Introduction to

Youth Train Community Training Centre



You can use this booklet for reference.

For general information on Youth Train see below:

Youthtrainwexford.com
Youth Train's facebook page
Phone 053 - 9124060







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1: Introduction:

Youth Train is a Community Training Centre providing support to you to help you to be qualified, skilled and confident to progress to further training or employment.

Welcome, The staff of Youth-Train would like to welcome you to our CTC and hope that you will enjoy your time here. Youth-Train prides itself on its friendliness and its helpfulness to all who work here. You will get as much out of giving as well as receiving. This is not a school, but it is a place of learning and progression. We want you to succeed and move on with your life, whether that is to further education or on to a satisfying job. The building where you will be learning and its equipment does not belong to any individual but is here for the benefit of us all. It is therefore in our own interest to keep it clean and safe. We encourage your active participation and would like to offer the following advice:

The programme offered is not a race. Enjoy it and learn from it.

Be confident. Do not assume that you are always wrong.

Don't be afraid to seek help from someone supportive.

We can all learn from our mistakes.

Don't avoid issues or exercises, have a go. You just might surprise yourself.

Remember, it's okay to get the answer wrong "sometimes".

Don't be put off if you don't understand something straight away.

Share experiences and feelings with others.

Learn something new, no matter how small, every day.

Get involved.

Be open to trying new and or different experiences.

Above all, enjoy yourself and reach your goal.



2: Code of Behaviour:

Youth Train CTC

Youth Train CTC recognises and praises effort and good behaviour where you, as a learner, make the very best use of your 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. It must 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. It also facilitates 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

YOUR RIGHTS YOUR RESPONSIBILITIES Learn and allow others to learn: Learn: You are entitled to: Attend every day and to classes on time Receive help and assistance when Pay attention needed Produce your best quality work on time Learn without interruption Take part in all activities Receive feedback on your progress Allow others to learn without disruption Receive training that is interesting Turn phones off during training times and that meets your ability level Act on advice given to help your learning Feel Safe: Keep others and their property Safe: You are entitled to: Take no photographs or video in the Centre Your property being safe and Keep our training space clean and respected Be protected against threat to Let staff know quickly about any safety your safety hazards, spillages etc Be protected against and supported Ensure that others' property is safe in avoiding drugs and their influence and not messed with Work in a space that is clean, Return all found property to the admin pleasant and well maintained with office equipment free from litter, graffiti and If you smoke, smoke only behind the damage 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. Be Respected: **Respect Others:** You are entitled to: Use respectful language at all times Celebrate other peoples' successes Be free of discrimination, harassment Treat others with fairness and dignity, or bullying by anyone in the CTC avoid any verbal or physical abuse Be treated fairly at all times Welcome visitors to the Centre Youth Train will promote a good Listen to others

Behave in a way that reflects well on

you and the CTC outside the centre

reputation and positive image of our

wider community

CTC with families, employers and the

What we expect from a learner

		N 41 = 1 66
What is expected in Youth train:	Attending all the time Participating Trying Respecting Asking questions Being open to ideas and help	Youth Train offers: Positive feedback Qualifications Good reference Options and opportunities
What's not OK:	Not attending Not trying Not taking part Not doing enough work	Youth Train: Looks for reasons why Works with you to find ways to get back into the green
Damaging and unacceptable Behaviour:	Using your phone in class Threatening Being aggressive Cursing Intimidating Undermining/ Dissing Bullying Obstructing Sabotaging	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



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.

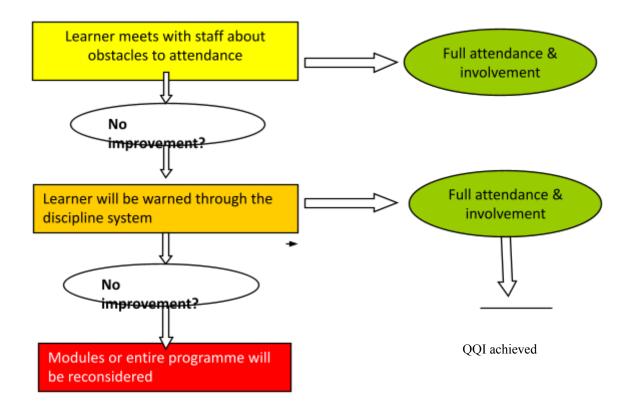
Best chance to communicate with staff.

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 & 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. Go straight to your assembly point in the car park at the REHAB Care end.



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. 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 10 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 learners place will be reviewed. 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. These include 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 <u>not getting DSP disability related payment</u> 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: Bullying & Sexual Harassment:

Sexual Harassment:

Youth Train has a responsibility to ensure that all learners are assured of a training/work experience environment that is free from threat, harassment or intimidation.

Sexual Harassment is defined as:

Unwanted conduct of a sexual nature, or other conduct based on sex, affecting the dignity of women and men at work.

Some forms of sexual harassment include:

Non-verbal (for example: leering, offensive gestures, whistling).

Verbal (for example: unwelcome sexual advances, sexually suggestive jokes).

Physical (for example: groping, patting, unwelcome fondling or sexual assault).

All complaints about sexual harassment will be treated seriously, quickly and confidentially. Individuals must be protected from intimidation and/or victimisation resulting from a complaint of sexual harassment having been made by them.

When disciplinary action is required, such action will be taken only against the harasser and not the victim. When dealing with the complaint, care will be taken ensure that both parties have an opportunity to make their case.

Bullying:

Bullying is defined as:

Repeated inappropriate behaviour that can be either direct or indirect. It can be verbal or physical. It can be carried out by one or more persons against another/others. It can damage the individuals dignity and feeling of selfworth. A once off incident is not considered bullying.

Some forms of bullying include:

Physical (for example: assaults, threatening behaviour or damaging a person's property).

Verbal (for example: shouting, swearing, constantly cutting in or offensive remarks).

Gesture: (for example: aggression, non-verbal threatening messages).

Exclusion: (for example: disregarding another learner or excluding them).

Extortion: (for example: deliberately taking another learners money under threat).

Victimisation: (for example: singling someone out to treat them unjustly).

If you experience any of the above or feel in any way uncomfortable with someone's behaviour please ensure that you follow the procedures outlined in the Grievance Procedure section.



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.

<u>Talk to the person</u>, 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 <u>decide with you</u> 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 <u>arrange a</u> <u>sit-down</u> 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: 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:

- 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	Responsibilit y	Informs	Filed	*Timeframe	
1. Informal	Staff member	Manager	Noted		
Formal Verbal Warning	Staff member with manager	Staff Team	Recorded		
3. 1 st Written Warning	Manager	Board of Managemen t	Yes	< 3 months	
4. 2 nd written warning	Manager	Board +WWETB	Yes	< 6 months	
5. Suspension with Final Written Warning	n 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.



10: 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 taken with the centre's prior approval and are just used for the agreed purposes. Also the person in them must be 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.



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.





11: 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.

Email/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.



12: 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:

That classes are not interrupted by mobile phones

That learners are not late for class

That learners are concentrating in class on active learning

That text/video bullying and intimidation is prevented.

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. 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.



13: 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 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 Confidentially 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 harm:

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.



14: 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.