

Iacto

Membership

Charter

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IACTO MEMBERSHIP CHARTER

INTRODUCTION

I would like to take this opportunity to thank all voluntary Board members who worked with us to support the production of this Charter. The Board states clearly in the first Strategic Objective detailed in its 2007 Business Plan it's commitment to "strengthen voluntary boards of management to respond to their role and responsibilities as local community development agents...."

This charter sets out the context and standards we all pledge to work within to achieve, not only this objective, but also the broader responsibilities we each hold as Directors and Board members of Community Training Centres.

A great many changes are taking place in each of our communities, in the lives of each of our trainees, in the demands placed on us by a buoyant economy and in the flexibilities needed from each of our board and staff members. With change comes responsibility and IACTO continue to work to support you as a member to embrace these changes and understand the full implications of your role as an employer.

This charter will give you a greater understanding of expectations placed on each one of us to deliver quality-training services to our trainees.



Chris McDonagh, Chairperson

1. PREAMBLE

The Charter below sets out the context and standards, to which both the Board of IACTO and individual Community Training Centre Boards subscribe and pledge to work together in a spirit of partnership, in order to achieve our common objective of providing within a community ethos quality training and employment services, to and for the most marginalised learners in the workforce.

2. THE CONTEXT

The Irish Association of Community Training Organisations (IACTO) was established in October 1999 and is recognised by the Department of Enterprise, Trade and Employment and by FAS as the representative body for Boards of Directors of Community Training Centres (CTCs). The Board of Directors are subject to Corporate Governance and relevant legislation.

FAS is the major source of funding for both IACTO and CTCs and also works in a partnership and collaborative manner with both individual CTC Management and staff and IACTO, in identifying and defining target groups, setting and agreeing standards and in supporting management and staff deliver a quality, effective and efficient service.

Within the overall context of partnership and collaboration, and as set out in the FAS Operating Standards for Community Training Centres, individual CTCs are recognised as self-managing units which includes affiliation to, actively participating in and working in harmony with the collective representative body, IACTO.

IACTO, at national level will liaise and consult with FAS in matters of policy and funding as they affect Community Training Centres. IACTO and CTC Management and FAS will co-operate at regional level, in ensuring effective communication, consultation, implementation and ongoing monitoring of these matters. CTCs and IACTO recognise that it is FAS' responsibility to liaise with the Government Department in relation to funding or policy issues.

3. MEMBERSHIP

3.1. Eligibility. Organisations that fulfil the following criteria will be eligible for membership-

- Subscribe to and operate in accordance with the IACTO Memorandum of Association, Articles of Association and Membership Charter
- Conduct their business in accordance with the FAS Operating Standards for Community Training Centres and the CTC Quality Assurance Framework
- Pay an annual IACTO membership subscription fee

3.2. Benefits of Membership. By virtue of the objectives the membership has agreed for IACTO, as amended from time to time at AGM or EGM, and the recognition accorded it by the Department of Enterprise, Trade and Employment and FAS, members will be entitled to use the title “Community Training Centre (CTC)”, and fully participate in the IACTO national network of CTCs including-

- Nominate representatives, propose resolutions, and vote at the IACTO AGM and EGMs in accordance with its Memorandum and Articles of Association.
- Nominate to and vote in the election of the IACTO Board of Directors in accordance with its Memorandum and Articles of Association.
- Have an active voice in relation to IACTO policy, especially in the development and subsequent implementation of its 3 year Strategic Plans and annual Business Plans
- Have a strong national voice that enables each CTC Board to contribute in a structured and significant way to the ongoing and critical debate and practical solutions in relation to the effects of Social Exclusion and the marginalisation experienced by learners and their families.
- Be supported in the development and delivery of quality training services for local disadvantaged target groups, including securing satisfactory levels of funding and employment conditions for management and staff, as well as modern, up-to-date and relevant buildings, facilities and learning and working environments for both learners and staff.

- Be involved in structured and ongoing consultations with FAS, and other appropriate bodies, in relation to training and other services for CTC target groups, including operational procedures, new programme initiatives, IT requirements, funding and general operational matters.
- Access to dedicated support and information geared specifically to support CTC Board members, General Managers and staff in their job functions as well as relevant news updates important to the success of the work of CTCs.
- Have access to information and research services, including a database of management and development consultants, a dedicated Web site, seminars, briefings and regular circulars and newsletters.
- Have the support of IACTO and the membership in networking to build partnerships both across the network and with other organisations involved in similar activities both nationally and trans-nationally, reduce duplication of effort, offer peer support and increase campaigning effectiveness both with FAS and with relevant public and private bodies.
- Have access to professional human resource advice, support, information and services, including where necessary external facilitation, mediation, and investigation services.
- As a membership, work with IACTO as the dedicated employer representative body for CTCs, to promote a conducive working environment for all our staff and to fully meet our obligations as employers.
- Be part of and actively contribute to a service that assists Board members to address corporate accountability in a managed and coordinated manner, so that they are free to respond to the changing needs and profile of persons presenting at CTCs and support their staff in the delivery of a service that is flexible and consistent across regions, that promotes measurable outcomes and opportunities for learners and that is of the highest quality possible.

4. ROLE OF IACTO AND CTC BOARDS

4.1. National Role. IACTO will work in consultation with, for and on behalf of member organisations in accordance with its Memorandum and Articles of Association, policies and resolutions as articulated at AGM or EGM and as set out in its Strategic and Business Plans and regulated by the Board of Directors on behalf of its membership as follows -

- To represent and promote the role and interests of the voluntary Boards of Community Training Centres.
- To provide a forum for the exchange of experience, expertise and insights in the provision of training services for disadvantaged persons.
- To Coordinate and offer support for voluntary Boards of CTCs to plan, develop and provide quality training and employment services for identified target groups of unemployed persons
- To promote the ethos of community training organisations
- To promote standards of good practice in the delivery of services by CTCs for their target groups
- To provide or arrange for the provision of training and development for CTC Boards of Directors
- To provide support to voluntary Boards of Directors to organise, plan and respond in a professional manner to their role as employers, including support and development for the General Manager and staff, as befits publicly funded organisations.
- To act as an advocate on behalf of voluntary Boards of Directors of CTCs
- To provide support for CTC trainees while in progression, in employment or in search of employment.
- To provide support services, advice and assistance to employers to encourage them to employ CTC trainees.
- To promote, encourage and foster trans-national relationships between the membership and Board of IACTO and similar organisations and encourage the exchange of good practice throughout such similar organisations.

- To liaise with Government Departments, state agencies and other voluntary bodies as will be necessary for the attainment of the IACTO membership objectives
- To organise research, conduct surveys, manage funds, manage property, publish, receive donations, operate trusts, manage projects and enter into agreements with public or private organisations, as will be necessary for, incidental to and conducive to the attainment of the objectives of the IACTO membership.
- To promote regular communication to and between CTCs including the provision of a serviced Web site, regular newsletters, national and regional meetings, seminars and conferences.

4.2. Local Role. IACTO and individual CTC Boards of Directors will work collaboratively to achieve the objectives as set out at (4.1.) above. In particular, local Boards will-

- Promote the role, objectives and interests of IACTO as opportunities arise.
- Implement the IACTO Membership Charter
- Work within the framework of the FAS Operational Standards For Community Training Centres, the CTC Board of Directors Manual, CTC Staff Manual and National Agreements negotiated by IACTO on behalf of the membership.
- Actively participate in the work of IACTO
- Maintain regular communications with IACTO including the provision of the current list of the Board of Directors.
- Pay the annual IACTO subscription by the end of April each year.

4.3 Ongoing Communications. IACTO will formally inform CTC Boards in relation to-

- issues brought to its attention by individual Boards that are of general concern
- issues under consideration both by the IACTO Board and between IACTO and FAS,
- progress being made on issues
- the eventual outcome of such issues and other matters of general interest

- the IACTO views on issues brought to its attention by CTCs

CTC Boards will formally inform IACTO in relation to-

- issues about which they have a concern
- issues which may be of general interest to the membership
- progress made locally in dealing with issues
- the CTC Board views on communications received from IACTO

4.4 Networking and Support for CTC General Managers. IACTO will actively engage with the General Managers, and their Association, to explore ways in which they can be supported in their role and to provide a platform where their views in relation to the common work of providing training services for disadvantaged can be utilised leading to a greater cohesion and more holistic approach to CTC services.

4.5 Networking and Support for CTC Staff. IACTO will actively engage with CTC Staff, and their Association, to explore ways in which they can be supported in their role and to provide a platform where their views in relation to the common work of providing training services for disadvantaged can be utilised leading to a greater cohesion and more holistic approach to CTC services.

4.6 Capacity Building. IACTO will work with CTC Boards, General Managers and Staff in developing both IACTO's capacity to serve and support CTCs and in developing CTC' capacity to provide the range of relevant services required to meet the needs of our target groups. It will do this by-

- Engaging with CTCs in an audit type survey of skills, needs and potential.
- Examining ways of utilising existing skills, expertise and experience of Board Members, General Managers and Staff to enhance our work across local and national levels.
- Promoting a greater involvement by volunteers at both CTC Board level and at IACTO level
- Negotiating with FAS for dedicated funding to address learners specific needs as identified by CTCs
- Campaign for additional funding from a range of relevant sources
- Developing and co-ordinating a PR campaign that will be delivered locally, regionally and nationally.
- The elimination of duplication and time consuming practices

The Board of IACTO and CTC Boards are committed to continue to work towards achieving the above and to work with FAS in a spirit of partnership for the provision of a top class quality service for the target groups we serve. In particular IACTO will, with the active involvement of its membership, promote and support a collaborative and partnership approach by initiating –

- A formal annual review between the Board of IACTO and FAS at national level of the of the National policies, regulations and practices that relate to CTCs nationally
- A formal annual review, involving local CTC Boards, IACTO and FAS, on a regional bases of the Regional policies, regulations and practices that relate to CTCs within the region

4.7 Compliance. Individual CTCs pledge compliance with this Charter. Any CTC that may find itself at some future time in a situation where they cannot match the criteria set out in this Charter will contact IACTO who will ensure that the CTC has access to the necessary supports and resources to address and remedy the situation.

Where a CTC is non compliant and does not contact IACTO, the Board of IACTO, as the representative organisation with overall responsibility to uphold the standards, reputation and good name of CTCs and having all due regard to the independence of CTC Boards, will work with the stakeholders to remedy the situation.

5 COMMON VALUES

IACTO and CTCs will operate to the following common values:

- 5.1 Centres of Excellence.** All locations will be recognised as Centres of Excellence that promote innovative training and life long learning opportunities.
- 5.2. Empowering Individuals.** All of our endeavours will focus on actively engaging with both early school leavers and young adults in and out of jobs, in a manner that empowers them to identify and realise their full potential.
- 5.3. Quality Services.** We will ensure that all training offered will lead to recognised accreditation, will satisfy FAS Quality Assurance standards and will be delivered in a professional manner.
- 5.4 Learner Focus.** All support services will have the provision of a better service for the learner as one of their outcomes.
- 5.5 Policy Promotion.** National and local practices will, at all times, actively promote Government policies in the associated fields of health and safety, education, training, employment and social inclusion.
- 5.6 Mutual Trust.** We will maintain an open communications channel where the views and contribution of all, Board of Directors, General Manager, Staff, Learners and their Families and relevant Organisations, is acknowledged, respected and cherished, in a spirit of understanding and mutual support.
- 5.8 Staff/Community Ethos.** We will operate to the highest community development principles and in unison with each other will support a community service ethos amongst all members of staff. This charter confers on members of the public and IACTO/CTC Staff the same levels of respect and courtesy.
- 5.9 Best Practice.** We will adopt best practice in the provision of services, both internally and externally.
- 5.10 Publicity and Information.** We will promote public awareness of the CTC ethos, role, programmes and services.
- 5.11 Equality.** We will provide our services, both internally and externally, in a personalised, courteous, fair and impartial manner and in full compliance with all equality legislation.

5.12 Health & Safety. We will provide work practices and conditions, facilities and training that comply with occupational and safety standards.

5.13 Privacy and Confidentiality. We will ensure all our dealings, both internally and externally, are conducted in a manner that respects the rights of persons and organisations to privacy and confidentiality.

5.14 Communication, Consultation, Feedback. We will provide regular channels to promote a healthy and ongoing communication, consultation and feedback process across IACTO/CTCs and between individual CTCs and IACTO.

5.15 Promptness. We will deal with all requests, queries, letters, emails and voicemail promptly and efficiently.

5.16 Complaints. We will deal with all IACTO/CTC complaints and queries in an open, objective and fair manner. Where an issue is not resolved either side may refer it to a Complaints Coordinator(s) who will be elected on an annual basis at the IACTO AGM.

6 CHARTER RATIFICATION AND REVIEW

- 6.1 Ratification.** It is intended that this Charter be discussed by CTC Boards and their views forwarded to the IACTO Board who will make any necessary amendments and adjustments. It will then be put before a General Meeting of the Membership where a simple majority is required to have it ratified.
- 6.2 Operation.** It will come into operation immediately it is ratified, there will be a six-month period for implementation at centre and national level.
- 6.3 Review.** The Charter must be reviewed and if necessary revised, following consultation with the membership, within a three-year period of its initial ratification. The revised Charter will be presented to a General Meeting for adoption, will immediately replace the current version and thereafter will remain in operation unless amended by resolution of the membership at General Meetings.

5. APPENDICES

6.1. IACTO Memorandum and Articles of Association

6.2. IACTO/FAS Operational Manual