

Candidate Information Booklet

PLEASE READ CAREFULLY

Open competition for appointment to the position of

Educational Psychologist

**National Educational Psychological Service
Department of Education and Skills**

Closing Date: 3pm on Thursday, 2nd May 2019

CID: 1982803

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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Educational Psychologist
National Educational Psychological Service (NEPS)
Department of Education and Skills

Background

The National Educational Psychological Service (NEPS), a constituent section of the Department of Education and Skills, provides a comprehensive, school-based educational psychological service to all primary and post primary schools through the application of psychological theory and practice to support the wellbeing, and the academic, social and emotional development of all learners. NEPS has particular regard for children with special educational needs (SEN) and those at risk of marginalisation due to educational disadvantage. NEPS also has a particular focus on wellbeing and mental health promotion.

NEPS is organised into eight regions nationally and is led by its Director, and a management team of eight Regional Directors.

The Role

NEPS psychologists work with schools using a tiered service delivery model encompassing:

- Case-work (including case consultation/assessment);

- Support and Development work (the provision of advice, support and consultation to teachers and parents; the delivery of training for teachers in the provision of universal and targeted evidence-informed approaches and early intervention; working with school communities to develop support structures and processes to maximise their capacity to respond to the needs of all learners and those with particular needs);

- Engagement in the development and implementation of policy with relevant sections of the Department and more broadly, as appropriate;

- Liaison with other agencies/Departments to ensure coordinated cross-sectoral service delivery to children/young people.

NEPS psychologists work collaboratively with school staff to support students and build capacity in their assigned schools. They use a problem solving framework for identification of need linked to intervention, support and review. The principal duties of NEPS psychologists include:

- Working with assigned schools in line with the NEPS Model of Service framework, including casework and support and development work;
- Liaison and collaboration with key partners involved with students (e.g. NCSE, HSE);
- Contributing to the general development of NEPS by participating in working groups on professional and organisational matters;
- Supporting schools in the event of a Critical Incident.

Psychologists appointed will be part of a local team coordinated by a Senior Psychologist and will provide an educational psychological service to an assigned list of schools and provide support and development to schools at regional level. NEPS psychologists have responsibility for day to day time and work management to reflect NEPS service priorities, regional and team commitments.

Under the Health & Social Care Professionals Act 2005 all psychologists working in NEPS, will have to fulfil the requirements for statutory registration.

Entry Requirements

Essential requirements for the role of Educational Psychologist

Candidates **must, on or before**, the 2nd May 2019:

1.

Hold a recognised first, or second class honours degree in Psychology (Level 8 on the National Framework of Qualifications), or a qualification acceptable to the Public Appointments Service as equivalent (eligibility for graduate membership of Psychological Society of Ireland (PSI) or British Psychological Society (BPS) will be acceptable),

And

(b) **Hold a recognised post-graduate professional qualification in educational psychology,

Or

(c) Hold a related post-graduate professional qualification in psychology and at least three years supervised post-graduate professional experience as a psychologist working with children and young people, preferably in an educational setting.

**Students currently undertaking a post-graduate professional qualification in educational psychology who expect to graduate in 2019, and who meet criterion (a) above may also be considered.

2. Have the ability to communicate effectively in Irish and / or English.

NEPS is particularly interested in appointing psychologists who have a high competence in Irish. It will be open to candidates to participate in an optional competency test in Irish to establish that they have a high level of competence in Irish.

Candidates must also be able to demonstrate that they have the following skills:

- Three years supervised post-graduate professional experience as a psychologist working with children and young people, preferably in an educational setting.
- Experience of engaging with individual casework with children and young people;
- Knowledge of, and competency in the use of psychometric instruments used with children and young people to support identification of need and intervention;
- Clear commitment to the child as the client and rights of the child and young person;
- Recognition of the value of the contribution to be made by teachers and parents to the education and welfare of students;

- A comprehensive knowledge and understanding of the Irish Education System and the school as a system;
- Commitment to the ideals and main objectives of NEPS/DES and willingness to work within the overall parameters of NEPS/DES policy and practice;
- Facilitation skills and ability to work collaboratively as part of a team and/or with other professionals;
- The ability to use consultation skills and models to work within a Continuum of Support framework;
- Knowledge of onward referral pathways and services for those with additional need for interventions and support;
- Experience of evidence-based interventions for children and young people in the areas of wellbeing/mental health promotion, special educational needs and social and emotional competence;
- In-depth knowledge of at least one area of educational psychology;
- The ability to formulate multiple data to inform identification of need and link to specific and targeted interventions;
- Problem solving skills and decision making skills;
- The ability to communicate clearly and effectively both verbally and in writing;
- The ability to analyse complex information to identify key issues and draw sound conclusions and recommendations;
- The ability to liaise and collaborate with external organisations and bodies;
- Ability to plan and prioritise work in the assigned schools;
- Ability to lead, influence and motivate others and build capacity;
- Be approachable and sensitive in interpersonal interactions and have the ability to establish rapport with others;
- Capability to lead and co-ordinate a team as and when necessary;

Professional Development

All NEPS psychologists engage with continuing professional development, including:

- A comprehensive induction programme
- Opportunities for national, regional and personal continuing professional development
- Reviews of work targets, performance and development needs through the Department's Performance Management and Development System (PMDS) twice yearly
- Support for self-initiated study and research.

Relevant Documents

Candidates are directed to key NEPS publications on the DES website:

<https://www.education.ie/en/Schools-Colleges/Services/National-Educational-Psychological-Service-NEPS-/Resources-Publications.html>

In particular candidates may like to consult:

- Continuum of Support Guidelines for Teachers (Primary)
- Continuum of Support Resource Pack for Schools (Primary)
- Continuum of Support Guidelines for Teachers (Post Primary)
- Continuum of Support Resource Pack for Schools (Post Primary)
- Behavioural, Emotional and Social Difficulties – Guidelines for Teachers (Primary)
- Student Support Teams – A guide to establishing or reviewing an existing team (Post Primary)
- **Wellbeing Policy Statement and Framework for Practice (2018–2023)**
- Responding to Critical Incidents: Guidelines and Resource Materials for Schools

Panels

NEPS is organised into eight regions as listed overleaf. A panel for each office will be formed as a result of this competition, which will remain valid for a maximum of two years from the date of creation of the panels or until such time as the panels have been cleared, whichever is the sooner.

Panels will be established for all office locations in the eight regions, which will be referred to in the event of vacancies arising in these locations during the lifetime of the panel. Candidates are invited to indicate their preference on the application form for **a maximum of 3 Office locations** in which they would be prepared to accept a position. Successful candidates will be informed of their placing on the panels for the office locations they have selected.

Once you have submitted your Office location choice(s), changes will not be permitted.

NEPS Regions	Counties Served	Office locations
North West/North Midlands Region	Donegal, Sligo Leitrim, Longford, Westmeath.	Letterkenny, Sligo town Mullingar
Western Region	Mayo, Roscommon, Galway.	Castlebar, Roscommon town, Galway City
South West Region	Clare, Limerick, Kerry, North Tipperary	Ennis, Limerick, Tralee
Mid-Munster Region	Cork, South Tipperary.	Cork, Clonmel
South East/South Midlands Region	Laois, Offaly, Carlow, Kilkenny, Wexford, Waterford.	Portlaoise, Kilkenny City, Wexford town, Waterford City
Dublin Mid-Leinster Region	Kildare, Wicklow, Dublin South East, Dun Laoghaire, Dublin South West, Dublin West.	Naas, Dun Laoghaire/ Clondalkin*
Dublin Region	Dublin South City, Dublin North Central, North West Dublin, North County Dublin.	Dublin City Centre, Blanchardstown
North East Region	Cavan, Monaghan, Louth, Meath.	Navan, Drogheda, Cavan Town

**It is expected that the Dun Laoghaire / Clondalkin offices will relocate to a single office location in South Co. Dublin within the next year.*

Appointments

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 that person refuses, or is deemed to have refused, the post will be offered to the next candidate on the panel in order of merit.

If a candidate:

Accepts an offer, then he/she will be removed from all other office location panels.

Rejects an offer to a particular NEPS office location he/she will be removed from the panel for that particular office, and will not, during the lifetime of the panel, be offered the post in the rejected office again.

If a candidate turns down an offer of their first preference location, they will not be considered for any lower preference. Should a candidate turn down an offer for their second or third preference, they will not be considered for any lower preference, however, they may still be considered for their higher preference.

Eligibility and Certain Restrictions on Eligibility to Compete

European Economic Area Nationals

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)

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 the VER scheme are not eligible to compete in this competition. People who availed of the VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

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

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

The salary for this position, with effect from 1 October 2018, is as follows:

Personal Pension Contribution (PPC) Scale

€53,157 €56,540 €58,951 €61,456 €63,961 €66,437 €68,491 €73,112 €77,283 €81,518
€84,955 (MAX) €87,610(LSI1) €90,273(LSI2)

This rate will 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.

A different rate will apply where the appointee is a civil or public servant recruited before 6th April 1995 and who **is not required** to make a Personal Pension Contribution.

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

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

You will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Former Staff Members/Pensioners.

Tenure

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, this will not preclude an extension of the probationary contract in appropriate circumstances.

Headquarters

An officer's headquarters will be such as may be designated from time to time by the Director of NEPS; when absent from home and headquarters on duty, an officer will be paid appropriate travelling expenses and subsistence allowances.

Organisation of Working Time Act 1997

The terms of the Organisation of Working Time Act, 1997 will where appropriate apply to this appointment.

Hours of attendance

Hours of Attendance will be 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.

No additional payment will be made for extra attendance (over and above 43 hours and 15 minutes gross or 37 hours net per week) as the rate of remuneration payable covers any exceptional extra attendance liability that may arise from time to time.

Annual Leave

The annual leave allowance will be 30 working days a year. This allowance is subject to the usual conditions regarding the granting of annual leave in the civil service, is based on a five day week and is exclusive of the usual public holidays.

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 Class A rate of PRSI will be required to sign a mandate authorising the Department of Employment Affairs & Social Protection to pay any benefits due under the Social Welfare Acts directly to the Department of Education and Skills. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Employment Affairs & 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).

Ill-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.

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

This appointment is subject to the Additional Superannuation Contribution (ASC) 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

Ethics in Public Office Act 1995

The Ethics in Public Office Acts 1995 will apply, where appropriate, to this employment.

Outside Employment

The position will be whole time and the appointee may not engage in private practice or be connected with any outside business, which conflicts in any way with his/her official duties, impairs performance or compromises his/her integrity.

Secrecy, Confidentiality and Standards of Behaviour: Official Secrecy and Integrity

During the term of the probationary contract, an officer will be subject to the Provisions of the Official Secrets Act, 1963, as amended by the Freedom of Information Acts 1997 and 2003. The officer will agree not to disclose to third parties any confidential information either during or subsequent to the period of employment.

The officer will be subject to the Civil Service Code of Standards and Behaviour. The Ethics in Public Office Acts 1995 will apply, where appropriate, to this employment.

Political Activity

During the term of employment, the officer will be subject to the rules governing civil servants and politics.

IMPORTANT NOTICE

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 emails 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 3.00pm, Thursday, 2nd May 2019. If you do not receive an acknowledgement of receipt of your application within 24 hours of applying, please contact Sarah Reilly at **(01) 858 7651** or email: sarah.reilly@publicjobs.ie

The interviews for these posts are likely to be held in June 2019.

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).

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
- remote interviewing
- 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, and any other tests or exercises that may be deemed appropriate
- a final competitive interview

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 PAS provide for the employment of a shortlisting 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

Police vetting may be sought in respect of individuals who come under consideration for appointment. The applicant will be required to complete and return a Garda Vetting form should they 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 they resided. The applicant will also be required to provide clearance/disclosure from the police force or equivalent authority of any country in which the applicant under consideration for appointment has resided for more than 6 months. If unsuccessful this information will be destroyed by the PAS. If the applicant subsequently comes under consideration for another position, they will be required to supply this information again.

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

Neither the Public Appointments Service nor the Department of Justice and Equality will 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 PAS 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 PAS 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.

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

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 and Public 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 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 PAS 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 should note that canvassing will disqualify and will result in their exclusion from the process. Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- interfere with or compromise the process in any way
- a third party must not personate a candidate at any stage of the process.

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 PAS, or who do not, when requested, furnish such evidence as the PAS 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.

General Data Protect 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 PAS are set out on the Data Protection page of www.publicjobs.ie.