

The Children's Therapy Centre Limited



POLICY STATEMENTS

Mission Statement



As a Centre of Excellence the Children's Therapy Centre is Ireland's foremost provider of specialised training, consultancy and direct services, in Therapeutic Play, Play Therapy, Psychotherapy and Creative Approaches to Therapeutic Work to the highest possible national and international standards

List of Policy Statements



- Communications
- Equality and Diversity
- Staff Recruitment and Development
- Access, Transfer and Progression
- Programme Development, Delivery, and Review
- Fair and Consistent Assessment
- Protection of Learners
- Evaluation of Programmes and Services
- Managing Issues and Grievances
- Appeals
- Accreditation of Prior Learning and Prior Experiential Learning

Communications



CTC will ensure that cohesive, structured and effective communication channels exist within the organisation to optimise both internal and external communication

We are committed to operating and developing transparent, informative, supportive, professional, clear communications systems

Equality & Diversity



CTC is committed to equality of access and opportunity in all its practices, policies and services

CTC strives to ensure non-discriminatory practice and provides all staff with equality training

Staff Recruitment & Development



CTC is committed to ensuring that we employ suitably qualified, experienced staff throughout the organisation and that each is well suited to their designated role and the responsibilities that they hold

We strive to ensure that each staff member has access to appropriate support and ongoing professional development as appropriate

Access, Transfer and Progression



CTC aims to provide clear information to all prospective learners, and to provide an accessible, quality learning experience for all the learners who elect to attend courses and programmes delivered at the centre

CTC is committed to facilitating access, supporting transfer and promoting progression for learners

Programme Development, Delivery and Review



CTC is committed to the development of programmes and courses of training that meet the highest standards of national and international quality learning

We are committed to the highest possible standard of delivery of all programmes and courses taught by CTC

As a quality assurance measure for both these commitments CTC will review its courses and programmes with students, staff, trainers through a process of regular review

Fair & Consistent Assessment of Learners



CTC is committed to fair and consistent assessment of all learners attending training at the centre, using a variety of methodologies specifically suited to the elements of training delivered on out courses and programmes

Protection of Learners



CTC is committed to facilitating all students to complete their training and accreditation in the event of a cessation of the course or programme for any reason, or in the event of the closure of the centre

CTC is required under Section 43 of the Qualifications Act 1999 to make arrangements for the Protection of Learners on programmes or courses of three months duration or more, should CTC, for any reason, terminate a programme before it is complete

Where feasible, CTC will make arrangements with alternate providers for the transfer of learners to complete their programme of studies

Alternatively, CTC will refund the most recent fees received from, or on behalf of, a learner

Statement on Bullying & Intimidation



It is the policy of CTC to have zero tolerance for acts of bullying and intimidation, whether verbal, emotional, psychological or physical

CTC will take all necessary actions to eliminate such behaviour from the ethos and environment of the centre

This policy includes responding to any acts of inter-staff bullying, inter-learner bullying, learner-staff bullying, which might occur within the centre

Interpersonal Issues



CTC recognises that issues arise for a person, a commissioning body or service user

Where at all possible it is preferable if issues are resolved between the persons involved as quickly as possible

Every attempt should be made to do so

An issue becomes a grievance where all attempts to resolve it have failed and where it has now progressed to a formal, written complaint

Issues & Grievances



CTC recognises that, from time to time, there may be instances of grievance in relation to one or more of the services provided by the centre

Such instances may arise either from service users, commissioners of services or staff

CTC takes all such instances seriously and undertakes to act in a reasonable manner to bring all such instances to resolution

Definition of Bullying



- Persistent teasing
- Persistent verbal or physical intimidation
- Persecution over a long period of time (lasting more than 2 weeks) – demonstrating intent to hurt/injure
- Uses of strength or power to coerce a person to do/cease to do something
- Intimidation used to frighten or overawe someone, subdue them or influence them

(OED 1996)

Health, Safety & Welfare Statement



CTC has a duty of care in the areas of health, safety and welfare to all who use the services provided by the centre.

We undertake to provide premises which meet the highest possible standard and to maintain and monitor standards of health, safety and welfare on a continuous basis for the benefit of all who use our services

APL & APEL



CTC recognises that all prospective learners have gained valuable knowledge and skills through life-experience, work experience, previous training and previously accredited learning. We undertake to:

Facilitate the assessment of appropriate information on APL & APEL provided by the learner and

Use this information, in conjunction with NQAI guidelines, to enable the learner to enter programmes at the appropriate level, having due respect to the requirements of relevant academic and professional bodies accrediting the work of learners on our programmes

Special Circumstances Consideration



CTC is aware that occasionally for a specific learner circumstance arise which interfere with the timely completion of assignments

Having received due notice from the learner (that is notification immediately the learner becomes aware of the problem) CTC will review the position of the learner for special circumstances consideration