

The FÁS Freedom of Information **Section 15** Reference Manual 2004

A guide to the functions and records of FÁS, the State Training and Employment Authority



Foras Áiseanna Saothair
Training & Employment Authority



Le fáil díreach ó

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Foreword by the Director General

In my foreword to the first Freedom of Information Manual prepared by the organisation, I welcomed the extension of FOI to include FÁS in that it provided an opportunity for FÁS to embrace a culture of openness and to develop even closer links with our clients and customers.

In the Statement of Strategy 2002-2005, FÁS set as its Mission 'to increase the employability, skills and mobility of jobseekers and employers to meet labour market needs, thereby promoting competitiveness and social inclusion'.

The successful implementation of the Freedom of Information Acts in FÁS will continue to be a key objective for the organisation, as it continues to focus on delivering, in a changing economic climate, what was set out in the Statement of Strategy.



Rody Molloy
Director General

Preamble

This manual has been prepared in accordance with the requirements of Section 15 of the Freedom of Information Acts 1997 and 2003. Its purpose is to facilitate access to official information held by FÁS by outlining:

- The structure of the organisation
- The functions and services it provides to the public
- The classes of records held by the organisation

The Freedom of Information Acts 1997 and 2003 facilitates members of the public to gain access to information held by Public Bodies. For the purposes of the FOI Acts, FÁS is a public body. These Acts give members of the public three statutory rights:

- a legal right for each person to access information held by public bodies;
- a legal right for each person to have official information held by a public body relating to him/herself amended where it is found to be incomplete, incorrect or misleading;
- a legal right to obtain reasons for decisions affecting oneself taken by a public body.

The Acts assert the right of members of the public to obtain access to official information to the greatest extent possible consistent with the public interest and the right to privacy of individuals.

The FOI Acts 1997 and 2003 ensures greater openness and FÁS is committed to their implementation.

Freedom of  Information

CHAPTER ONE

An Overview of the Description and Functions of FÁS

An Foras Áiseanna Saothair (FÁS) – the National Training and Employment Authority was set up in 1988, under the Labour Services Act 1987. The principal functions of FÁS, as laid down in the Act, are:

- Training and re-training for employment
- Designated apprenticeships
- Recruitment and Employment Service
- Employment programmes
- Placement and guidance service
- Assistance to community groups
- Advice to people returning to Ireland and those seeking employment elsewhere in the EU

The statutory functions of the organisation also include the collection and publication of information relating to the labour market and the provision, to the Minister, of information, reports etc. on matters within FÁS' remit.

The Board of FÁS has responsibility for the overall direction of the organisation and its policies and reports to the Minister for Enterprise, Trade & Employment. Its members, who are appointed by the Minister, comprise a Chairman, representatives from employer, trade union, education, social welfare and youth interests, a representative of the Minister for Finance, two representatives of the Minister for Enterprise, Trade & Employment and two FÁS employee members. The current FÁS Board and Board Sub-Committees are outlined in Chapter 2.

FÁS – Training and Employment Authority has 8 regions comprising Training Centres and Employment Services Offices, where necessary these locations are augmented by clinics to ensure better access to FÁS services. The addresses and telephone numbers for all regional locations are outlined in Chapter Fifteen.

The Irish Government, the National Training Fund and the European Union fund FÁS activities.

How To Access FÁS Records

ROUTINELY AVAILABLE INFORMATION

FÁS currently makes information routinely available to the public in relation to its functions and activities. Such information will continue to be available informally without the need to use the FOI Acts. If you require any further assistance please contact the FOI Unit, FÁS Head Office, telephone 01 607 0500. Many of these publications are also available to download from our website on www.fas.ie

FÁS also publish a manual under Section 16 of the FOI Acts which provides details of FÁS services together with the rules, procedures and policies relating to those services. This is available on the website at www.fas.ie

ACCESS TO RECORDS

You can make a request for any record held by a public body covered by the FOI Acts. This does not mean you will get everything you request. There are exemptions and categories of information, which are not subject to the Acts. The FOI Act has applied to FÁS since the 21st January 2001 and the following records come within the scope of the Acts:

- All records relating to personal information held by FÁS irrespective of when they were created
- All other records created since the 21st April 1998
- Records created prior to 21st April 1998 can be subject to the Acts, if they are necessary to understand a current record

The FOI Acts 1997 and 2003 allow public access to information held by public bodies which is not routinely available through other sources, however, access to information is subject to a series of exemptions to protect sensitive information where its disclosure may damage key interests of the State or its citizens. Access to information is also subject to specific procedures and time limits. Among the key exemptions are:

- Confidential information
- Commercially sensitive information
- Personal information (other than information relating to the person making the request). Should it be necessary to withhold a record a full explanation of the decision will be given to the requester in the final letter issued by the decision maker.

HOW DOES FOI WORK

All aspects of FOI processing are subject to time limits specified in the Acts. FÁS is obliged to acknowledge the request within 2 weeks and make a decision within 4 weeks. If a third party is involved, it may be another 3 weeks to allow for consultation before the requester receives a response. In exceptional circumstances it may be necessary to extend the time and the requester will be kept informed.

HOW TO MAKE AN APPLICATION UNDER FOI

There are 3 ways to make an FOI request to FÁS.

You can write to FÁS stating that you are making an application under the Freedom of Information Acts. Written applications should be sent to:

FOI Unit
FÁS Head Office
27-33 Upper Baggot Street
Dublin 4

Tel: 01 607 0500

You can e-mail FÁS at foi@fas.ie stating that you are making an application under FOI. If the statutory fee applies, you will be contacted directly by the FOI Unit.

You can call to any FÁS Training Centre, FÁS Employment Service Office, or FÁS Head Office and complete the form entitled “Request for Information under the Freedom of Information Act”. This form comes with a freepost envelope for your convenience.

IT IS IMPORTANT that you are as specific as possible when making an application for information. This allows FÁS to process your request efficiently and effectively. FÁS staff will be available to guide you through your application and help you as much as possible.

REQUIREMENTS WHEN MAKING A REQUEST FOR RECORDS UNDER FOI

- State that the request is being made under the Freedom of Information Acts 1997 and 2003
- State your full name and address and give a daytime phone number (if any)
- State whether the request being made relates to personal or non-personal records
- Provide a description of the records required, which should be as specific as possible to enable the information requested to be identified
- Provide proof of identity (your full birth certificate or passport and one other form of identity, for example a utility bill) will be required before access is given to personal records
- State the preferred form of access, if you wish to receive a copy of the record or wish to inspect the records at the FÁS office
- Pay the prescribed application fee of €15 (Medical Card Holders €10) for a request for non-personal records. There is no prescribed fee for personal records

You do not have to give a reason for making the request at any stage.

In cases where FÁS is not clear what records are being requested, assistance will be given to the requester to formulate the request in such a way that the records being sought can be identified.

REQUIREMENTS WHEN MAKING A REQUEST UNDER SECTION 17 (Right of amendment of records relating to personal information)

- State that the request is being made under Section 17 (this is a specific requirement) of the Freedom of Information Acts 1997 and 2003
- State your full name and address and give a daytime phone number (if any)
- As this request is for personal information – no fee is required
- Specify the record concerned (enclose copy is possible) and state the amendment required and enclose any back-up information to support your application

REQUIREMENTS WHEN MAKING A REQUEST UNDER SECTION 18 (Right of person to information regarding acts of Public Bodies affecting the person)

- State that the request is being made under Section 18 (this is a specific requirement) of the Freedom of Information Acts 1997 and 2003
- State your full name and address and give a daytime phone number (if any)
- Show specific material interest in the decision made

ADDITIONAL FEES

- Fees may also be charged based on the time spent in **locating and copying records**, at the hourly rate prescribed by the Minister for Finance.
- You will not be charged for the time spent by FÁS on deciding whether or not to grant the request.
- In respect of personal records, fees will not normally be applied, except where a large number of records are involved.

CURRENT RATES (STATUTORY INSTRUMENTS 139 OF 1998 AND 13 OF 1997)

- Search and retrieval, €20.95 per hour.
- Photocopying 4 cent per page.
- Floppy disks 51 cent each
- CD Rom €10.16 each
- Radiograph (X-ray) €6.35 each

A deposit may be payable where the fee is likely to exceed €50.79. In these circumstances FÁS will, if requested, assist the member of the public to amend the request so as to reduce or eliminate the amount of the fee.

THE REQUESTER CAN APPEAL THE DECISION

If the requester is dissatisfied with the response, the requester may ask FÁS to carry out an:

INTERNAL REVIEW

Where a more senior member of the FÁS staff will review the initial decision. There is an Internal Review prescribed application fee of €75 (Medical Card Holders €25). There is no prescribed fee for a review of a decision involving personal records.

If the requester is dissatisfied with the internal reviewer's decision, the requester can directly appeal to the Information Commissioner.

REVIEW BY THE INFORMATION COMMISSIONER

There is a prescribed application fee for an Appeal to the Information Commissioner of €150 (Medical Card Holders €75). There is no prescribed fee for a review of a decision involving personal records. Appeals in writing may be made directly to the Information Commissioner at the following address:

**Office of the Information Commissioner
18 Lower Leeson Street
Dublin 2**

Tel: 01 639 5689

Fax: 01 639 5674

E-mail: ombudsman@ombudsman.irlgov.ie

Generally the Information Commissioner's decision is final, however, there is a right to appeal to the High Court on a point of law.

Freedom of  Information

CHAPTER TWO

FÁS Customer Charter

The Charter below sets out the standards of service that our Customers can expect from FÁS.

The Service we provide is guided by our customer values:

- We care about our customers.
- We help our customers to define their requirements and we work with them to find solutions.
- We are responsive and flexible in meeting our customers' needs.
- Our attitude towards customers is courteous, friendly and attentive.

FÁS will deliver this quality service under the following headings:

- **Staff/Customer**
Support a customer service ethos amongst all members of staff. This charter confers on members of the public and FÁS Staff the same levels of respect and courtesy.
- **Best Practice**
Adopt best practice in the provision of services.
- **Customer Information**
Promote public awareness of FÁS Programmes. Customers can access information on FÁS services by visiting any of our offices around the country or by accessing the FÁS website at www.fas.ie
- **Equality**
Provide our services to all customers in a courteous, fair and impartial manner and in full compliance with all equality legislation. Facilitate access to FÁS services for people with disabilities.

- **Health & Safety**
Provide public offices and training places that comply with occupational and safety standards.
- **Privacy and Confidentiality**
All our dealings with our customers are conducted in a manner that respects their rights to privacy and confidentiality.
- **Consultation/Feedback**
Listen to, value and consider carefully all views expressed and where possible and within a realistic timescale, agree a way forward. FÁS welcomes your comments, suggestions and views on any aspects of our services because this will help us to better satisfy your needs.
- **Promptness**
Reply to all letters, e-mails and voicemail promptly and efficiently. If the preparation of a reply requires more than 5 working days, FÁS will issue an acknowledgement to all messages/correspondence.
- **Complaints**
Deal with queries in an open, objective and fair manner. Every effort will be made, at local level, to resolve the complaint to the satisfaction of both the customer and FÁS. A Complaints Co-ordinator will be available to deal with complaints that cannot be handled locally.

Corporate Vision, Mission and Core Values

VISION

'To be the leading Irish State agency by delivering real value to our customers.'

MISSION

'To increase the employability, skills and mobility of job seekers and employees to meet labour market needs, thereby promoting competitiveness and social inclusion.'

CORE VALUES

We believe we can best achieve our mission through the following behaviours, which reflect our organisational culture and our core values, which are shared by all staff, and which underpin our relationships with our customers.

- **Professional:** Delivering relevant services and programmes, of the highest standards, efficiently to our customers.
- **Caring:** Appreciating diversity in the experience and perspectives of our customers and that of staff at all levels. Having a culture that respects and values each other and our customers as equals.
- **Flexible:** Being willing and able to adapt new ways of thinking and working to ensure that there are no restrictions or barriers in the delivery of a professional and caring service to our customers.
- **Proactive:** Being dynamic, creative and taking initiatives that contribute to continuous improvement and FÁS' achievement of its goals.
- **Trust:** Sharing responsibility with those working closest to our customers. Behaving in an open, honest and impartial manner with staff and customers.

Eight Internal/External Priority Goals

- **Labour Market Policy**
To play an active and leading role in informing and influencing future labour market policy in Ireland.
- **Employers and People in Employment**
To promote investment in training by employers and to accelerate the development and delivery of a comprehensive range of programmes and services, for employers and those in employment, based on identified labour market needs.
- **Unemployed People**
To mobilise labour supply from all available sources and to stem the flow into long-term unemployment through the provision of a range of programmes and services for unemployed people, with a particular focus on marginalised groups, that are driven by labour market demands and individual customer needs.
- **Alliances and Partnerships**
To form alliances and working partnerships with other organisations and service providers, to meet organisational goals.
- **Quality and Standards**
To set and promote world class standards in training and employment services, within a framework of total quality, continuous improvement and accreditation.
- **Organisation Development**
To develop the knowledge, skills and competencies of staff, to improve organisational structures and to develop a culture to support the achievement of objectives.
- **Information and Communications Technology**
To maximise the use of information and communications technology (ICT) in the provision of services and in internal processes and systems.
- **Corporate Image and Communications**
To ensure that our customers and key stakeholders are fully aware of the availability of our programmes and services and that the reputation of the organisation is consistent with the achievement of the organisation's objectives.

FÁS Organisation Structure and Chart

FÁS, the State Training and Employment Authority, is a nationwide Organisation employing 2,391 people. The Head Office is based at 27/33 Upper Baggot Street, Dublin 4 and FÁS provides its services on a regional and local basis.

Each Region is managed by a Regional Director who is responsible for developing regional strategies in order to ensure that the needs of each regional Labour Market are met. Regional Directors report to Head Office based Assistant Director Generals (ADGs) who in turn report to the Director General of FÁS.



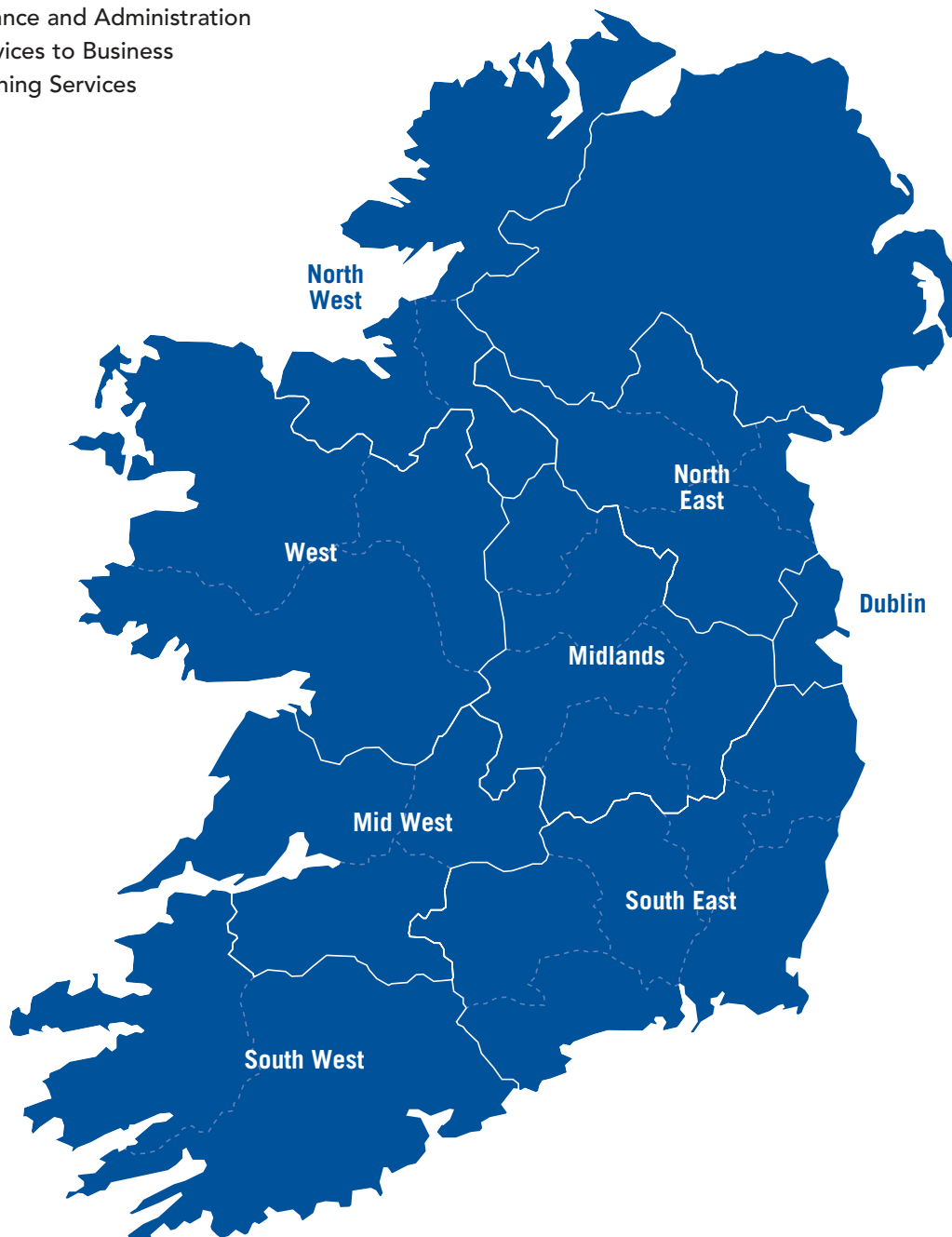
| TITLE | PRINCIPAL AREAS OF RESPONSIBILITY |
|--------------------------|---|
| ADG Community Services | Community Employment, Social Economy, North/South Initiatives, Specialist Training Providers, Job Clubs, Community Training Workshops |
| ADG Corporate Services | Secretary to Board, Internal Audit, Freedom of Information, EU Affairs, IT, Legal Services, Curriculum and Quality Assurance, Planning and Research, Corporate Affairs |
| ADG Employment Services | Employment Services, including Local Employment Services, EURES, Social Inclusion including equality, disability support, Long-Term Unemployed people, Early School Leavers |
| ADG HRD/Finance | Personnel, Staff Development, Organisational Development, Partnership, Staff Relations, Accounts, Finance, Purchasing |
| ADG Regions | Dublin and 7 Regions. Facilities Management, Capital, Operations |
| ADG Services to Business | Services to Business, Excellence Through People, Lifelong Learning, Sectoral Initiatives |
| ADG Special Projects | As appropriate |
| ADG Training Services | Specific Skills Training, Foundation Training, Traineeship, Apprenticeship, Night Training, Lifelong Learning delivery |

FÁS Regional Structure and Map

FÁS provides its services on a regional and local basis. As indicated on the map the organisation is divided into 8 regions. The regions operate through a network of Training Centres and Employment Service Offices throughout the country.

Each region has a unit, which provides the following services:

- Community Services
- Employment Services
- Finance and Administration
- Services to Business
- Training Services



Board of FÁS and Board Sub-Committees

FÁS BOARD 2003

FÁS Board Members, who are appointed by the Minister for Enterprise, Trade and Employment, comprise a Chairman, representatives from employer, trade union, education, social welfare and youth interests, a representative of the Minister for Finance, two representatives from the Minister for Enterprise, Trade and Employment and two FÁS employee members.

The Board has responsibility for the overall direction of the organisation and its policies.

CHAIRMAN

Brian Geoghegan

TRADE UNION REPRESENTATIVES

William Attley
Des Geraghty
Alice Prendergast
Owen Wills

EMPLOYER REPRESENTATIVES

Sexton Cahill
Caroline Casey
Cathy Crowley
Joe Morgan

YOUTH INTERESTS

Dermot Lacey

MINISTER FOR ENTERPRISE, TRADE & EMPLOYMENT REPRESENTATIVE

Sean Gorman
Dermot O'Callaghan

MINISTER FOR EDUCATION & SCIENCE REPRESENTATIVE

Kathleen McLoughlin

MINISTER FOR SOCIAL, COMMUNITY & FAMILY AFFAIRS REPRESENTATIVE

Bernadette Lacey

MINISTER FOR FINANCE REPRESENTATIVE

Jim O'Brien

EMPLOYEE REPRESENTATIVES

Peter Cullen
Michael Dolan

FÁS BOARD SUB-COMMITTEES 2003

BOARD AUDIT SUB-COMMITTEE

Cathy Crowley, *Chairperson*
Jim O'Brien
Alice Prendergast

BOARD SUB-COMMITTEE ON PENSIONS

William Attley, *Chairperson*
Michael Dolan
Bernadette Lacey
Dermot Lacey

BOARD REMUNERATION SUB-COMMITTEE

Brian Geoghegan, *Chairperson*
Des Geraghty
Sean Gorman
Joe Morgan

BOARD STRATEGIC REVIEW SUB-COMMITTEE

Brian Geoghegan, *Chairperson*
Sexton Cahill
Peter Cullen
Des Geraghty
Sean Gorman
Kathleen McLoughlin
Joe Morgan
Owen Wills

THE OFFICE OF THE DIRECTOR GENERAL

Mr. Rody Molloy

FUNCTIONS AND RESPONSIBILITIES

- To be responsible for the management, control and generally the administration and business of FÁS and any functions as may be determined by the Board of FÁS
- The Director General also reports to the Board of FÁS and Chairs the Executive Board which has overall responsibility for the executive function within FÁS

SERVICES PROVIDED TO THE PUBLIC

- The provision of an information and referral service to members of the public

CLASSES OF RECORDS HELD

- Board Minutes (current and previous month only)
- Executive Board Minutes (current and previous month only)
- Ethics in Public Office Records
- Ministerial Representations
- Correspondence with Government Departments
- Representations received from members of the Public
- Forfás Board Papers

CONTACT POINTS AND TELEPHONE NUMBERS

The Director General's Office

FÁS Head Office

Tel: 01 607 0999

Fax: 01 607 0613

Freedom of  Information

CHAPTER THREE

THE OFFICE OF THE ASSISTANT DIRECTOR GENERAL – COMMUNITY SERVICES

Mr. Christy Cooney reporting to the Director General

FUNCTIONS AND RESPONSIBILITIES

- To liaise with Government Departments on matters relating to FÁS as appropriate
- To liaise with other FÁS divisions and regions as appropriate
- To review and develop policies, procedures and initiatives in the Community Services Division nationwide
- To ensure that FÁS programmes are designed and focussed to meet the needs of our clients and the Labour Market

SERVICES PROVIDED TO THE PUBLIC

- None


CLASSES OF RECORDS HELD

- Correspondence to and from the Department of Enterprise, Trade & Employment
- Files relating to Community initiatives within FÁS regions
- Correspondence with FÁS Director General, Secretary, Community Services Managers and Regional Directors

CONTACT POINTS AND TELEPHONE NUMBERS

The Assistant Director General – Community Services

FÁS Head Office
Tel: 01 607 0686
Fax: 01 607 0640



DIRECTOR – COMMUNITY SERVICES (A)

Reporting to the Assistant Director General – Community Services

FUNCTIONS AND RESPONSIBILITIES

- To review, develop, implement policies, procedures and initiatives by providing support for the planning and implementation of:
 - Community Training Programmes
 - Community Training Centres
 - Supported Employment
 - Specialist Training for People with Disabilities
 - Social Economy Programmes
- To liaise with relevant Government, National Agencies and Associations

SERVICES PROVIDED TO THE PUBLIC

- Provision of information
- Consultation


CLASSES OF RECORDS HELD

- General correspondence
- Minutes and papers relating to Community Training Programmes, Community Training Centres, Supported Employment, Specialist Training for People with Disabilities and Social Economy Programme
- Files relating to the development of new initiatives and policies
- Files on requests for information

CONTACT POINTS AND TELEPHONE NUMBERS

Community Services

FÁS Head Office
Tel: 01 607 0876
Fax: 01 607 0656



DIRECTOR – COMMUNITY SERVICES (B)

Reporting to the Assistant Director General –
Community Services

FUNCTIONS AND RESPONSIBILITIES

- To review, develop and implement policies, procedures and initiatives for Community Employment and Job Initiative
- To provide support for the planning and implementation of Community Employment and Job Initiative
- To liaise with relevant Government and National Agencies and Associations in relation to Community Employment and Job Initiative

SERVICES PROVIDED TO THE PUBLIC

- Provision of information.


CLASSES OF RECORDS HELD

- General correspondence
- Minutes and papers relating to the Community Employment Monitoring Committee
- Files relating to the development of new initiatives and policies
- Files on requests for information

CONTACT POINTS AND TELEPHONE NUMBERS

Community Services

FÁS Head Office
Tel: 01 607 0572
Fax: 01 607 0633



MANAGER – COMMUNITY SERVICES DEVELOPMENT UNIT

Reporting to Director – Community Services (B)

FUNCTIONS AND RESPONSIBILITIES

- To co-ordinate and develop the policy and procedures for the operation of Community Employment and Job Initiative Schemes
- To report to DETE on the operation of programme policies and procedures in relation to the above

SERVICES PROVIDED TO THE PUBLIC

- To provide information to the Public on policy and procedures on Community Employment and Job Initiative Schemes


CLASSES OF RECORDS HELD

- Records of policies and procedures in relation to the above
- Correspondence in relation to the above

CONTACT POINTS AND TELEPHONE NUMBERS

Community Services Development Unit

FÁS Head Office
Tel: 01 607 0567
Fax: 01 607 0633



MANAGER – SOCIAL ECONOMY

Reporting to Director – Community Services (A)

FUNCTIONS AND RESPONSIBILITIES

- Management of staff, financial and material resources within the Social Economy Unit
- The efficient and effective delivery of approved and appropriate services programmes for the Social Economy Unit, including:
 - reviewing, developing and implementing policies, procedures and initiatives for the Social Economy Programme in addition to planning, monitoring and controlling all activities within the Unit

SERVICES PROVIDED TO THE PUBLIC

- Provision of information
- Consultation

CLASSES OF RECORDS HELD

- General correspondence
- Minutes and papers relating to Social Economy Programme
- Files relating to the development of new initiatives and policies
- Files relating to programme reviews
- Files on requests for information

CONTACT POINTS AND TELEPHONE NUMBERS

Social Economy Unit

FÁS Head Office

Tel: 01 607 0708

Fax: 01 607 0656



Freedom of  Information

CHAPTER FOUR

THE OFFICE OF THE ASSISTANT DIRECTOR GENERAL – CORPORATE SERVICES

Mr. Gerry Pyke reporting to the Director General

FUNCTIONS AND RESPONSIBILITIES

- To act as Secretary to the Board of FÁS
- To service the Board Remuneration Sub Committee
- To deal with queries and requests from Government Departments, EU Commission, Social Partners, Research Institutes
- To represent FÁS at meetings with the above bodies
- To hold the FÁS corporate seal
- To represent the Director General as necessary
- To oversee the function of the FÁS Client Services Co-ordinator and receive reports from the Client Services Commissioner acting for FÁS

SERVICES PROVIDED TO THE PUBLIC

- The provision of an information and referral service to members of the public

CLASSES OF RECORDS HELD

- Board Minutes
- Board correspondence
- Papers relating to Ethics in Public Office Acts, 1997 and 2001
- Copies of letters prepared for Chairman and Director General
- Papers relating to the Board Remuneration Sub Committee
- Records relating to Corporate Governance, E-Social fund, Expert Skills Group
- Details of the Director General's Contract of Employment

CONTACT POINTS AND TELEPHONE NUMBERS

Assistant Director General – Corporate Services

FÁS Head Office

Tel: 01 607 0520

Fax: 01 607 0606

DIRECTOR – CORPORATE AFFAIRS

Reporting to the Assistant Director General – Corporate Services

FUNCTIONS AND RESPONSIBILITIES

- To co-ordinate and liaise with Ministerial Offices and Government Departments
- To promote FÁS corporate activity nationally and internationally
- To manage final production of Annual Reports, Action Plans and other FÁS publications
- To ensure that senior management and the FÁS Board are advised of relevant media issues
- To advise on corporate branding and signage
- To provide press statements and press releases for FÁS
- To plan and implement national exhibitions and award ceremonies
- To manage career awareness and recruitment campaigns

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Press releases and statements
- Records and photographic archives relating to past events hosted by FÁS
- The electronic storage of video records of events
- Records relating to the appointment of media consultants and advisers

CONTACT POINTS AND TELEPHONE NUMBERS

Director – Corporate Affairs

FÁS Head Office

Tel: 01 607 0506

Fax: 01 607 0608

DIRECTOR – CURRICULUM AND QUALITY ASSURANCE

Reporting to the Assistant Director General – Corporate Services

FUNCTIONS AND RESPONSIBILITIES

- Provide curriculum support and assessment development services to the following FÁS operational divisions and departments:
 - Training Services
 - Services To Business
 - Community Services
 - Apprenticeship/Traineeship
- To liaise, on behalf of FÁS, with NQAI, FETAC and HETAC and advise in relation to the implementation of the Qualifications Act 1999
- Develop, maintain and implement a consistent national approach to FÁS quality assurance standards and associated internal Quality Assurance Auditing

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Curriculum and Assessment material in relation to internally developed FÁS courses
- Quality Assurance Auditing records

CONTACT POINTS AND TELEPHONE NUMBERS

Director – Curriculum and Quality Assurance

FÁS Head Office

Tel: 01 607 0912

Fax: 01 607 0607

ECONOMIC ADVISOR

Reporting to the Assistant Director General – Corporate Services

FUNCTIONS AND RESPONSIBILITIES

- Economic advice to senior management
- Member of the Executive Board
- Administrative support to the functioning of the Executive Board

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Records of the functioning of the Executive Board (minutes, agendas)

CONTACT POINTS AND TELEPHONE NUMBERS

Economic Advisor

FÁS Head Office

Tel: 01 607 0911

Fax: 01 607 0606

MANAGER – EU AFFAIRS

Reporting to the Director –
Planning, Research and EU Affairs

FUNCTIONS AND RESPONSIBILITIES

- To ensure that FÁS maximises assistance from EU Structural Funds
- To advise and assist in the preparation of applications and claims for EU funding
- To liaise and negotiate with the relevant Commissions Services administering EU programmes
- To ensure that FÁS programmes conform to EU standards and regulations
- To prepare monitoring committee reports on FÁS activity in relation to EU operational programmes
- To liaise with consultants carrying out reviews of FÁS/EU activities
- To represent FÁS on both National and EU Committees
- To carry out training audits of FÁS EU programmes
- To assist, develop and administer EU funded programmes

SERVICES PROVIDED TO THE PUBLIC

- Advisory service provided

CLASSES OF RECORDS HELD

- Records relating to information on training and employment activities undertaken by FÁS regional and national level
- Records relating to information from the European Commission on Directives, Decisions and Innovative Programmes relevant to FÁS
- Records relating to trans-national partnerships and pilot projects undertaken by FÁS in co-operation with member states

- Records relating to Leonardo Da Vinci Programmes I and II
- Records relating to Employment Initiatives and ADAPT Programmes

CONTACT POINTS AND TELEPHONE NUMBERS

Manager, EU Affairs

FÁS Training Centre, Wyattville Road,
Loughlinstown, Co. Dublin

Tel: 01 204 3645

Fax: 01 272 0317

FREEDOM OF INFORMATION UNIT

Reporting to the Manager – Legal Services

FUNCTIONS AND RESPONSIBILITIES

- To administer the Freedom of Information function within FÁS
- To deal with requests made by members of the public under FOI
- To prepare, maintain and amend Section 15 and 16 manuals
- To liaise with the office of the Information Commissioner and other bodies as appropriate
- To design and implement relevant training programmes for FOI
- To provide monthly statistical analysis for the Department of Finance
- To ensure FÁS complies with all aspects of the Freedom of Information Act
- To implement the FÁS policy on Records Management
- Provision of information service to the public including responses to corporate e-mail system

SERVICES PROVIDED TO THE PUBLIC

- Provision of an advisory service to FOI clients and FÁS staff
- Information Service

CLASSES OF RECORDS HELD

- Records of requests made under the FOI Act
- Training records relating to Freedom of Information
- Records relating to the Freedom of Information Management Steering Group
- Records relating to FÁS participation in Enterprise Network Group
- Correspondence with various Government Departments regarding Freedom of Information

CONTACT POINTS AND TELEPHONE NUMBERS

FOI Unit

FÁS Head Office

Tel: 01 607 0781

Fax: 01 607 0622

DIRECTOR – INFORMATION TECHNOLOGY DEPARTMENT

Reporting to the Assistant Director General – Corporate Services

FUNCTIONS AND RESPONSIBILITIES

- To develop and maintain Management Information Systems
- To develop and maintain Client Services Systems
- To develop and maintain Central Administration Systems
- To develop and maintain Computer Applications – Regional Systems

- To develop and maintain the FÁS Client Database System
- To develop and maintain a local and wide area network

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Management meeting reports
- E-mail – records of correspondence with staff from other departments, Local Employment Services, DSCFA, other State agencies, contractors and suppliers
- E-mail log
- Request for purchase and purchase orders related to IT Services
- Software and IT hardware maintenance contracts
- Project Steering Group minutes and correspondence
- Project Management notes
- Requests for software modifications and developments
- EU Projects – Partner’s agreements, minutes of meetings, progress reports, work plans and schedules, budgetary and financial issues, project audits
- Backup and security policy manuals and log
- Internet access log
- IT Department annual budgets and monthly reports
- Hardware stock list
- Internal Audit review and reports
- ICT Project Proposal Documents
- ICT Project Initiation Documents
- Staff Training ITN’s
- ICT Business Plans
- Staff Leave Sheets
- Flexitime Records

CONTACT POINTS AND TELEPHONE NUMBERS

Director – Information Technology

FÁS Head Office

Tel: 01 607 0840

Fax: 01 607 0673

DIRECTOR – INTERNAL AUDIT

Reporting to the Assistant Director General –
Corporate Services

FUNCTIONS AND RESPONSIBILITIES

- To provide an efficient internal audit function for FÁS
- To ensure adequate surveillance of internal control
- To establish and maintain standards for effective auditing
- To assist management in undertaking regular internal control reviews
- To test the FÁS control and quality systems for adequate compliance and effectiveness
- To advise FÁS managers on the efficiency of internal control mechanisms
- To provide advice on systems enhancement and performance and to make recommendations on same

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Audit working files – containing audit plans, working papers and reports
- Investigations files containing investigation plans, working papers and reports
- Special exercise files
- Permanent files containing regional/functional profile details

- Copies of audit/investigation/special exercise reports
- Master files containing programme/scheme/functional operating procedures and manuals/guidelines
- Audits of FÁS programmes and operating procedures
- Correspondence files

CONTACT POINTS AND TELEPHONE NUMBERS

Internal Audit Department

FÁS Training Centre,
Wyattville Road, Loughlinstown,
Co. Dublin

Tel: 01 204 3771

Fax: 01 204 3679

MANAGER – LEGAL SERVICES (Incorporating Freedom of Information Unit, Oireachtas Liaison Unit and Client Services Co-ordinator)

Reporting to the Assistant Director General –
Corporate Services

FUNCTIONS AND RESPONSIBILITIES

- To provide advice to FÁS on all legal matters
- To provide legal advice to the Board of FÁS
- To represent FÁS at legal hearings and court proceedings
- To negotiate and discharge fees payable to FÁS solicitors
- To ensure FÁS complies with all relevant statutory provisions

SERVICES PROVIDED TO THE PUBLIC

- Issuing of Certificates of Experience under the Directive 1999/42/EC

CLASSES OF RECORDS HELD

- Files relating to all properties occupied by FÁS including original leases
- Files relating to the provision of Legal advice to various divisions/sections within FÁS
- Files relating to various contractual arrangements
- Files relating to litigation matters involving FÁS
- Files relating to the making of Statutory Instruments including original Statutory Instruments
- Files relating to the collection of unpaid debts
- Files relating to the administration of the Legal Services function within FÁS

CONTACT POINTS AND TELEPHONE NUMBERS

Manager – Legal Services

FÁS Head Office
Tel: 01 607 0546
Fax: 01 607 0622

LIBRARY AND INFORMATION RESOURCE CENTRE

Reporting to the Director –
Planning, Research and EU Affairs

Functions and Responsibilities

- To provide a range of library and information services to FÁS staff and to provide a ReferNet facility for the public by appointment
- To maintain and develop the FÁS website
- As a member of the CEDEFOP (European Centre for the Development of Vocational Training), the library provides the Irish content for a comprehensive collection of databases and publications, dealing with vocational education and training in Europe and responds to queries from members in other European countries

SERVICES PROVIDED TO THE PUBLIC

- Reference facility

CLASSES OF RECORDS HELD

- Unit administration records
- All relevant documentation relating to CEDEFOP
- Archival material relating to establishment and development of An Ceard Comhairle, AnCO and FÁS

CONTACT POINTS AND TELEPHONE NUMBERS

Library and Information Resource Centre

FÁS Head Office
Tel: 01 607 0536
Fax: 01 607 0634

OFFICE OF THE CLIENT SERVICES CO-ORDINATOR

Reporting to the Manager – Legal Services

FUNCTIONS AND RESPONSIBILITIES

- To provide FÁS Clients with a procedure for resolving complaints
- To provide periodic reports on complaints received
- To provide information and submit reports on complaints to the FÁS Client Services Commissioner

SERVICES PROVIDED TO THE PUBLIC

- Advise on the processing of Clients complaints
- Taking, investigating and reporting to Clients on complaints they have submitted

CLASSES OF RECORDS HELD

- Individual Clients complaints, manual and computerised
- Periodic general reports on complaints
- General related files

CONTACT POINTS AND TELEPHONE NUMBERS

Client Services Co-ordinator

FÁS Office
57-60 Jervis Street
Dublin 1

Tel: 01 804 4614
Fax: 01 872 6690

OIREACHTAS LIAISON UNIT

Reporting to the Manager – Legal Services

FUNCTIONS AND RESPONSIBILITIES

- To administer documentation in relation to monthly meetings of the Board of FÁS
- To issue Board papers
- To provide accurate replies to Parliamentary Questions, Representations and Queries
- To provide ID cards and car park permits for FÁS staff
- To provide ID cards for participants on Gas Conversion Courses
- To check and allocate bids for annual budgets for Secretary's division
- To witness the opening of sealed tenders on behalf of Procurement/Assets Department
- To arrange for the preparation of briefing material for the Tánaiste/Ministerial visits to various FÁS events
- To arrange for the preparation of speech/briefing material for Government Ministers

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Warrants of appointment of Chairman and Board of FÁS
- Papers relating to Board of FÁS, AnCo and Youth Employment Agency
- Copies of replies to Parliamentary Questions and Political Representations
- Budget details for Secretary's Division
- Car park permit and staff identification listings
- Lists of tender invitees
- Purchasing records for Oireachtas Liaison Unit

CONTACT POINTS AND TELEPHONE NUMBERS

Oireachtas Liaison Unit

FÁS Head Office
Tel: 01 607 0523/0525
Fax: 01 607 0619

DIRECTOR – PLANNING, RESEARCH AND EU AFFAIRS

Reporting to the Assistant Director General –
Corporate Services

FUNCTIONS AND RESPONSIBILITIES

- To assist FÁS to plan and develop its programmes and services by providing information and analysis
- To prepare Labour Market information and forecasts
- To develop policy/planning
- To conduct research surveys/monitoring

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Results of surveys undertaken on a variety of matters including surveys of former FÁS participants and company employment and training activity
- Performance monitoring analyses of FÁS

CONTACT POINTS AND TELEPHONE NUMBERS

Planning and Research

FÁS Head Office

Tel: 01 607 0526

Fax: 01 607 0634



Freedom of  Information

CHAPTER FIVE

THE OFFICE OF THE ASSISTANT DIRECTOR GENERAL – EMPLOYMENT SERVICES

Mr. Donal Sands reporting to the Director General

FUNCTIONS AND RESPONSIBILITIES

Responsible for:

- National Employment Service Division
- Social Inclusion Division

SERVICES PROVIDED TO THE PUBLIC

- National and International Employment Services
- Equality and Disability Support and Services

CLASSES OF RECORDS HELD

- Manual and Electronic files on all major activities

CONTACT POINTS AND TELEPHONE NUMBERS

Assistant Director General – Employment Services

FÁS Head Office
Tel: 01 607 0762
Fax: 01 607 0771

DIRECTOR – EMPLOYMENT SERVICES

Reporting to the Assistant Director General – Employment Services

FUNCTIONS AND RESPONSIBILITIES

- To co-ordinate the International Employment Services
- To co-ordinate the National Employment Services Support Unit

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Records relating to the International Employment Services
- Records relating to the National Employment Services Support Unit

CONTACT POINTS AND TELEPHONE NUMBERS

Employment Services

FÁS Head Office
Tel: 01 607 0562
Fax: 01 607 0771

MANAGER – INTERNATIONAL EMPLOYMENT SERVICES

Reporting to the Director – Employment Services

FUNCTIONS AND RESPONSIBILITIES

- To co-ordinate the EURES initiative
- To co-ordinate the Young Workers Exchange Programme
- To co-ordinate the Overseas Graduate Programme

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Records relating to EURES
- Records relating to the Young Workers Exchange Programme
- Records relating to the Overseas Graduate Programme

CONTACT POINTS AND TELEPHONE NUMBERS

International Employment Services

FÁS Head Office
Tel: 01 607 0700
Fax: 01 607 0610

EURES

Reporting to the Manager –
International Employment Services

FUNCTIONS AND RESPONSIBILITIES

- To facilitate the free movement of workers within Europe
- To provide information, counselling and assistance to persons seeking employment, training or work experience within the EU
- To provide guidance on job placement for jobseekers within the EU
- To provide a recruitment service to employers within the EU

SERVICES PROVIDED TO THE PUBLIC

- Telephone advisory service provided


CLASSES OF RECORDS HELD

- Records relating to job vacancies for Irish and European employers
- Records relating to European Commission budgets

CONTACT POINTS AND TELEPHONE NUMBERS

International Employment Services

FÁS Head Office
Tel: 01 607 0700
Fax: 01 607 0610



LEONARDO DA VINCI YOUNG WORKER AND RECENT GRADUATE PLACEMENT PROGRAMME

Reporting to the Manager –
International Employment Services

FUNCTIONS AND RESPONSIBILITIES

- Identifying, researching, developing and administering Leonardo da Vinci placement programmes
- Liaison with Léargas, (National Co-ordinating Agency for Leonardo da Vinci) and our partner organisations across Europe
- Preparation and processing of applications
- Administration, monitoring and control of approved grants from Leonardo da Vinci
- Ensuring FÁS and its clients benefit from funding sources
- The development of a work experience network with companies at National and European level

SERVICES PROVIDED TO THE PUBLIC

- Provide an information, advice and placement service to young workers and recent graduates regarding the FÁS Leonardo da Vinci Programme


CLASSES OF RECORDS HELD

- Internal FÁS Correspondence
- External Correspondence:
 - National & European partner organisation
 - Applications and reports
 - Records relating to recruitment and placement process

CONTACT POINTS AND TELEPHONE NUMBERS

FÁS International Employment Services

FÁS Head Office
Tel: 01 607 0700
Fax: 01 607 0610



OVERSEAS GRADUATE PROGRAMME

Reporting to the Manager –
International Employment Services

FUNCTIONS AND RESPONSIBILITIES

- To provide experienced people to industry in Ireland
- To place newly qualified graduates in full-time employment with companies abroad
- To source overseas companies interested in employing Irish graduates
- To source suitable graduates from Irish universities and colleges for available jobs
- To provide a complete recruitment service to employers and graduates
- To provide suitable introductory training for successful candidates
- To monitor the graduates progress during the initial two-year placement period
- To provide an employment service to programme participants returning to Ireland

SERVICES PROVIDED TO THE PUBLIC

The section provides information and advice to applicants, companies, other organisations and other inquirers, on the programme, its operations and outcomes

CLASSES OF RECORDS HELD

- Records relating to employers
- Records relating to the recruitment process
- Records relating to placement statistics

CONTACT POINTS AND TELEPHONE NUMBERS

Overseas Graduate Programme

FÁS Head Office
Tel: 01 607 0588/0589
Fax: 01 607 0610

MANAGER – NATIONAL EMPLOYMENT SERVICES SUPPORT UNIT

Reporting to the Director –
Employment Services

FUNCTIONS AND RESPONSIBILITIES

- To co-ordinate all FÁS Employment Services functions
- To co-ordinate the implementation of the National Employment Action Plan (NEAP)
- To develop new products and services including employment support initiatives
- To review plans and provide approval and funding for the special education and training fund
- To provide support to the Local Employment Service
- To co-ordinate National Resource Centres for vocational guidance
- To co-ordinate Work Permits review and procedures
- To co-ordinate and develop call centre services for employers and jobseekers
- To develop the National Quality Standards for all Employment Services functions

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Records relating to employment initiatives
- Records relating to the Work Permits procedures/activity
- Records relating to the Local Employment Services
- Records relating to call centre services
- Records relating to the NEAP

CONTACT POINTS AND TELEPHONE NUMBERS

National Employment Services Support Unit

FÁS Head Office

Tel: 01 607 0590

Fax: 01 607 0628

DIRECTOR – SOCIAL INCLUSION

Reporting to the Assistant Director General –
Employment Services

FUNCTIONS AND RESPONSIBILITIES

- Ensures that FÁS develops and implements appropriate policies and programmes that address the needs of socially excluded groups, including people with disabilities
- Oversees equal opportunities policies and initiatives, as well as the promotion and implementation of equality throughout FÁS programmes and services

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Minutes of external and internal meetings
- External and internal reports
- Information on budgets and business plans
- Correspondence to and from government departments, agencies and various individuals
- Evaluation reports
- Records relating to the development of new initiatives, including tenders and contractual arrangements, where relevant
- Policy and procedures manuals

CONTACT POINTS AND TELEPHONE NUMBERS

Director – Social Inclusion

FÁS

25 Clyde Road

Dublin 4

Tel: 01 607 7449

Fax: 01 607 7401

MANAGER – DISABILITY POLICY AND DEVELOPMENT UNIT

Reporting to the Director – Social Inclusion

FUNCTIONS AND RESPONSIBILITIES

- To promote and assist the integration of people with disabilities into the open Labour Market
- To ensure and support appropriate labour market provision for people with disabilities
- To promote and further develop information for employers on the grants and schemes available, and best practice, in the employment of people with disabilities
- To plan, develop, implement and support FÁS' programmes and services for people with disabilities, in conjunction with relevant FÁS function(s), and regions; including the provision of the secretariat to the National Advisory Committee on Disability
- To formulate, develop and enhance labour market policies and strategies in collaboration with relevant stakeholders, committees, and other strategic alliances

SERVICES PROVIDED TO THE PUBLIC

- Advisory Service

CLASSES OF RECORDS HELD

- Minutes and papers in relation to the National Advisory Committee on Disability
- Minutes of meetings (other than National Advisory Committee on Disability)


- Papers and files relating to the internal management of the unit including budgets, service plans, memorandums, etc
- Files relating to initiatives and pilot schemes
- Guidelines on the operations of new initiatives activated by the unit, and best practice
- Correspondence to and from various individuals, agencies and Government Departments
- Copies of commissioned evaluations and reports

CONTACT POINTS AND TELEPHONE NUMBERS

Manager – Disability Policy and Development Unit

FÁS
25 Clyde Road
Dublin 4

Tel: 01 607 7405
Fax: 01 607 7405



MANAGER – EQUAL OPPORTUNITIES AND SOCIAL INCLUSION UNIT

Reporting to the Director – Social Inclusion

FUNCTIONS AND RESPONSIBILITIES

- To promote, monitor and report on the implementation of Equality and Social Inclusion throughout FÁS
- To develop new initiatives to promote Equal Opportunity and Social Inclusion and to monitor and report on outcomes

- To support the provision of childcare and childcare training in association with the Department of Justice, Equality and Law Reform
- To support Staff Development in planning and implementing equality training
- To pilot Gateway for Women Process and initiate and pilot new programmes to proactively encourage women to return to work

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD


Files relating to policy issues relevant to Equal Opportunities and Social Inclusion:

- Minutes of meetings
- Records of Female Bursary applications and payments

CONTACT POINTS AND TELEPHONE NUMBERS

Manager – Equal Opportunities and Support Unit

FÁS Head Office
Tel: 01 607 0707
Fax: 01 607 0677



Freedom of  Information

CHAPTER SIX

THE OFFICE OF THE ASSISTANT DIRECTOR GENERAL – HUMAN RESOURCES DEVELOPMENT/ FINANCE

Ms. Patricia Curtin reporting to the Director General

FUNCTIONS AND RESPONSIBILITIES

- To direct and co-ordinate the work of the HRD/Finance Division
- To develop and co-ordinate the implementation of the Statement of Strategy
- To manage the budgets of the organisation and ensure they are in line with strategic plan
- To develop appropriate policies, practices and procedures and ensure comprehensive HR strategy and plans are in place
- To ensure best practice standards are applied to HRD/Finance operations
- To liaise with other Executive Board Members and Management as appropriate
- To contribute to the overall management of FÁS at a senior level

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Personnel records of senior staff
- Records related to routine correspondence for HRD/Finance
- Records related to budget management

CONTACT POINTS AND TELEPHONE NUMBERS

Assistant Director General – HRD/Finance

FÁS Head Office
Tel: 01 607 0560
Fax: 01 607 0614

MANAGER – EUROPEAN FINANCE

Reporting to the Director – Finance

FUNCTIONS AND RESPONSIBILITIES

- To compile and submit the FÁS Structural Fund claims to the Department of Enterprise, Trade and Employment
- To ensure that all FÁS Structural Fund related activities conform to the original applications and meet all audit and evaluation requirements
- To monitor and approve all non core funded Community Initiative claims
- Carry out control checks when required on non core Community Initiatives
- To ensure that all Financial Audit and control visits carried out by the European Commission or the Court of Auditors run smoothly, and that all EU claims can be supported by clear and transparent audit trails
- To compile and submit Bi-Annual Monitoring Returns to the Department of Enterprise, Trade and Employment and Human Resources Development Operational Programme Monitoring Committee(s)
- Compile and submit annual information relating to FÁS for the Labour Market Policy Database to Eurostat
- To carry out EU control checks on FÁS Co-Funded Measures.
- To provide information relating to European Social Funds
- Supply information at county level for Department of Finance NDP Database

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Details of Community Initiative projects with FÁS participation
- Financial and statistical details relating to the FÁS European Social Fund claims
- Financial and statistical details relating to the NDP Measures
- Financial and statistical details relating to the Labour Market Policy Database

CONTACT POINTS AND TELEPHONE NUMBERS

Manager – European Finance

FÁS Head Office
Tel: 01 607 0810
Fax: 01 607 0641

DIRECTOR – FINANCE

Reporting to the Assistant Director General – HRD/Finance

FUNCTIONS AND RESPONSIBILITIES

To oversee and ensure that the appropriate systems and controls are in place as follows:

- Procurement Department to have appropriate material control and purchasing systems in place
- Financial Accounting Department to have appropriate systems of internal control and oversee the production of Annual Financial Statements
- Management Accounting Department to produce estimates and budgets and monthly management reports for the Board, Executive Board and Management
- European Finance Department to have appropriate mechanisms and systems to secure proper and compliant draw down of European Funding

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Procurement Records
- Financial Accounting Records
- Management Accounting Records
- European Finance Records

CONTACT POINTS AND TELEPHONE NUMBERS

Director – Finance

FÁS Head Office
Tel: 01 607 0800
Fax: 01 607 0615

MANAGER – FINANCIAL ACCOUNTING

Reporting to the Director – Finance

FUNCTIONS AND RESPONSIBILITIES

- To prepare monthly financial accounts, and annual accounts for publication
- To administer the staff payroll function
- To administer Head Office Accounts Payable
- To administer staff travel and subsistence
- To administer funding from State funds to regional bank accounts
- To monitor the performance of four investment managers in conjunction with Board Pensions' Sub-committees and produce annual Pension Fund accounts for external audit

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Financial Records relating to Treasury
- Financial Records relating to Payments
- Financial Records relating to Travel and Subsistence

- Financial Records relating to Payroll
- Financial Records relating to General Ledger
- Financial Records relating to Contracted Training

CONTACT POINTS AND TELEPHONE NUMBERS

Financial Accounting

FÁS Head Office
Tel: 01 607 0770
Fax: 01 607 0694

MANAGER – FINANCIAL STANDARDS

Reporting to the Assistant Director General – HRD/Finance

FUNCTIONS AND RESPONSIBILITIES

- To plan and manage a continuous quality-improvement process in the Finance and Administration Department
- To develop financial policies and procedures for FÁS
- To recommend authority levels to incur expenditure on behalf of FÁS
- To ensure that legislative requirements are met e.g. tax clearance, Prompt Payment Act, services returns, etc.
- To support financial accounting systems such as SAP which includes, Purchasing, General Ledger, Accounts Payable and Receivable, and Asset Management both in Head Office and throughout the Regional Finance and Administration Units

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Files relating to Authority Level Manuals
- Files relating to Purchasing Procedures
- Files relating to Prompt Payment Manuals

- Files relating to Tax Clearance
- Files relating to Revenue Returns
- Files relating to Financial Procedures

CONTACT POINTS AND TELEPHONE NUMBERS

Financial Standards

FÁS Head Office
Tel: 01 607 0797
Fax: 01 607 0676

HEAD OFFICE SERVICES

Reporting to the Manager Human Resources Development

FUNCTIONS AND RESPONSIBILITIES

- To provide general services in relation to FÁS Head Office premises
- To provide building maintenance, cleaning and security services for Head Office
- To maintain the Head Office post and communications system
- To maintain the canteen facilities
- To provide printroom service to the organisation

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Canteen (income and expenses)
- Communication (maintenance, billing, PABX System)
- Health and Safety
- Maintenance contracts and reports
- Head Office Premises (including leases, rents and rates)
- Staff attendance
- Photocopying usage

CONTACT POINTS AND TELEPHONE NUMBERS

Head Office Services Assistant Manager

FÁS Head Office

Tel: 01 607 0750

Fax: 01 607 0600

DIRECTOR – HUMAN RESOURCES DEVELOPMENT

Reporting to the Assistant Director General –
HRD/Finance

FUNCTIONS AND RESPONSIBILITIES

Responsible for Strategy in respect of:

- Human Resources
- Staff Development
- Pensions and Insurances
- Head Office Services

SERVICES PROVIDED TO THE PUBLIC

- Reception Services
- Telephone Services

CLASSES OF RECORDS HELD

- Personnel Files
- General Files relating to:
 - Pension Records
 - Human Resources Records
 - Staff Development Records

CONTACT POINTS AND TELEPHONE NUMBERS

Human Resources Development

FÁS Head Office

Tel: 01 607 0727

Fax: 01 607 0621

MANAGER – HUMAN RESOURCES DEVELOPMENT

Reporting to the Director –
Human Resources Development

FUNCTIONS AND RESPONSIBILITIES

- To produce, co-ordinate and monitor data relating to Human Resource planning and information
- To develop and maintain FÁS Human Resource policies and procedures
- To administer FÁS salaries
- To maintain and develop a comprehensive computerised Personnel information system
- To provide a welfare service and a professional referral service for FÁS staff
- To promote diversity and gender equality
- To provide a recruitment and selection service for internal and external recruitment
- To assist and advise regional Human Resource staff
- To liaise with Department of Enterprise, Trade and Employment on salary and staff levels

SERVICES PROVIDED TO THE PUBLIC

- Recruitment service for FÁS Head Office and management positions
- Information to the public on general FÁS Human Resources queries

CLASSES OF RECORDS HELD


- Personal files relating to management
- Personal files of Head-Office based staff (Personal files relating to regional staff held within each region)
- Personal files of non-current staff going back to 1998
- Staff requisition files
- Records relating to Head-Office accommodation and rentals

- Records relating to staff development programmes
- Human Resource statistics
- Salary increase files
- Policy and procedures manuals
- Recruitment files
- Human Resource administration budgeting information
- Record of staff claims for removal expenses
- Database of all current and former permanent and temporary staff containing employment details
- Correspondence to and from Department of Enterprise, Trade and Employment

CONTACT POINTS AND TELEPHONE NUMBERS

Manager – Human Resources Development

FÁS Head Office
Tel: 01 607 0729
Fax: 01 607 0621



MANAGER – MANAGEMENT ACCOUNTING

Reporting to the Director – Finance

FUNCTIONS AND RESPONSIBILITIES

- To prepare financial reports for the FÁS Board and Executive Board
- To prepare annual and periodic estimates
- To prepare and co-ordinate the FÁS budget annually
- To develop programme costings
- To prepare accounting information for managers and other users
- To liaise with the Department of Enterprise, Trade and Employment concerning budgetary matters
- To update FÁS allowances as required

- To prepare monthly statistics in relation to participation on FÁS schemes
- To monitor costings for all FÁS projects

SERVICES PROVIDED TO THE PUBLIC

- None


CLASSES OF RECORDS HELD

- Manual records – Executive Board/Board of FÁS monthly reports
- Estimates submissions to the Department of Enterprise Trade & Employment
- Computerised records concerning budgetary matters
- Incoming and outgoing letters and documentation
- Training and employment statistics
- Parliamentary questions and answers on financial matters
- General correspondence

CONTACT POINTS AND TELEPHONE NUMBERS

Management Accounting

FÁS Head Office
Tel: 01 607 0800
Fax: 01 607 0615



DIRECTOR – ORGANISATION DEVELOPMENT

Reporting to the Assistant Director General – HRD/Finance

FUNCTIONS AND RESPONSIBILITIES

- To develop and agree proposals in respect of organisational strategy, structure and processes for improving organisational effectiveness
- To co-ordinate and facilitate the implementation of the FÁS statement of strategy

- To facilitate and resource the process of planning and managing for change
- To develop and implement a process for strategic business planning for the organisation
- To support the development of the partnership process within FÁS

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Minutes of meetings (internal)
- Reports external/internal
- Information on budgets, work plans, memoranda
- Correspondence (varied)
- Contracts re: Facilitators, Consultants and Trainers
- Evaluation Reports

CONTACT POINTS AND TELEPHONE NUMBERS

Director – Organisation Development

FÁS Head Office
Tel: 01 607 0758
Fax: 01 607 0604

MANAGER – PENSIONS AND INSURANCES

Reporting to the Director Human Resources Development

FUNCTIONS AND RESPONSIBILITIES

- To devise corporate policies in respect of pensions, employee benefits, safety and insurance
- To provide advice to staff in relation to Pensions and Insurance entitlements and safety issues

- To calculate pension entitlements for retired staff, and the spouses and children of former staff
- To process employee benefit claims
- To arrange for adequate insurance facilities for FÁS in relation to all of its activities
- To ensure that FÁS complies with all Health and Safety legislation and to advise staff on Health and Safety matters

SERVICES PROVIDED TO THE PUBLIC

- Queries relating to Staff Pensions and Insurance

CLASSES OF RECORDS HELD

- Records relating to current and former employee pensions
- Records relating to employee benefits
- Records relating to all issues pertaining to Health and Safety Legislation
- Records relating to Board papers on Health and Safety
- Records relating to Safety Benchmarking reports on FÁS Locations
- Records relating to the development of FÁS strategy for the implementation of safety policies
- Records of personal insurance claims

CONTACT POINTS AND TELEPHONE NUMBERS

Manager Pensions and Insurances

FÁS Head Office
Tel: 01 607 0742/0747
Fax: 01 607 0675

MANAGER – PROCUREMENT/ASSETS

Reporting to the Director – Finance

FUNCTIONS AND RESPONSIBILITIES

- To administer the capital budget for FÁS
- To purchase computers, printers, office equipment and stationery for FÁS
- To co-ordinate tendering and contracting of services
- To purchase equipment for apprenticeship courses
- To co-ordinate building works tenders and orders
- To maintain and update tax clearance certificates
- To purchase external print requirements for FÁS
- To maintain an Assets Register of all FÁS Equipment Assets

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Records relating to orders
- Records relating to invitations to tender
- Records relating to assets held by the organisation
- Records of a technical nature for equipment and services
- Records relating to expenditure

CONTACT POINTS AND TELEPHONE NUMBERS

Procurement/Assets

FÁS Head Office
Tel: 01 607 0820
Fax: 01 607 0612

STAFF DEVELOPMENT

Reporting to the Director –
Human Resources Development

FUNCTIONS AND RESPONSIBILITIES

- To identify training and development needs within FÁS
- To assist and support local management in the identification of staff training needs
- To design, implement and evaluate training plans for FÁS
- To support staff members who require training and development
- To identify the future skills needs of FÁS
- To provide an advisory and consultancy service to FÁS on all matters relating to human resource development

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Copies of identification of training needs and training plans
- Tender specifications, correspondence with external consultants, and proposals tendered for training development services
- Contracts with external consultants for training and development services
- Records of staff attending nationally co-ordinated programmes
- Feedback sheets from training courses
- Central Staff Development records of expenditure

CONTACT POINTS AND TELEPHONE NUMBERS

Staff Development

FÁS Head Office

Tel: 01 607 0740

Fax: 01 607 0627

DIRECTOR – STAFF RELATIONS

Reporting to the Assistant Director General –
HRD/Finance

FUNCTIONS AND RESPONSIBILITIES

- To advise FÁS management on staff relations/industrial relations matters
- To manage industrial relations matters, i.e. negotiations, dispute resolutions between FÁS and the Unions representing FÁS staff
- To represent FÁS at 3rd party hearings (e.g. Labour Relations Commission, Labour Court, etc.)

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Correspondence with Unions representing FÁS staff
- Correspondence with Government Departments
- Case histories of Industrial Relations issues

CONTACT POINTS AND TELEPHONE NUMBERS

Staff Relations

FÁS Head Office

Tel: 01 607 0722/0723

Fax: 01 607 0617

Freedom of  Information

CHAPTER SEVEN

THE OFFICE OF THE ASSISTANT DIRECTOR GENERAL – REGIONS

Mr Martin Lynch reporting to the Director General

FUNCTIONS AND RESPONSIBILITIES

- Overall support and monitoring of Regional Directors in achieving the objectives and targets of individual Regions
- Effective utilisation and disbursement of capital funds

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Records relating to FÁS Regions

CONTACT POINTS AND TELEPHONE NUMBERS

Assistant Director General – Regions

FÁS Head Office
Tel: 01 607 0871/0875
Fax: 01 607 0632

MANAGER – FACILITIES MANAGEMENT UNIT

Reporting to the Assistant Director General – Regions

FUNCTIONS AND RESPONSIBILITIES

- To provide a technical building project management, design, property support and advice service to FÁS in relation to all FÁS owned/leased premises countrywide, including Head Office
- To prepare building project feasibility studies
- To design, draw and specify preparations required for the purpose of tender documentation on building projects
- To prepare and submit planning permission and fire certificate documentation

- To prepare electrical and mechanical specifications for building works
- To appoint and liaise with professional consultants on FÁS building projects
- To monitor construction Health and Safety on FÁS building projects
- To compile building condition inspections/reports
- To negotiate leases/rent reviews for FÁS leased premises
- To advise and develop energy and environmental management systems

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Drawings/specifications on all FÁS owned and leased properties
- Files relating to building projects including maintenance repairs and alterations
- Tender documents relating to building projects
- Records provided by building contractors in relation to Health and Safety and construction regulations
- Payment files relating to building projects
- Facilities Management procedure documents
- Database of details on FÁS owned and leased properties
- Files relating to construction related design team professional consultants appointed for building projects

CONTACT POINTS AND TELEPHONE NUMBERS

Facilities Management

FÁS Head Office
Tel: 01 607 0888
Fax: 01 607 0603

Freedom of  Information

CHAPTER EIGHT

THE OFFICE OF THE ASSISTANT DIRECTOR GENERAL – SERVICES TO BUSINESS

Mr. John O’Gorman reporting to the Director General

FUNCTIONS AND RESPONSIBILITIES

- To plan/organise, direct, and control the Industry/Business division of FÁS
- To identify training and development needs at all levels of Industry/Business at National, Sectoral, Regional and Company level
- To develop training policies and programmes to meet identified training and development needs
- To design and have implemented training plans and programmes in line with policy and identified requirements
- To manage and implement the Excellence Through People Programme
- To validate and evaluate training and development programmes
- To liaise with Trade Unions, Employer Organisations, Government Departments, State Agencies, Training and Educational providers
- To arrange and have developed Certification and Accreditation for training programmes as appropriate
- To contribute to the overall management of FÁS at senior level
- To promote and develop initiatives and programmes in Life Long Learning

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Routine correspondence
- Records relating to budget management
- Records relating to industrial sectoral studies

CONTACT POINTS AND TELEPHONE NUMBERS

Assistant Director General – Services to Business

FÁS Training Centre
Baldoyle Industrial Estate
Dublin 13

Tel: 01 816 7405/7406

Fax: 01 816 7463

MANAGER – CHEMICALS/ ALLIED PRODUCTS

Reporting to the Director – Services to Business

FUNCTIONS AND RESPONSIBILITIES

- To organise the identification of sectoral manpower and training needs for the Chemical, Pharmaceutical and Healthcare industries
- To develop strategies to meet the identified manpower and training needs of the sector
- To promote investment in training by Chemical and Allied Products industry employers
- To accelerate the development and delivery of programmes and services for employers and those in employment

SERVICES PROVIDED TO THE PUBLIC

- Advisory service provided

CLASSES OF RECORDS HELD

- Contract files
- Training initiative files
- Training Programme files
- Administration files

CONTACT POINTS AND TELEPHONE NUMBERS

Chemicals/Allied Products –
Services to Business

FÁS Head Office
Tel: 01 607 0943
Fax: 01 607 0618

MANAGER – CLUSTER PROGRAMMES

Reporting to the Director –
Services to Business

FUNCTIONS AND RESPONSIBILITIES

- To provide training for companies within the cluster programmes
- To respond to the development needs of companies to ensure a competitive skills base

SERVICES PROVIDED TO THE PUBLIC

- Advisory service provided

CLASSES OF RECORDS HELD

- Contract files
- Training initiative files
- Training Programme files
- Administration files

CONTACT POINTS AND TELEPHONE NUMBERS

Cluster Programmes –
Services to Business

FÁS Head Office
Tel: 01 607 0949
Fax: 01 607 0618

MANAGER – CONSTRUCTION/ ENVIRONMENT

Reporting to the Director –
Services to Business

FUNCTIONS AND RESPONSIBILITIES

- To provide training for companies within the construction/environment sector
- To respond to the development needs of companies to ensure a competitive skills base

SERVICES PROVIDED TO THE PUBLIC

- Advisory service provided to construction/environment sectors

CLASSES OF RECORDS HELD

- Contract files
- Training initiative files
- Training Programme files
- Administration files

CONTACT POINTS AND TELEPHONE NUMBERS

Construction/Environment –
Services to Business

FÁS Head Office
Tel: 01 607 0942
Fax: 01 607 0618

MANAGER – ENGINEERING, MOTOR AND CONTRACT CLEANING

Reporting to the Director –
Services to Business

FUNCTIONS AND RESPONSIBILITIES

- To identify the sectoral training needs for the Engineering, Motor and Contract Cleaning industries

- To advise on the implementation of those training needs
- To develop the expertise required for programme delivery
- To ensure workers in the various sectors follow a meaningful career path leading to recognised certification
- To promote investment in training by Engineering, Motor and Contract Cleaning industry employers

SERVICES PROVIDED TO THE PUBLIC

- Advisory service provided

CLASSES OF RECORDS HELD

- Contract files
- Training initiative files
- Training Programme files
- Administration files

CONTACT POINTS AND TELEPHONE NUMBERS

Engineering, Motor & Contract Cleaning – Services to Business

FÁS Head Office
Tel: 01 607 0950
Fax: 01 607 0618

MANAGER – EXCELLENCE THROUGH PEOPLE

Reporting to the Director – Services to Business

FUNCTIONS AND RESPONSIBILITIES

- To provide training for companies within the Excellence Through People programmes
- To assess companies against the Excellence Through People standard
- To respond to the development needs of companies to ensure a competitive skills base

SERVICES PROVIDED TO THE PUBLIC

- Advisory and assessment service provided

CLASSES OF RECORDS HELD

- Company Application Forms
- Company Assessment Reports
- Administration files

CONTACT POINTS AND TELEPHONE NUMBERS

Excellence Through People

FÁS Training Centre
Baldoyle Industrial Estate
Baldoyle
Dublin 13

Tel: 01 816 7418
Fax: 01 832 0418

MANAGER – FILM AND TV SECTOR/SCREEN TRAINING IRELAND (STI)

Reporting to the Director – Services to Business

FUNCTIONS AND RESPONSIBILITIES

- To provide training for professionals in the screen sectors – film, television, animation and new media in consultation with the audiovisual industry
- To respond to the development needs of individuals to ensure a competitive skills base in Film and TV industry
- To provide a Bursary Award Scheme which enables experienced Irish film and television practitioners to avail of training abroad which is not available in Ireland

SERVICES PROVIDED TO THE PUBLIC

- Advisory service provided

CLASSES OF RECORDS HELD

- Industry databases
- Section's financial accounts
- Contract files
- Training initiative files
- Training Programme files
- Bursary Award files
- Administration files
- STI Committee meeting minutes

CONTACT POINTS AND TELEPHONE NUMBERS

Film and TV Sector –
Services to Business

FÁS Head Office
Tel: 01 607 0503
Fax: 01 607 0987

MANAGER – FOOD AND DRINKS SECTOR

Reporting to the Director –
Services to Business

FUNCTIONS AND RESPONSIBILITIES

- To improve Food Safety, Quality and Standards within the industry
- To ensure the provision of Food and Drink training in line with the current legislative requirements
- To develop the expertise required for programme delivery
- To create the conditions by which industry can train and assess its own workforce based on nationally agreed standards
- To accredit food workers for their level of competence
- To maintain a register of qualified persons

SERVICES PROVIDED TO THE PUBLIC

- Advisory service provided to the Food and Drinks Sector

CLASSES OF RECORDS HELD

- Company specific files for the Meat Sector
- Meat sector database
- Administration files

CONTACT POINTS AND TELEPHONE NUMBERS

Food & Drink Sector –
Services to Business

FÁS Head Office
Tel: 01 607 0948
Fax: 01 607 0618

DIRECTOR – LIFE-LONG LEARNING

Reporting to the Assistant Director General –
Services to Business

FUNCTIONS AND RESPONSIBILITIES

- Development of policy and promotion of lifelong learning.
- Development and promotion of FÁS Net College.

SERVICES PROVIDED TO THE PUBLIC

- Provision of information on department services
- Provision of online learning through FÁS Net College

CLASSES OF RECORDS HELD

- Client Database
- Contracts, Quotations and Tenders.
- Administration Files/General Correspondence

CONTACT POINTS AND TELEPHONE NUMBERS

Director – Lifelong Learning

FÁS Training Centre
Baldoyle Industrial Estate
Baldoyle
Dublin 13

Tel: 01 816 7400
Fax: 01 832 0418

- Records relating to Construction Skills Certification Scheme
- Personnel records
- Records relating to Excellence Through People
- Records relating to Safe Pass – Applications/attendance lists/assessment result sheets

MANAGER – SERVICES TO BUSINESS ADMINISTRATION UNIT

Reporting to the Director –
Services to Business

FUNCTIONS AND RESPONSIBILITIES

- To administer the Construction Skills Certification Scheme
- To administer the card production for the Safe Pass programme
- To provide secretarial and administrative support services to the Excellence Through People Award Scheme
- To oversee financial management of existing Levy Grant Schemes

SERVICES PROVIDED TO THE PUBLIC

- Advisory service provided

CLASSES OF RECORDS HELD

- Management Review of Quality Management System
- Project administration
- Purchasing records
- Levy/Grant records relating to textiles/clothing and footwear/chemicals/food, drinks & tobacco/construction/printing & paper/engineering/electrical

CONTACT POINTS AND TELEPHONE NUMBERS

Service to Business Administration Unit

FÁS Head Office
Tel: 01 607 0972
Fax: 01 453 7139

DIRECTOR – SERVICES TO BUSINESS

Reporting to the Assistant Director General –
Services to Business

FUNCTIONS AND RESPONSIBILITIES

- To plan/organise, direct, and control the Industry/Business division of FÁS within a framework approved by the Assistant Director General of Services to Business
- To develop training policies and programmes to meet identified training and development needs
- To design and have implemented training plans and programmes in line with policy and identified requirements
- To validate and evaluate training and development programmes
- To liaise with Trade Unions, Employer Organisations, Government Departments, State Agencies, Training and Educational providers

- To arrange and have developed Certification and Accreditation for training programmes as appropriate
- To manage to the overall running of the FÁS Services to Business Unit

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Routine correspondence
- Records relating to budget management
- Records relating to industrial sectoral studies
- General administration

CONTACT POINTS AND TELEPHONE NUMBERS

Director – Services to Business

FÁS Head Office
Tel: 01 607 0550
Fax: 01 607 0600

OPERATIONS MANAGER – SERVICES TO BUSINESS

Reporting to the Director – Services to Business

FUNCTIONS AND RESPONSIBILITIES

- To manage Staff, Budgets and other Physical Assets
- To oversee the develop training strategies for Irish industry, particularly for small-to medium-sized enterprises (SMEs)
- To oversee and assist in the identification of the training needs of Irish business
- To oversee the promotion of competitiveness in Irish business

- To oversee the provision and promotion of specialist training and development programmes for Irish businesses
- Produce reports on various outcomes and activities

SERVICES PROVIDED TO THE PUBLIC

FÁS specifically helps companies to identify and implement their training needs by providing information and advice on the following schemes and incentives:

- Competency Development Programme
- Construction Skills Certification Scheme
- Excellence Through People Awards Scheme
- Safe Pass
- Special training incentives

FÁS also provides advice and assistance to the public in relation to the recruitment and training of apprentices and also on the full range of FÁS Training Centre Course.

CLASSES OF RECORDS HELD

- Trainer registration application forms/committee minutes
- Excellence Through People assessment forms/committee minutes
- Training grant applications, claims and evaluation forms
- Contracts, quotations and tenders
- Training committee minutes
- Sectoral reports and studies

CONTACT POINTS AND TELEPHONE NUMBERS

Operations Manager – Services to Business

FÁS Head Office
Tel: 01 607 0940
Fax: 01 607 0618

MANAGER – SOFTWARE/ LOGISTICS/TRANSPORT

Reporting to the Director –
Services to Business

FUNCTIONS AND RESPONSIBILITIES

- To provide training for companies within the software/logistics/transport sectors
- To respond to the development needs of companies to ensure a competitive skills base

SERVICES PROVIDED TO THE PUBLIC

- Advisory service provided to companies within Software/Logistics/Transport Sectors

CLASSES OF RECORDS HELD

- Contract files
- Training initiative files
- Training Programme files
- Administration files

CONTACT POINTS AND TELEPHONE NUMBERS

Software/Logistics/Transport –
Services to Business

FÁS Head Office
Tel: 01 607 0996
Fax: 01 607 0618

MANAGER – TEXTILES/ CLOTHING/FOOTWEAR SECTOR

Reporting to the Director –
Services to Business

FUNCTIONS AND RESPONSIBILITIES

- To provide training for employees in the textiles/clothing/footwear sector
- To respond to the development needs of individuals to ensure a competitive skills base in the textiles/clothing/footwear sector

SERVICES PROVIDED TO THE PUBLIC

- Advisory service provided

CLASSES OF RECORDS HELD

- Contract files
- Training initiative files
- Training Programme files
- Administration files

CONTACT POINTS AND TELEPHONE NUMBERS

Textiles/Clothing/Footwear –
Services to Business

FÁS Head Office
Tel: 01 607 0947
Fax: 01 607 0618

Freedom of  Information

CHAPTER NINE

THE OFFICE OF THE ASSISTANT DIRECTOR GENERAL – TRAINING SERVICES

Dr. Eamonn Darcy reporting to the Director General

FUNCTIONS AND RESPONSIBILITIES

- To have functional responsibility for Training Centres in the provision of Training to the Public and Business Sectors
- To ensure that adequate financial and human resources are provided to deliver a comprehensive service to all clients
- To ensure that adequate training capacity is provided to meet national and regional requirements
- Responsible for policy and development of the services provided by the network of FÁS training centres and sub-contracted provision

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

Records relating to:

- Operational Policy
- Routine correspondence for Training Services Division
- Apprenticeship/Traineeship and other training Operational Issues
- Business Plans
- Board and Executive Board papers
- Routine management matters

CONTACT POINTS AND TELEPHONE NUMBERS

Assistant Director General – Training Services

FÁS Head Office
Tel: 01 607 0720
Fax: 01 607 0631

DIRECTOR – APPRENTICESHIP/ TRAINEESHIP

Reporting to the Assistant Director General – Training Services

FUNCTIONS AND RESPONSIBILITIES

- To introduce strategic planning of Apprenticeship and Traineeship services to meet existing and future needs of clients and FÁS
- To ensure that these services are delivered to the specified standards
- To ensure transparency and equality in the provision of services to clients

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Apprenticeship records are held and maintained on an Apprenticeship Data Base and Hard Copy files
- Traineeship records are held on Hard Copy files

CONTACT POINTS AND TELEPHONE NUMBERS

Apprenticeship and Traineeship Units

FÁS Head Office
Tel: 01 607 0967 (Apprenticeship)
Fax: 01 607 0652

Tel: 01 607 0981 (Traineeship)
Fax: 01 607 0988

MANAGER – APPRENTICESHIP

Reporting to the Director – Apprenticeship/Traineeship

FUNCTIONS AND RESPONSIBILITIES

- Administer the apprenticeship system
- Maintain, monitor and develop policy, procedure and regulations for Apprenticeship

- Develop new trade programmes with the Social Partners for approval by the National Apprenticeship Advisory Committee (NAAC) and the FÁS Board for the expansion of the existing portfolio of trades to meet present and future requirements of the Irish economy
- Develop an Accreditation of Prior Learning prototype system for apprenticeship programmes, in co-operation with the Curriculum and Quality Assurance Unit, the Social Partners and approval of the NAAC
- Co-ordinate the review of all trades for content, entry requirements, delivery methods, testing, certification options, facilities, equipment, equality of access, monitoring, duration of on and off-the-job phases, overall duration and progression paths
- Provide the necessary support and service to the NAAC to enable the Committee to decide on changes and approaches necessary to meet their Terms of Reference

SERVICES PROVIDED TO THE PUBLIC

- An efficient, effective and consistent service to clients while ensuring there is equality and transparency in the delivery of apprenticeship
- Up-to-date information on apprenticeship through the print medium, video and on-line information for the FÁS apprenticeship system
- Promote apprenticeship through the Work Skills Competition, FÁS Service to Business Units and at employment exhibitions

CLASSES OF RECORDS HELD

- Apprentice records held on the Apprenticeship Database
- General correspondence hard copy files
- Miscellaneous hard copy files pertaining to apprenticeship

CONTACT POINTS AND TELEPHONE NUMBERS

Apprenticeship

FÁS Head Office

Tel: 01 607 0967

Fax: 01 607 0652

MANAGER – TRAINEESHIP

Reporting to the Director –
Apprenticeship/Traineeship

FUNCTIONS AND RESPONSIBILITIES

- To support the development of new occupational programmes in conjunction with regions Training Service Units
- To provide quality assurance and promotion to existing Occupational Traineeship Programme in partnership with employers and social partners under the direction of the National Apprentice Advisory Committee (NAAC)

SERVICES PROVIDED TO THE PUBLIC

- Up-to-date information relating to the Traineeship Programme
- Production of brochures, videos and newsletters and on-line information for the FÁS traineeship recruitment system
- Promotion of the programme at employment fairs and other FÁS labour market events

CLASSES OF RECORDS HELD

- Traineeship activity records
- Unit budget records
- General correspondence
- Individual traineeship development records

CONTACT POINTS AND TELEPHONE NUMBERS

Traineeship

FÁS Head Office

Tel: 01 607 0983

Fax: 01 607 0988

MANAGER – TRAINING ADMINISTRATION

Reporting to the Assistant Director General –
Training Services

FUNCTIONS AND RESPONSIBILITIES

- To administer the Registered Training Organisation (RTO) approvals and to develop related policies
- To administer the contracted training procedure and processes and to develop and modify policies as required
- To provide administrative support to the Division

SERVICES PROVIDED TO THE PUBLIC

- Registration of Training Organisations
- To provide information to the public regarding registration and contract procedures

CLASSES OF RECORDS HELD

- Contract files
- Registration files

CONTACT POINTS AND TELEPHONE NUMBERS

Training Administration

FÁS Head Office

Tel: 01 607 0706/0887

Fax: 01 607 0616

DIRECTOR – TRAINING SERVICES SUPPORT

Reporting to the Assistant Director General –
Training Services

FUNCTIONS AND RESPONSIBILITIES

- Review, evaluate and develop Training Programmes to meet the needs of trainees and employers
- Ensure training programmes comply with NQAI Framework and accreditation requirements agreed with FETAC
- Ensure FÁS Training Services Units (TSU) carries out its responsibilities under the Health and Welfare at Work (Construction) 2001 Act
- Expand sponsored, evening and income generation possibilities
- Increase the flexible delivery of training using Technology Based Training (TBT)

SERVICES PROVIDED TO THE PUBLIC

- None

CLASSES OF RECORDS HELD

- Training Specifications & Training Plans in relation Training delivered by Training Services Units
- Quality Assurance Procedures

CONTACT POINTS AND TELEPHONE NUMBERS

Director – Training Support

FÁS Head Office

Tel: 01 607 0500

Fax: 01 607 0616

Freedom of  Information

CHAPTER TEN

The FÁS Service Package

In the following five chapters you will find a brief description of the services provided by FÁS:

- Chapter 11 Community Services
- Chapter 12 Employment Services
- Chapter 13 Services to Business
- Chapter 14 Training Services
- Chapter 15 Finance and Administration

The FÁS customer base includes Jobseekers, Unemployed persons, Persons with Disabilities, Employers, Businesses and Community Groups.

FÁS is committed to promoting Equal Opportunities within our customer base and providing additional help to people with Disabilities. FÁS has developed a Customer Charter (outlined in Chapter 2) to ensure that the customers receive a high quality service.

Details of all FÁS services are available from FÁS locations nationwide.

The Rules, Procedures and Practices of our services are contained in the FÁS Section 16 Manual which is available at our website www.fas.ie. If you do not have access to the Internet please contact the Freedom of Information Unit at 01 607 0500 or your local FÁS Finance and Administration Manager.

Following the description of each service, the specific contact point will be identified together with reference to the FÁS website where appropriate.

Chapter Sixteen of the manual will provide the details of all FÁS locations by region, including addresses, telephone and fax numbers.

Freedom of **Information**

CHAPTER ELEVEN



Community Services

COMMUNITY EMPLOYMENT

Community Services provides work experience and development for the unemployed and other disadvantaged people, on community/voluntary projects of benefit to the community.

A project plan is submitted to FÁS for approval, reflecting the needs of the project, i.e. work to be undertaken, and the needs of the participants.

It helps long-term unemployed people to re-enter the active workforce by breaking their experience of unemployment through a return to a work routine and to assist them to enhance/develop both their technical and personal skills.

For further information contact – Local FÁS Employment Services Office or Community Services Office or our website at www.fas.ie

COMMUNITY ENTERPRISE PROGRAMME

The Community Enterprise Programme aims to assist in the development of local enterprise through advice and training. The initiative provides grants towards the cost of employment of staff and project managers.

For further information contact – Local FÁS Employment Services Office or Community Services Office or visit our website at www.fas.ie

COMMUNITY TRAINING CENTRES

Community Training Centres respond to an identifiable need within communities for the provision of basic training for early school leavers. These centres take the form of training units organised and located in local communities, with financial and technical assistance provided by FÁS. Participants are paid a training allowance while availing of the development and training in the Centre.

For further information contact – Local FÁS Employment Services Office or Training Centre or visit our website at www.fas.ie

COMMUNITY TRAINING PROGRAMME

This programme is a combination of 2 former programmes namely Community Youth Training Programme and Local Training Initiative. The programme assists Community Groups to complete projects that enhance the overall environment while at the same time provide training opportunities for unemployed persons.

For further information contact – Local FÁS Employment Services Office or Community Services Office

JOB CLUBS

Job Club is an active, practical and participative process in which participants will develop skills, which they will use in actual job finding activities under the guidance and supervision of the Job Club leader. It is a facility where people come to work, to work at getting work.

For further information contact – Local FÁS Employment Services Office

JOB INITIATIVE

The Job Initiative Programme provides full-time employment for individuals who are over 35 years of age and are more than five years unemployed. The jobs provided are within local community bodies working in the Social Economy.

For further information contact – Local FÁS Employment Services Office or Community Services Office or visit our website at www.fas.ie

LOCAL EMPLOYMENT SERVICE

The Local Employment Service brings together community-based organisations and State services to help Long-term Unemployed people in their search for work. It is available in areas of high unemployment.


For further information contact – Local FÁS Employment Services Office or see our website www.fas.ie for a list of locations.

SOCIAL ECONOMY PROGRAMME

The Social Economy Programme aims to support the development of social economy enterprises that will benefit the economic and social regeneration of local communities. It will provide up to three years grant support to social economy enterprises providing employment opportunities for the long-term unemployed or other disadvantaged persons.

For further information contact – Local FÁS Community Services Office or see our website at www.fas.ie

Freedom of **Information**



CHAPTER TWELVE

Employment Services

FÁS Employment Services are provided through a network of Employment Services Offices, providing an employment service for jobseekers and a staff recruitment service for employers. The Employment Service Offices act as a gateway to FÁS Training and Employment Programmes, and as a referral point to other training and educational agencies.

EMPLOYMENT SERVICES FOR JOBSEEKERS

CAREER DIRECTIONS

FÁS has statutory responsibility to provide career information to the public. FÁS has developed a career information database called Career Directions.

The site includes information on careers, and these can be accessed in a number of different ways: By Occupation, Interests/Aptitudes, Job Characteristics, and Qualification.

This computerised career information database informs the user about what a career entails, what jobs are suitable, and how to approach the job and training opportunities that exist.

For further information contact – local FÁS Employment Services Office or Training Centre or visit our website at www.careerdirections.ie

CAREER GUIDANCE

Jobseekers may visit a FÁS Employment Services Office where an interview takes place with an Employment Services Officer who will compile and register a personal profile of educational qualifications, work experience, aptitudes and interests. FÁS Employment Services Officers are highly-trained and qualified individuals skilled in Career Guidance and Counselling.

Jobseekers are then given access to careers information, self-help career guidance, information on training and further education, working abroad, and job vacancies. Through the FÁS Employment Service Offices jobseekers may also apply for FÁS Training Courses, Employment Programmes and Job Vacancies.

For further information contact – local FÁS Employment Services Office or Training Centre or visit our website at www.fas.ie

EMPLOYMENT SERVICES FOR THE LONG-TERM UNEMPLOYED

COMMUNITY PROGRAMMES

FÁS provides Services to the Community by delivering and developing new initiatives in conjunction with local community groups. The basic aim of Community Programmes is to assist the Long-term Unemployed to become part of the community by working together and developing new ideas for enhancing the community.

For further information contact – local FÁS Employment Services Office or Training Centre or visit our website at www.fas.ie

NATIONAL EMPLOYMENT ACTION PLAN (NEAP)

Under this Government plan FÁS is working with the Department of Social, Community and Family Affairs to help people who may, after six months of unemployment, drift into long-term unemployment. The aim of this is to assist them to take steps towards securing employment.

For further information contact – local FÁS Employment Services Office or Training Centre or visit our website at www.fas.ie

EMPLOYMENT SERVICES FOR PERSONS WITH A DISABILITY

EMPLOYEE RETENTION GRANT

This scheme aims to assist employers to retain employees who acquire an illness or impairment that affects their ability to carry out their job. The scheme provides funding to retrain employees to take up another position within the company and to identify accommodation and or training to enable employees to remain in their current position.

EMPLOYMENT SUPPORT SCHEME

The Employment Support Scheme (ESS) offers financial support to employers who employ people with disabilities. The employee is paid the normal rate of pay for the job and a grant is paid to the employer to cover any shortfall in productivity.

GRANT FOR DISABILITY AWARENESS TRAINING FOR EMPLOYERS

This grant assists the integration of people with disabilities into the workforce and overcomes mistaken perceptions about people with disabilities and their capacity to work.

GRANT TO RE-TRAIN OR RE-DEPLOY WORKERS WHO BECOME DISABLED WHILE IN EMPLOYMENT

The purpose of this grant is to assist employers to retain employees at work who have acquired a disability through sickness or injury.

JOB INTERVIEW INTERPRETER GRANT

A person with a hearing or speech impairment, who is seeking employment, may benefit from having an interpreter at job interviews.

PERSONAL READER GRANT

This grant is available to blind or visually impaired persons who are employed for a minimum of 20 hours per week, in the private sector and who need assistance with job related reading. Such reading is part of the employee's duties but due to the nature of their visual impairment they cannot perform reading duties.

SUPPORTED EMPLOYMENT PROGRAMME

This is an open Labour Market initiative, which facilitates the integration of people with disabilities, who traditionally have had difficulty getting into paid employment, by providing supports on the job. Many people with disabilities may be able to access the Labour Market with supports by overcoming barriers, such as mistaken attitudes by the workforce. To broaden the Labour Market options for people with disabilities and to address these issues, a number of initiatives are in place. For example:

WORKPLACE EQUIPMENT/ADAPTATION GRANT (WEAG)

Employers who have to adapt their workplace, or equipment, for an employee with a disability may apply for a grant towards the cost.

For further information on all of the above contact: Disability Support Unit, telephone 01 607 7449 or visit our website at www.fas.ie

FÁS INTERNATIONAL EMPLOYMENT SERVICES

EURES (EUROPEAN EMPLOYMENT SERVICES)

EURES aims to facilitate the free movement of workers within the 17 countries of the European Economic Area. Partners in the Network include Public Employment Services, Trade Unions and Employer Organisations. This partnership is co-ordinated by the European Commission. In Ireland EURES is based within FÁS.

EURES objectives:

- To provide a European Job Placement Services for Jobseekers
- To provide a recruitment service to employers who wish to recruit in EEA member states
- To provide information on living and working conditions in EEA member states
- To offer advice and guidance on how to look for a job and the possibilities that exists for finding FÁS work in another country

EURES-ADVISERS (FÁS)

EURES-Advisers are Placement Officers from the Public Employment Services of the EEA who have been specially trained in European mobility matters by the European Commission. In Ireland these advisers are based within FÁS.

EURES FOR EMPLOYERS

Employers who wish to advertise their vacancies in the databases of the Public Employment Services of European countries may do so by using the EURES service at the FÁS Services to Business Site. (<http://www.fas.ie/jbframe.htm>)

EURES FOR JOBSEEKERS

Jobseekers who wish to work in Europe will obtain information on jobs and information on living/working conditions by using the EURES Service (<http://europa.eu.int/eures>) at the European Commission's site. Jobseekers can also post their CV on the Commission's website where it can be accessed by employers from the EEA.

INTERNATIONAL EMPLOYMENT SERVICES (WAPES)

Jobseekers who are interested in working in countries around the world can obtain information at the website of The World Association of Public Employment Services (WAPES). (<http://www.wapes.org>)

OVERSEAS GRADUATE PROGRAMME (OGP)

The Overseas Graduate Programme places newly qualified Irish graduates into full-time employment with companies abroad. The initial arrangement is normally for two years. This arrangement may be extended if both the company and the graduate agree.

Further information is available at the FÁS Overseas Graduate Programme. (www.fas.ie/graduate.htm)

WORK EXPERIENCE IN THE EEA (LEONARDO)

Leonardo da Vinci is a European Commission Programme that aims to improve the quality of, and access to, vocational training in the European Economic Area.

The FÁS Leonardo da Vinci Programmes include 4 weeks of language training and 9 weeks of work experience in the destination country.

This programme is aimed at people who have completed secondary, third level, or vocational education, and wish to improve their employability through developing their language skills and gaining new work experiences.

The Programme is open to:

- Employed & Unemployed Persons
- Persons in Vocational Training
- Young Workers & Recent Graduates

For further information, please contact FÁS International Employment Services at 01 607 0700/honeill@fas.ie

FÁS JOBS IRELAND – 3 PRODUCTS, 1 BRAND

EMPLOYERS

FÁS through its National Contact Centre offers Employers a free recruitment service, by telephone and via the web. Employers wishing to use the system must register, **FREEPHONE 1800 611 116**. Employers can upload their Company Profile and/or Job Vacancies, including a company logo and/or a multimedia presentation. Employers can upload their own Job Application form, to be filled in online by job applicants. FÁS must validate the registration before it becomes 'live', on the system. Vacancies are instantly listed on the Internet and throughout the FÁS National Employment Service Network. Employers can also use the system to search for suitable Training Courses provided by FÁS.

Support and advice from qualified staff is available to all employers. Vacancy details can be accessed from libraries, Local Employment Services, schools or by touch screen kiosks in any FÁS Employment Services Office countrywide. These kiosks display up-to-the minute information on job vacancies and training courses via the FÁS website.

JOBSEEKERS

The FÁS National Contact Center offers a service to Job Seekers/Job Changers nationally on **FREEPHONE 1800 611 116**. This service allows FÁS registered Job Seekers/Job Changers, to telephone an experienced FÁS Employment Adviser FREE in order to get up-to-date advice on current job vacancies, career and/or course information. Job Seekers/Job Changers can then be connected directly to Employers who are advertising vacancies on the FÁS Job Bank.

For further information contact – local FÁS Employment Services Office or Training Centre or visit our website at www.fas.ie

WEB BASED TECHNOLOGY

FÁS Jobs Ireland, Electronic Labour Market Service has been designed for ease of use and maintenance and may be accessed or updated from any location in the world where internet access facilities are available. Job details can also be accessed from libraries, Local Employment Services, schools or by touch screen kiosks in any FÁS Employment Services Office countrywide. These kiosks display up-to-the minute information on job vacancies and training courses via the FÁS website.

The services allows users to browse the job/course vacancies on the system. This option allows the user to apply online for any of the vacancies that may be of interest to them. It also provides a registration facility for users who wish to make return visits to the site. Each registered user is allocated their own personal username and password. The system is designed to provide the user with a number of options to improve their employment prospects.

Registered users can, at any time, put their CV up on the system for perusal by potential employers. A user may, at any time, make changes to the CV as appropriate and can also check for responses from employers. One of the key features of the site is that it allows users to upload a html personal presentation to their CV. The “Vacancy Robot” feature allows users who have saved their own personal preference to retrieve job vacancies that match their own particular criteria, and can choose to have results delivered either by screen or by e-mail.

For further information contact – local FÁS Employment Services Office or Training Centre or visit our website at www.fas.ie

Freedom of **CHAPTER THIRTEEN** Information



Services to Business

FÁS provides an extensive range of services to business in Ireland. These services provide added value for small-to-medium and large firms, indigenous and international firms, and those in all sectors of industry and services. FÁS runs specific programmes to assist business and also provides a training and advisory service on a regional basis.

Each Regional Services to Business Unit offers a range of services that assist businesses in gaining competitive advantage in a global market environment. FÁS provides a knowledge base for business in terms of advice on business strategy development and programmes.

APPRENTICES (FEMALE)

To promote the entry of women into Apprenticeships, FÁS offers a bursary to employers to encourage an increased level of recruitment of women apprentices.

The bursary provides a grant to employers for each female apprentice recruited. The grant is a contribution towards wage and other apprentice costs over the first 28 weeks of phases 1 and 3 (on-the-job phases) of the apprenticeship. For application forms contact your regional Services to Business Unit.

For further information contact-local FÁS Employment Services Office or Training Centre or visit our website at www.fas.ie

COMPETENCY DEVELOPMENT PROGRAMME (CDP)

The aim of this programme is to raise the competency level of targeted employees in particular occupations within specific sectors to ensure that the national stock of skills matches the national human resource requirements for continuous economic growth.

The programme will provide training subsidy to enhance the competency, level specific members of the company's workforce to enable employees to cope with frequent and ongoing changes in work practices.

The programme, within the limited amount of funds available to it will be open to employees from companies whose employment level is 250 employees or less in the private sector.

The proposed training will be targeted at a limited number of key skill needs which will be identified in elements of the following sectors by research and/or consultation with the relevant industry/business stakeholders and other agencies and within a FÁS prioritisation set by the financial constraints of budget availability.

Funding priority will be given towards the development of employees in the general operative category.

The following **key sectors** will be within the scope of the programme:

- Business Related Services
- Chemicals
- Clothing, Footwear and Textiles
- Construction
- Contract Cleaning
- Engineering/Electronics
- Film and TV
- Food and Drink
- Logistics/Software/Transport
- Motor
- Printing, Paper and Packaging
- Retail/Wholesale

For further information contact – FÁS Services to Business, telephone 01 607 0500 or e-mail stbadmin@fas.ie

CONSTRUCTION SKILLS CERTIFICATION SCHEME

The key aims of the scheme are to:

- promote the delivery of training and certification for specific non-designated occupations
- maintain records of operatives who have achieved recognised levels of competence
- raise standards of health and safety awareness
- promote use of skilled operatives within the industry and provide internationally recognised certification

FÁS uses the scheme database to facilitate the renewal of registration cards.

For further information contact – FÁS Services to Business, telephone 01 607 0500 or e-mail stbadmin@fas.ie

ENVIRONMENTAL TRAINING

FÁS provides a range of Environmental Training Programmes, the aims:

- To ensure the provision of Environmental Training in line with legislative requirements
- To provide the expertise required for managing the Environment
- To improve Environmental quality standards
- To raise standards of Health, Safety and Welfare
- To maintain a register of qualified persons

ENVIRONMENTAL TRAINING – GRANT AID

FÁS, the Training and Employment Authority may grant aid for attendance on this training programme by qualified applicants.

Applications for grant aid must be made to FÁS before attendance on the course; grants are paid only after course completion and are subject to availability of funds.

For further information contact – FÁS Services to Business, telephone 01 607 0500 or e-mail stbadmin@fas.ie

EXCELLENCE THROUGH PEOPLE

FÁS has developed an Irish Training Standard called Excellence Through People. The Standard recognises the training and staff development programmes implemented by the companies and through awarding the Excellence Through People Standard, it gives recognition to their businesses.

All types of organisations are eligible for Excellence Through People including manufacturing and service companies, the voluntary sector and the public sector.

For further information contact-local FÁS Employment Services Office or Training Centre or visit our website at www.fas.ie

FÁS NET COLLEGE

FÁS Net College is an operational unit of FÁS and supports life long learning by combining learning with technology, to offer flexible learning opportunities for all, which forms part of the FÁS Statement of Strategy 2002-2005. FÁS Net College courses can be accessed on any Internet friendly P.C. which enables our customers to learn and train over the Internet. Online courses are offered within the categories of Business, Office Applications, Web Design/Programming, Technical Support, Personal Development and Apprenticeship

Courses are open to everyone and are available to certain client groups free of charge.

For further information contact – local FÁS Employment Services Office or Loughlinstown Training Centre 01 2043732 or visit our website at www.fas-netcollege.com

FILM AND TELEVISION UNIT

The Film and Television Unit provides training for professionals in the screen sectors such as film, television, animation and new media in consultation with the audiovisual industry. The unit develops a range of training provision across all work areas to address the development needs of individuals and to ensure a competitive skills base for the Irish Film and Television industry.

The Film and Television Unit also provides a Bursary Award Scheme which enables experienced Irish film and television practitioners avail of training abroad which is not available in Ireland.

For further information contact – Film & Television Unit, FÁS Services to Business, telephone 01 607 0958 or e-mail or www.screentrainingireland.ie

SAFE PASS

The FÁS Safe Pass Programme has been developed following an initiative by the Construction Industry Training Committee.

The purpose of the FÁS Safe Pass Health and Safety Awareness Training Programme is to ensure, over the course of time, that all Construction site and Local Authority personnel, will have a basic knowledge of Health and Safety, and be able to work on site without being a risk to themselves or others who might be affected by their acts or omissions.

Upon successful completion of the Safety Awareness Training Programme participants will be registered in the FÁS Safe Pass Programme and issued with a registration card. It is a condition of renewal of the registration card that participants must update their Safety Awareness Training every four years.

For further information contact – Project Manager, Safe Pass Programme, FÁS Services to Business, telephone 01 607 0500 or e-mail safepass@fas.ie

SMALL FIRMS CLUSTER PROGRAMME

This scheme aims to improve competitiveness and training within small firms. FÁS representatives select companies to carry out a business skills audit. Based on the results of this audit, FÁS will prepare a personalised training plan for the company. Companies contribute to the cost of the programme, which is also grant aided by FÁS.

For further information contact-local FÁS Employment Services Office or Training Centre or visit our website at www.fas.ie

Freedom of **Information**

CHAPTER FOURTEEN

Training Services

The range of training available through FÁS is constantly being developed and updated to meet Ireland's Labour Market demands. To register for any of the following training services please contact your local Employment Services Office or Training Centre, or visit the FÁS website at www.fas.ie

BRIDGING FOUNDATION TRAINING

This programme provides specialist training to persons who lack the skills necessary to break into employment. The training provides the participant with the confidence and skills to further their training/education or enter employment.

For further information contact – Local FÁS Employment Services Office or Training Centre or visit our website at www.fas.ie

COMMERCIAL (SPONSORED) TRAINING

Commercial (Sponsored) Training is provided as an intervention aimed at increasing the skill levels of those already in employment. These courses are designed to meet the needs of employers who wish to raise the skills base within their company. In some cases existing training programmes fulfill company requirements while in others specific courses are developed and designed to suit the training needs identified by a company. All sponsored training courses are fee paying.

For further information contact – Local FÁS Employment Services Office or Training Service Unit (Training Centre) or visit our website at www.fas.ie

CONSTRUCTION SKILLS CERTIFICATION SCHEME (See also Services to Business)

Under the provisions of the Safety, Health and Welfare at Work (Construction) regulations S.I. No. 481 of 2001, all construction workers involved in specified occupations must be trained, certified and registered under the FÁS Construction Skills Certification Scheme (CSCS) or an equivalent programme recognised by FÁS. The Construction Skills Certification Scheme was developed by FÁS in consultation with specialist working parties representing specific occupational groups and with the support of the Construction Industry Training Committee. Currently a number of FÁS Training Centres throughout the country offer this type of training.

For further information contact – Local FÁS Services to Business Office, Employment Services Office or Training Service Unit (Training Centre) or visit our website at www.fas.ie

EVENING COURSES

FÁS provides a range of evening courses throughout their Training Service Units on a national basis. These courses include a broad range of activity including Start your own Business, Introduction to Computers and Computer Maintenance. All Evening Courses are intended to assist increasing the skill levels of those who attend and commence in January, March/April and Sept/Oct. While most courses consist of one module that is 30 hours in duration and run over one term there are a number of courses that are 3 terms in duration i.e. 90 hours. All Evening Courses are fee paying.

For further information contact – Local FÁS Employment Services Office or Training Service Unit (Training Centre) or visit our website at www.fas.ie

EXTERNALLY CONTRACTED TRAINING

Many FÁS training courses are provided through a network of highly qualified Training Consultancy Companies.

For further information contact local FÁS Employment Services Office or Training Centre or visit our website at www.fas.ie

FÁS STANDARDS-BASED APPRENTICESHIP

Apprenticeship is the means by which persons are trained to become craftspersons in Ireland. Statutory Apprenticeship is operated under the provisions of the Statutory Apprenticeship Rules (S.I. No: 168 of 1997). The trades, which come within the scope of the Statutory Apprenticeship system, are set out in the rules. Apprenticeship in Ireland is organised by FÁS in co-operation with the Department of Education and Science, employers and trade unions.

The apprenticeship scheme is a Standards-Based system consisting of alternating phases of on-the-job and off-the-job training in FÁS Training Centres and Educational Colleges. On successful completion of the Apprenticeship, apprentices receive a National Craft Certificate, recognised in Ireland as well as other EU and non-EU countries. This nationally and internationally recognised certificate is the requirement for craftsperson status.

For further information contact local FÁS Employment Services Office or Training Centre or visit our website at www.fas.ie

RETURN-TO-WORK TRAINING

For those who would like to return to the world of work but are apprehensive, FÁS can help by providing Return-to-Work training, which enhances the confidence and skills necessary to secure suitable employment.

For further information contact – Local FÁS Employment Services Office or Training Centre or visit our website at www.fas.ie

SKILLS LINK TO INFORMATION TECHNOLOGY

The Skills Link to Information Technology Programme provides training and progression routes in five key disciplines:

- e-Commerce, Digital Media and Web Design
- Computer Applications and Office Skills
- PC Hardware and Software Support
- Manufacturing
- Software Development and Testing

For further information contact local FÁS Employment Services Office or Training Centre or visit our website at www.fas.ie

SPECIFIC SKILLS TRAINING

These courses are targeted at persons who are unemployed or considering a career change. Trainees acquire skills in a broad range of disciplines including PC Maintenance and Networks, Software Development, Office Skills, Multi-Media, Welding and Engineering.

For further information contact local FÁS Employment Services Office or Training Centre or visit our website at www.fas.ie

TRAINEESHIP

A FÁS and Industry devised occupational skill development training programme targeted at new labour market entrants and unemployed which addresses the employment needs of business and uses the best mix of both FÁS and employer resources.

The traineeship leads to recognised qualifications and identified career paths and progression.

For further information contact local FÁS Employment Services Office or Training Centre or visit our website at www.fas.ie

Freedom of **Information**

CHAPTER FIFTEEN



Finance and Administration

The FÁS Finance and Administration unit located in each region provide a full range of activities including the following:

- Responsibility for Management and Financial Accounting
- Carrying out the regional personnel function and other administrative functions.
- Processing trainee payments for contracted and non-contracted training
- Processing accounts payable and receivable
- Processing and issuing Community Employment and Community Enterprise payments
- Conducting Budgeting, Planning and Research
- Provision of Industrial Relations Support
- Administration of the Freedom of Information function

| REGION | FINANCE AND ADMINISTRATION MANAGER | CONTACT TELEPHONE NUMBERS |
|------------|--|---------------------------|
| Dublin | Mr. Michael Thompson FÁS Training Centre, Wyattville Road, Loughlinstown, Co. Dublin | 01 204 3600 |
| Dublin | Mr. John Shiel FÁS Training Centre, Ballyfermot Hill, Ballyfermot, Dublin 10 | 01 605 5928 |
| Dublin | Mr. Patrick Kivlehan FÁS Training Centre, Poppintree Industrial Estate, Finglas, Dublin 11 | 01 814 0245 |
| Midlands | Mr. Mark O'Connor FÁS Training Centre, Garycastle, Athlone, Co. Westmeath | 090 642 4249 |
| Mid-West | Mr. Dermot O'Flynn FÁS Training Centre Raheen Business Park, Limerick | 061 487 900 |
| North-East | Mr. Ronnie Rice FÁS Training Centre, Industrial Estate, Coes Road, Dundalk, Co. Louth | 042 935 5727 |
| North-West | Mr. Des Gallen FÁS Training Centre, Ballytivnan, Sligo | 071 915 9525 |
| South-East | Mr. Dominic Greene FÁS Training Centre, Industrial Park, Cork Road, Waterford | 051 301 581 |
| South-West | Ms. Sheila Quill FÁS Training Centre, Rossa Avenue, Bishopstown, Cork | 021 485 6350 |
| West | Ms. Annette Murphy FÁS Training Centre, Industrial Estate, Mervue, Galway | 091 706 224 |

Freedom of **Information**

CHAPTER SIXTEEN



FÁS Training Centres and Offices by Region

DUBLIN

REGIONAL DIRECTORS

Frank Donnelly

FÁS Training Centre,
Ballyfermot Hill,
Ballyfermot, Dublin 10

Tel: 01 605 5804

Fax: 01 605 5948

Tony Hannigan

C/o FÁS Employment
Services Office
Westend House,
Snugboro Road Extension,
Blanchardstown,
Dublin 15

Tel: 01 826 2629

Fax: 01 824 9145

Assunta Delaney

FÁS Training Centre,
57-60 Jervis Street Dublin 1

Tel: 01 804 4600

Fax: 01 872 2607

COMMUNITY SERVICES

FÁS Community Services,
Baldoyle Industrial Estate,
Dublin 13

Tel: 01 816 7400

Fax: 01 816 7489

FÁS Community Services,
Ballyfermot Hill, Dublin 10

Tel: 01 605 5989

Fax: 01 605 5817

FÁS Community Services,
Bannow Road,
Cabra, Dublin 7

Tel: 01 882 1400

Fax: 01 838 1094

FÁS Community Services,
57-60 Jervis Street, Dublin 1

Tel: 01 804 4691

Fax: 01 804 4649

FÁS Community Services,
Dillon House,
Unit 106,
Coolmine Industrial Estate,
Clonsilla, Dublin 15

Tel: 01 824 3212

Fax: 01 824 2960

FÁS Community Services,
66 St. Agnes Road,
Crumlin,
Dublin 12

Tel: 01 455 0337

Fax: 01 455 0350

FÁS Community Services,
18-21 Cumberland Street,
Dun Laoghaire,
Co. Dublin

Tel: 01 280 8488

Fax: 01 280 8476

FÁS Community Services,
Poppintree Industrial Estate,
Jamestown Road,
Finglas, Dublin 11

Tel: 01 814 0200

Fax: 01 834 6336

FÁS Community Services,
Unit 14C,
Finglas Shopping Centre,
Finglas, Dublin 11

Tel: 01 834 6222

Fax: 01 864 0559

FÁS Community Services,
Wyattville Road,
Loughlinstown,
Co. Dublin

Tel: 01 204 3600

Fax: 01 204 3756

FÁS Community Services,
34 Main Street,
Swords, Co. Dublin

Tel: 01 840 5252

Fax: 01 840 3751

FÁS Community Services,
Cookstown Industrial Estate,
Tallaght,
Dublin 24

Tel: 01 404 5200

Fax: 01 404 5292

EMPLOYMENT SERVICES OFFICES

FÁS Employment Services,
27-33 Upper Baggot Street,
Dublin 4

Tel: 01 607 0500

Fax: 01 607 0600

FÁS Employment Services,
Enterprise House,
6 Bridge Street,
Balbriggan, Co. Dublin

Tel: 01 841 5141

Fax: 01 841 1010

FÁS Employment Services,
Baldoyle Industrial Estate,
Baldoyle, Dublin 13

Tel: 01 816 7400

Fax: 01 816 7401

FÁS Employment Services,
Ballyfermot Hill, Dublin 10

Tel: 01 605 5900

Fax: 01 605 5960

FÁS Employment Services,
Westend House,
Snugboro Road Extension,
Blanchardstown,
Dublin 15

Tel: 01 826 2629

Fax: 01 824 9145

FÁS Employment Services,
Bannow Road,
Cabra, Dublin 7

Tel: 01 882 1400

Fax: 01 838 8788

FÁS Employment Services,
Main Street,
Clondalkin, Dublin 22

Tel: 01 459 1766/1612

Fax: 01 457 2878

FÁS Employment Services,
Unit 1 A,
Northside Shopping Centre,
Coolock, Dublin 5

Tel: 01 847 5911

Fax: 01 847 5770

FÁS Employment Services,
235 Crumlin Road,
Crumlin, Dublin 12

Tel: 01 456 3000

Fax: 01 456 3018

FÁS Employment Services,
D'Olier House,
D'Olier Street, Dublin 2

Tel: 01 612 4800

Fax: 01 679 9092

FÁS Employment Services,
18-23 Cumberland Street,
Dun Laoghaire, Co. Dublin

Tel: 01 280 8488

Fax: 01 280 8476

FÁS Employment Services,
Poppintree Industrial Estate,
Jamestown Road,
Finglas, Dublin 11

Tel: 01 814 0200

Fax: 01 834 6336

FÁS Employment Services,
Unit 14C,
Finglas Shopping Centre,
Finglas, Dublin 11

Tel: 01 834 6222

Fax: 01 834 6386

FÁS Employment Services,
57-60 Jervis Street,
Dublin 1

Tel: 01 804 4600

Fax: 01 872 2607

FÁS Employment Services,
Wyattville Road,
Loughlinstown,
Co. Dublin

Tel: 01 204 3600

Fax: 01 282 1168

FÁS Employment Services,
Enterprise Park,
Nutmog Way,
Rathfarnham, Dublin 14

Tel: 01 495 1414

Fax: 01 495 1415

FÁS Employment Services,
34 Main Street,
Swords, Co. Dublin

Tel: 01 840 5252

Fax: 01 840 3751

FÁS Employment Services,
Brookfield Enterprise Centre,
Brookfield, Tallaght, Dublin 24

Tel: 01 462 2950

Fax: 01 462 2919

FÁS Employment Services,
Cookstown Industrial Estate,
Belgard Road,
Tallaght, Dublin 24

Tel: 01 404 5200

Fax: 01 404 5252

FÁS Employment Services,
Social Services Centre,
The Square,
Tallaght, Dublin 24

Tel: 01 452 5111

Fax: 01 452 5591

FINANCE AND ADMINISTRATION

Finance and Administration,
FÁS Training Centre,
Ballyfermot Hill, Dublin 10

Tel: 01 605 5900

Fax: 01 605 5915

Finance and Administration,
FÁS Training Centre,
Poppintree Industrial Estate,
Finglas, Dublin 11.

Tel: 01 834 8311

Fax: 01 834 6336

SERVICES TO BUSINESS

FÁS Services to Business,
Baldoyle Industrial Estate,
Baldoyle, Dublin 13.

Tel: 01 816 7400

Fax: 01 816 7440

FÁS Services to Business,
Ballyfermot Hill, Dublin 10

Tel: 01 605 5900

Fax: 01 605 5802

FÁS Services to Business,
Wyattville Road,
Loughlinstown,
Co. Dublin.

Tel: 01 204 3702

Fax: 01 282 1168

TRAINING CENTRES

FÁS Training Centre,
Baldoyle Industrial Estate,
Baldoyle, Dublin 13

Tel: 01 816 7400

Fax: 01 816 7401

FÁS Training Centre,
Ballyfermot Hill, Dublin 10

Tel: 01 605 5900

Fax: 01 605 5960

FÁS Training Centre,
Bannow Road,
Cabra, Dublin 7

Tel: 01 882 1400

Fax: 01 872 6182

FÁS Training Centre,
57-60 Jervis Street, Dublin 1

Tel: 01 804 4600

Fax: 01 872 6182

FÁS Training Centre,
Poppintree Industrial Estate,
Finglas, Dublin 11

Tel: 01 814 0200
Fax: 01 834 6338

FÁS Training Centre,
Wyattville Road,
Loughlinstown,
Co. Dublin

Tel: 01 204 3600

FÁS Training Centre,
Cookstown Industrial Estate,
Belgard Road,
Tallaght, Dublin 24

Tel: 01 404 5200
Fax: 01 404 5252

MIDLANDS (Kildare, Laois, Longford, Offaly, Westmeath)

REGIONAL DIRECTOR

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FÁS Training Centre,
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Athlone,
Co. Westmeath

Tel: 090 647 4481
Fax: 090 647 5750

COMMUNITY SERVICES

FÁS Community Services,
Garrycastle,
Athlone,
Co. Westmeath

Tel: 090 647 4481

FÁS Community Services,
Townhouse Centre,
St. Mary's Square,
Athlone, Co. Westmeath

Tel: 090 647 9153
Fax: 090 647 8288

FÁS Community Services,
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Celbridge, Co. Kildare

Tel: 01 601 2120
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FÁS Community Services,
Harbour House,
Market Square,
Longford

Tel: 043 46820
Fax: 043 45702

FÁS Community Services,
Church Avenue,
Mullingar,
Co. Westmeath

Tel: 044 34554
Fax: 044 49245

FÁS Community Services,
Jigginstown Industrial Estate,
Naas,
Co. Kildare

Tel: 045 895 511
Fax: 045 894 633

FÁS Community Services,
Rathasker Square,
Naas,
Co. Kildare

Tel: 045 873 137
Fax: 045 884 415

FÁS Community Services,
Main Street,
Portlaoise, Co. Laoise

Tel: 0502 63991
Fax: 0502 63995

FÁS Community Services,
Bridge Centre,
Bridge Street,
Tullamore,
Co. Offaly

Tel: 0506 24511
Fax: 0506 23144

EMPLOYMENT SERVICES OFFICES

FÁS Employment Services,
St. Mary's Square,
Athlone, Co. Westmeath

Tel: 090 647 5288
Fax: 090 647 5291

FÁS Employment Services,
7 Market Square, Longford

Tel: 043 46820/46829
Fax: 043 45702

FÁS Employment Services,
Church Avenue,
Mullingar, Co. Westmeath

Tel: 044 34550
Fax: 044 43978

FÁS Employment Services,
6 Georges Street,
Newbridge, Co. Kildare.

Tel: 045 431 372
Fax: 045 434 446

FÁS Employment Services,
4 Meehan House,
James Fintan Lawlor Avenue,
Portlaoise, Co. Laoise

Tel: 0502 21462/22198
Fax: 0502 20945

FÁS Employment Services,
Church Street, Tullamore,
Co. Offaly

Tel: 0506 21682
Fax: 0506 21964

FINANCE & ADMINISTRATION

FÁS Training Centre
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Athlone,
Co. Westmeath.

Tel: 090 647 4481
Fax: 090 642 4297

SERVICES TO BUSINESS

FÁS Services to Business,
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Athlone, Co. Westmeath

Tel: 090 647 5476

Fax: 090 647 5480

FÁS Services to Business,
Unit 6A, The Mill,
Celbridge, Co. Kildare

Tel: 01 601 2120

Fax: 01 601 2125

FÁS Services to Business,
Market Square,
Longford

Tel: 043 46820

Fax: 043 45702

FÁS Services to Business,
Church Avenue,
Mullingar,
Co. Westmeath

Tel: 044 48805

Fax: 044 43978

FÁS Services to Business,
Rathasker Square,
Naas,
Co. Kildare

Tel: 045 873 137

Fax: 045 884 415

FÁS Services to Business,
Main Street,
Portlaoise, Co. Laoise

Tel: 0502 63991

Fax: 0502 63995

FÁS Services to Business,
Bridge Street,
Tullamore, Co. Offaly

Tel: 0506 24515

Fax: 0506 23144

FÁS Services to Business,
Church Street,
Tullamore, Co. Offaly

Tel: 0506 21921

Fax: 0506 21964

TRAINING CENTRES

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Garrycastle,
Athlone, Co. Westmeath

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Fax: 090 647 4795

MID-WEST (Clare, Limerick, Tipperary North)

REGIONAL DIRECTOR

Anne McGovern

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Tel: 061 487 900

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COMMUNITY SERVICES

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Bay 114/115,
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Fax: 061 471 471

FÁS Community Services,
Raheen Business Park,
Limerick

Tel: 061 487 900

Fax: 061 225 055

FÁS Community Services,
68 Parnell Street,
Ennis, Co. Clare

Tel: 065 682 9213

Fax: 065 682 8502

FÁS Community Services,
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FÁS Community Services,
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Nenagh,
Co. Tipperary

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Fax: 067 31167

FÁS Community Services,
Government Buildings,
Gortboy,
Newcastle West,
Co. Limerick

Tel: 069 62411

Fax: 069 61561

EMPLOYMENT SERVICES OFFICES

FÁS Employment Services,
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Ennis, Co. Clare

Tel: 065 682 9213

Fax: 065 682 8502

FÁS Employment Services,
Perry Court,
Upper Mallow Street,
Limerick

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Fax: 061 412 977

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18 Davis Street,
Limerick

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Fax: 067 31167

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Fax: 061 472 613

FÁS Employment Services,
Friar Street,
Thurles, Co. Tipperary

Tel: 0504 22188
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FINANCE & ADMINISTRATION

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Raheen, Limerick

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Fax: 061 228 378

SERVICES TO BUSINESS

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Raheen Business Park,
Raheen, Limerick

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Fax: 061 229 447

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Fax: 061 472 613

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Fax: 042 933 6038

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Fax: 049 436 8935

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14 North Quay,
Drogheda, Co. Louth

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Fax: 041 984 3286

FÁS Community Services,
Coes Road Industrial Estate,
Dundalk, Co. Louth

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Fax: 042 935 5777

FÁS Community Services,
Market Street,
Monaghan

Tel: 047 81511
Fax: 047 83441

FÁS Community Services,
Tara Mall,
Trimgate Street,
Navan, Co. Meath

Tel: 046 902 3630
Fax: 046 902 1903

EMPLOYMENT SERVICES OFFICES

FÁS Employment Services,
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14 North Quay,
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FÁS Employment Services,
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Dundalk, Co. Louth

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FÁS Employment Services,
Market Street,
Monaghan

Tel: 047 81511
Fax: 047 83441

FÁS Employment Services,
Tara Mall,
Trimgate Street,
Navan, Co. Meath

Tel: 046 902 3630/3925
Fax: 046 902 1903

FINANCE & ADMINISTRATION

FÁS Training Centre,
Coes Road Industrial Estate,
Dundalk, Co. Louth

Tel: 042 935 5700
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SERVICES TO BUSINESS

FÁS Training Centre,
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Dundalk, Co. Louth

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TRAINING CENTRES

Coes Road Industrial Estate,
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NORTH WEST (Donegal, Leitrim, Sligo)

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COMMUNITY SERVICES

FÁS Community Services,
Main Street,
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FÁS Community Services,
Government Buildings,
Shannon Lodge,
Carrick-on-Shannon,
Co. Leitrim
Tel: 071 962 0503
Fax: 071 962 0505

FÁS Community Services,
Gaoth Dobhair,
Na Doire Beaga,
Co. Dhún na nGall
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Fax: 074 953 1114

FÁS Community Services,
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Fax: 074 912 0510

FÁS Community Services,
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FÁS Employment Services,
Main Street, Ballybofey,
Co. Donegal

Tel: 074 913 0384
Fax: 074 913 1446

FÁS Employment Services,
Government Buildings,
Shannon Lodge,
Carrick-on-Shannon,
Co. Leitrim

Tel: 071 962 0503
Fax: 071 962 0505

FÁS Employment Services,
Gaoth Dobhair,
Na Doire Beaga,
Co. Dhún na nGall

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Fax: 074 953 1114

FÁS Employment Services,
Ballyraine Industrial Estate,
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Fax: 074 912 4840

FÁS Employment Services,
Ballytivnan, Sligo

Tel: 071 915 9500
Fax: 071 916 9506

FÁS Employment Services,
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Cranmore, Sligo

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Fax: 071 914 4120

FINANCE & ADMINISTRATION

FÁS Training Centre,
Ballytivnan, Sligo

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Fax: 071 916 9506

SERVICES TO BUSINESS

FÁS Services to Business,
Ballyraine Industrial Estate,
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Fax: 074 912 4840

FÁS Services to Business,
Ballytivnan, Sligo

Tel: 071 915 9500
Fax: 071 917 1377

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FÁS Training Centre,
Gaoth Dobhair,
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Co. Dhún na nGall

Tel: 074 953 1211
Fax: 074 953 1114

FÁS Training Centre,
Ballyraine Industrial Estate,
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Tel: 074 912 0500
Fax: 074 912 4840

FÁS Training Centre,
Ballytivnan, Sligo

Tel: 071 915 9500
Fax: 071 916 9506

SOUTH EAST (Carlow, Kilkenny, Tipperary South, Waterford, Wexford, Wicklow)

REGIONAL DIRECTOR

Tony Power
FÁS Training Centre,
IDA Industrial Park,
Cork Road, Waterford

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Fax: 051 301 514

COMMUNITY SERVICES

FÁS Community Services,
Government Buildings,
Castlepark, Arklow,
Co. Wicklow

Tel: 0402 39509
Fax: 0402 39413

FÁS Community Services,
The Boulevard,
Quinsboro Road,
Bray, Co. Wicklow

Tel: 01 286 7912
Fax: 01 286 4170

FÁS Community Services,
54 Burrin Street, Carlow

Tel: 059 914 2777
Fax: 059 914 2787

FÁS Community Services,
6 Mary Street, Clonmel,
Co. Tipperary

Tel: 052 82134
Fax: 052 82146

FÁS Community Services,
3 Friary Street,
Dungarvan,
Co. Waterford

Tel: 058 41244
Fax: 051 301530

FÁS Community Services,
Bridgepoint,
Enniscorthy,
Co. Wexford

Tel 054 39302
Fax: 054 39309

FÁS Community Services,
Irishtown, Kilkenny

Tel: 056 776 5514
Fax: 056 776 4451

FÁS Community Services,
Wyattville Road,
Loughlinstown,
Co. Dublin

Tel: 01 204 3600
Fax: 01 204 3756

FÁS Community Services,
FÁS Training Centre,
IDA Industrial Park,
Cork Road, Waterford

Tel: 051 301 500
Fax: 051 301 530

FÁS Community Services,
Henrietta Street,
Wexford

Tel: 053 23903
Fax: 053 23177

EMPLOYMENT SERVICES OFFICES

FÁS Employment Services,
Government Buildings,
Castlepark,
Arklow, Co. Wicklow

Tel: 0402 39509
Fax: 0402 39413

FÁS Employment Services,
The Boulevard,
Quinnsboro Road,
Bray, Co. Wicklow

Tel: 01 286 7912
Fax: 01 286 4170

FÁS Employment Services,
Unit 6A, Shopping Centre,
Kennedy Avenue, Carlow

Tel: 059 914 2605
Fax: 059 914 1759

FÁS Employment Services,
2/3 Emmet Street,
Clonmel, Co. Tipperary

Tel: 052 82240
Fax: 052 82256

FÁS Employment Services,
Bridgepoint,
Enniscorthy, Co. Wexford

Tel: 054 39300
Fax: 054 39309

FÁS Employment Services,
Dean Street, Kilkenny

Tel: 056 776 5514
Fax: 056 776 4451

FÁS Employment Services,
Irishtown, Kilkenny

Tel: 056 776 5514
Fax: 056 776 4451

FÁS Employment Services,
56 Parnell St., Waterford

Tel: 051 862 900
Fax: 051 862 916

FÁS Employment Services,
IDA Industrial Park,
Cork Road, Waterford

Tel: 051 301 500
Fax: 051 301 517

FÁS Employment Services,
Units 5 & 6 Crescent Mall,
Henrietta Street, Wexford

Tel: 053 23126/23936
Fax: 053 22785

FINANCE & ADMINISTRATION

FÁS Training Centre,
IDA Industrial Park,
Cork Road, Waterford

Tel: 051 301 500
Fax: 051 301 511

SERVICES TO BUSINESS

FÁS Services to Business,
Carlow Shopping Centre,
Kennedy Avenue,
Carlow

Tel: 059 914 2605
Fax: 059 914 1759

FÁS Services to Business,
Clonattin Corner,
Coach Road,
Gorey, Co. Wexford

Tel: 055 22477
Fax: 055 22479

FÁS Services to Business,
Irishtown, Kilkenny

Tel: 056 776 5514
Fax: 056 776 4451

FÁS Services to Business,
Wyattville Road,
Loughlinstown,
Co. Dublin
Tel: 01 204 3775
Fax: 01 204 3702

FÁS Services to Business,
IDA Industrial Park,
Cork Road, Waterford
Tel: 051 301 500
Fax: 051 301 513

FÁS Services to Business,
Whitemills North
Industrial Estate, Wexford
Tel: 053 47439
Fax: 053 43684

TRAINING CENTRES

Waterford Training Centre,
IDA Industrial Park,
Cork Road, Waterford
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Fax: 051 301 512

FÁS Training Centre,
Whitemills North,
Industrial Estate, Wexford
Tel: 053 43602
Fax: 053 41718

SOUTH WEST (Cork, Kerry)

REGIONAL DIRECTOR

Pat O'Callaghan
FÁS Training Centre,
Rossa Avenue,
Bishopstown, Cork.
Tel: 021 485 6200
Fax: 021 454 4291

COMMUNITY SERVICES

FÁS Community Services,
Warner Centre, Barrack Street
Bantry, Co. Cork
Tel: 027 50464
Fax: 027 50203

FÁS Community Services,
Rossa Avenue,
Bishopstown, Cork
Tel: 021 485 6200
Fax: 021 454 4297

FÁS Community Services,
Unit 1, Kenmare Place,
Killarney,
Co. Kerry
Tel: 064 32466
Fax: 06432759

FÁS Community Services,
103/104 Davis Street,
Mallow,
Co. Cork
Tel: 022 21900
Fax: 022 22582

FÁS Community Services,
Monavalley Industrial Estate,
Tralee, Co. Kerry
Tel: 066 712 6444
Fax: 066 712 2954

EMPLOYMENT SERVICES OFFICES

FÁS Employment Services,
Warner Centre, Barrack Street,
Bantry, Co. Cork
Tel: 027 50464
Fax: 027 50203

FÁS Employment Services,
Rossa Avenue, Bishopstown,
Cork
Tel: 021 485 6418
Fax: 021 454 4297

FÁS Employment Services,
30-31 Shandon Street,
Cork
Tel: 021 494 6160
Fax: 021 494 6169

FÁS Employment Services,
Government Buildings,
Sullivan's Quay, Cork
Tel: 021 485 6200
Fax: 021 496 8389

FÁS Employment Services,
Unit 1, Kenmare Place,
Killarney, Co. Kerry
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Fax: 064 32759

FÁS Employment Services,
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Mallow, Co. Cork
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Fax: 022 22582

FÁS Employment Services,
17 Lower Castle Street,
Tralee, Co. Kerry
Tel: 066 712 6444
Fax: 066 712 2954

FINANCE & ADMINISTRATION

FÁS Training Centre,
Rossa Avenue,
Bishopstown, Cork
Tel: 021 485 6200
Fax: 021 454 4083

SERVICES TO BUSINESS

FÁS Services to Business,
Rossa Avenue,
Bishopstown, Cork
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Fax: 021 434 6349

FÁS Services to Business,
Monavalley Industrial Estate,
Tralee, Co. Kerry
Tel: 066 712 6444
Fax: 066 712 3065

TRAINING CENTRES

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Rossa Avenue,
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Fax: 066 712 3065

WEST (Galway, Mayo, Roscommon)

REGIONAL DIRECTOR

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FÁS Community Services,
Industrial Estate,
Mervue, Galway
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Fax: 091 706 281

FÁS Community Services,
"Riverside", Church Road,
Ballina, Co. Mayo
Tel: 096 21211
Fax: 096 70608

FÁS Community Services,
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Fax: 094 902 2832

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High Street, Tuam, Co. Galway
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Fax: 093 28068

FÁS Community Services,
Lanesboro Street,
Roscommon Town,
Co. Roscommon
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EMPLOYMENT SERVICE OFFICES

FÁS Employment Services,
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Cathedral Square,
Galway

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Fax: 091 562 718

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Industrial Estate,
Mervue, Galway
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Fax: 091 753 590

FÁS Employment Services,
Riverside, Church Road,
Ballina, Co. Mayo
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Fax: 096 70608

FÁS Employment Services,
Unit 7 & 8 Humbert Mall,
Main Street, Castlebar,
Co. Mayo
Tel: 094 903 4300
Fax: 094 902 2832

FÁS Employment Services,
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Tuam, Co. Galway
Tel: 093 28066
Fax: 093 28068

FÁS Employment Services,
Lanesboro Street,
Roscommon Town,
Co. Roscommon
Tel: 090 662 6802
Fax: 090 662 5399

FINANCE & ADMINISTRATION

FÁS Training Centre,
Industrial Estate,
Mervue, Galway
Tel: 091 706 208
Fax: 091 706 298

SERVICES TO BUSINESS

FÁS Services to Business,
Industrial Estate,
Mervue, Galway

Tel: 091 706 200
Fax: 091 753 590

FÁS Services to Business,
Lanesboro Street,
Roscommon Town,
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Fax: 090 662 5399

FÁS Services to Business,
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Ballina, Co. Mayo
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Fax: 096 70608

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FÁS RECRUITMENT SERVICE FOR EMPLOYERS

Tel: 1850 66 77 66

FÁS NET-COLLEGE INTERACTIVE TRAINING ON-LINE

www.fas-netcollege.com
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