

# Childhood Development Initiative



## CDI Training Policy and Procedures

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## 1. Introduction

The purpose of this document is to provide clarification on CDI'S training terms and conditions and the various procedures we use to ensure our training is accessible to everyone. We want our training courses to be accessible and inclusive and this policy informs how we do this.

CDI is a national non-profit organisation dedicated to improving outcomes for children, families and communities through a) evidence-informed prevention and early intervention practice, including needs assessment and evidence-based service design and b) sector capacity development.

Established in 2007 with a focus on disadvantaged populations in Tallaght, CDI has since expanded nationally, working directly with communities and partners in disadvantaged areas, and providing capacity development and support to the child and family sector through training, consultancy and comprehensive knowledge transfer processes.

We design, deliver and evaluate a range of programmes across identified local needs including language, literacy, parenting, health, early years, and conflict management. All CDI programmes are evidence-informed and delivered through existing structures and services.

CDI is committed to being a restorative organisation. Being restorative means being explicitly committed to developing and maintaining good relationships and to resolving any conflicts in a fair, respectful, engaging, safe and honest manner.

CDI is compliant with the Charities Governance Code and The Charities Statement of Recommended Practice (SORP) which sets out how charities should prepare their annual accounts and report on their finances.

We are committed to the "triple-lock" best practice approach recommended by the Charities Institute of Ireland.

The following policy should be read carefully before using the online booking service to book training provided by the Childhood Development Initiative ([CDI](#)).

Access to and use of CDI training ('the Service') is conditional on acceptance of and compliance with these Terms. These Terms apply to all who access or use CDI Training.

By accessing or using the Service you agree to be bound by these Terms. If you disagree with any part of the Terms then you may not access the Service, but we invite you to contact us with any questions, comments or concerns at [info@cdi.ie](mailto:info@cdi.ie).

## **2. Reason for Policy**

The Childhood Development Initiative (CDI) is committed to building an inclusive learning environment. We provide a range of training and educational opportunities for parents and practitioners, and this document sets out the policies and procedures relating to access to these events.

## **3. Reasonable Accommodation**

Under the Equal Status Acts, 2000 to 2015, CDI is fully committed to providing reasonable accommodation to meet the needs of learners with a disability, a significant on-going medical condition or learning difficulty to enable them to successfully complete their learning programme on an equal footing with other learners.

A reasonable accommodation is any action that helps alleviate a substantial disadvantage arising from the learner's disability, significant medical condition or learning difficulty, without changing the demands or the integrity of the examination or the programme.

CDI operates an open admissions policy for learners who fulfil the necessary requirements to undertake training with us. Inclusiveness and equality are central to this policy. CDI does not discriminate on any of the grounds outlined in the Equal Status Acts 2000-2015. CDI, in so far as is practicable within its resources, makes special accommodation for learners with disabilities.

CDI reserves the right of admission and may modify and amend its Training policies, at any time should the need arise.

## **4. Procedures**

### **4.1 Application for Reasonable Accommodation**

Learners seeking reasonable accommodation in relation to a disability, a significant medical condition or learning difficulty are required to confidentially disclose their status to CDI at least one

month prior to programme commencement. This can be done by completing the Reasonable Accommodation Request Form ([Appendix 1](#)) and submitting it to CDI's Programme Support Coordinator (PSC) at [winnie@cdi.ie](mailto:winnie@cdi.ie). Learners should ensure that they include the necessary medical evidence as outlined in the form. This applies to incoming learners or an existing learner who may not have previously declared a disability/significant medical condition/learning difficulty, or whose personal circumstances have recently changed. In the case of the recent diagnosis of a previously unknown condition, the sudden onset or worsening of a significant medical/health condition, or where a learner has experienced an accident, consideration may be given to a late application on a case-by-case basis. Whilst every effort will be made by CDI to facilitate learners in these circumstances, it may not be feasible to respond effectively to unanticipated learner needs within the period preceding scheduled training or learning events.

Applicants will take responsibility for ensuring that they are fully registered on the programme of study. An applicant cannot be considered a learner until they have completed all stages in the registration process.

Applicants will also take responsibility for the accuracy of information supplied. Submitting false or misleading information or documentation can lead to cancellation of admission or expulsion from a programme. Training event places are not guaranteed until payment is received in full by CDI. Please note that while CDI will accommodate any additional personnel that may be needed to assist participants with additional needs, they are not responsible for sourcing, paying for, or training them.

#### **4.2. Review**

The PSC will provide the Programme and Quality Manager with an annual anonymised summary report on reasonable accommodations requests. This will include the number of applications received, the basis of the application and the accommodations granted.

All reasonable accommodations will be subject to annual review by the Programme Support Coordinator and approved by The BDM and/or CEO to ensure the effectiveness of the accommodations provided and to facilitate the termination of accommodations no longer required or necessary. Learners who fail to use a reasonable accommodation that has been granted will have that accommodation reviewed.

## 5. Data Protection

All data are managed by CDI in line with the General Data Protection Regulations (GDPR).

However, our Service may contain links to third-party websites or services that are not owned or controlled by CDI.

CDI has no control over and assumes no responsibility for, the content, privacy policies, or practices of any third-party websites or services. By using CDI's online booking system, you acknowledge and agree that CDI shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with the use of or reliance on any such content, goods, or services available on or through any such websites or services.

### 5.1. Assessment and Admission Process

Upon receipt of a correctly completed and signed application for reasonable accommodation and supporting documentation, the PSC will contact applicants to arrange a meeting to discuss the level of support that learner requires and to identify supports designed to meet the learner's needs. This meeting may be conducted face-to-face or remotely via phone or video conference.

As part of this meeting, the following areas will be addressed:

- Nature of disability or condition, to include impact on education, severity, hospital admissions etc.
- Previous support: what arrangements were made at school or other FET/HE institutions, if any?
- Current difficulties: what difficulties does the learner anticipate they may have with their course?
- Access to equipment and IT facilities
- Appropriate academic and disability support. These might include, for example, accessible class venues or in-course support.

The PSC will consider the suggestions made during this meeting and determine the feasibility of making the accommodations identified. Where the necessary accommodations result in additional costs, the PSC will consult the Finance and Operations Manager (FOM), Business Development Manager (BDM), or Programme and Quality Manager (PM for approval.

Where reasonable accommodation can be provided, the learner will be notified in writing and will be required to confirm acceptance of the offer of reasonable accommodation in writing within 14 days of the date of the letter of offer. A failure to confirm acceptance in writing within the defined time period will be taken as a rejection of the offer and the file will be closed.

Where it is not possible to provide a reasonable accommodation, the learner will be notified in writing within 14 days and an explanation will be provided.

## **5.2. Guidelines for Granting and Providing Reasonable Accommodations**

Venues – Venues should always be fully accessible to learners with disabilities; however, this is not always possible for a variety of reasons. When requested CDI will attempt to provide a venue which includes for example:

- A large table to accommodate enlarged papers, braille material, and/or technological aids if these have been requested by a participant
- Adequate floor space for manoeuvring wheelchairs, mobility aids, crutches, canes, and any other physical aids
- Access to power points for equipment and/or assistive technology.

Participants can bring a scribe/reader to CDI training, but CDI must be notified in advance. It is the responsibility of the participant to source the scribe/ interpreter/ reader/ personal assistant and ensure that they are trained in the required area. CDI will adhere to the [National Council for the Blind](#) guidelines on formatting documents for the visually impaired. If we are notified in advance that a learner with visual impairment is participating in a CDI event.

Reader – Learners with a reader will be accommodated. The reader should be able to read accurately and at a reasonable rate. Sometimes a learner may require a reader and a scribe, and in such cases CDI will make every effort to accommodate both.

Sign Language Interpreter – A sign language interpreter translates oral-based language, text, and speech, into Irish Sign Language (ISL) so a deaf or hearing-impaired person can understand what is being communicated. Where a learner's first language is ISL, an interpreter may, if requested, be made available to translate the materials into ISL. An interpreter may also be made available to facilitate a learner whose first language is ISL to interact with the ISL material. The learner may wish to sign their input and to have this simultaneously transcribed by a scribe.

Under the [Irish Statute Book Act](#), 2017 public services “shall do all that is reasonable” to provide an interpreter wherever necessary. The interpreter should be adequately trained. All registered interpreters are accessed through [Sign Language Interpreter Service](#).

Where a learner’s first language is ISL an interpreter may, if requested, offer a translation of ISL vocabulary into English and vice versa; and the interpreter should aim to meet the individual needs and requests of the learner to ensure they can participate in all aspects of learning.

### **5.3. Consent**

By booking CDI training, you are consenting to be a part of any recording of the event that takes place. You may opt-out of this by turning your camera off (if online) or inform the trainer at the event that you don’t consent. You will be informed of any recording during the session. For online training, the “Recording” symbol will be visible in the top left-hand corner of your screen.

## **6. Prior Experience/Qualifications**

Entry requirements, admission criteria and programme information for each course will be made available on the CDI website and/or in printed promotional documents. It is the responsibility of applicants to ensure they are fully briefed about their chosen course. Applicants are responsible for ensuring that they have completed all documentation required for enrolment and paid the necessary fees if applicable. This may include, but is not limited to:

- Name
- Email Address
- Postal Address
- Phone Number
- Organisation Name
- Job Title
- Location of Organisation
- A completed enrolment/application form
- A photocopy of personal identification
- A photocopy of any previous qualifications
- Proof of English language proficiency.

Some training may require that the learner has already reached a certain standard of knowledge, skill and competence in order to access the training. This will be stated clearly in the programme information, and potential learners may be asked to evidence their previous experience/training/qualifications. For CDI, this is currently applicable to our Training of Trainer



(ToT) courses, as all participants on these courses are required to have completed the foundation courses with CDI.

Prior learning is relevant to the following CDI training and may be applied to other training as appropriate:

Training Course	Required Prior Learning
Getting Started with Restorative Practices (RP)	None
RP Facilitation Skills	Getting Started with RP
Training of RP Trainers	RP Facilitation Skills and Getting Started With RP
Solihull Training of Trainers	Solihull foundation course
Parental Engagement and Relationship (PEAR) Training of Trainers	All PEAR modules

Minimum English Language Requirements: Teaching in CDI is through the medium of English. Therefore, learners must speak and understand English at Level B2 or higher on the Common European Framework of Languages (CEFR).

Additional Requirements Specific to Learners Engaging in Blended or Online Learning: Applicants must be self-motivated and have the capacity to take responsibility for their own learning as they progress through a blended learning programme.

Basic computer literacy is required to enrol on a blended learning programme, e.g. opening an internet page, following simple instructions, and creating a Word document. Applicants must also have the following:

- Access to a laptop with functioning camera and audio **OR** access to a PC with functioning camera and audio (earphones may be required when using PC) **OR** access to a mobile device with functioning camera and audio
- Strong internet connection
- Zoom/Microsoft Teams downloaded, and accessible on the computer.

## **7. Allocating Training/event Place**

The decision to admit a learner must be based ultimately on an informed judgement that the applicant is competent to begin and successfully complete the course.

CDI reserves the right to request an applicant to attend for interview to assess their eligibility for a programme where it deems such action appropriate. Should the numbers enrolling for a programme exceed available capacity, places will be offered to eligible applicants on agreed selection criteria, which will be detailed on the training registration page, and/or in training flyers and promotional materials and reiterated on the Joining Instructions. For most other training courses at CDI places will be allocated on a first-come basis. CDI may prioritise spaces for learners from Tallaght.

Applicants who cannot be accommodated due to capacity will be invited to place their names on a waiting list. To join the waiting list, please email the contact noted on the booking registration page.

Incomplete applications will not be assessed until all information has been received from the applicant.

Fees paid in advance will be returned if, for any reason, an applicant is not offered a place on the programme or if the programme does not run.

## **8. Induction**

Learner induction may be sent to participants in advance of training by email and then summarised at the start of each training. This may include:

- ✓ Pre- training reading
- ✓ Deadlines for project work/assignments etc.
- ✓ Pre-training evaluations
- ✓ Links to online training session, if required
- ✓ Directions to training venue, if required
- ✓ Parking, catering, access etc. information about the training venue, if required
- ✓ Any other material, as required.

### **8.1 Recognition**

Requirements to complete the course and receive recognition/certification will be clearly stated with the training/programme information. It may include for example the requirement to attend a certain number of sessions (usually 80%), homework to be submitted, survey(s) to be completed, Community of Practice sessions to be attended, etc. These requirements may determine whether a participant will receive a certificate for the course. This may be a certificate of attendance or achievement.

Participants will receive certificates and any other recognition material when it has been confirmed that they have successfully completed all of the requirements of their chosen course.

### **9. Refunds**

Cancellations received a week in advance of the training/event, will receive a full refund or credit note.

A participant wishing to cancel a training or event booking can avail of credit note up to 48 hours in advance of the event or a 50% refund. Cancellations made within 48 hours will not be valid for refund or transfer.

When materials are provided as part of a training course, a refund will not be processed until all materials are returned to CDI. If CDI themselves cancel or postpone training, all participants will be offered a full refund or credit that can be applied to a place on another CDI training course.

### **10. Changes**

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. What constitutes a material change will be determined at our sole discretion.

## Appendix 1

### Request for Reasonable Accommodation

CDI will do its best to facilitate learners who need extra support/resources in order to participate on an equal footing with other learners, in line with our [Reasonable Accommodation Policy for Learners with a Disability, Medical Condition or Learning Difficulty](#).

All information contained in this form will be treated with utmost confidentiality in line with GDPR regulations and the CDI Records Retention Policy.

#### Instructions for Completion:

- This form must be filled out and stamped by the participants' GP or doctor. Please complete ALL sections below in BLOCK capitals.
- The form should be received by CDI one month before the training event.

### 1. Learner Details

Name:
Date of Birth:
Phone Number:
Email:
Training Date and Title:

**To be completed by the learner:**

I consent to sharing this information with relevant personnel at CDI for the purpose of my application for reasonable accommodation.

I understand that this information will be stored as outlined in [CDI's Records Management and Retention Policy](#).

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

**2. GP or Doctor Details**

Name:
Phone:
Email:
Hospital/Clinic Address:
Date of Report:

**3. Disability Information (to be completed by qualified health professional)**

**Please tick all that apply:**

Disability Type	✓	Disability Type	✓	Disability Type	✓
ADHD		Autism Spectrum Disorder		Dyspraxia	
Blind/Visual Impairment		Deaf/Hard of Hearing		Mental Health Condition	
Neurological Condition		Physical Disability		Significant Ongoing Illness	
Speech and Language Communication Disorder		Specific Learning Difficulty			

Please state the specific name of the disability/medical condition/learning difficulty:

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How does the disability/medical condition impact on the learner’s ability to study and participate (example, fatigue, limited hearing, concentration, pain, etc.)?

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How can we help? What recommendations would you make for reasonable adjustments to enable equal participation in education (e.g. adaptive equipment)?

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**Signed:**

Date: