Training Centre



Ireland's European Structural and
Investment Funds Programmes
2014-2020

Co-funded by the Irish Government
and the European Union



wwetb
Boird Oideachais agus Oiliúna
Phoirt Láirge agus Loch Garman
Waterford and Wexford
Education and Training Board



QQI

Quality and Qualifications Ireland
Dearbhú Cáilíochta agus Cáilíochtaí Éireann

ÉcoMerit
certified company



European Union
European Social Fund
Investing in jobs and skills

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You can use this booklet for reference.

For general information on Youth Train you should see
Youthtrainwexford.com or
Youth Train's *facebook* page



1. Introduction

Youth Train is a Community Training Centre providing support to young people aged 16-21 years to help them to be qualified, skilled and confident to progress to further training or employment.

QQI3 Employability Skills

QQI4 Catering and Hospitality Skills

QQI4 Trade Skills Preparation

Youth Train works with learners in small groups of 8-12 people. There is **no typical learner**. Each has their own story and their own ideas about the future. We work with up to 40 young people so can get close to the stories as they unfold. Each learner will develop an **Individual Learning Plan**. This ILP allows us to engage monthly with the learner to assess their progress, see achievements and ensure we make the most of their opportunity. Through the ILP we can bring in supports from outside if needed as we are well connected to many agencies in Wexford.

The **quality training space** in Whitemill is clean and well maintained. It is an environment where young people can have their voices heard and respected. It is a safe space where a young person is supported and challenged to develop their potential, their communication skills and their resilience. The workshop and training kitchen have the equipment that you can expect to find in the workplace.

Youth Train has been working with young people in Wexford since 1999. We have the **experience and expertise** to ensure high standards of training outcomes. The training, certification and work experience a learner gains in the CTC helps a young person to have the confidence to progress. They will progress to further education and training, apprenticeships or to work.

Youth Train is **connected** to the local and business community. We work together with families to look forward positively to better outcomes for the learner and those around them. The staff team in Youth Train has the ambition and the energy to ensure that each learner can enjoy their learning experience. We are always open to discussing Youth Train as a positive option for a young person's development; each individual is worth the investment.

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2. CODE OF BEHAVIOUR

Youth Train CTC

Youth Train CTC recognises and praise effort and good behaviour where a learner makes the very best use of their training place.

Reason for this Code: We have a Code of Behaviour because everyone in Youth Train has the right to learn and work productively. Each of us also has responsibilities to make sure our behaviour supports learning and does not have a bad effect on the learning or work of others.

Agreeing with the Code: Each learner over 18 years will sign that they understand and will work within the Code. Before a learner has reached the age of 18 years, the parent/ guardian is given a copy of the Code to be signed and returned. This will help those at home understand the way that the CTC works and facilitate the development of links between Youth Train and home.

Rights infringed: If a learner feels that their rights as outlined are not being respected, they may have a *grievance*. Youth Train's ***grievance procedures*** outline what should happen in this case.

Sanctions and discipline action: There may be a need for sanctions when the Code is not followed. Sanctions show fairness of the Code and promote responsibility and positive behaviour in the Centre. The sanction process is outlined in the Youth Train ***disciplinary procedures***.

LEARN

Feel SAFE

RESPECT

LEARNER RIGHTS AND RESPONSIBILITIES

RIGHTS	RESPONSIBILITIES
<p>Learn</p> <p>You are entitled to:</p> <ul style="list-style-type: none"> ✧ Receive help and assistance when needed ✧ Learn without interruption ✧ Receive feedback on your progress ✧ Receive training that is interesting and that meets your ability level 	<p>Learn and allow others to learn</p> <ul style="list-style-type: none"> ✧ Attend every day and to classes on time ✧ Pay attention ✧ Produce your best quality work on time ✧ Take part in all activities ✧ Allow others to learn without disruption ✧ Turn phones off during training times ✧ Act on advice given to help your learning
<p>Feel Safe</p> <p>You are entitled to:</p> <ul style="list-style-type: none"> ✧ Your property being safe and respected ✧ Be protected against threat to your safety ✧ Be protected against and supported in avoiding drugs and their influence ✧ Work in a space that is clean, pleasant and well maintained with equipment free from litter, graffiti and damage 	<p>Keep others and their property Safe This means:</p> <ul style="list-style-type: none"> ✧ Take no photographs or video in the Centre ✧ Keep our training space clean and safe ✧ Let staff know quickly about any safety hazards, spillages etc ✧ Ensure that others' property is safe and not messed with ✧ Return all found property to the admin office ✧ If you smoke, smoke only behind the premises and only at break times or when given permission ✧ Do not use or possess alcohol or drugs before or during the training day ✧ Do not bring in any item harmful to others. This includes fireworks.
<p>Be Respected</p> <p>You are entitled to:</p> <ul style="list-style-type: none"> ✧ Be free of discrimination, harassment or bullying by anyone in the CTC ✧ Be treated fairly at all times ✧ Youth Train will promote a good reputation and positive image of our CTC with families, employers and the wider community 	<p>Respect Others</p> <ul style="list-style-type: none"> ✧ Use respectful language at all times ✧ Celebrate other peoples' successes ✧ Treat others with fairness and dignity, avoid any verbal or physical abuse ✧ Welcome visitors to the Centre ✧ Listen to others ✧ Behave in a way that reflects well on you and the CTC outside the centre

What we expect from a learner

<p>What is expected in Youth Train</p>	<ul style="list-style-type: none"> ✓ Attending all the time ✓ Participating ✓ Trying ✓ Respecting ✓ Asking questions ✓ Being open to ideas and help 	<p>Youth Train offers:</p> <ul style="list-style-type: none"> 👍 Positive feedback 👍 Qualifications 👍 Good reference 👍 Options and opportunities
<p>What's not ok</p>	<ul style="list-style-type: none"> ☹ Not attending ☹ Not trying ☹ Not taking part ☹ Not doing enough work 	<p>Youth Train</p> <ul style="list-style-type: none"> ♦ Looks for reasons why ♦ Works with you to find ways to get back into the green
<p>Damaging and unacceptable Behaviour</p>	<ul style="list-style-type: none"> * <i>Using your phone in class</i> * <i>Threatening</i> * <i>Being aggressive</i> * <i>Cursing</i> * <i>Intimidating</i> * <i>Undermining</i> * <i>Bullying</i> * <i>Obstructing</i> * <i>Sabotaging</i> 	<ul style="list-style-type: none"> ▪ Youth Train lets you have your say and we work to find ways to stop this behaviour. Incidents are recorded and addressed with you. ▪ We consider Safety and welfare of staff and other learners. ▪ Disciplinary procedures help Youth Train to ensure safety and welfare in the Centre. ▪ This could be a sanction from verbal warning to losing place

3 Equality in Youth Train

Youth Train is committed to working towards equality in all aspects of its business both internally and externally. We will actively challenge all forms of discrimination, exclusion and injustice as they arise. We will ensure that all barriers to participation in our activities are removed as appropriate.

We will actively seek to accommodate diversity and will strive to achieve equal outcomes across the nine grounds outlined under the Equality Legislation.

This CTC is committed to achieving fairness in all its practices and to ensuring respect and equal treatment for all individuals regardless of age, disability, race, family status, sex, sexual orientation, religion, membership of the Traveller community and/or marital status.

We recognise the rights of individuals and groups to be free from discrimination and/or harassment and will not tolerate discrimination and/or harassment on any grounds.

As we are committed to this then you should feel welcome and respected here, whoever you are.



You are very welcome to Youth Train

4 Attendance Policy

Learners are paid for **attendance and involvement** at Youth Train CTC

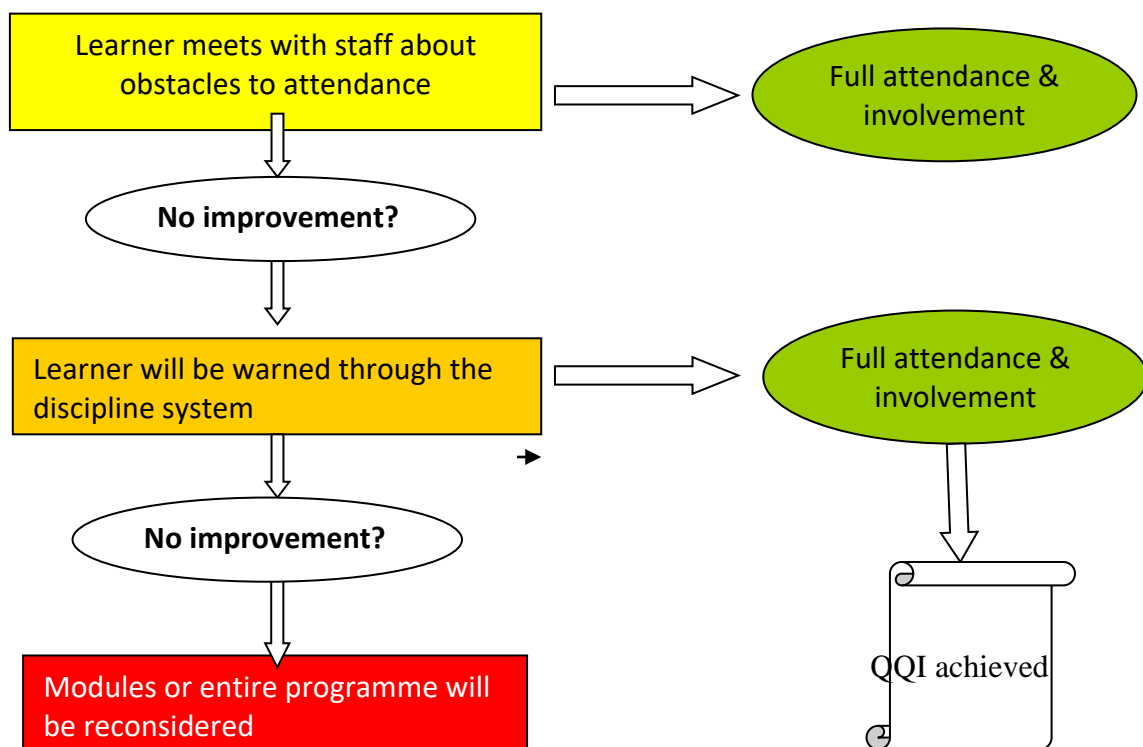
Full attendance and involvement is accepted by each learner when a programme of training is offered and the training contract is agreed with Youth Train.

Full attendance will give you the learner:

- ❖ Best chance to achieve results and gain certs
- ❖ Best chance to communicate with staff
- ❖ Best chance to get top quality group work completed
- ❖ Best chance to progress to other training or employment

Records of attendance and involvement are kept to give learners and staff every chance to achieve the most from the classes and resources that Youth Train offers. Full attendance will be recognised and celebrated.

Where attendance drops below 80%:



The more we work together the greater the outcome!

5. WWETB Policy Health and Safety

General Behavior

Any learner found responsible for behavior 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

All training areas should be treated with respect at all times. Please ensure that your own work area is kept safe and orderly at all times.

Notice and Signs

All Health and Safety signs displayed throughout the training location must be followed at all times. Please read signs and get to understand what they mean.



Drugs, Alcohol or Stimulants

Drugs, except those prescribed of a medical nature, are not allowed in Youth Train. Any person found with drugs will be subject to disciplinary action up to and including dismissal from training. Learners found with or under the influence of alcohol or other stimulants, no matter when or where consumed will be subject to the disciplinary process. This includes the misuse of prescription drugs, including sharing, buying, or using in a different way from the prescribed use. It includes someone using prescribed drugs if it was not on their prescription.

Possessing or using dangerous weapons, firearms, or explosives.

The possession or use of fireworks or weapons (weapons include, but are not limited to, guns, paintball and pellet guns, tasers, and knives) by any learner, is prohibited.

Fire Precautions

If the fire alarm goes off, all persons must leave the building immediately through the nearest fire exit. Once outside the building do not re-enter for any reason but go straight to your assembly point. beside the container in front of Youth Train.



Tools/Equipment

Tools, equipment and machinery are supplied by Youth Train & the WWETB for training. You must report any defect or damage immediately to your instructor.

Personal Protective Equipment (PPE)

Learners must wear personal protective equipment e.g. protective clothing, footwear, gloves, and safety glasses as advised by your instructor.

Reporting of Accidents, Incidents or Dangerous Occurrences

Accidents or incidents no matter how small they may seem must be reported to your instructor and recorded.

Malicious Action

Deliberate abuse of fellow learners, staff or training location property, and equipment including theft, is deemed as a criminal offence. Deliberate abuse of the Fire Alarm or equipment by any learner may result in instant dismissal.

6. Learner Absence and Sickness

These are the guidelines as set out by Waterford and Wexford Education Training Board, the funders of Youth Train CTC.

Absence

If the learner is unable to attend the course for any reason, the learner must notify Youth Train **before 10 o'clock** on the morning of the absence.

If the learner does not contact their Centre and does not attend training for 3 days in a row, it will be assumed that the learner has left the training course and the learner's place will be reviewed, and the learner may be terminated from the course.



Absence arising from Sickness

If the learner is sick or unable to attend the course, the learner must notify Youth Train **before ten o'clock** on the morning of their absence.

If the learner does not contact Youth Train and does not attend training for 3 days in a row, it will be assumed that the learner has left the training course and the learner's place will be reviewed, and the learner may be terminated from the course.

No payment will be made for absences related to sickness that is uncertified.

Absence for

Medical, Dental, 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 i.e. copy of letter of appointment.

Paperwork needed to support claim for Paid Absence

An original Doctors certificate must be received by Youth Train within two weeks from the first day of the period of absence due to sickness.

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

Absence arising from a Family Bereavement

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.

Meals and/or Travel Allowance for Learners Absences

Deductions will be made to meal and/or travel allowances in respect of learner absences.

How many days are covered by a Certified Sickness Payment?

Payments may be made for certified sickness in respect of learners who are getting a WWETB Training Allowance. The rules for payment of allowances for certified sickness:

Learners not getting DSP disability- related payment before starting Youth Train

- A valid doctor's certificate is required for any payment
- A total of 6 days is payable in any rolling 3 month period.
- If absent through illness for a period longer than 6 days, the learner should contact their local Department of Social Protection Office

Learners who were getting DSP disability- related payment before starting Youth Train

- A valid doctor's certificate is required for any payment
- A total of 20 working days is payable in any 4 month period.
- If a learner has an aggregate of 20 days sick leave over a four month period, Waterford and Wexford Training Centre will review the situation in consultation with the learner.
- If the learner is unlikely to be able to continue the training course, arrangements will be made between WWETB and the DSP to restore the welfare payment.

7. Disciplinary Procedures

Code of Behaviour

When you start with Youth Train, we say we will do what we can to help you to get the most out of the Programme. You agree and sign the Code of Behaviour.

Learner responsibilities from the Code of Behaviour

1. **Learn** and allow others to learn and work
2. **Keep Safe** yourself, others and their property
3. **Respect** those in Youth Train, our building and facilities

Disciplinary Procedures

There can be problems when the Code of Behaviour is not followed. The ways or *procedures* to deal with these problems are called **Disciplinary Procedures**.

Why have them?

The reason we have disciplinary procedures is to improve understanding and to help sort things out before they get too big.

Informal

Where problems are small and once-off we will try to work through them in an **informal** manner. This is a 'heads up', with advice and discussion.

Formal

When the informal approach does not sort out the problem, we go to **formal** disciplinary procedures. There will be a discipline meeting where a plan is agreed to make sure that it does not happen again, or is improved before a certain date. This involves writing the issue down and getting others involved. It is policy that the WWETB are involved in the disciplinary process at certain levels.

Warnings

Warnings will not always start with a verbal warning. If it is very serious, it could start with a written warning or even, following suspension and investigation, be a straight dismissal.

Youth Train procedures are the type used in most workplaces. They will help us to work and learn well. They help us make sure that behaviour is positive and does not damage the learning, facilities or work in the Centre.

Table of Discipline Procedures in Youth Train

Stage	Responsibility	Informs	Filed	*Timeframe
1. Informal	Staff member	Manager	Noted	
2. Formal Verbal Warning	Staff member with manager	Staff Team	Recorded	
3. 1 st Written Warning	Manager	Board of Management	Yes	< 3 months
4. 2 nd written warning	Manager	Board +WWETB	Yes	< 6 months
5. Suspension with Final Written Warning	Manager and WWETB	Board +WWETB	Yes	< 6 months
6. Dismissal	Board and WWETB	Board +WWETB	Yes	

What's in a Warning?

Each warning will contain a description of the issue, what needs to be done to improve and by when. A date will be set to review the situation.

Am I on my own?

If there is a warning coming, you will be given notice of a specially arranged disciplinary meeting. You can have someone with you at a disciplinary meeting. This can be a member of your group, a staff member or family member.

Appeals

If you feel that a decision is unfair you can *appeal* or question the decision. When the Manager's decision is questioned, an appeal may be made to the Board of Management.

If you feel that your rights have not been respected in Youth Train, you may choose to follow a state route such as the Equality Authority for example.

***Timeframe**

After this length of time, the warning report is removed from your learner file. The report is removed when there have been no other warnings in the meantime.

8. Grievance Procedure

A grievance in Youth Train is:

'A real or imagined cause for complaint, especially unfair treatment'



If you have a grievance in Youth Train with another learner or staff member, you can and should do something about it.

- ✓ **Talk to the person** where possible to let them know that you have a grievance. This is best done when you can speak calmly with them without distractions.
- ✓ If you find it hard to directly talk to the person, **talk to a staff member that you are comfortable with, or the manager where possible**
- ✓ They will write down your concerns and **decide with you** what should be done

What happens next?



- ✓ Youth Train can **work with you** to keep an eye on the situation.

- ✓ **We can speak to the other person** on your behalf.

- ✓ We can **arrange a sit-down** to talk about the grievance with the other person



- ✓ Remember your **weekly review** and **ILP** give you a chance to talk about how things are going for you in Youth Train. When things are not going well, you can use these too.

9. Centre Photographs and images of learners



Photographs and videos are taken and used for different reasons in Youth Train. It is important that they are only used for agreed purposes and that the person in them is satisfied that their image is not used negatively. The policy is that learner photos and video images are taken in groups where possible.

Photographs and visual images are regarded as personal data under the **Data Protection** Acts. Personal data must be gotten fairly, be accurate, kept up to date and should be kept and used only for one or more specified lawful purposes.



- Images are recorded as evidence for assessment
- Images may be used for promotional material such as website/ brochures/ video promo

In Youth Train we have a **duty of care** to ensure that any image taken or displayed of a young person does not expose him or her to harm, including exploitation, embarrassment or distress. We need parental/ guardian permission if the learner is under 18 years of age. Even if given, this permission can be withdrawn.

Outings and training trips

Youth Train will from time to time bring learners for activities outside the centre. It is part of the holistic or 'whole person' support that opens a young person up to new places, ideas and activities. This could be for a leisure activity or for a workplace visit.

Where a learner is under 18 years of age, and if the trip is outside Wexford town, their parent/ guardian will be contacted for specific permission. It is important that we have the most up to date phone numbers for this reason.

If you want to be informed about all trips inside Wexford, please let us know.

10. I.T. Appropriate Use Policy



General

- Youth Train Wexford will aim to have all computers in top working order.
- Each computer is **not** for the sole use of any one learner. It will be used by a number of learners during the year.
- **Food and drink is not permitted in the rooms.** This is to protect the equipment.
- Mobile phones are **not permitted** to be on during class times.
- Music will **not** be allowed during class times

Youth Train Firewall is in place to help protect you and the company from receiving or accessing inappropriate sites.

Project Work

- At the end of each class, all project work must be saved to the server you will be given a username a password to be used at all times.
- At the end of each class all computers are to be **logged off** and **turned off**
- Server documents will be backed up for safety each day.
- Documents on your computer that are not saved to the server **will be deleted.**
- Learners **will not** copy information into assignments and fail to acknowledge the source – this is illegal (plagiarism and copyright).
- Learners **will not** copy another learner's work and claim that it is their own.
- Learners will need to be careful about what is available to read on the **World Wide Web.** The truth or accuracy of the information is never guaranteed.
- Learners **will not** connect any device to the computer network without first asking permission from the tutor or manager

Internet Access Times

- Use of the internet is not permissible during class time unless specified by the tutor
- Social Networking sites (Facebook, Youtube etc) are available for access from 12.45pm – 1.10 pm and 3.30 pm to 5.00pm daily and are **not to be** in use during class times. Learners using social networking sites during class will be asked to log off, failure to do so will see that learner being asked to leave class and they may be sanctioned.

E-mail/Social Networking

- Learners will not send or receive any mail or social networking posts that are illegal, obscene and offensive or intended to annoy or intimidate another person. Bullying, person to person or cyber bullying are serious issues covered by the YT Anti-Bullying Policy.
- If you receive E-mail or social network post which you think is inappropriate, offensive or illegal please inform a tutor or the manager **immediately.**

Download?

- Do not download music or games, as these are all computer programs and affect other programs – will slow down computer bring in viruses and/or crash the computer
- It is **illegal** to download music and copyrighted material through Youth Train IT system.

Sanctions

Misuse of the internet or Youth Train computers may result in disciplinary action, including written warnings, withdrawal of access privileges and, in extreme cases, suspension or expulsion.

- Youth Train reserves the right to report illegal activities to the appropriate authorities.

The Policy is based on best practice. It aims to protect each learner along with the equipment and company of Youth Train. Thank you for helping us to carry out this policy.

11. Mobile Phone Policy



In our experience mobile phone usage in the Centre is impacting negatively on learning and may be a threat to personal safety and privacy of those who learn and work with Youth Train. Camera phones can take, send and store “inappropriate” material.

As a result, the policy of Youth Train CTC on mobile phone usage reads:

Mobile phones are not permitted to be used in Youth Train during training hours. They may be used at break times.

Youth Train has this policy to ensure:

1. That classes are not interrupted by mobile phones
2. That learners are not late for class
3. That learners are concentrating in class on active learning
4. That text/video bullying and intimidation is prevented.
5. That individual privacy and personal safety are not threatened in the CTC community



No recording of sound, photos or videos is permitted at any time. Such recording is a serious breach of the Code of Behaviour and will result in disciplinary action. Where there is recording, this will be with Youth Train issued equipment and the information recorded will only be used for the purposes agreed. This is to protect all those in and visiting Youth Train.

Learners, observed by staff, using their phones during training times will be noted and may lose the training allowance for that session. If the phone use is ongoing, there may be warnings and further loss of training allowance. The learner and manager may agree that the learner needs to be without the phone and in this case **arrangements will be made to leave the phone locked away from all training activity** from the start to the end of the training day.

In exceptional circumstances (trips/ outings), permission may be granted for the use of mobile phones.

If you as a learner are filmed or photographed by another learner, see grievance procedures to see how you can deal with this, directly, or with support from staff.

Contact and communication from parents or guardians can be done through the Youth Train admin office at 053 9124060 or the Youth Train mobile on 0874659114.

12. Child Safeguarding

Safety from harm in Youth Train

Youth Train CTC offers a safe learning environment for learning and working. Our guidelines are developed to ensure that children and young people are protected from neglect, physical, sexual and emotional harm or abuse. A *child* is defined in law as a young person under the age of 18 years who is not or has not been married.

Our guidelines:

- ⚙ *Safeguarding children and young adults in Youth Train is paramount.*
- ⚙ *Providing a secure environment helps keep children and young people safe*
- ⚙ *Every child and young person has the right to be heard*
- ⚙ *Safe practices are adopted to minimise the possibility of harm*
- ⚙ *Workers in Youth Train engage with policies to prevent them from taking risks that may open them to accusations of abuse or neglect*
- ⚙ *Confidentiality is respected*

Youth Train makes sure that it recruits people that are competent, Garda vetted and trained to work with young people. Staff training involves Child Safeguarding policies.

Types of harm

It may be that a learner legally defined as a 'child' who learns with Youth Train has suffered from **physical, sexual, emotional or neglect harm**. The child may have been harmed in one or more of these four ways.

If we are concerned you have been harmed...

If we are concerned that you have been harmed, we are required by law to raise that concern through a report to TUSLA. TUSLA is the Child and Family Agency. If we do contact TUSLA, it will be because of that concern, not because we want to blame anybody. That is not our job. We raise the concern and TUSLA follows up. We inform your parents/ carers that we are making the report, as long as there is no risk that informing your parent/ carer could cause you further harm.

If you feel you have been harmed...

If you feel you have been harmed in some way by someone in Youth Train or outside, **please do not keep it to yourself**. If you speak with a member of staff we will find ways to help you to reduce the chance of more harm. We will do this in a sensitive and confidential way. If we work with other people to do this, it will be with your safety interests in mind at all times.

Our Safeguarding statement is on the website and wall in the waiting area.
If you want to know more, just ask one of us in confidence...

13. Drug and Alcohol Statement

The Drug and Alcohol Policy aims to ensure a safe and productive learning environment for staff and learners and others working or visiting the CTC

GENERAL PRINCIPLES

In Youth Train we will:

- Promote the CTC as a drugs-free zone because drug using stops learning and work
- Promote the self-confidence and self-esteem of young people
- Empower young people to make positive choices about their health
- Use a wide definition of the word “drugs”

- Ensure that the safety of learners and staff is not put at risk by a person using drugs
- Raise staff awareness of drug and alcohol issues and responses when there is a problem

- Recognise risk taking is an important part of the development of young people
- Support each and every person, undertaking drugs awareness work with all in a non-judgemental way
- Work with families to encourage their involvement in Youth Train and in the health of each learner
- Advise about agencies to support a young person when we feel unable to offer enough or the right support

To keep everyone safe, if there is a suspicion that a person may be under the influence of drugs or alcohol, Youth Train will refuse access to training.

If the learner is under 18 years, their parent/ carer will be made aware of that suspicion.