

Transition Quality Assurance System (TQAS)

MSLETB TRAINING CENTRES SLIGO & BALLINA POLICY ON LEARNER RESPECT AND DIGNITY

Respect and Dignity

- MSLETB Training Centre staff will treat all customers with respect and dignity and our customers are requested to treat MSLETB Training Centre staff and each other in a similar manner.
- The MSLETB Training Centre will not tolerate any form of verbal or physical abuse.
- MSLETB Training Centre reserves the right to withdraw services from people who engage in such abuse of our staff or of other clients.
- Cases of extreme or persistent offending will be referred to the appropriate authority.

The MSLETB Training Centre is committed to a policy of equal opportunities and to ensuring that no learner will receive less favourable treatment than another.

Discriminatory

Practices

It is the MSLETB Training Centre practice that freedom from discrimination or harassment is a condition of training for which every learner is entitled.

Learners who offend in this manner are liable to termination from their training programme and may be referred to the appropriate authority.

Bullying

Bullying is unacceptable, and can be grounds for disciplinary action being taken. MSLETB Training Centre endeavors to provide an environment that will give all learners the freedom to learn without having to suffer bullying, intimidation or harassment. Bullying includes:

- Aggressive behaviour towards another person or persons.
- Repeated verbal harassment.
- Constant personal insults and name calling.
- Uncomplimentary remarks likely to cause serious offence.
- Constant ridiculing of a person by another person or persons.
- Intimidation and threats in general.
- The posting of any material perceived as offensive.

If you are subject to such behavior, you should consult in confidence, with your trainer/instructor, or any member of the MSLETB Training Centre management team who will seek to address the issue.



Rialtas na hÉireann
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