

## IACTO Chairperson's Q3 update to our CTC membership

Dear Chairperson and Board members,  
*As we move into holiday mode, I want to bring you up to date with the work of IACTO on your behalf and advise you that this office will close on Friday 9<sup>th</sup> August at noon and re-open on Monday 26<sup>th</sup> August.*

### Planning & Evaluation of IACTO service

Earlier this month we set time aside as a Board to review our current work plan at its mid-way point and to look ahead to the future. Our mid-year progress report to SOLAS is available to CTC Directors on our website.

You will also be aware we have provided workshops to support CTC Directors & GMs with Strategic Planning 2020 – 2022 where we looked at:

- Additional work to help achieve agreed strategic priorities linking to DES & SOLAS FET objectives:



- Challenges and other 'big issues' were considered
- Delegated authority reports e.g. reports from board committees
- Other standard items from routine annual programme of planning, monitoring and reviewing

As a follow up re same I am pleased to report that, as requested, we will soon be inviting CTC Directors & GMs to further regional forums to progress their strategic planning and work collaboratively on items of mutual interest. Dates to follow in early September.

### SOLAS - National Youthreach Programme (YR) Review

Further to the Launch of the Evaluation of the National Youthreach Programme held at The Talent Garden, Glasnevin in June, we have invited SOLAS to attend our next quarterly IACTO Information Forum on the afternoon of 24<sup>th</sup> September to talk about the recommendations directly with CTC Directors & GMs, further details will follow after the holidays but meanwhile please 'save the date'. We have also invited an ETBI representative on the same day to brief us on the history, purpose and functionality of PLSS and fetchcourses.ie. We are aware of the challenges faced by CTCs in recent times in relation to inputting learner data onto the system.

### CTC Staff Pay Claim

A polite reminder from us here in IACTO - we urgently require CTC Board mandates re the recent Labour Court Recommendation. You will be aware we have written to Chairpersons on a number of occasions re this item and we thank the seven CTC Boards who have responded to date. We have also asked NACTM reps to support and encourage responses via GMs. We will keep you updated on this item in the coming months.

### CTC Management & Continuous Professional Development (CPD)

By way of a general update we have continued to deliver CPD sessions as requested concentrating more on 'Coaching Skills' and how to conduct 'Difficult Conversations' with staff and the subsequent supports which may be then required as a follow up. HR regional clinics have also continued in regions and a new Sharing & Learning forum for GMs has been trialled in 2 areas with great feedback on this approach to date. We are pleased to report we hosted our first 'webinar' with a Corporate Governance theme and dates for more will follow in time.

In accordance with our service level agreements (SLAs), IACTO continues to provide general support to all CTCs and is working with several CTCs on specific local HR/IR issues.

Requested 'hot' topics for CTCs continue to be around managing investigations in the workplace, how to handle long term staff absences and what to do in terms of a poor performer. Your Q4 CPD calendar will issue shortly.

### Innovation Projects

*Quality Framework Initiative (CIEP)* – A short interim report from evaluations of the nine CTCs who participated in the last 18 months was discussed at a recent Liaison Committee meeting. The process for CTC teams was highly valued as both a team building exercise and opportunity for self-reflection. Clear links to centre strategic planning were made and we have already started the process of supporting centres with same. There were also some recommendations made in phase 1&2 evaluations for consideration and we will continue to meet with our YR colleagues re same.

*TEL phase 2* progress and further discussions with An Cosan to evaluate fully with external facilitator before year end in hand, we will keep you posted on this item.

*Work Place Training/Employer Engagement* – IACTO are forming a 'project team' to collaborate with interested partners, ETBs and employers around continued support to 'New Workplace Entrants'. We're looking at a range of VET 'skills' for them to continue developing in the workplace to include soft skills, using Mary Gordon's model, life skills with the help of an on-line Conflict Dynamics Profiling tool possibly using an adapted Eckerd University model which we have used in CPD with CTC staff, Career/Decision Making skills with colleagues in NCGE and Leadership/Facilitation skills using a Place-Based model. A primary aim of the project will be to 'coach' our learners and others moving into or already in the workplace.

*Invitation to Zeminar 8<sup>th</sup> to 10<sup>th</sup> October 2019 in National Sports Centre:* you may be aware we recently asked NACTM reps to link in with CTCs who might be interested in working together on a shared CTC stand at this event which, as you know, is so well attended by young people. Pods/Shells (4 – 6 CTCs) are available to book and IACTO can support the cost of the 'pod/shell' if NACTM can co-ordinate enough interested CTCs to participate and staff the stands. We look forward to hearing back from members in September to see if we should progress with booking or not. For further information see <http://www.zeminar.ie/>

Again, I would like to thank all those who have been able to attend our development and information sessions to date; I know that it can be very difficult to commit to attendance at these given the demands on people's time. However, it is critical that we continue to support each other and to have the opportunity to contribute when at all possible to the ongoing enhancement of IACTO policy and practice.

Finally, I would like to remind you that we are totally open to suggestions on how we can improve our service and we would be delighted to get suggestions from you on how we can improve communication and facilitate your attendance at IACTO events.

Every best wish for a good summer and we look forward to working together to the benefit of our learners.

Yours faithfully,

Guss

Guss O'Connell  
Chairperson IACTO

Please feel free to circulate to all Voluntary CTC Directors & GMs