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A Chara

I am pleased to introduce you to County Kilkenny VEC's Customer Service Plan.

County Kilkenny VEC is committed to delivering a quality service to individuals, community groups and business interests within County Kilkenny. We aim to deliver the best possible service to all our customers in an effective, efficient and caring manner.



Mr. Rodger Curran,
C.E.O.

This Customer Service Plan has been developed to enable us to review and enhance the level of service which we provide. The Plan includes the following:

A Customer Service Charter

This outlines the level of service which you can expect when you contact us.

A Customer Service Action Plan

This details what County Kilkenny VEC will do over the period of the plan to ensure that we implement the Quality Customer Service Principles as approved by the Government.

A Customer Comment Card

This provides a means by which the VEC can obtain feedback from customers on the quality of services provided.

A Complaints Procedure

This outlines the process by which complaints about the quality of service provided can be dealt with in a consistent, fair and transparent manner.

Is mian liom buíochas a ghabháil le gach duine a bhronn cúnamh orainn i leith fhorbairt ár dTionscnamh Cáilíochta Custaiméirí, as ucht an tiomantais leanúnaigh atá léirithe acu i leith sholáthar sheirbhís ar ardchaighdeán dár gcustaiméirí uile.

Mise, le meas,

A handwritten signature in blue ink that reads "Rodger Curran". The signature is written in a cursive, flowing style.

Mr. Rodger Curran
Chief Executive Officer

Education Services

Overview of County Kilkenny VEC's Services

County Kilkenny Vocational Education Committee (VEC) is a statutory Local Education Authority operating under the terms of the Vocational Education Act 1930 and its subsequent amendments, most recently the 2001 Amendment Act.

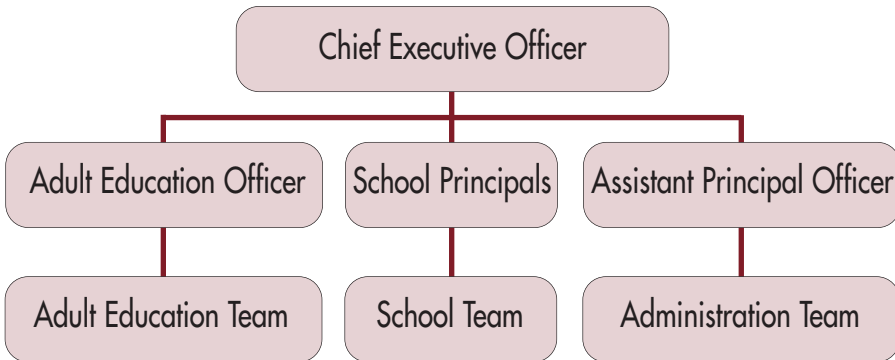
It provides a comprehensive range of quality education programmes and supports designed to meet the needs of young people and adults throughout County Kilkenny. Over the years it has developed a range of educational provision to address the diverse and ever changing demands of learners. Today, County Kilkenny VEC runs seven second level schools, an independent all Irish Unit, an extensive adult education service and a range of post-leaving certificate courses. It is involved in many partnership activities at local level and provides a range of educational supports to enhance the quality of its education programmes.

The VEC is governed by a committee of 19 elected members and a management team. The Committee is comprised of nine representatives from the Local Authority with a further two from the Kilkenny Borough Council. There are two elected parent and two elected staff representatives as well as a further four sectoral interest representatives.

Committee Members 2004—2009

Co. Council Reps:	Cllr. Matt Doran (Chairperson)	
	Cllr. Maurice Shortall	Cllr. Cora Long
	Cllr. M.H. Cavanagh	Cllr. Pat O'Neill
	Cllr. Ann Phelan	Cllr. William Ireland
	Cllr. Richard Dowling	Cllr. Dixie Doyle
Borough Council Reps:	Cllr. Marie Fitzpatrick	Cllr. Pat Crotty
Parent Reps:	Ms. Peg Barry	Mr. Sean Treacy
Staff Reps:	Mr. Gerard Dowling	Ms. Eleanor Parks
Sectoral Interests:	Mons. Michael Ryan	Rev. Canon Barbara Fryday
	Mr. Tony Patterson	Ms. Joan Murphy

The management team is led by the Chief Executive Officer and comprises of an Education Team and an Administration Team. This team has overall responsibility for the day to day running of various sections of the VEC.



County Kilkenny VEC supports young people and adult learners through its four main areas of activity:

- Second Level Education
- Adult Education Service
- Educational Support Services
- Partnership Activities

The elements of each of these four key areas of activity are outlined in the following profile.

Adult Education Service

Adult Guidance Service
Adult Literacy
Back to Education Initiative (B.T.E.I.)
Community Education
Co-operation Activities
Evening Courses/Part-time Courses
Interagency Projects
Vocational Training Opportunities Scheme (V.T.O.S.)
Youthreach

Partnership Activities

Castlecomer District
Community Development
Network (CDCD)
County Development Board
Kilkenny County Childcare
Committee
Kilkenny Community Action
Network (KCAN)
Kilkenny Homeless Forum
Kilkenny Recreation and
Sports Partnership
School Completion
Programme
Social Inclusion
Measures Group
RAPID
Youth Co-Ordination
Committee

County Kilkenny VEC Education Services

Educational Support Services

Arts Education
Building and Development
Programme
Budgetary and Financial
Management
Corporate Services
Customer Services
Grants/Scholarships
Recruitment and Personnel
Services
School Transport
(Co-ordination)
Staff Support
Staff Training and
Development
Youth Work Activities

Second Level Education

Abbey Community College, Ferrybank
Colaiste Cois Siúire, Mooncoin
Colaiste Mhuire, Johnstown
Colaiste Pobail Osrai, Kilkenny City
Duiske College, Graignamanagh
Grennan College, Thomastown
Kilkenny City Vocational School
Scoil Aireagail, Ballyhale

Customer Service Charter

WHAT WE DO

County Kilkenny VEC provides a diverse range of educational opportunities and supports for young people and adults throughout the county.

WHO OUR CUSTOMERS ARE

Our customers include:-

- Members of the public
- School/Centre Students
- Adult Learners
- Parents/Guardians
- Staff of the VEC
- Members of statutory, voluntary and community groups
- State Agencies

HOW YOU MAKE CONTACT WITH US

Our customers make contact with us by:-

- Telephone
- Email
- Letter/Fax
- Calling to one of our offices
- Accessing our website

OUR COMMITMENT TO OUR CUSTOMERS

Our staff aim to deliver the best possible service to you in an effective, efficient and caring manner.

WHAT YOU CAN EXPECT WHEN YOU CONTACT US

When you visit our offices/schools/centres

- You will be treated with courtesy and respect.
- Your privacy will be respected.
- Your query will be dealt with promptly and if we are unable to help we will try to refer you to someone who can.

- Our public offices will be clean, safe and well maintained.
- Access will be provided for those with disabilities.

WHEN YOU TELEPHONE US

- Your call will be answered promptly during office hours.
- Your query will be dealt with in a courteous and respectful manner.
- Staff will identify their centre and name when responding to your call.
- Our staff will be helpful and polite and provide as much information as possible.

If your query cannot be dealt with immediately we will take your contact details and call you back as soon as possible.

WHEN YOU WRITE TO US

- Your correspondence will be acknowledged within 5 working days.
- Should your enquiry require research or consultation we will acknowledge receipt of your correspondence and provide a further response within 15 working days.
- Our reply will be clear and concise.
- Your correspondence will be treated in confidence.
- All replies will provide a contact name/telephone number/fax number/e-mail address.

We will ensure that:-

- Information provided is clear, relevant and up to date.
- Application forms and information leaflets are well presented and easy to complete.
- Assistance is provided if required.

SEIRBHÍS TRÍ GHAELGE

Déanfaimid ár ndícheall cuidiú leat má theastaíonn uait do chuid gnó a dhéanamh trí Ghaeilge

HOW YOU CAN HELP US TO HELP YOU

You can help us to help you by:-

- Providing full and accurate information.
- Making an appointment if you wish to see a particular member of staff.
- Completing all forms carefully.
- Quoting reference number if appropriate.
- Making comments or suggestions about the service you receive.

WHAT TO DO IF YOU ARE NOT HAPPY

We aim to deliver the best possible service to all our customers. But if you are dissatisfied with our service we recommend that you contact a member of our staff at the Office/School/Centre concerned to see if they can deal with your query.

If you are not satisfied with the response you can contact our Customer Services Officer.

Christine Mc Grath,
Customer Services Officer,
County Kilkenny VEC Administrative Offices,
Seville Lodge,
Callan Road,
Kilkenny.

Tel: 056 7770966

Email: cmcgrath@kilkennyvec.ie

Customer Service

Action Plan 2005–2010

Quality Customer Service Principles

The following sets out the twelve principles, as approved by the Government, on which County Kilkenny VEC's Customer Service initiatives are based and outlines what we will do in order to put these principles into action.

QUALITY SERVICE STANDARDS

County Kilkenny VEC is committed to providing all our customers with a high quality service in an effective, efficient and caring manner. We will publish a statement which outlines the nature and quality of service which customers can expect and display it prominently at the point of service delivery.

EQUALITY/DIVERSITY

County Kilkenny VEC will ensure the right to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community).

We will identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to service.

PHYSICAL ACCESS

County Kilkenny VEC will provide clean, accessible public offices which ensure privacy, comply with occupational and safety standards and facilitate access for people with disabilities and others with specific needs.

INFORMATION

County Kilkenny VEC will take a proactive approach to providing information that is clear, timely, accurate and available at all points of contact, and meets the needs of people with specific needs. We will ensure that the potential offered by Information Technology is fully utilised and that the information available on public service websites follows the guidelines on web publications.

In addition, we will continue to simplify our forms, information leaflets and procedures.

TIMELINESS AND COURTESY

County Kilkenny VEC will deliver services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between the provider and the customer.

COMPLAINTS

County Kilkenny VEC will maintain a well publicised, accessible, transparent and simple-to-use system for dealing with complaints about the quality of service provided.

APPEALS

County Kilkenny VEC will maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

OFFICIAL LANGUAGES ACT, 2003

County Kilkenny VEC will work towards providing quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

Comhionannas na dTeangacha Oifigiúla

Déanfaidh Coiste Gairm Oideachais Chontae Chill Chainnigh gach iarracht seirbhísí den scoth a chur ar fáil trí Ghaeilge (nó dhátheangach) agus a chur in iúl do chustaiméirí go bhfuil de cheart acu go ndéanfar gnó leo trí cheann des na teangacha oifigiúla.

CONSULTATION AND EVALUATION

County Kilkenny VEC provides a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. We will ensure meaningful evaluation of service delivery.

CHOICE

County Kilkenny VEC will provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. We will use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

BETTER CO-ORDINATION

County Kilkenny VEC is committed to fostering a more co-ordinated and integrated approach to the delivery of its services. We are involved in a range of committees and groups which facilitate the co-ordination and integration of services.

INTERNAL CUSTOMER

County Kilkenny VEC will ensure that staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

PRINCIPLE: QUALITY SERVICE STANDARDS

County Kilkenny VEC is committed to providing all our customers with a high quality service in an effective, efficient and caring manner. We will publish a statement which outlines the nature and quality of service which customers can expect and display it prominently at the point of service delivery.

ACTION PLAN

- Our Customer Service Charter will be displayed in all our schools/centres/offices.
- Our Customer Service Action Plan will be circulated to all our main customer groups and will be available in all our schools/centres/offices.
- Customer Comment Cards will be displayed in all our schools/centres/offices.
- Staff will be made aware of the Customer Service Action Plan and their role in ensuring its implementation.
- Induction programmes for new employees will include training regarding our Customer Service initiatives.
- A Customer Services Officer will be appointed to co-ordinate quality customer service initiatives.

PRINCIPLE: EQUALITY/DIVERSITY

County Kilkenny VEC will ensure the right to equal treatment established by equality legislation and accommodate diversity so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community).

We will identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to service.

ACTION PLAN

- Promote awareness and provide equality/diversity training, as appropriate, for VEC staff.
- Ensure that all publications are reviewed and comply with equality legislation and good practice.
- Every effort will be made to ensure that appropriate resources are made available to eliminate barriers for people wishing to use our services and attend VEC events.
- Every effort will be made to provide access to our services for people with disabilities.
- Review and develop our recruitment and selection practices in line with relevant legislation and good practice.
- Ensure that the diverse needs of our students are accommodated within the services offered.
- Ensure that our practices and procedures do not discriminate under the nine grounds of: gender, marital status, family status, sexual orientation, religious belief, age, disability, race or membership of the travelling community.
- Ensure that services are provided which recognise the increasing diversity within our community.
- Provide, as appropriate, a range of family-friendly working options for staff.

PRINCIPLE: PHYSICAL ACCESS

County Kilkenny VEC will provide clean, accessible public offices which ensure privacy, comply with occupational and safety standards and facilitate access for people with disabilities and others with specific needs.

ACTION PLAN

- Review all our buildings with a view to improving accessibility for persons with disabilities.
- Introduce alternative arrangements where accessibility for persons with disabilities is difficult.
- Prioritise physical access when sourcing new buildings.
- Ensure that all our offices are kept clean and tidy and comply with health and safety standards.
- Provide suitable visitor facilities to ensure that privacy is respected.
- Ensure that smoking is strictly prohibited in all our schools/centres/offices.

PRINCIPLE: INFORMATION

County Kilkenny VEC will take a proactive approach in providing information that is clear, timely, accurate and available at all points of contact, and meets the requirements of people with specific needs. We will ensure that the potential offered by Information Technology is fully utilised. In addition, we will continue to simplify our forms, information leaflets and procedures.

ACTION PLAN

- Ensure that all information provided is clear and easy to understand.
- Publish information on services using a variety of methods, particularly the VEC website.
- Review and develop our range of leaflets and information booklets available to the public

- Review and evaluate our forms, procedures, brochures, information leaflets and websites to ensure they are up to date and user-friendly.
- Develop on-line facilities for all our services.
- Explore the possibility of developing an intranet service to improve the sharing of information within the VEC.

PRINCIPLE: TIMELINESS AND COURTESY

County Kilkenny VEC will deliver services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between the provider and the customer. We will provide contact names in all communications to ensure ease of ongoing transactions.

ACTION PLAN

For Customers who telephone the VEC we will ensure that:-

- All calls are answered promptly.
- Staff members give their name and section when answering the telephone.
- A helpful and courteous service is provided to callers.
- Staff are available to answer calls at all times during office hours.
- Messages left will be attended to in a timely manner.
- Receptionist and relevant staff will have available to them up-to-date contact details and information relating to the responsibilities of all VEC staff members to enable them to handle and transfer calls in an efficient and effective manner.
- When queries cannot be dealt with immediately, contact details will be taken and the call will be returned or the information issued in writing to the caller as soon as possible.
- When it is necessary to transfer a call to another person, that caller will be told the name of the person to whom the call is being transferred.

- If the information required by the caller is not available, the VEC will endeavor to advise on a possible alternative source for that information.

For Customers who contact the VEC in writing we will ensure that:-

- Correspondence will be acknowledged within 5 working days.
- Enquiries which require research or consultation will be acknowledged within 5 working days of receipt of your correspondence and a further response will be issued within 15 working days.
- Replies will be clear and concise.
- All correspondence will be treated in confidence.
- Replies will provide a contact name/telephone number/fax number/e-mail address.

For Customers who visit us in person we will ensure that:-

- All personal callers will be treated with courtesy and sensitivity.
- There will be provision for comfort (seating, etc.) and privacy as appropriate.
- Staff will be on time for all appointments and be friendly, helpful and courteous in their dealings with customers.
- Staff will notify reception if expecting callers and will also endeavour to accommodate callers who don't have an appointment.

PRINCIPLE: COMPLAINTS

County Kilkenny VEC will maintain a well publicised, accessible, transparent and simple-to-use system for dealing with complaints about the quality of service provided.

ACTION PLAN

- Develop and publish an easy to use complaints procedure.
- Provide training for staff on constructively dealing with customer complaints.
- Prepare regular reports on complaints received in order to contribute to the future development of services.
- Ensure that the customer comment card and customer complaints procedure are kept under review.

PRINCIPLE: APPEALS

County Kilkenny VEC will maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

ACTION PLAN

- Develop and maintain a well-publicised, accessible, transparent and simple to-use system for dealing with appeals.
- Ensure that feedback from the operation of the Customer Appeals Procedure is kept under review.

PRINCIPLE: OFFICIAL LANGUAGES ACT, 2003

County Kilkenny VEC will work towards providing quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

Prionsabal: Comhionannas na dTeangacha Oifigiúla

Déanfaidh Coiste Gairm Oideachais Chontae Chill Chainnigh gach iarracht seirbhísí den scoth a chur ar fáil trí Ghaeilge (nó dhátteangach) agus a chur in iúl do chustaiméirí go bhfuil de cheart acu go ndéanfar gnó leo trí cheann des na teangacha oifigiúla.

ACTION PLAN

- County Kilkenny VEC will comply with the requirements of the Official Languages Act, 2003.
- Ensure that signage in all our schools/centres/offices is displayed in both Irish and English.
- Provide support for staff wishing to develop their Irish language skills.
- Make all reasonable efforts to accommodate customers who choose to be dealt with through Irish.

PRINCIPLE: CONSULTATION AND EVALUATION

County Kilkenny VEC will provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. We will ensure meaningful evaluation of service delivery.

ACTION PLAN

- Provide opportunities to seek the views of staff members on the development, delivery and review of our services.
- Develop measures for obtaining feedback on the services provided by the VEC.
- Conduct surveys from time to time in relation to the services provided by the VEC.

PRINCIPLE: CHOICE

County Kilkenny VEC will provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. We will use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

ACTION PLAN

- Ensure that the VEC's website provides an extensive range of information regarding all our services.
- Develop on-line services for applications, registrations and methods of payment for our services.
- In consultation with staff and relevant personnel review current opening hours.

PRINCIPLE: BETTER CO-ORDINATION

County Kilkenny VEC is committed to fostering a more co-ordinated and integrated approach to the delivery of its services. We are involved in a range of committees and groups which facilitate the co-ordination and integration of services.

ACTION PLAN

- Continue to develop an integrated approach to the delivery of our services including co-operation with local statutory, voluntary and community groups.

PRINCIPLE: INTERNAL CUSTOMER

County Kilkenny VEC will ensure that staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

ACTION PLAN

- Ensure that the standards that apply to external customers will apply equally to internal customers.
- Promote a culture of respect for diversity and difference amongst staff.
- Develop a comprehensive range of relevant employment policies and procedures.
- Develop a staff handbook which provides information regarding conditions of employment, entitlements and obligations.
- Maximise the use of technology to facilitate simple and prompt access to all internal information.
- Provide key personnel with training in procedures for delivering the standards and commitments set out in our Customer Service Charter.
- Develop a regular staff newsletter.
- Develop a system to facilitate regular cross-functional meetings in the VEC.
- Involve staff in the development of the Education and Service Plans.
- Integrate the Customer Service Charter and the Customer Service Action Plan into the VEC Education Plan and Service Plan.



CUSTOMER COMMENT CARD

County Kilkenny VEC is committed to delivering a quality service to individuals, community groups and business interests in County Kilkenny. We aim to deliver the best possible service to you in an effective, efficient and caring manner.

The standards you can expect when you contact us are outlined in our Customer Service Charter.

Please complete one of our Customer Comment Cards if you would like to make any general comments or suggestions regarding our services. Your comments will be dealt with in confidence.

The Customer Services Officer will maintain a record of all returned Comment Cards and report to the Customer Service Working Group.

If you have any query about County Kilkenny VEC's services or if you wish to make a formal complaint please contact:

Christine Mc Grath,
Customer Services Officer,
County Kilkenny VEC,
Seville Lodge,
Callan Road, Kilkenny

Tel: 056 7770966
E-mail: cmcgrath@kilkennyvec.ie

Your feedback is very much appreciated. You may hand the completed comment card to a member of staff, drop it into one of our comment boxes or return it by post to our Customer Services Officer.

Name of section/office which provided the service to you:

How satisfied were you with the quality of service you received:

Very Satisfied Satisfied

Dissatisfied Very Dissatisfied

Did you receive a prompt and efficient service?

Yes No

Were you treated in a friendly and courteous manner?

Yes No

COMPLAINTS PROCEDURE

County Kilkenny Vocational Education Committee (VEC) is committed to providing a high quality customer service.

Our staff aim to deliver the best possible service to you in an effective, efficient and caring manner. If you would like to make any general comments or suggestions regarding our services you can complete one of our Customer Comment Cards which are available in all our offices/schools/centres or from our Customer Services Officer, Tel. 056 7770966.

However, if you are unhappy with the service you receive from a particular office/school/centre you should let us know as soon as possible. The following outlines the process through which we will address your concerns.

WHAT ISSUES ARE COVERED

This procedure concerns complaints about issues such as delays, mistakes, poor customer service – instances where you did not receive the quality of service you feel you are entitled to. Please note that individual schools/centres have specific policies and procedures regarding student admissions, discipline and other school/centre based issues. This procedure will not cover such issues.

STANDARDS FOR DEALING WITH COMPLAINTS

- We will treat your complaint in a consistent, fair and transparent manner.
- If you make a complaint it will have no implications for your other dealings and contacts with the VEC.
- Correspondence about your complaint will be filed separately from other information held about you in the VEC.
- An acknowledgement letter confirming receipt of a complaint will be issued within 5 working days of its receipt.
- The complaint will be investigated by a member of staff or appropriate representative other than those involved in the original decision or action.
- Your complaint will be investigated and a reply sent within 20 working days of the receipt of your complaint or as soon as is practicable thereafter.

HOW TO MAKE A COMPLAINT

County Kilkenny VEC has put in place the following procedure for dealing with complaints.

Stage 1: Discuss with Centre/School/Office

In the first instance, the complaint should be brought to the attention of our staff in the office/centre/school concerned in writing. The people who can best deal with a complaint are those who provide the service. The staff concerned will try to address your complaint and ensure that mistakes and/or misunderstandings are resolved.

Stage 2 Contact the Customer Services Officer

If the issue cannot be resolved by the staff concerned or if you are unhappy with the response you receive you should contact the Customer Services Officer, in writing, who will arrange for your complaint to be investigated.

Ms Christine Mc Grath,
Customer Services Officer,
County Kilkenny VEC,
Seville Lodge,
Callan Road, Kilkenny.
Tel (056 7770966
Fax: (056) 7765281
Email: cmcgrath@kilkennyvec.ie

Information which should be provided

You can help to speed up the investigation of your complaint by providing the following details in writing:-

- Your name and address.
- The exact nature of your complaint.
- The date of the occurrence.
- The name of the section and, if appropriate, the official(s) with whom you were dealing.
- A daytime telephone number, if you would be happy for us to contact you by telephone. This may help us to resolve the matter more quickly.

Remember to send us all the relevant documentation or correspondence that you may have.

Stage 3 Contact the Chief Executive Officer

If you are dissatisfied with the outcome of the review by the Customer Services Officer the matter may be appealed, in writing, to the CEO.

Mr. Rodger Curran,
Chief Executive Officer,
County Kilkenny VEC,
Seville Lodge,
Callan Road, Kilkenny

All complaints will be confidentially monitored and evaluated on a quarterly basis.

Customer Service Working Group

Ms. Dolores Barron

Mr. Rodger Curran

Ms. Eileen Curtis

Mr. Tom Dollard

Ms. Rita Neary

Ms. Christine Mc Grath

Second Level Education

Chief Executive Officer

Adult Education Officer

Second Level Education

Education Support Services

Education Support Services

The Customer Service Working Group was formed to consider County Kilkenny VEC's activities under the VEC National Partnership Forum in respect of its customer service initiatives.



CONTACT LIST

Administration Offices

County Kilkenny VEC
Seville Lodge
Callan Road
Kilkenny

Telephone: 056 7770966
Fax: 056 7765281
E-mail: cooffice@kilkennyvec.ie
Website: www.kilkennyvec.ie

Chief Executive Officer:

Mr Rodger Curran

Schools

Abbey Community College

Ferrybank, Waterford
Mr Tommy Lannigan, Principal
Mr Eugene Power, Deputy Principal

Coláiste Cois Siúire

Mooncoin, County Kilkenny (Via Waterford)
Mr Thomas Walsh, Principal
Mr James Ryan, Deputy Principal

Coláiste Mhuire

Johnstown, County Kilkenny
Mr John Cahill, Principal
Mr Michael Killeen, Deputy Principal

Coláiste Pobail Osraí

Ormonde Road, Kilkenny City
Ms Pauline Lennon, Múinteoir i bhFeighil

Duiske College

Graignamanagh, County Kilkenny
Mr Seamus Knox, Principal
Ms Anne Foley, Deputy Principal

Kilkenny City Vocational School

New Street, Kilkenny
Ms Cathy McSorley, Principal
Mr William Burke, Deputy Principal

Telephone	Facsimile	E-mail Address
051 832930	051 851110	admin@abbeycommunitycollege.com
051 895112	051 895817	colcoissiure@eircom.net
056 8831135	056 8838864	kkmhuire@eircom.net
056 7764557	056 7764557	colaiste pobailosrai@eircom.net
059 9724177	059 9724883	duiskeadmin@eircom.net
056 7722108	056 7722608	kcvschool@eircom.net

Telephone	Facsimile	E-mail Address
056 7724112	056 7724091	grennan.college@eircom.net
056 7768632	056 7768032	scoilaircagail@eircom.net

Grennan College

Thomastown, County Kilkenny
 Mr William Norton, Principal
 Ms Miriam O'Donnell, Deputy Principal

Scoil Aircagail

Ballyhale, County Kilkenny
 Mr Tom Hunt, Principal
 Ms Marie Butler, Deputy Principal

Adult Education Service

Adult Education Office

Ormonde College, Ormonde Road, Kilkenny
 Ms Eileen Curtis, Adult Education Officer

Adult Guidance Service

9 Ormonde Road, Kilkenny
 Ms Bernadette O'Rourke,
 Adult Guidance Counsellor/Co-Ordinator

Adult Literacy (Word Aid)

Builer Court, Upper Patrick Street, Kilkenny
 Ms Mary Buckley, Adult Literacy Organiser

Back to Education Initiative (BTEI)

Builer Court, Upper Patrick Street, Kilkenny
 Ms Mary Butler, BTEI Co-Ordinator

Community Education

Builer Court, Upper Patrick Street, Kilkenny
 Ms Martha Bolger, Community Education Facilitator

Vocational Training Opportunities Scheme (VTOS)

Bishop Birch Training Institute
 Waterford Road, Kilkenny
 Ms Geraldine Moran, VTOS Co-Ordinator

Telephone	Facsimile	E-mail Address
056 7765103	056 7751094	aaed@indigo.ie
056 7764448	056 7764487	kilkennyadultguidance@eircom.net
056 7763149	056 7763322	marywordaid@eircom.net
056 7795916	056 7763322	bteikilkenny@eircom.net
056 7786896	056 7763322	comedkk@eircom.net
056 7764719	056 7751986	info@vtoskk.ie

Youthreach

Desart Hall, New Street, Kilkenny
Ms Cairiona Phelan, Co-Ordinator

Telephone
056 7723550

Facsimile
056 7756897

E-mail Address
kilkennyouthreach@eircom.net

Arts Education

Arts and Adult Education Office

Ormonde College
Ormonde Road, Kilkenny
Proinsias Ó Drisceoil,
Arts Education Officer (South East)

056 7765103

oideal@eircom.net

Post-Leaving Certificate Centres

Coláiste Cois Siúire

Moonecoin, County Kilkenny (Via Waterford)
Mr Thomas Walsh, Principal

Telephone
051 895112

Facsimile
051 895817

E-mail Address
colcoissiure@eircom.net

Courses Offered

Art, Craft and Design
Computer Applications/Office Administration
Interior Design

Coláiste Mhuire

Johnstown, County Kilkenny
Mr John Cahill, Principal

056 8831135

056 8838864

kkmhuire@eircom.net

Childcare
Business Studies/Secretarial

Duiske College

Graignamanagh, County Kilkenny
Mr Seamus Knox, Principal

059 9724177

059 9724883

Art, Craft and Design
Computer Applications and Business Studies

Ormonde College

(Kilkenny City Vocational School)

Ormonde Road, Kilkenny
Ms Cathy McSorley, Principal

056 7722108

056 7722608

Art
Business Studies/Secretarial
Childcare
Community Care/Health Services
Fine Art
Flexible Studio Support Programme
Nursing Studies
Practical Journalism
Print Journalism

	Telephone	Facsimile	E-mail Address	Courses Offered
Grennan College Thomastown, County Kilkenny <i>Mr William Norton, Principal</i>	056 7724112	056 7724091	grennancollege@eircom.net	Horticulture in conjunction with Kilkenny Co. Council and Woodstock Gardens Business Studies/Secretarial (Reception and Tourism)
Grennan College (Grennan Mill) Thomastown, County Kilkenny <i>Mr George Vaughan, Co-Ordinator</i>	056 7724557	056 7724557	info@grennanmill.net	Art, Craft and Design
Grennan College (Equestrian Centre) Thomastown, County Kilkenny <i>Ms. Bridgette McCarthy, Co-Ordinator</i>	056 7724511 056 7724112	056 7724091	grennancollege@eircom.net	Equestrian and Stable Management Studies
Scoil Aireagail Ballyhale, County Kilkenny <i>Mr Tom Hunt, Principal</i>	056 7768632	056 7768032	scoilaircagail@eircom.net	Information Technology Hairdressing





County Kilkenny Vocational Education Committee
Coiste Gairm Oideachais Chontae Chill Chainnigh

Customer Service Plan