



INFORMATION BOOKLET

The Public Appointments Service (PAS) intends to hold a competition for the purpose of recommending a person for appointment to the position of

**Specialist Lead for the Education of Children/Students
who are Blind/Visually Impaired or Deaf/Hard of Hearing**

National Council for Special Education

Closing date: 3pm on Thursday 23rd November 2017

CID:17202305

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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Specialist Lead for the Education of Children/Students who are Blind/Visually Impaired or Deaf/Hard of Hearing

National Council for Special Education (NCSE)

Position

The Visiting Teacher Service for Children/Students who are Blind/Visually Impaired or Deaf/Hard of Hearing (VTVHI) is now under the management of the National Council for Special Education (NCSE) and forms part of the NCSE Support Service (NSS).

The NCSE is recruiting a person to act as a Specialist Lead for the Education of Children/Students who are Visually Impaired or Deaf/Hard of Hearing. There is no equivalent post at present as interim management arrangements have been in place since the transfer of the service to NCSE in March 2017.

Under the Education for Persons with Special Education Act (EPSEN) 2004, key functions of the NCSE include:

- Planning for, and co-ordinating provision of, education for children with special educational needs;
- Conducting and commissioning research into special education;
- Advising the Minister for Education and Skills on policy for special education.

The NSS aims to improve the capacity of schools and parents to support students with additional needs in schools.

General Role and Purpose of the Specialist Lead Position

The Specialist Lead is a new senior management post in NCSE and the successful candidate will be required to provide professional leadership to Visiting Teachers and to develop practice in line with NCSE strategic policies. It is intended that operational and administrative aspects of the service will be managed under a regional operational structure and will not form part of the remit of the Specialist Lead, but this may change over time.

The Specialist Lead will report directly to the Head of Policy Advice and Practice Development.

Main Duties and Responsibilities

The role, duties and functions outlined in this document are not exhaustive. The duties/title attached to this role may change over time in line with the changing priorities and development of the NSS. However the initial duties and responsibilities may be expected to include the following:

1. Provide professional leadership to visiting teachers;
2. Develop national service standards to be consistently implemented;
3. Lead, develop and drive the change management process within the NCSE;
4. Lead continued improvements including further developing quality assurance mechanisms and ensuring a consistency of approach;
5. Lead and drive change, arising from time to time in relation to core NCSE activity e.g. due to implementation of new policy or operational initiatives;
6. Work with other senior staff within NCSE to develop NSS services and structures;
7. Review and/or develop practice protocols with other professional agencies or bodies working with schools and families in relation to children with sensory impairment, e.g. NEPS, DES Inspectorate;
8. Liaise with the many relevant national health and education services, parental, advocacy and representative organisations, as required for practice development matters;
9. Other responsibilities, appropriate to the grade, as may be assigned from time to time.

Visiting Teachers

Visiting teachers offer support to young children and students who are Deaf/Hard of Hearing and to those who are Blind/Visually Impaired, their families and schools. This support is offered from the time of referral through to the end of post-primary education.

There are currently 43 whole-time equivalent qualified teachers with particular skills and knowledge of the development and education of young children and students with varying degrees of sensory impairment.

Each visiting teacher (VT) is responsible for a particular region and is allocated a caseload of students. The frequency and nature of support takes into account a range of factors based on the individual needs of the child/student. The VT interacts directly with infants and younger children, generally in the home in the presence of the parents. Visits take place by mutual agreement.

The Visiting Teaching Service supports approximately 2,700 children/students in mainstream primary, post-primary and special schools/classes of whom in the region of:

- 1600 are Deaf/Hard of Hearing and 1100 are Blind/Visually Impaired;
- Approximately 300 young children are supported in pre-schools or in the home.

The work of visiting teachers includes:

- Advising schools, parents and students on best practice in relation to the education of Deaf/Hard of Hearing children/students and those who are Blind/Visually Impaired;
- Supporting and assisting planning for the inclusion of Deaf/Hard of Hearing children/students and those who are Blind/Visually Impaired in mainstream schools;
- Providing supplementary teaching for certain Deaf/Hard of Hearing children/students and those who are Blind/Visually Impaired;
- Advising on appropriate education placement and provision for Deaf/Hard of Hearing children/students and those who are Blind/Visually Impaired
- Monitoring the educational progress of Deaf/Hard of Hearing children/students and those who are Blind/Visually Impaired
- Advising the National Council for Special Education (NCSE), the State Examinations Commission (SEC), and schools, in relation to resources, reasonable accommodations and interventions for Deaf/Hard of Hearing children/students and those who are Blind/Visually Impaired;
- Disseminating information in relation to services available for Deaf/Hard of Hearing children/students and those who are Blind/Visually Impaired;
- The work of the VT involves liaising with other professionals and agencies such as audiological scientists, ophthalmology services, speech and language therapists, low vision specialists, psychologists, early intervention teams, school staffs, and with parents.

It is expected that the service will change over time to a year-round service and the Specialist Lead will play a key role in leading this change in practice.

Qualifications & Experience:

Essential

Applicants must have on or before the 23rd November 2017:

- A relevant postgraduate qualification in the area of deafness/visual impairment;
- Experience of providing support to Deaf/Hard of Hearing children/students and those who are Blind/Visually Impaired in an educational context;
- Experience of identifying improvement opportunities and actively engaging with staff in implementing improvements;
- Expertise in relation to the use of relevant technology;
- Experience of building productive working relationships with a range of internal and external stakeholders;
- Personal commitment, integrity and an ethical approach.
- Excellent interpersonal, oral and written communication skills;
- Current driving licence and have access to a car.

The skills and competencies which must be demonstrated and which will be assessed in this competition are set out below:

- Professional Leadership
- Specialist Knowledge, Expertise and Self Development
- Analysis and Decision Making
- Interpersonal and communications Skills
- Drive and Commitment

These competencies are explained in further detail on page 6/7.

Successful candidates will be required to provide documentary evidence of full registration with the Teaching Council, including vetting or eligibility to apply for full registration before appointment to the role.

Desirable

- Proven ability to think and act flexibly in response to changing requirements
- The ability to generate strong team morale, cooperation and participation;

Location

Upon appointment, the post will initially be located in an NCSE office in Trim, Co Meath but it is anticipated that the post may ultimately be located in an NCSE office in Dublin. The successful candidate will be required to move to this new location. Re-location or other expenses will not be provided for such a move.

As this is a national service, the successful candidate should expect to travel in line with the needs of the service. Normal civil service travel and subsistence rates will apply.

Key Competencies for effective performance as a Specialist Lead for the Education of Students who are Deaf or Hard of Hearing and those who are Blind or Visually Impaired

| |
|---|
| Leadership |
| <ul style="list-style-type: none"> • Actively contributes to the development of the strategies and policies of the NCSE • Leads and maximises the contribution of the NCSE Support Service • Considers the effectiveness of outcomes in terms wider than own immediate area • Clearly defines objectives and goals and delegates effectively, encouraging ownership and responsibility for tasks • Develops the capability of others through feedback, coaching and creating opportunities for skills development • Identifies and takes opportunities to exploit new and innovative service delivery channels |
| Analysis & Decision Making |
| <ul style="list-style-type: none"> • Researches issues thoroughly, consulting appropriately to gather information needed on an issue • Understands complex issues quickly, accurately absorbing and evaluating data • Integrates diverse strands of information, identifying inter-relationships and linkages • Makes clear, timely and well grounded decisions on important issues • Considers the wider implications of decisions on a range of stakeholders • Takes a firm position on issues s/he considers important |
| Management & Delivery of Results |
| <ul style="list-style-type: none"> • Takes responsibility for challenging tasks and delivers on time and to a high standard • Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances • Ensures quality and efficient customer service is central to the work of the division • Looks critically at issues to see how things can be done better • Is open to new ideas initiatives and creative solutions to problems • Ensures controls & performance measures are in place to deliver efficient high value services • Effectively manages multiple projects |
| Interpersonal & Communication Skills |
| <ul style="list-style-type: none"> • Presents information in a confident, logical and convincing manner • Encourages open and constructive discussions around work issues • Promotes teamwork and works effectively on projects across the organisation • Maintains poise and control when working to influence others • Instills a strong focus on Customer Service in his/her area • Develops & maintains a network of contacts to facilitate problem solving /information sharing • Engages effectively with a range of stakeholders, including members of the public, Public Service Colleagues and the political system |
| 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 the team and how they fit into the work of the NCSE • Has a breadth and depth of knowledge of Governmental issues and is sensitive to wider political and organisational priorities • Is considered an expert by stakeholders in own field/ area • Is focused on self development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role |

Drive and Commitment to Public Service Values

- Is self motivated and shows a desire to continuously perform at a high level
- Is personally honest and trustworthy and can be relied upon
- Ensures the citizen is at the heart of all services provided
- Through leading by example, fosters the highest standards of ethics and integrity

Eligibility to compete

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.

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).

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 (Circular Letter LG(P) 06/2013)

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 this position.

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.

1. TENURE:

The appointment is to a permanent established position in the civil service.

(As this position is permanent, the filling of this post on a temporary secondment basis is not proposed.)

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.

2. SALARY (personal pension contribution PPC scale):

Specialist Lead for the Education of Students who are Deaf or Hard of Hearing and those who are Blind or

Visually Impaired Personal Pension Contribution (PPC) Salary scale: Effective from 01/04/2017

€66,777, €68,684, €70,707, €72,725, €74,740, €77,138(NMAX), €79,841 (LSI 1), €82,538(LSI 2)

"Long Service Increments may be payable after 3 years (LSI1) and 6 years (LSI2) satisfactory service at the maximum of the scale.

This rate will apply to new entrants who are members of the Single Scheme and will also apply where the appointee is a civil or public servant appointed on or after 6th April 1995 and is making a personal pension contribution. A different rate may apply where the appointee is an existing civil or public servant appointed on or before 6 April 1995 and is not required to 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. Subject to satisfactory performance increments may be payable in line with current Government Policy.

Different terms and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant”.

3. ANNUAL LEAVE:

The annual leave allowance will be 30 working days in a year.

4. 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.

5. 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 but this may change in future. No additional payment will be made for extra attendance which may be needed from time to time.

6. 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. (see also reference to location of the post on page 5) When absent from home and headquarters on duty appropriate travelling expenses and subsistence allowances will be paid, subject to the normal civil service regulations

7. 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 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 Social Protection within the required time limits.

8. 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 <http://www.per.gov.ie/pensions>

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 and 68) in line with changes in State Pension age.
- Retirement Age: Scheme members must retire at 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

9. 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 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 that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

10. 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.

11. Pension-Related Deduction

This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measure in the Public Interest Act 2009.

For further information in relation to the Single Public Service Pension Scheme for Public Servants please see the following website: <http://www.per.gov.ie/pensions>.

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 All sections of the form must be fully completed.

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, 23rd November 2017. If you do not receive an acknowledgement of receipt of your application within 24 hours of applying, please contact: **Dermot Doherty** at (01) 8587661 or email dermot.doherty@publicjobs.ie

The interviews for these posts are likely to be held in January/February 2018.

You are advised to check your messageboard on a regular basis as email notifications of updates/tests/Interviews etc issued to your Messageboard 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
- completion of online questionnaire(s)
- presentation or other exercises
- a final competitive interview, including a short oral competency test in Irish
- work sample/role play/ media exercise, tests of relevant professional competence, and any other tests or exercises that may be deemed appropriate.

Shortlisting

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to 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 number only will be called to interview. In this respect, the Public Appointments Service provide for the employment of a short listing process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. An expert board will examine the application forms against a pre-determined criteria based on the requirements of 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. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience on the application form.

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.

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.

Once a candidate has accepted an offer of appointment their name will be removed from the panel and no further offers of appointment will be made.

Should similar type vacancies arise elsewhere in the Civil Service candidates may be drawn from this competition.

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

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

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.

Candidates' Obligations

Candidates in the recruitment process 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.

Please note that all assessment and test materials are subject to copyright and all rights are reserved. No part of the test material (including passages of information, questions or answer options), associated materials or interview(s) may be reproduced or transmitted in any form or by any means including electronic, mechanical, photocopying, photographing, recording, written or otherwise, at any stage. To do so is an offence and may result in you

being excluded from the selection process. Any person who contravenes this provision, or who assists another person(s) in contravening this provision, is liable to prosecution and/or civil suit for loss of copyright and intellectual property.

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.

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.

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.

Data Protection Acts, 1988 and 2003

When your application form is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature and should you be successful certain information you provide will be forwarded to the employing organisation. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 & 2003. To make a request under the Data Protection Acts 1988 & 2003, please submit your request in writing to: The Data Protection Co-Ordinator, Public Appointments Service, "Chapter House", 26-30 Abbey Street Upper, Dublin 1, ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record. Certain items of information, not specific to any individual, are extracted from records for general statistical purpose.