



CANDIDATES INFORMATION BOOKLET

PLEASE READ CAREFULLY

Open competition for appointment to the position of:

**Special Educational Needs Organiser (SENO)
in the National Council for Special Education
(Permanent and Temporary Positions)**

Closing Date: 3pm on Thursday 12th December 2019

CID: 19243107

The Public Appointments Service is committed to a policy of equal opportunity.

The Public Appointments Service will run this campaign in compliance with the Code of Practice for Appointment to Positions in the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA).

Codes of practice are published by the CPSA and are available on www.cpsa.ie

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Special Educational Needs Organiser (SENO) in the National Council for Special Education

Background

The National Council for Special Education (NCSE) was set up to improve the delivery of education services to persons with special educational needs (SEN) arising from disabilities. The Council was first established in December 2003.

The NCSE is an independent civil service body under the aegis of the Department of Education and Skills (DES). The Headquarters of the NCSE is located in Trim, Co. Meath and it has 29 local offices throughout the State.

NCSE local services are delivered through a national network of Special Educational Needs Organisers (SENOs) who interact with parents and schools and liaise with the HSE in providing resources to support children with special educational needs.

The general functions of the NCSE are to:

- co-ordinate with the HSE, schools and other relevant bodies, the provision of education and related support services to children with disabilities:
- carry out research and provide expert advice to the Minister on the educational needs of children with disabilities and the provision of related services; and
- provide for a range of services at local and national level in order that the educational needs of children with disabilities are identified and provided for.

In March 2017 the remit of the NCSE was expanded to include three support services:

- Special Education Support Service (SESS)
- National Behaviour Support Service (NBSS)
- Visiting Teacher Service for Children who are Deaf/Hard of Hearing and Children who are Blind/Visually Impaired (VTHVI).

These services were previously under the auspices of the Department of Education and Skills (DES). The expanded NCSE service aims to develop schools' capacity to include students with special educational needs and to promote a continuum of educational provision which is inclusive and responsive. Significant change management activities are being undertaken to transition these support services.

More information about the NCSE is available on its website at www.ncse.ie

The Role

The Council employs approximately 73 SENOs to provide a nationwide system of local services. Each SENO has a designated district and works in a regional team reporting to a Team Manager. Team Managers report to the NCSE Regional Managers.

SENOs work largely in the field involving significant interaction with parents/children, teachers, health care professionals, school authorities, HSE and other relevant government agencies. SENOs work from a network of 29 local NCSE offices.

Duties

Each SENO is responsible for fulfilling the functions of the Council within a designated district of operations in relation to the identification of and delivery and co-ordination of education services to students with disabilities. These include:

- Processing applications for special needs assistant (SNA) support, in respect of students with special educational needs in line with NCSE and DES policy
- Provide support to schools, as appropriate, in line with the new model of allocation of additional teaching support to schools
- Providing reports to the DES in relation to applications for assistive technology and school transport for students with special educational needs
- Planning and implementing a continuum of support in schools for students with special educational needs (SEN), ranging from mainstream class settings, to special classes and special schools
- Developing cross-sectoral linkages at local level with other Agencies and Government Departments in the education and health sectors, including the National Educational Psychological Service (NEPS) and the Schools' Inspectorate in the DES, the HSE, relevant voluntary bodies and TUSLA
- Providing information to parents about relevant services and supports
- Participating in NCSE working groups e.g. relating to NCSE research or policy
- Implementing changes that arises from time to time in relation to core SENO activity
- Maintaining and ensuring appropriate data in regard to applications is retained, in line with data protection policy
- Reporting to the Team Manager in relation to the performance of these duties
- Other duties that may be determined from time to time.

NCSE is now establishing panels of qualified applicants to fill current and anticipated SENO vacancies which may arise in the following regions:

- **Dublin** – Dublin (city and county)
- **Northern Region** - Donegal, Leitrim, Longford, Cavan, Monaghan, Sligo, Louth, Meath and Westmeath.
- **Western Region** - Mayo, Galway, Roscommon, Limerick, Kerry and Clare.
- **South Western Region** - Cork, Offaly, Laois and Tipperary.
- **South Eastern Region** - Waterford, Kilkenny, Carlow, Wexford, Kildare and Wicklow.

Please note: you may select a maximum number of **three** counties only on your application.

In addition to permanent appointments to vacancies, NCSE may fill certain SENO positions on a temporary basis to cover for SENOs who are on unpaid leave. Temporary appointments to SENO positions to provide this cover as required will be made from qualified candidates on these panels who have indicated an interest in a temporary appointment.

***Some of these vacancies may be in an area requiring fluency in Irish. Candidates who wish to be considered for these may be required to undergo a test in order to satisfy the Public Appointments Service of their ability to communicate effectively in Irish.**

ENTRY REQUIREMENTS

Essential

1. Candidates must, on or before the 12th December 2019, have:

- a) a qualification at minimum level 8 on the National Framework of Qualifications relevant to the provision of services to students/children with disabilities or an equivalent professional qualification;

and

- b) at least two years' post qualification experience working in the area of education of children with special educational needs, or the delivery of other services to people with disabilities.

2. Candidates must also:

- a) demonstrate maturity of judgment and effective interpersonal and communication skills;
- b) have the ability to assess and deal with difficult or emotive issues in a realistic and constructive manner, particularly in face to face situations;
- c) have excellent interpersonal, operational, organisational and problem solving skills;
- d) have excellent communications skills, both oral and written;
- e) have an open and flexible approach to work;
- f) have a good understanding of special education needs, issues and services;
- g) be able to work effectively as a team member under the direction of the Team Manager;
- h) be able to make decisions within the parameters set down by NCSE management;
- i) be able to work on their own initiative, including the ability to manage time effectively and to manage and prioritise workloads;
- j) have the capacity to develop a strong network of relevant local and other contacts inside and outside the organization;
- k) have the capacity to develop and implement innovative but workable solutions within the prevailing Department of Education and Skills policy parameters to unusual problems/situations which may arise from time to time;
- l) have an understanding and commitment to the administrative aspects of the role including records management;

In addition to the above, candidates must also be able to demonstrate the Key Competencies identified for effective performance at this level. (see page 6)

Desirable:

Experience of:

- inter-agency working and the formation of effective relationships with a range of service providers;
- the preparation of written reports;
- critical examination of the use of resources;
- the use of common software packages such as Microsoft Word and Excel or similar;
- working independently and/or dealing directly with people,
- an environment involving liaison between children with special needs, their families and service providers.

and

A good understanding of:

- the range of education supports available to schools to meet the special educational needs of students;
- how schools manage and deploy education supports to meet the special educational needs of students with a disability
- the services most commonly accessed by students with special needs and of the interplay between those services;
- the Irish education system;
- the legislative and constitutional rights of students in connection with education.

Key *Competencies for effective performance as a Special Educational Needs Organiser

Analysis & Decision Making
<ul style="list-style-type: none"> • Gathers and analyses information from relevant sources, weighing up a range of critical factors • Takes account of any broader issues and related implications when making decisions • Uses previous knowledge and experience in order to guide decisions • Makes sound decisions with a well reasoned rationale and stands by these • Puts forward solutions to address problems
Management & Delivery of Results
<ul style="list-style-type: none"> • Takes responsibility and is accountable for the delivery of agreed objectives • Successfully manages a range of different projects and work activities at the same time • Structures and organises their work effectively • Is logical and pragmatic in approach, delivering the best possible results with the resources available • Proactively identifies areas for improvement and develops practical suggestions for their implementation • Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively. • Applies appropriate systems/ processes to enable quality checking of all activities and outputs • Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers
Building Relationships & Communication
<ul style="list-style-type: none"> • Builds and maintains contact with colleagues and other stakeholders to assist in performing role • Encourages open and constructive discussions around work issues • Projects conviction, gaining buy-in by outlining relevant information and selling the benefits • Treats others with diplomacy, tact, courtesy and respect even in challenging circumstances • Presents information clearly, concisely and confidently when speaking and in writing
Specialist Knowledge, Expertise and Self Development
<ul style="list-style-type: none"> • Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the unit and Department and effectively communicates this to others • Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work • Focuses on self development striving to improve performance
Drive and Commitment to Public Service Values
<ul style="list-style-type: none"> • Strives to perform at a high level, investing significant energy to achieve agreed objectives • Demonstrates resilience in the face of challenging circumstances and high demands • Is personally trustworthy and can be relied upon • Ensures that customers are at the heart of all services provided • Upholds high standards of honesty, ethics and integrity

*Generally based on Higher Executive Officer Level Competencies

Eligibility to compete and certain restrictions on eligibility

European Economic Area Citizens

Candidates should note that eligibility to compete is open to citizens of the European Economic Area (EEA). The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreements may also apply. **To qualify candidates must be citizens of the EEA by the date of any job offer.**

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the Public Service by any Public Service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any Public Service body.

Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are not eligible to apply for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

Department of Health and Children Circular (7/2010)

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider Public Service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of either of these schemes are not eligible to compete in this competition.

Department of Environment, Community & Local Government

The Department of Environment, Community & Local Government Circular Letter LG(P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the *Collective Agreement: Redundancy Payments to Public Servants* dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

Declaration

Applicants will be required to declare whether they have previously availed of a Public Service scheme of incentivised early retirement. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

Principal Conditions of Service

PART I – Conditions which apply particularly to permanent SENO positions

General

The appointment is to an established post in the Civil Service and is subject to the Civil Service Regulations Acts 1956 to 2005, the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the Civil Service.

Salary (personal pension contribution scale):

Special Educational Needs Organiser (SENO) Personal Pension Contribution (PPC) Salary scale:

Effective from 01/09/2019

€31,529	€33,971	€34,582	€37,630	€40,688	€43,747
€46,807	€48,696	€50,580	€52,476	€54,360	€56,249
€58,139	€60,024	€61,921(NMAX)			
€64,022(LS11)	€66,118(LS12)				

Subject to satisfactory performance increments may be payable in line with current Government Policy.

Long service increments may be payable after 3(LS11) and 6(LS12) years satisfactory service at the maximum of the scale.

This pay scale applies to new entrants who are members of the Single Scheme and will also apply where the appointee is an existing civil or public servant appointed **on or after** 6th April 1995 and is required to make a personal pension contribution in accordance with Circular 6/95.

A different non-PPC pay scale will apply where the appointee is a civil or public servant recruited before 6th April 1995 who **is not required** to make a Personal Pension Contribution (PPC) arising from this appointment as a SENO regardless of whether the individual comes from a Public Service job where they currently make a personal pension contribution.

Important Note

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy. ***Different terms and conditions may apply if you are a currently serving civil or public servant.***

ANNUAL LEAVE:

On recruitment, the annual leave allowance will be 25 working days in a year in the first five years of service, rising to 29 after 5 years' service and to 30 working days after 10 years' service. The annual leave allowance, which is subject to the usual conditions regarding the granting of annual leave, is on the basis of a five-day week and is exclusive of the usual public holidays.

DUTIES

The officer will be required to perform any duties appropriate to the position which may be assigned from time to time. The officer may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties.

HOURS OF ATTENDANCE/WORKING WEEK

Hours of attendance will be as fixed from time to time but will amount, on average, to not less than 43 hours and 15 minutes gross or 37 hours net per week. Flexibility will be required with regard to extra attendance, which may be required from time to time for matters such as meetings with parents and interest groups.

HEADQUARTERS

The officer's headquarters will be such as may be designated from time to time by the CEO of the National Council for Special Education. When absent from home and headquarters on duty appropriate travelling expenses and subsistence allowances will be paid, subject to the normal civil service regulations.

PART II

GENERAL

The appointment is subject to the Civil Service Regulation Acts 1956 to 2005, the Public Service Management (Recruitment and Appointments) Act 2004 and any other Act for the time being in force relating to the Civil Service. The appointee will be subject to the Civil Service Code of Standards and Behaviour.

TENURE AND PROBATION

The appointment is to an established position on a probationary contract in the Civil Service. The probationary contract will be for a period of one year from the date of appointment. Notwithstanding this paragraph and the paragraph immediately following below, this will not preclude an extension of the probationary contract in appropriate circumstances.

During the period of the probationary contract, an officer's performance will be subject to review by the appropriate supervisor(s) to determine whether the officer:

- (i) has performed in a satisfactory manner
- (ii) has been satisfactory in general conduct, and
- (iii) is suitable from the viewpoint of health with particular regard to sick leave.

Prior to completion of the probationary contract a decision will be made as to whether or not the officer will be retained pursuant to Section 5A (2) Civil Service Regulation Acts 1956-2005. This decision will be based on the officer's performance assessed against the criteria set out in (i) to (iii) above. The detail of the probationary process will be explained to the officer by the National Council for Special Education. A copy of Department of Public Expenditure and Reform guidelines on probation will also be made available to the officer.

Notwithstanding the preceding paragraphs in this section, the probationary contract may be terminated at any time prior to the expiry of the term of the contract by either side in accordance with the Minimum Notice and Terms of Employment Acts, 1973 to 2005.

All appointees will serve a one-year probationary period. If an appointee who fails to satisfy the conditions of probation has been a serving civil servant immediately prior to their appointment from this competition, the issue of reversion will normally arise. In the event of reversion, an officer will return to a vacancy in their former grade in their former Department.

SICK LEAVE

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars.

Officers, who will be paying the Class A rate of PRSI, will be required to sign a mandate authorising the Department of Employment Affairs and Social Protection to pay any benefits due under the Social Welfare Acts direct to the National Council for Special Education. Payment of salary during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Employment Affairs and Social Protection within the required time limits.

SUPERANNUATION AND RETIREMENT

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Civil Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details of the Scheme are at www.singlepensionscheme.gov.ie

Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.

Key provisions attaching to membership of the Single Scheme are as follows:

- Pensionable Age: The minimum age at which pension is payable is 66 (rising to 67 in 2021 and 68 in 2028 in line with changes in State Pension age).
- Retirement Age: Scheme members must retire on reaching the age of 70.
- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to CPI).
- Post retirement pension increases are linked to CPI

Pension Abatement

- If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. **Please note: In applying for this position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.**
- However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.
- **Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007**
The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).
- **III-Health-Retirement**
Please note any person who previously retired on ill health grounds under the terms of a superannuation scheme are required to declare, at the initial application phase, that they are in receipt of such a pension to the organisation administering the recruitment competition.

Applicants will be required to attend the CMO's office to assess their ability to provide regular and effective service taking account of the condition which qualified them for IHR.

Appointment post III-health retirement from Civil Service

If successful in their application through the competition, the applicant should to be aware of the following:

1. If deemed fit to provide regular and effective service and assigned to a post, their civil service ill-health pension ceases.
2. If the applicant subsequently fails to complete probation or decides to leave their assigned post, there can be no reversion to the civil service IHR status, nor reinstatement of the civil service IHR pension, that existed prior to the application nor is there an entitlement to same.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Appointment post Ill-health retirement from public service:

1. Where an individual has retired from a public service body his/her ill-health pension from that employment may be subject to review in accordance with the rules of ill-health retirement under that scheme.
2. If an applicant is successful, on appointment the applicant will be required to declare whether they are in receipt of a public service pension (ill-health or otherwise) and their public service pension may be subject to abatement.
3. The applicant will become a member of the Single Public Service Pension Scheme (SPSPS) upon appointment if they have had a break in pensionable public/civil service of more than 26 weeks.

Please note more detailed information in relation to pension implications for those in receipt of a civil or public service ill-health pension is available [via this link](#) or upon request to PAS.

Pension Accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme (i.e. non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Additional Superannuation Contribution

In addition to pension contribution requirements under the rules of the appropriate pension scheme of which an appointee may be a member, this appointment is subject to the additional superannuation contribution in accordance with the Public Service Pay and Pensions Act 2017.

For further information in relation to the Single Public Service Pension Scheme please see the following website: www.singlepensionscheme.gov.ie

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.

COMPETITION PROCESS

How to Apply

Applications should be made **online** through www.publicjobs.ie. Please note that all sections of the application form must be fully completed or your application may receive no further consideration.

Before applying candidates should log-on to www.publicjobs.ie and if you have not already done so you must register as a **'New User'** to create your profile (register a new account). Please do not confuse registering (creating a profile) with submitting an application. Once you have created a profile you must then access the application form, complete and submit it.

Once you have submitted your application form it is suggested that you return to your publicjobs account and ensure that it has been successfully submitted via 'My Applications'. At this point you should consider adding publicjobs.ie to your safe senders or contact list within your email account to avoid not receiving email because a publicjobs e-mail has been blocked.

Only applications fully submitted online will be accepted into the campaign. **Applications will not be accepted after the closing date.**

Closing date

Your application must be submitted on the Public jobs website not later than **3pm, Thursday 12th December 2019.**

If you do not receive an acknowledgement of receipt of your application within 24 hours of applying, please email: midvolrecruitment@publicjobs.ie

Interviews for these posts are likely to be held in January 2020.

You are advised to check your message board on a regular basis as email notifications of updates/ tests/ Interviews etc issued to your Message board may sometimes be filtered into your Junk/ Spam email folders. You are also advised to check all these folders regularly.

The onus is on each applicant to ensure that she/he is in receipt of all communication from the Public Appointments Service (PAS).

The PAS accept no responsibility for communication not accessed or received by an applicant.

Candidates should make themselves available on the date(s) specified by the PAS and should make sure that the contact details specified on the application form are correct.

Selection Methods

The selection may include:

- shortlisting of candidates on the basis of the information contained in their application
- a competitive preliminary interview
- Video/remote interviewing
- completion of online questionnaire(s)
- presentation or other exercises
- a final competitive interview
- work sample/role play/media exercise and/or any other tests or exercises that may be deemed appropriate

Shortlisting

The number of applications received for a position generally exceeds that required to fill existing and future vacancies for the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the Public Appointments Service may decide that a smaller number will be called to the next stage of the selection process. In this respect, the Public Appointments Service provide for the employment of a short listing process to select a group who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. An expert board will examine the application forms against agreed shortlisting criteria based on the requirements of the position. The shortlisting criteria may include both the essential and desirable criteria specified for the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience in your application.

Confidentiality

Subject to the provisions of the Freedom of Information Act, 2014 applications will be treated in strict confidence.

Security Clearance

You will be required to complete and return a Garda eVetting form should you come under consideration for appointment. This form will be forwarded to An Garda Síochána for security checks on all Irish and Northern Irish addresses at which you resided. However, should your application for the competition be unsuccessful this form will be destroyed by PAS. If you subsequently come under consideration for another position, you may therefore be required to complete a further Garda Vetting Form.

If you have resided / studied in countries outside of the Republic of Ireland for a period of 6 months or more, it is **mandatory** for you to furnish a **Police Clearance Certificate** from those countries stating that you have no convictions recorded against you while residing there. You will need to provide a separate **Police Clearance Certificate for each country you have resided in**. Clearance must be dated after the date you left the country. Candidates should be aware that any information obtained in the Garda Vetting process can be made available to the employing authority.

It is YOUR responsibility to seek security clearances in a timely fashion as they can take some time. You cannot be appointed without this information being provided and being in order.

Other important information

The Public Appointments Service will not be responsible for refunding any expenses incurred by candidates.

The admission of a person to a campaign, or invitation to attend an interview, is not to be taken as implying that the Public Appointments Service are satisfied that such person fulfils the requirements of the competition or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important, therefore, for you to note that the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense.

Prior to recommending any candidate for appointment to this position the Public Appointments Service will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

A panel may be formed from which future vacancies may be filled from this campaign.

Should the person recommended for appointment decline, or having accepted it, relinquish it or if an additional vacancy arises the Board may, at its discretion, select and recommend another person for appointment on the results of this selection process.

Appointment process from panels

Offers of appointment must be accepted within a maximum period of five working days from date of offer; otherwise the offer will be considered as having been refused. If a person refuses, or is deemed to have refused, the post will be offered to the next candidate on the panel for the specific county in accordance with the order of merit. If a candidate:

- accepts an offer, then he/she will be removed from all other panels for which they have applied.
- declines an offer for a particular county, he/she will be removed from that panel for that county and will not during the lifetime of the panel be offered a post for that county, but will remain on the panel(s) in respect of all other counties, which he/she has ranked higher on his /her application form.

Procedures where a candidate seeks a review of a Decision taken in relation to their application

A request for review may be taken by a candidate should they be dissatisfied with an action or decision taken by the Public Appointments Service (PAS). The PAS will consider requests for review in accordance with the provisions of **Section 7** of the Code of Practice *Appointments to Positions in the Civil and Public Service* published by the Commission for Public Service Appointments (Commission). When making a request for a review, the candidate must support their request by outlining the facts they believe show that the action taken or decision reached was wrong. A request for review may be refused if the candidate cannot support their request.

The Commission recommends that, subject to the agreement of the candidate, where the office holder (in this instance the Chief Executive Officer of PAS) considers the matter could be resolved they should first seek to engage on an informal basis, before making use of the formal review procedure.

Procedure for Informal Review

- A request for Informal Review must be made within 5 working days of notification of the decision, and should normally take place between the candidate and a representative of the PAS who had played a key role in the selection process.
- Where the decision being conveyed relates to an interim stage of a selection process, the request for informal review must be received within 2 working days of the date of receipt of the decision.
- Where a candidate remains dissatisfied following any such informal discussion, he/she may adopt the formal procedures set out below.
- If the candidate wishes the matter to be dealt with by way of a formal review, he/she must do so within 2 working days of the notification of the outcome of the informal review.

Procedure for Formal Review of Selection Process

- The candidate must address his/her concerns in relation to the process in writing to the Chief Executive, outlining the facts that they believe show an action taken or decision reached was wrong.
- A request for review must be made within 10 working days of the notification of the selection decision. Where the decision relates to an interim stage of a selection process, the request for review must be received within 4 working days.
- Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Chief Executive.
- The outcome must generally be notified to the candidate within 25 working days of receipt of the request for review.

Complaints Process

A candidate may believe there was a breach of the Commission's Code of Practice by PAS that may have compromised the integrity of the decision reached in the appointment process. The complaints process enables candidates (or potential candidates) to make a complaint under **Section 8** to the Chief Executive Officer of PAS in the first instance, and to the Commission for Public Service Appointments subsequently on appeal if they remain dissatisfied.

- Allegations of a breach of the Code of Practice should be addressed in writing, and within a reasonable timeframe, to the Chief Executive Officer in the first instance. The complainant must outline the facts that they believe show that the process followed was wrong. The complainant must also identify the aspect of the Code they believe has been infringed and enclose any relevant documentation that may support the allegation. A complaint may be dismissed if they the complainant cannot support their allegations by setting out how the Public Appointments Service has fallen short of the principles of this Code.
- On receipt of a complaint PAS may determine to engage with the complainant on an informal basis.

For further information on the above procedures please see the Code of Practice *Appointments to Positions in the Civil and Public Service* which is available on the website of the Commission for Public Service Appointments, www.cpsa.ie

There is no obligation on the PAS to suspend an appointment process while it considers a request for a review. Please note that where a formal review of a recruitment and selection process has taken place under Section 7 of this Code of Practice, a complainant may not seek a further review of the same process under Section 8, other than in the most exceptional circumstances that will be determined by the Commission at its sole discretion.

Requests for Feedback/Test Rechecks

Feedback in relation to the selection process is available on written request. There are no specific timeframes set for the provision of feedback or for carrying out rechecks.

Please note that the Review Process as set out in the Code of Practice is a separate process with specified timeframes that must be observed. Receipt of feedback is not required to invoke a review. It is not necessary for a candidate to compile a detailed case prior to invoking the review mechanism. The timeframe set out in the CPSA Code cannot be extended for any reason including the provision of feedback and/or the outcome of rechecks.

Candidates' Obligations

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- personate a candidate at any stage of the process
- interfere with or compromise the process in any way

It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the selection process e.g. through social media or any other means, may result in you being disqualified from the competition.

A third party must not impersonate a candidate at any stage of the process.

Use of Recording Equipment

PAS does not allow the unsanctioned use of any type of recording equipment on its premises. This applies to any form of sound recording and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes.

Any person wishing to use such equipment for any of these purposes must seek written permission in advance. This policy is in place to protect the privacy of staff and customers and the integrity of our assessment material and assessment processes.

Unsanctioned use of recording equipment by any person is a breach of this policy. Any candidate involved in such a breach could be disqualified from the competition and could be subject to prosecution under section 55 of the Public Service Management (Recruitment & Appointments) Act, 2004.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

- Where he/she has not been appointed to a post, he/she will be disqualified as a candidate, and
- Where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

Contravention Code of Practice

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.

In addition, if a person found guilty of an offence was, or is a candidate at a recruitment process,

- they will be disqualified as a candidate and excluded from the process;
- has been appointed to a post following the recruitment process, they will be removed from that post

Specific candidate criteria

Candidates must:

Have the knowledge and ability to discharge the duties of the post concerned
Be suitable on the grounds of character
Be suitable in all other relevant respects for appointment to the post concerned;
and if successful, they will not be appointed to the post unless they:

Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed

Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Deeming of candidature to be withdrawn

Candidates who do not attend for interview or other test when and where required by the Public Appointments Service, or who do not, when requested, furnish such evidence as the Public Appointments Service require in regard to any matter relevant to their candidature, will have no further claim to consideration.

Candidates are expected to provide all requested documentation to PAS, including all forms issued by PAS for completion, within five days of request. Failure to do so will result in the candidate being deemed to have withdrawn from the competition and their candidature will receive no further consideration.

Quality Customer Service

We aim to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

Feedback will be provided on written request. A request for feedback does not impact on the timeframe set out for seeking a review.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive.

When you register with publicjobs.ie or submit an application for a competition, we create a computer record in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data. If you are successful in the recruitment and selection competition, your application may be made available to the Human Resources section of the organisation to which you have been assigned.

To make a request to access your personal data please submit your request by email to: dpo@publicjobs.ie ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Information in relation to a candidate's personal data held by the Public Appointments Service are set out on the Data Protection page of www.publicjobs.ie.