



Final Report on the Execution of EGF/2012/001 IE/Talk Talk

This Final Report is being submitted in accordance with Regulation 1927/2006, Article 15(1), which requires Member States to submit a final report on the execution of the financial contribution from the EGF no later than six months after the expiry of the 24-month period of use of the contribution.

As required this Final Report is submitted along with a statement justifying the expenditure.

Addresses for Final Report:

The Director General
Directorate General for Employment, Social Affairs and Equal Opportunities
European Commission B-1049 Brussels Belgium

EMPL-EGF-Closure@ec.europa.eu

¹ Regulation (EC) No 1927/2006 of the European Parliament and of the Council of 20 December 2006 on establishing the European Globalisation Adjustment Fund, Official Journal of the European Union L 406, 30/12/2006, p. 1.

Section 1 - Identification of the EGF Contribution

1. Name of Member State:

IRELAND

2. Full name and address of the authority submitting this report:

Department of Education and Skills
Marlborough Street
Dublin 1

3. EGF reference number:

EGF/2012/001 IE/Talk Talk

Section 2 – Types of Actions Implemented

4. Cost of Actions

Actions	Cost of actions - Original Budget as described in the application, and approved through the Decision allocation the EGF Contribution			Cost of actions - Actual Outcome		
	Numbers of workers targeted (estimated number) a	Cost per worker targeted (estimate in Euro) b	Total cost (EGF and national co-financing) Euro c=a*b	Numbers of workers assisted (number) a	Cost per worker assisted (Euro) b	Total cost (EGF and national co-financing) Euro c=a*b
A. Actions: list of individual actions planned) (Art. 3.1)						
Guidance and Career Planning	110	487.27	53,600.00	131	236.91	31,035.77
Training Programmes	134	2,745.71	367,925.00	91	2,914.61	265,229.42
EGF Training Grants	119	2,600.84	309,500.00	123	2,385.88	293,462.68
Skillnets Training	260	1,076.92	280,000.00	0	0	0
Further and Third Level Education Courses	205	7,395.02	1,515,980.00	132	5,779.60	762,906.90
Enterprise / Self-employment Supports	370	2,600.00	962,000.00	38	14,159.83	538,073.37
Training, Education and Enterprise Allowances	145	3,612.14	523,760.00	127	9,170.71	1,164,680.02
EGF Course Expenses Contribution (CEC)	432	2,500.00	1,080,000.00	223	1,529.18	341,006.92
<i>Total Workers assisted</i>				353		
Sub-total Actions			5,092,765.00	1,126	3,016.34	3,396,395.08

B. Technical Assistance for implementing EGF (Art. 3.3)	
Preparatory	
Management	
Information and Publicity	
Control Activities	
Sub-total Technical Assistance	

10,000.00	
250,000.00	
20,000.00	
20,000.00	
300,000.00	

0	
256,238.54	
124,810.82	
16,320.97	
397,370.33	

TOTAL COST

5,392,765.00

3,793,765.41

5. Description of the personalised services to individual workers affected that were actually implemented, with an explanation of any divergences with respect to the application (and Decision on the Financial Contribution Adopted by the Commission):

The Talk Talk EGF Programme provided a range of active labour market interventions and services for 585 workers made redundant by Talk Talk and supplier companies during the four month reference period for programme eligibility (i.e. to persons made redundant between the 8th October 2011 and the 8th February 2012). An outline chronology of the implementation of the Talk Talk EGF Programme is presented in Table 1.

**Table 1
Outline Chronology of the Implementation of the Talk Talk EGF Programme**

2011	
September	<ul style="list-style-type: none"> • Talk Talk Issues Redundancy Notice (September 7th) • CCMA Organises Jobs Fair for Workers • FÁS Employment Service Personnel Commence Meeting Workers on Individual and Group Basis
October	<ul style="list-style-type: none"> • Talk Talk Workers Made Redundant (7th October) • Waterford Chamber Skillnet (WCS) and Contact Centre Management Association Skillnet (CCMAS) Commence Delivering Training Courses funded by the Exchequer
November	<ul style="list-style-type: none"> • Minister for Training and Skills Hosts Meeting in Anticipation of Talk Talk EGF Application. Meeting attended by Service Providers and Talk Talk Workers Representatives (17th November)
2012	
February	<ul style="list-style-type: none"> • EGF Application Submitted to European Commission (29th February) • Tailored Career Development and Skills Enhancement Course Run by Waterford Institute of Technology (WIT)
March	<ul style="list-style-type: none"> • Notification of EGF Eligibility Letter Issued to Redundant Workers • EGF Contact Unit Opened in Waterford
June	<ul style="list-style-type: none"> • Accelerated BSc Course Commenced in WIT
July	<ul style="list-style-type: none"> • EGF Application Approved by Commission (27th July)
September	<ul style="list-style-type: none"> • First Meeting of Talk Talk EGF Consultative Forum
October	<ul style="list-style-type: none"> • EU Parliament and Council Decision on EGF Application
December	<ul style="list-style-type: none"> • EU Finance Committed to Talk Talk EGF Application (12th December)

2013	
January	<ul style="list-style-type: none"> • Second Meeting of Talk Talk EGF Consultative Forum
February	<ul style="list-style-type: none"> • Information Day for Former Talk Talk Workers (5th February)
March	<ul style="list-style-type: none"> • First Implementation Report on Talk Talk EGF Programme
April	<ul style="list-style-type: none"> • Third Meeting Talk Talk EGF Consultative Forum
June	<ul style="list-style-type: none"> • Second Implementation Report on Talk Talk EGF Programme
October	<ul style="list-style-type: none"> • Third Implementation Report on Talk Talk EGF Programme • Fourth Meeting Talk Talk EGF Consultative Forum
2014	
February	<ul style="list-style-type: none"> • Fourth Implementation Report on Talk Talk EGF Programme • Closing Event (including attendance by Minister for Training and Skills, the Deputy Head of the EGF Unit European Commission, Members of the Talk Talk Consultative Forum and Representatives of Service Providers)

A wide range of services and interventions aimed at supporting workers made redundant by Talk Talk were provided under this Programme. These services and interventions were in line with those identified in the application for EGF Assistance - EGF/2012/001 IE/Talk Talk (with the exception that Skillnets training proposed to be provided with EGF support was delivered and resourced solely with nationally funded support. Consequently, beneficiaries of Skillnets training are not included in this report which includes only beneficiaries of EGF assisted actions).

In summary, the interventions delivered to redundant workers under the Talk Talk EGF Programme with EGF support included:

- employment services supports, guidance and career planning;
- vocational / skills training courses;
- EGF Training Grants for study in private colleges and training organisations;
- Internships / employment placements;
- enterprise supports through the County and City Enterprise Boards; and,
- third level courses including tailored and accelerated third level courses at Waterford Institute of Technology (WIT).

In addition, an EGF Course Expenses Contribution scheme was introduced to assist eligible redundant workers in meeting some of the costs (e.g. IT

equipment, course materials, travel and accommodation) directly associated with participation in guidance, training and education courses. This is the first time such a scheme has been developed and implemented in an EGF programme in Ireland.

As indicated in the EGF Application, the main bodies involved in the preparation and delivery of these services and interventions are:

- FÁS / SOLAS¹;
- County and City Enterprise Boards (CEBs);
- Department of Social Protection (DSP);
- Vocational Education Committees (VECs) / Education and Training Boards (ETBs)²
- Higher Education Authority (HEA) / Universities and Institutes of Technology, particularly Waterford Institute of Technology (WIT), and,
- Private Training Companies.

Table 2	
Main Bodies Implementing Actions Approved in EGF/2012/001 IE/Talk Talk	
Actions - List Individual Actions Planned (Art. 3.1)	Main Bodies Implementing Actions
Guidance and Career Planning	FÁS/DSP, WIT
Training Programmes	FÁS / SOLAS, VECs / ETBs
EGF Training Grants	EGF Co-ordination Unit
Further and Third Level Education Courses	Higher Education Authority, Third Level Institutions, VECs/ETBs
Enterprise / Self-employment Supports	County and City Enterprise Boards
Training, Education and Enterprise Allowances, Internships	DSP, FÁS/SOLAS, DES
EGF Course Expenses Contribution (CEC)	EGF Co-ordination Unit

¹ SOLAS (An tSeirbhís Oideachais Leanúnaigh agus Scileanna / Further Education and Training Authority) was formally established on 27th October 2013 by the Minister for Education and Skills. It operates under the aegis of the Department of Education and Skills and is responsible for funding, planning and co-ordinating a wide range of training and further education programmes. Functions previously discharged by FÁS such as skills training are now delivered by Education and Training Boards (ETBs) with the Department of Social Protection taking responsibility from FÁS for Community Employment and Employment Services.

² Up to mid 2013, Vocational Educational Committees (VECs) were the main providers of further education in Ireland. On July 1st 2013, Minister for Education and Skills announced the establishment of sixteen Education and Training Boards (ETBs). These new statutory education authorities, formed from the aggregation of Ireland's 33 VECs (abolished on July 1st) and the integration of the 16 FÁS Training Centres (on-going in 2014), are now the vehicles for the delivery of coordinated education and training programmes in Ireland.

Table 2 identifies the main bodies responsible for implementing each of the agreed actions in EGF/2012/001 IE/Talk Talk. A description of these bodies and the services and interventions for which they were responsible is presented below.

FÁS / DSP³

FÁS delivered guidance services and training interventions and through the EGF Co-ordination Unit administered the EGF Training Grants and Course Expenses Contribution schemes. EGF eligible workers accessed guidance and career planning provided by FÁS Employment Services Personnel (transferred to the DSP with responsibility for providing guidance).

FÁS / SOLAS

The full range of FÁS training courses was made available to the EGF eligible cohort. Where FÁS itself did not provide a specific course, redundant workers were facilitated to access relevant courses by applying for an EGF Training Grant.

Among the courses accessed under the Talk Talk EGF Programme are the following:

Clerical/Receptionist
CompTIA A+ Online
Computerised Accounts
Computerised Payroll
Digital Imaging Using Photoshop
ECDL
Healthcare Assistant Traineeship
Intro to Computer Maintenance and Networks
Java Programming
MIG Welding
Start your Own Business
Supervisory Management
Telesales Short Course
Web Design.

Vocational Education Committees (VECs)/Education and Training Boards (ETBs)

The VECs provided training programmes at levels 3 to 6 of the National Framework of Qualifications (NFQ). They have a focus on facilitating and enabling flexible participation in adult learning. Among the courses accessed by EGF eligible workers are::

Alcohol and Drug Addiction

³ With formal effect from 1st January 2012, responsibility for the employment services (including guidance) functions of FÁS transferred to the Department of Social Protection.

Art and Design
Beauty Therapy
Business Studies
Business Studies
Childcare
Healthcare Support
Hotel and Catering
Information Processing
Interior Design
Nursing Studies
Office Administration
Photographic Studies
Social Care
Web Authoring

FÁS / SOLAS EGF Co-ordination Unit

EGF Training Grants pay fees for approved courses in private education and training companies. Approved courses lead to recognised qualifications that are relevant to pursuing employment in sectors where there are reasonable chances of getting a job or evidence of skills shortages. In general, approved courses fall into two categories: (i) further education and training courses recognised and accredited by Quality and Qualifications Ireland (administered up to November 2012 by the Further Education and Training Awards Council (FETAC)); and, (ii) higher education and training courses recognised and accredited by Quality and Qualifications Ireland (administered up to November 2012 by the Higher Education and Training Awards Council (HETAC)). The maximum annual EGF Training Grant in the case of courses accredited by QQI/FETAC is €3,000. In the case of courses accredited by QQI/HETAC the maximum annual grant is €5,000. EGF Training Grants may also be paid on a reimbursement basis where an eligible worker had attended an approved course prior to making an application for an EGF Training Grant.

Reflecting the individualised approach to supporting re-entry to employment a very wide range of courses were accessed with the support of EGF Training Grants: including,

Animal Grooming
Applied Behaviour Analysis
BA (Hons) Psychotherapy & Counselling
BA (Hons) Motor Cycle
Barbering Course
Barrista
Bus Management
Career Coaching Services
CCTV & Lighting Installer
Certificate in Management
Certificate in Logistics & Transport
Certified Project Management Diploma

Certified Workforce Planning Professional
City & Guilds Dog Grooming
City & Guilds Hairdressing Diploma
Cloud Computing
CompTIA A+ & CISCO
Computer Course
Cranio Sacral Therapist
Digital Mark and Web Design
Digital Photography
Diploma in Sports Journalism
Diploma Course in Professional Photography
Diploma in Beauty Therapy
Diploma in Digital Marketing
Diploma in Digital Marketing and Web Design
Diploma in Employment Law
Diploma in Executive and Life Coaching
Diploma in Fashion and Photographic Make-Up
Diploma in Legal Studies
Diploma in Professional Coaching and Mentoring
Diploma in Social Media Marketing
Domestic Appliance Servicing
Driving Tuition
Emergency Medical Technician
Event Management
Executive Coaching
Fashion & Photographic Make-Up
Fashion Design Course
FETAC Level 6 Childcare
Hairdressing
Healthcare Support
Higher Diploma in Arts in Primary Education
Higher Level Diploma in Makeup
Internet Marketing
IPASS TAX
ITEC Diploma in Sports Massage
Level 5 Healthcare Support
Marketing Communications FETAC Level 6
Microsoft Certificate Systems Engineer MOC 6425Cr
Microsoft Certificate Systems Engineer
Microsoft Certified System Administrator
MSc in Occupational Psychology
NLP Master Practitioner
NLP practitioner
Oracle Java SE7 Programming
Photoshop Training
Portable Appliance Testing
Prince 2 Foundation & Practitioner
Professional Diploma in Digital Marketing
Professional Diploma in Financial Advice
Professional Diploma in Post Primary Education

Project Management
Psychometric Testing
Rigid and Artic Truck
Rosetta Stone Spanish Online
RSA Approved Driving Instructor
Sage Manual and Computerised Accounts
Saor TV Freeview Digital TV Installer
Six Sigma Green Belt Level 7
Software Testing - Introductory Course
Solar Panel PV
Special Needs Assistant - FETAC 5 & 6 Combined
Specialist Career Coaching
Specialist Certificate in Orchestration for Film & TV
Sports Nutrition
Technology Management - An Integrative Approach Module T849
Therapeutic Crisis Intervention Level 3
Veterinary Support Assistant
Web Design
Workforce Planning Professional.

The EGF Co-ordination Unit also administered the EGF Course Expenses Contribution scheme introduced to assist eligible redundant workers in meeting some of the costs (e.g. IT equipment, course materials, travel and accommodation) directly associated with participation in guidance, training and education courses.

Higher Education Authority (HEA) / Universities and Institutes of Technology

In order to facilitate any redundant workers who wished to explore the possibilities of obtaining a higher education qualification to enhance their employability, the HEA, through its network of third level institutions, facilitated such third level institutions to deliver courses to eligible workers.

Qualifax (www.qualifax.ie) is Ireland's National Learners' Database. It provides comprehensive information on all courses and programmes in the further and higher education sectors.

Where applicable, various incomes supports were provided to facilitate workers access and participate in third level programmes (e.g. Back to Education Allowance provided by the DSP, and Student Maintenance Grants provided by Local Authorities and VECs).

A wide variety of third level courses have been accessed: including,

BA (Hons) in Early Childhood Studies
BA (Hons) in Exercise & Health Science
BA (Hons) in Finance & Investment
BA (Hons) in Health Promotion

BA (Hons) in Law
BA (Hons) in Marketing with Advertising & Online Media
BA (Hons) in Tourism Marketing
BA (Hons) Marketing
BA in Applied Social Studies in Social Care
BA (Hons) in Music
BA (Hons) in Criminal Justice Studies
BA (Hons) in Psychiatric Nursing (BSc)
BSc in Multimedia Applications Development
BSc in Pharmaceutical Science and GMP
BSc in Software Systems Development
BSc (Hons) in Computer Forensics and Security
BSc (Hons) in Entertainment Systems
BSc (Hons) in Information Technology
BSc in Applied Biology
BSc in Horticulture
BSc in Information Technology
BSc in Multimedia Applications Development
BSc in Retail Management
BSc in Science
BEng (Hons) in Sustainable Energy Engineering
Certificate in Career Development and Skills Enhancement
Executive MBA
Higher Certificate in Arts in Community Education and Dev
Higher Certificate in Business
Higher Certificate in Business in Small Business Enterprise
Higher Certificate in Business Studies
Higher Certificate in Engineering in Mechanical Engineering
Higher Certificate in Science in Good Man Pract & Tech (NC)
Higher Diploma in Business in Management
Higher Diploma in Science in Computing
Master of Business
Master of Business in Internationalisation
Postgraduate Diploma in Adult Education
Postgraduate Diploma in Business in Lean Practice.

Two of the above (i.e. the Certificate in Career Development and Skills Enhancement, the Bachelor of Science in Pharmaceutical Science and GMP) were developed specifically by WIT in response to the retraining needs of the redundant Talk Talk workers.

Enterprise Ireland / City and County Enterprise Boards

The role of County and City Enterprise Boards (CEBs) is to assist the start-up, expansion, or development of small businesses. CEBs offer a range of supports to people seeking to become self-employed or establish an enterprise. Among the types of support provided are individual assistance with completing business development plan applications, providing mentors to aid and assist with the development of business plans, training in financial management, web design and other business related training courses (e.g.

marketing) Priming grants can be provided for self-employment costs and business start-up costs. Financial support cannot exceed 50% of the overall investment. This means that clients must provide the remaining 50% of the investment.

Department of Social Protection (DSP)

The DSP plays a central role in labour market activation for unemployed people. Its role in formulating and delivering activation policy and measures was reinforced with the transfer of responsibility to it, on 1st January 2012, for delivering employment services (including guidance) and employment programmes (including Community Employment) formerly provided by FÁS.

The DSP operates a number of programmes specifically aimed at enabling participation in active labour market programmes by unemployed people. Of particular relevance to the cohort of former Talk Talk workers are the *Back to Work Enterprise Allowance* (BTWEA) and the *Back to Education Allowance* (BTEA).

The BTWEA and Short-term Enterprise Allowance (introduced in 2009) schemes support unemployed people to become self-employed. Business development and support services are provided by Jobs Facilitators employed by the DSP and Enterprise Officers employed by Local Area Partnership Companies. The actual enterprise support allowance is administered by the DSP.

The BTEA facilitates unemployed people to take an approved second or third level course at a recognised school or college. There are two options under the BTEA:

- second-level option: participation in a second-level course of education at any secondary, community, comprehensive or vocational school. The course must be full-time and lead to a certificate recognised by the Department of Education and Skills or approved by the Quality and Qualifications Ireland (administered up to November 2012 by the Further Education and Training Awards Council (FETAC)); and,
- third-level option: participation in a third-level course of education at any university, third-level college or institution, provided that the course is a full-time day course of study and is approved by the Department of Education and Skills for student grant purposes and/or is recognised by Quality and Qualifications Ireland (administered up to November 2012 by the Higher Education and Training Awards Council (HETAC)).

The DSP also implements the *JobBridge* programme. This internship programme provides work experience placements for interns for a six or nine months period. The aim of programme is enable jobseekers access relevant on-the-job experience in their chosen field of employment.

Private Training Providers

As stated above, EGF Training Grants were provided to enable redundant workers to access training on an individualised basis with private providers of recognised training courses. The courses for which these grants were provided conferred qualifications up to Level 9 on the NFQ or equivalent. The EGF Training Grant met the fee component as approved by the EGF Coordination Unit.

6. Dates on which the actions (personalised services to workers affected) commenced, and ended:

Services and interventions for the cohort of 585 eligible workers began on the 7th September 2011 and continued until the 28th February 2014. Interventions to affected workers that continued beyond the 28th February 2014 (up to 31st May 2014) were financed by national funds. All of the latter were third level interventions in respect of which nationally sourced funds permitted beneficiaries to complete the 2013 / 2014 academic year ending in May 2014.

7. Details of any preparatory, management, information and publicity, and control activities required for implementing the EGF assistance that the Member State financed with EGF assistance:

Preparatory

The preparatory work was substantially undertaken by the EGF Managing Authority (Department of Education and Skills) supplemented by work undertaken by State Agencies. Costs associated with Programme preparation were absorbed by the relevant organisations.

Also, as indicated in Table 1, the Minister for Training and Skills convened a meeting in anticipation of submitting a Talk Talk EGF Application (17th November 2011). The meeting was attended by service providers and Talk Talk Workers Representatives.

Management

The EGF Managing Authority directed, supported and monitored the implementation of the Programme.

The co-ordination of EGF services for the Talk Talk workers was provided by the specialist EGF Co-ordination Unit which had worked previously on the EGF programme for redundant Dell workers and the three EGF supported construction programmes

Following a public procurement process, the Department of Education and Skills contracted WRC Social and Economic Consultants to act as the

Administrative and Technical Support Unit (ATSU). The main tasks of the ATSU were to assist the Managing Authority provide a dedicated website for the EGF in Ireland, compile relevant data and financial information related to programme implementation, prepare monitoring / progress reports, and to draft the Final Report on the Talk Talk EGF Programme.

Box 1
Membership of Talk Talk Consultative Forum
City of Waterford Vocational Education Committee
Department of Education & Skills (EGF Managing Authority)
Department of Social Protection
EGF Coordination Unit
Enterprise Ireland
FÁS / SOLAS
Higher Education Authority
Irish Business and Employers Confederation (IBEC)
Irish Congress of Trade Unions (ICTU)
Talk Talk Former Workers' Association
Waterford City Council
Waterford City Enterprise Board
Waterford Institute of Technology

In addition to the above, the Talk Talk EGF Consultative Forum was established (see Box 1 for Membership). Its role was to maximise input from key stakeholders into the programme delivery and to ensure that the delivery of the personalised services as proposed in the Department's application to the European Commission were efficiently implemented and in accordance with the core objective of the programme – namely, the re-integration of redundant workers into the labour market.

The specific terms of reference for the consultative forum included:

- sharing of information and best practice among stakeholders;
- reporting on progress of application;
- reporting on programme activity and advise on further activities; and,
- promotion of up-take of actions by eligible beneficiaries;

Information and Publicity

All eligible redundant workers were written to individually on 9th March 2012 in relation to the types of interventions and services being provided with EGF support. A freephone for enquiries was provided by the Co-ordination Unit. Information was also provided on the Department's dedicated website

www.egf.ie.

Service providers included the EGF logo on relevant documentation and the EGF website provided information relevant to Programme implementation to stakeholders and the general public.

Section 3 – Workers Benefiting from the Actions Implemented**8. Information on Workers who Benefited from the EGF Contribution
(Please note the figures provided in Column B in the table below correspond to those contained in the application for EGF assistance.)**

Categories of workers affected by the redundancies included in this Application.		Categories of workers targeted for assistance under this Application	Categories of workers who actually benefitted from the assistance under this Application (ISCO-88)	
Job Titles	Column A Number	Column B Number	Column C Number	
Customer Services	157	114	1 LEGISLATORS, SENIOR OFFICIALS AND MANAGERS 28	
Customer Technical Support	237	173	2 PROFESSIONALS 3	
IT	8	6	3 TECHNICIANS AND ASSOCIATE PROFESSIONALS 171	
Other	40	29	4 CLERKS 4	
Catering Assistant	7	5	9 ELEMENTARY OCCUPATIONS 32	
Cleaning Operative	8	6	NOT KNOWN 115	
Security	4	3		
Total	592	432	353	
Gender	Men	325	237	200
	Women	267	195	153
Nationality	EU Citizen	584	426	NA
	Non-EU citizen	8	6	NA
Age	15 – 24	66	48	22
	25 – 54	508	371	320
	55 – 64	16	12	9
	65 +	2	1	2
Workers with a longstanding health problem or disability	Not available	Not available	Not available	

Membership of a recognised minority (ethnic, religious, etc) (according to national rules)		Not Available	Total	% Women
			NA	NA
Education Attainment	Primary or lower secondary education (ISCED 1 and 2)		Total	% Women
			44	45.5%
	Upper secondary education (ISCED 3) (Level 4/5)		Total	% Women
			116	45.7%
	Post-secondary non tertiary education (ISCED 4) (Level 4/5)		Total	% Women
29			41.4%	
Tertiary education (ISCED 5 and 6) (Level 7, 8, 9, 10)		Total	% Women	
		64	35.9%	
Attainment level not available		Total	% Women	
		100	45.0%	
Status on the Labour Market on completion of the assistance	Employed		Total	% Women
			162	41.4%
	Of which Self-employed		Total	% Women
			25	40.0%
	Unemployed		Total	% Women
			33	36.4%
Inactive		Total	% Women	
		127	43.3	
Of which inactive in education or training		Total	% Women	
		74	35.1%	
Not Available / Determined		Total	% Women	
		31	61.3%	

Section 4 – Main outcomes**9. Outcomes in respect of the regional or local economic situation in the territory or territories concerned:**

During the course of the Talk Talk EGF Programme a total of 353 former Talk Talk workers received a total of 1,126 interventions (see Table 3 for details).

Table 3
Number of Unique Beneficiaries by Category of Intervention and Total Number of Unique Beneficiaries and Interventions

	Beneficiaries	Interventions
Guidance and Career Planning	131	136
Training Programmes	91	102
EGF Training Grants	123	231
Further and Third Level Education Courses	132	233
Enterprise / Self-employment Supports	38	64
Training, Education and Enterprise Allowances	127	137
EGF Course Expenses Contribution	223	223
Total	353	1,126

Note: The sums of individual row figures for beneficiaries do not equal total beneficiaries as a beneficiary may access more than one category of intervention.

Data on the welfare and employment status of the EGF eligible cohort were provided by the DSP and Revenue Commissioners, respectively. The dates for which the data were provided are the 17th February 2012, the 18th January 2013, the 31st May 2013, the 30th August 2013, the 29th November 2013, and 28th February 2014.

By cross-referencing data from both sources it was possible to identify the labour market status of each of the members of EGF eligible cohort in terms of being in employment, unemployed, on an active labour market programme (ALMP) and "Other" at five points during the implementation of the Programme and at the end of the Programme (i.e. on the 28th February 2014). The "Other" category mainly includes persons identified as "not listed" in DSP data and not employed in Revenue data (i.e. persons not in receipt of an unemployment related payment from DSP and not identified as employed by Revenue). It also includes a small number of persons in receipt of welfare payments such as One Parent Payment. It is also likely to include persons who have emigrated as these would not appear on either of the data sources used.

Table 4 shows the labour market status of non-beneficiaries and beneficiaries on the closing date of the Talk Talk EGF Programme (i.e. 28th February

2014). Figure 1 shows the trend in the number of non-beneficiaries and beneficiaries in employment over the course of the Talk Talk EGF Programme with the underlying data being provided in Table 5.

Table 4
Labour Market Status of Non-Beneficiaries and Beneficiaries on 28th February 2014

	Non-Beneficiaries		Beneficiaries	
	N	%	N	%
Employed	148	63.8	162	45.9
Unemployed	20	8.6	33	9.3
On Active Labour Market Programme	0	0	74	21.0
Other	64	27.6	64	23.8
Total	232	100.0	353	100.0

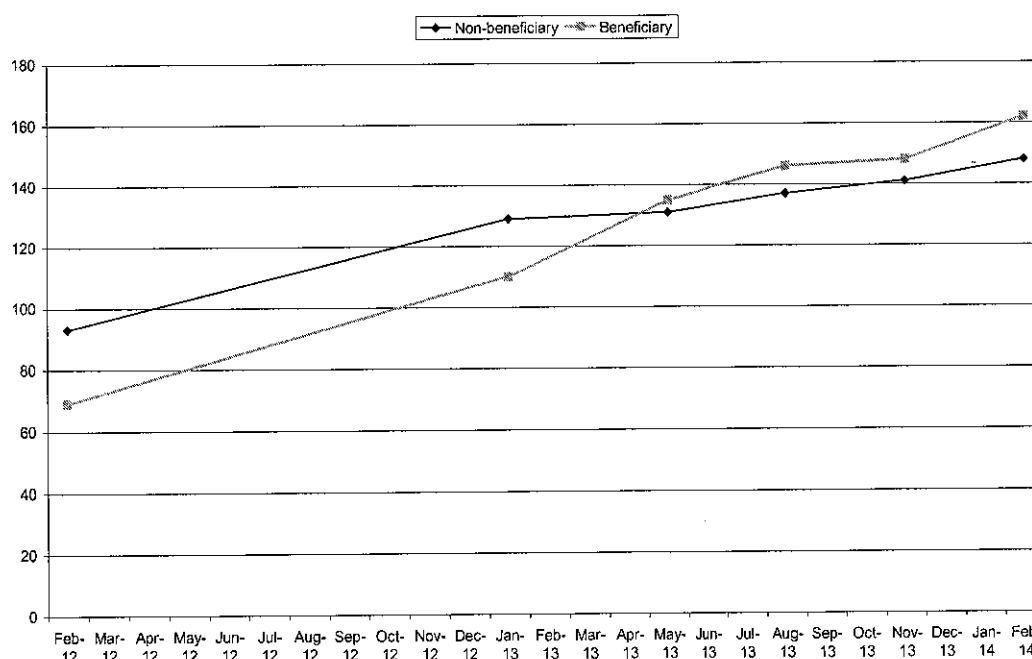


Figure 1 Trend in Employment among Non-beneficiaries and Beneficiaries - February 2102 to February 2014

At 63.8%, the proportion of non-beneficiaries in employment is higher than that found among beneficiaries (45.9%). The higher proportion of non-beneficiaries in employment is likely to reflect the movement of a proportion of former Talk Talk workers to similar jobs with other companies within a relatively short period following their redundancy. This is consistent with the data summarised in Figure 1 which shows that the number of non-beneficiaries in employment shortly following redundancy is higher than that among beneficiaries (93 versus 69). Also, Figure 1 shows that the proportionate increase in employment among beneficiaries over the course of

the Programme, at 134.8%, is over double that found among non-beneficiaries (59.1%).

Table 5
Trend in the Labour Market Status of the EGF Eligible Cohort of Talk Talk Workers (February 2012, January 2013, May 2013, August 2013, November 2013 and February 2014)

Non-Beneficiaries					
Numbers	Employed	Unemployed	On ALMP	Other	Total
February-12	93	95	3	41	232
January-13	129	48	2	53	232
May-13	131	30	1	70	232
August-13	137	32	1	62	232
November-13	141	27	1	63	232
February-14	148	20	0	64	232
Beneficiaries					
%	Employed	Unemployed	On ALMP	Other	Total
February-12	69	208	35	41	353
January-13	110	101	89	53	353
May-13	135	89	72	57	353
August-13	146	111	38	58	353
November-13	148	49	90	66	353
February-14	162	33	74	84	353

ALMP: Active Labour Market Programme

The proportion unemployed is slightly lower among non-beneficiaries (8.6%) than beneficiaries (9.3%). It should be noted that not all persons unemployed will have been unemployed over the course of the programme. Also, both figures for unemployment are below the national seasonally adjusted unemployment rate in February 2014 (i.e. 11.9%). Figure 1 shows that over the course of the Talk Talk EGF Programme the number of beneficiaries that remain unemployed decreased substantially from 208 to 33.

Just over one in five (21.0%) beneficiaries continued to participate in an ALMP at the end of the Programme. This mainly reflects the ongoing participation of beneficiaries in education and training courses, particularly third level courses in respect of which the Exchequer covered the costs of participation up to 31st May 2014.

A higher proportion of non-beneficiaries (27.6%) than beneficiaries (23.8%) are categorised as "Other". These latter figures include persons whose labour market status could not be determined accurately from the data available, persons not active in the labour force (e.g. in receipt of a welfare payment unrelated to unemployment but who are not working), and persons assumed to have emigrated - though the number cannot be estimated.

Additional data on the labour market status of the EGF eligible cohort were provided by two surveys undertaken during the course of Programme implementation (in January 2013 and September 2013) and one survey following Programme completion (undertaken in March 2014). The survey population was the EGF eligible cohort of 585. The methodology used in all surveys comprised a multi-mode response format. Initial contact was made by post. The response options provided were: (a) returning the questionnaire in a prepaid envelope; (b) completing the survey online; or, (c) completing the survey on the phone using a freephone number. Persons for whom a phone number was available received two follow-up calls if no completed survey was received within a period of two weeks following initial contact. In addition to the follow-up calls, “reminder texts” were sent to people from whom no questionnaire was received by the end of third week following initial contact.

The results of the two in-programme surveys are provided in the First and Third Implementation Reports on the Talk Talk EGF Programme which are available online at www.egf.ie. Here some key results of the post-programme survey are presented. It should be noted that in the post-programme survey, the total number of respondents was 215 (i.e. 36.8%). In terms of absolute numbers a total of 192 beneficiaries and 23 non-beneficiaries responded. Because the low absolute number of non-beneficiaries results in a very low level of representativeness / reliability, the findings presented below are based solely on the 192 beneficiaries that responded to the survey.

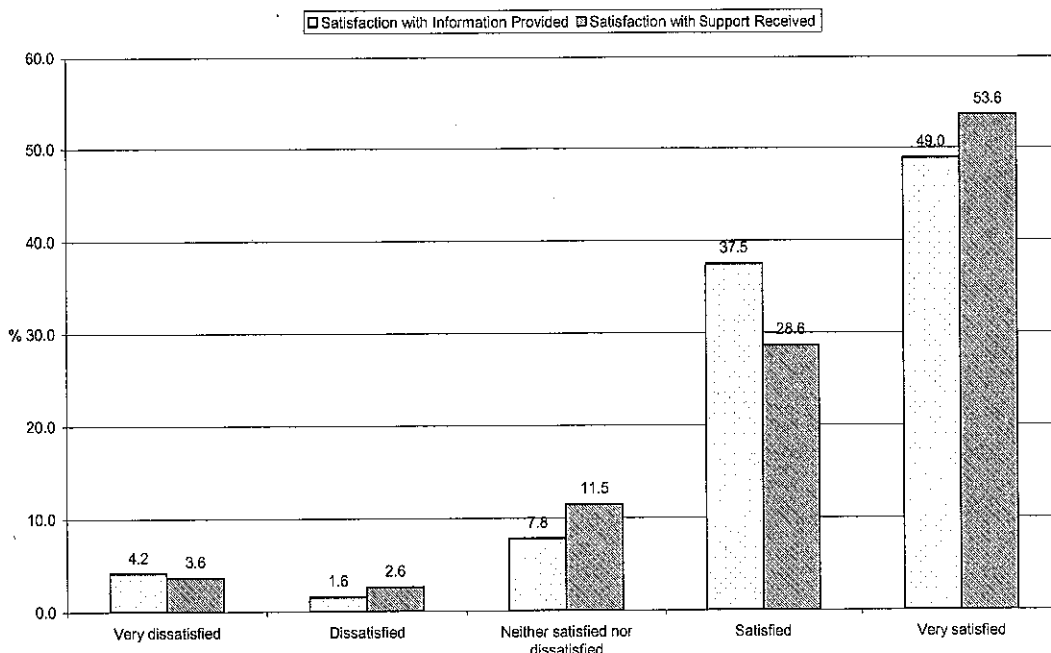


Figure 2 Level of Satisfaction with “the information provided about EGF supports” and “with support received”

Overall, the vast majority of beneficiaries expressed satisfaction with the level of information provided in respect of the supports being provided under the Talk Talk EGF Programme and with the actual support received during the Programme. Conversely, at less than 6% in both cases, very few beneficiaries were actually dissatisfied with the information provided and the support they received. Some qualitative comments consistent with the high levels of satisfaction with programme implementation are provided below.

A very big thank you to the EGF for the support they are giving to me. I wish they can continue even next year. I am so grateful. I don't have words to describe how do I feel.

An amazing project, has helped me to gain promotion at work and my long term prospects are great, the courses have opened new doors and ensured old ones don't close.

I began a Web and Graphic Design business however it did not work out but I found the EGF excellent and I feel that the skills I learned will help me to find work. I found the EGF support invaluable. It gave me the opportunity to change career to one I love and I now have a job that I enjoy. My future looks bright with this new career and I would not have been able to do that without the financial help with regard to the course cost itself and the equipment costs. All the people I dealt with in the office handled everything extremely well and in an efficient and professional manner. I dealt with Paula the most and she was always very helpful, encouraging and shared my delight at completing courses and finding employment. A wonderful support and a credit to your office.

I would like to thank the EGF for the wonderful opportunity given to me as I feel without the support given, I would not have been able to afford the college course (nearly €9,000) and feel I would never have furthered my education. I am now almost qualified as a post-primary school teacher, enjoying every minute of it and owe it all to the contribution of the EGF.

Thank you for all your assistance this fund changed my life, after I became redundant life became very stressful and hard, the EGF fund allowed me to complete my degree without financial worry and put me back on the right road for success, thanks again for all your support

Table 6 shows that, at 48.8%, the proportion of beneficiaries estimated to be in employment is similar to the figure based on data from the DSP / Revenue Commissioners above. The proportion participating in an ALMP, at 32.8%, is higher than the corresponding figure based on data from the DSP / Revenue Commissioners and most likely reflects a higher than average response rate among this group. The survey estimate of unemployment among beneficiaries is 14.1% which is somewhat higher than that based on data from the DSP / Revenue Commissioners. The survey findings estimate that just 4.7% of beneficiaries are inactive – a figure much lower than the corresponding figure based on DSP and Revenue Commissioners data (i.e. 23.8%). The likely reason here is the absence of responses from persons who emigrated following the closure of the Talk Talk facility in Waterford.

Table 6
Survey Estimates of Labour Market Status of Beneficiaries Following Programme Implementation

Labour Market Status	%
Working fulltime for at least 30 hours a week	33.3
Working part time-time for less than 30 hours a week	8.9
Self-employed	6.3
<i>Sub-total All Employed</i>	48.8
On an employment programme (e.g. Community Employment, JobBridge)	2.6
On a training course	5.2
Attending a third level institute (Institute of Technology)	25.0
<i>Sub-total on ALMP</i>	32.8%
Unemployed and available for work	14.1
Working in the home or at home for other reasons	4.7
Total	100.0

Based on the survey findings, 6.3% of beneficiaries are estimated to be self-employed. The absolute number corresponding to this is 22 which is close to the actual number based on administrative sources that show 25 start-ups (covering 26 beneficiaries) were grant-aided with capital supports during the course of the Talk Talk EGF Programme. These start-ups varied from individual sole traders to limited companies with varying degrees of potential for future growth. Based on the survey data, which covers 12 of these start-ups, 10 (83.3%) reported that EGF support was critical to the establishment of their business with the remaining two stating that it played a role. All but one of the grant aided companies were in operation post-programme. Data on 12 of these companies were collected in the post-programme survey and the businesses operated in the areas of (in their own words):

- Angling Tourism
- Music Composition for Film and TV
- CCTV, Satellite TV, and Alarms installation
- e-Services eCommerce, eMarketing, Web development, Customer Relationship Management Systems
- Financial Trading, online markets
- Performance evaluation and management business
- Manufacturer of Meat Products
- Nail Technician
- Software Development and Chat Based Software coding.
- Software Solutions - Providing custom content management system websites, live chat and software development solutions for any business.

- Training of Senior and Middle Management in skills to run their business and bring a new focus on maximising their efforts to achieve their business objectives and strategies
- Trade in loose leaf teas and educating customers about the health benefits.

10. Principal lessons learned with regard to interventions to assist workers affected by mass redundancies:

With a view to identifying the lessons that had been learned from the implementation of the three company based programmes implemented prior to the Talk Talk EGF Programme, a review was initiated by the Minister for Training and Skills in late 2011. A range of issues were identified and a number of conclusions were made (see Box 2). Subsequently, they were incorporated in a report on the review published in August 2012 by the Department of Education and Skills. The report is available to download from the EGF website at: <http://egf.ie/review-of-the-completed-egf-programmes-in-dell-waterford-crystal-and-sr-technics/>.

Box 2

Main Related Conclusions of the Review of the Completed EGF Programmes in Support of Redundant Workers in Dell, Waterford Crystal and SR Technics

Co-ordination Units are viewed as playing a vital role in communications.

Emphasis is required to be placed on flexible career planning and guidance approaches in EGF programmes.

Early intervention is important in addressing the needs of EGF eligible redundant workers and there should be sufficient national frontloading of interventions to maximise the finite implementation periods under the EGF.

A continuation of, and where possible, increase in customised interventions should be considered as well as providing more mainstream active labour market measures

Certain costs are considered to be a disincentive to greater participation on EGF co-financed training and education courses and such costs should be defrayed where possible.

The lessons and conclusions contained in the review report were acted on in the implementation of the Talk Talk EGF Programme: notably, the establishment of a dedicated Co-ordination Unit, the provision of career guidance at an early stage following the redundancies, the tailoring of courses

such as the Certificate in Career Development and Skills Enhancement and the BSc in Pharmaceutical Science and GMP at WIT and the introduction of a scheme to contribute towards the expenses associated with attending education and training courses.

During 2012 a report on the implementation of EGF co-financed programmes was also completed by the Office of the Comptroller and Auditor General (<http://www.audgen.gov.ie/viewdoc.asp?DocID=1432&CatID=3&StartDate=1+January+2012>). It identified a number of areas in which the implementation of EGF co-financed programmes could be enhanced. Among these were:

- a greater focus on the development and use of personalised packages of support for beneficiaries;
- more active engagement in on-going monitoring of the outcomes being secured by beneficiaries on foot of EGF co-financed interventions; and,
- evaluation of the outcomes secured by beneficiaries during the period following programme implementation.

In line with the above, the EGF Managing Authority secured the co-operation of the DSP and Revenue Commissioners in providing data on the welfare and employment status of persons covered by the Talk Talk EGF Programme. This enabled the tracking of labour market outcomes among beneficiaries and non-beneficiaries. To supplement the use of administrative data, surveys of the former Talk Talk workers were also undertaken during the course of implementing the Talk Talk EGF Programme and following the completion of the Programme. Based on the former, and also incorporating data on the actual services and interventions being accessed by former Talk Talk workers, four implementation reports were prepared during the course of the Talk Talk EGF Programme. These reports (all of which are available on www.egf.ie) provide information on the outcomes being secured by EGF supported interventions. A final follow up survey of Former Talk Talk workers is scheduled for March 2015 to enable a more long-term assessment of the impact of the Programme to be

The implementation of the above actions has contributed to more effective management of programme implementation and has enabled the provision of data on programme implementation and outcomes to stakeholders (notably members of the Talk Talk EGF Consultative Forum).

Finally, two specific lessons arising from the implementation of the Talk Talk EGF Programme are:

- the value and effectiveness of enabling redundant workers to make personalised choices in respect of the training and other supports they require to assist them back into employment. In that regard, the availability of the EGF Training Grants as well as the Course Expenses

Contribution implemented under the Talk Talk EGF Programme were important in facilitating access to a very wide range of education and training programmes; and,

- enabling redundant workers to access third level education courses that provide labour market relevant qualifications to support their long-term career development. In that regard, the availability of both initial EGF and subsequent complementary nationally funded supports enabled beneficiaries to access third level courses whose duration to academic year completion continued beyond the period of EGF support alone.

Section 5 – Equal opportunities and non-discrimination

11 Steps taken to ensure that the principles of equality of treatment and non- discrimination were respected in the implementation of, and access to, assistance from the EGF:

All EGF eligible redundant workers were contacted and offered assistance on the same basis and were eligible for the same interventions and level of support.

Service providers selected candidates for courses according to their normal selection criteria and in accordance with their policies on Equal Opportunities as informed by national legislation and good practice.

Courses were provided at various times of the day, where feasible, including in the evening, in an effort to ensure the widest availability and accessibility to clients.

Section 6 – Complementarity

12 Complementarity with assistance provided by other Community instruments, in particular the European Social Fund:

The guidance, training, education and enterprise supports that were made available to EGF clients complemented the broad range of ESF and nationally supported interventions available to unemployed people. Assistance from the EGF facilitated the delivery of supports to redundant Talk Talk workers at a time when increasing unemployment had resulted in a corresponding increase in demand for guidance, education and training programmes. It also allowed for the development of a number of new, tailored measures specifically targeted at redundant workers. These measures included the provision of an EGF Training Grant to facilitate applicants to participate in accredited training and education courses outside of those services provided by FÁS / SOLAS

and other State Agencies and the introduction of a scheme to contribute towards the participation costs associated with attending education and training courses.

13 Description of the mechanisms by which the managing authority for the EGF assistance has ensured that the assistance complements actions of the Member State at national, regional and local level, including those co-financed by the EU Structural Funds:

Measures were delivered with the support of local, regional and national service providers to ensure complementarity with actions funded solely from national sources or co-financed by the ESF or ERDF.

The relevant Government Departments and State Agencies worked together during the preparation of the EGF application and throughout the implementation period. On an ongoing bi-lateral basis these agencies liaised as appropriate with the EGF Managing Authority and the EGF Coordination Unit. This allowed the relevant Departments and agencies to coordinate their activities over the range of guidance, education, training and enterprise supports and to ensure that EGF-supported activities complemented other measures being undertaken both on a regional and sectoral basis, including measures supported by the ESF and ERDF.

Many of the State Agencies involved in the delivery of services to the redundant workers had extensive experience of implementing EGF co-financed actions and were very aware of the need to ensure complementarity and to establish or maintain controls and procedures to ensure, especially in the case of EU funding, that there was a clear complementarity between services being provided.

14 Description of the mechanisms by which the managing authority for the EGF assistance has ensured that the specific actions receiving a contribution under the EGF did not also receive assistance from other Community financial instruments:

The financial management and control system for EGF co-financed projects in Ireland is based on the principle of shared responsibilities by way of delegation and administrative agreements within a 'cascade' system. Each level of the cascade takes responsibility for ensuring that the requirements of the financial management and control system are adhered to at their own level and that EGF and national rules are complied with.

The EGF claims validation process, as operated by the EGF Managing

Authority, provides for confirmation that there has been no double funding. The EGF Certifying Authority and the primary independent body that performed the second level controls on EGF expenditure (i.e. NDP/Structural Funds Unit in the DES) are also key bodies in the certification of ESF expenditure, which is considered the main other Community financial instrument that could co-finance EGF type expenditure. This oversight of both EGF and ESF eliminates the risk of double funding of expenditure from other Community financial instruments and increases the overall assurances of the eligibility of EGF expenditure.

Agencies delivering services to eligible beneficiaries under the EGF have previous experience of delivering services funded through the EU and have procedures in place to ensure that there is no double funding of actions.

Section 7 – Information and Publicity

- 15 Description of the specific activities that the Member State carried out in order to provide information on and publicise the funded actions, including the mechanisms used to highlight the role of the Community and ensure that the contribution from the EGF is visible. Please provide examples of publicity materials where possible.**

The role of the Community in all EGF-related activities has been emphasised at national, regional and local levels. The Community's contribution has been highlighted by Departments and State Agencies at all appropriate occasions, including during parliamentary questions and debates as well as at media events. See also www.egf.ie website homepage.

Section 8 – Management and financial control of the assistance

- 16. Please detail any changes in the management and control systems as compared to the description provided in the application, specifically any changes in:**
- 16.1. The organisation of the managing and paying authorities and intermediate bodies, of the management and control systems in place in these authorities and bodies**

As detailed in the Application Form requesting support from the EGF, the management and control structures established and operated for the purposes of the EGF in Ireland endeavour to use the experience and benefits of structures employed in the longer established ESF programme, with modifications as appropriate.

A number of Intermediate Bodies (IBs) were delegated by the EGF Managing Authority to validate EGF claims for reimbursement from Public Beneficiary Bodies (PBBs) and to ensure that those organisations and bodies with responsibility for the oversight of service delivery have adequate monitoring and control procedures in place.

The NDP/Structural Funds Unit in DES was assigned primary responsibility for carrying out the second stage (Ex-Post) checks. This body is functionally independent from the management and payment of monies under EGF programmes. External audits may also be initiated or requested to be undertaken by the EGF Managing Authority.

In June 2011, following a public procurement process, the EGF Managing Authority signed a Framework Contract with WRC Social and Economic Consultants, for the provision of services as the Administrative and Technical Support Unit (ATSU) for EGF programmes in Ireland including in the areas of data management, reporting, and financial management and control.

With formal effect from 1st January 2012, responsibility for the employment services functions of FÁS transferred to the Department of Social Protection. Additional second stage checking within the Department of Social Protection is duly carried out by functionally independent units in that Department.

16.2 The functions vested in them

The main role of the EGF Managing Authority is to verify that the programme of personalised services and supports, co-financed by the EGF, has been properly delivered and to ensure that the services rendered are fully supported by verifiably accurate documentation. The EGF Managing Authority examines and pays EGF claims submitted by IBs on behalf of PBBs and reports that expenditure to the EGF Certifying Authority, certifying that:

- it has reasonable assurance that management and control procedures are in place at the IB; and,
- steps, including sample checking of information held by the IB and the PBB, have been taken to give a reasonable assurance that the amount of expenditure returned is correct.

IBs are responsible for the claiming of EGF funding, submitting their claims through the ATSU, from the EGF Managing Authority. In most cases IBs are responsible for the disbursement of expenditure to the PBBs. IBs are also responsible for verifying that the purpose, scope and scale of the funding is appropriate within the terms of the EGF programme. In addition, IBs ensure that monitoring and adequate recording and internal control procedures in relation to all EGF-related expenditure and claims are established by PBBs and duly documented.

The ATSU provides an additional independent level of checking of claims prior to their being forwarded up the EGF cascade to the EGF Managing Authority for consideration.

The NDP/Structural Funds Unit ensures that the declaration of final expenditure by the PBB in respect of all paid interim claims is accurate and supported by a clear audit trail and makes a formal declaration to the EGF Certifying Authority of the total amount of eligible expenditure.

The EGF Certifying Authority is responsible for the certification of expenditure statements related to EGF co-financed measures. In doing so, the EGF Certifying Authority satisfies itself on compliance with all requirements relating to the accuracy, legality, eligibility and regularity of the expenditure.

16.3 The allocation of functions between or within their departments, including between the managing and paying authority where they are the same body

The Secretary General, in the capacity as Accounting Officer for the DES with national responsibility for the EGF, has delegated specific responsibility for certifying claims to an appropriate officer at each level of the "cascade" arrangement through statutory Assignment of Responsibilities of Functions Orders under the Public Service Management Act 1997. This includes delegated orders to the officers responsible for the EGF CA, EGF MA, the functionally independent second stage control body and various IBs. This ensures that decisions of these officers cannot be overruled or unduly influenced by more senior officers in the management chain and thus underpins their authority and the segregation of duties and control within the Department during the implementation of EGF programmes.

In addition, and as outlined under paragraph 16.1, a number of IBs have been formally delegated to carry out various EGF roles and responsibilities by the MA under Administrative Agreements.

16.4 The procedures by which claims for reimbursement of expenditure are received, verified, and validated, and by which payments to beneficiaries are authorised, executed and accounted for:

The process of verifying and reimbursing EGF co-financed expenditure is carried out within a hierarchical reporting cascade structure: this involves checks carried out during the period of eligible expenditure on receipt of interim claims in some cases; and, further checks following the end of the period of eligible expenditure at the time of the declaration by the PBB of total EGF expenditure during the programme.

The cascade begins when PBBs either seek interim expenditure or report final expenditure to the IBs. Each expenditure report is accompanied by a completed EGF project schedule of costs. PBBs may make claims for the drawdown of spent or committed monies on a regular basis as agreed with IBs and the EGF Managing Authority.

IBs certify that management and control procedures are in place in PBBs and that steps, including the checking of sample information, have been taken to give reasonable assurance that the amount of expenditure returned is correct, before verifying and reporting the expenditure. The ATSU checks claims submitted to it by the IBs to ensure eligibility and conformity with EGF requirements.

The EGF Managing Authority verifies that management and control procedures are in place in IBs and that steps, including the checking of sample information, have been taken to give reasonable assurance that the amount of expenditure returned is correct. The EGF Managing Authority may also, as and when appropriate, make site visits to selected PBB and/or IB sites to satisfy itself as to the adequacy of their management and financial controls and to look more closely at its declared final expenditure.

Providing reasonable assurance has been given on the accuracy of the interim claim by the IB, the EGF Managing Authority signs and authorises payment of interim claims to the appropriate body and subsequently in the cascade declares approved final expenditure to the NDP/Structural Funds Unit for consideration.

The 2nd level (Ex-Post) checks are primarily performed by the NDP/Structural Funds Unit (Department of Education and Skills). This Unit is not involved in the EGF management or any 1st level (Ex-Ante) payment control checks and is, therefore, clearly separated from same. The Unit ensures that the declaration of final expenditure by the PBB in respect of all paid interim claims is accurate and supported by a clear audit trail. The Unit makes a formal declaration to the EGF Certifying Authority of the total amount of eligible expenditure.

Additionally, and separate to the work carried out by the NDP/Structural Funds Unit, for each final claim/expenditure report, consideration is given by the EGF Managing Authority as to whether an audit by independent internal bodies or external auditors should be carried out prior to certification of the final consolidated expenditure report to the EGF Certifying Authority.

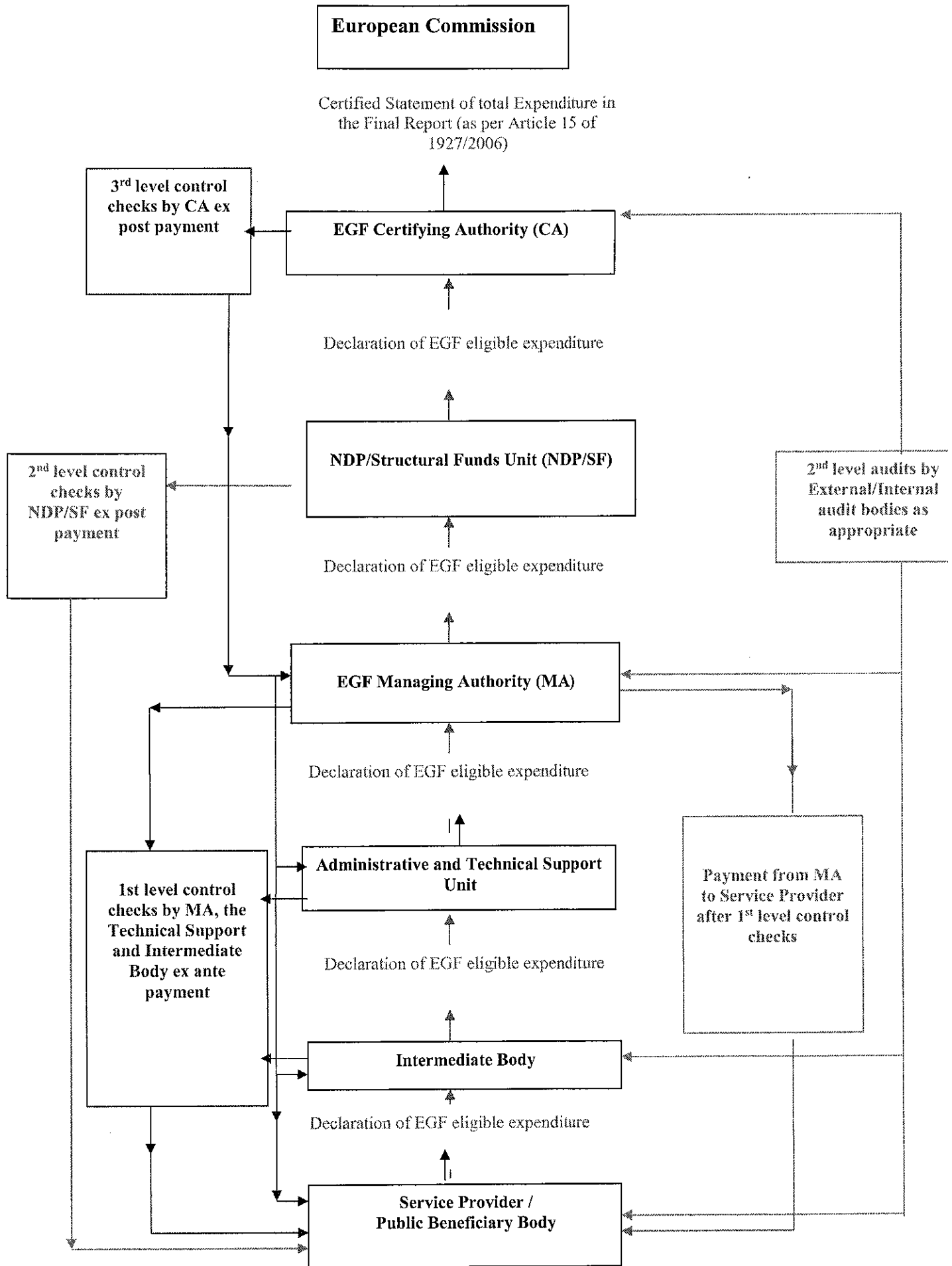
Once it has received reasonable assurance that the final declared amount of expenditure is accurate, the NDP/Structural Funds Unit reports to the EGF Certifying Authority that effective steps have been taken to give a reasonable assurance that the amount of final expenditure returned by the PBB and

declared by the relevant IB and verified by the NDP/Structural Funds Unit is correct. The NDP/Structural Funds Unit then declares that final total expenditure to the EGF Certifying for certification.

Before the EGF Certifying Authority certifies the statement justifying the expenditure in the Final Report, in line with Article 15 of EU Regulation 1927/2006; it carries out its 3rd level (Ex-Post) controls to gain reasonable assurance:

- that the expenditure is accurate, results from reliable accounting systems and is based on verifiable supporting documents and complies with applicable European Community and National rules;
- that expenditure has been incurred in respect of operations selected for funding in accordance with the criteria applicable to the EGF programme; and,
- that it has received adequate information from the EGF Managing Authority on the procedures and verifications carried out in relation to expenditure included in the statements of expenditure by taking account of the results of all control checks carried out on the expenditure.

The operation of the reporting cascade is detailed in the following organisation chart:



Since 2011 the EGF management and financial and control structures in Ireland have been subject to a number of audits and checks by European Commission auditors and the European Court of Auditors. These structures have been adjudged to be adequate and in compliance with the relevant EU regulations.

16.5 The provisions and timetable for the verification of management and control systems

In 2012 the DES Internal Audit Unit undertook a systems audit of EGF management and control systems operated by the EGF Managing and Certifying Authorities. The subsequent report highlighted a limited number of procedural matters requiring to be addressed and related recommendations were duly addressed by the relevant authorities.

16.6. The arrangements for preventing, detecting and correcting irregularities as defined in Article 70 of Regulation (EC) No 1083/2006 and recovering as well as reimbursing amounts unduly paid together with interest on late payments in accordance with the same Article

The arrangement for preventing and detecting irregularities has been set out under paragraphs 16.1 to 16.4. Any overstatements of expenditure detected during the controls carried out are automatically excluded and, therefore, no amounts in the Final Report and accompanying Statement of Expenditure are considered pending recovery or reimbursement amounts.

17. Details of any irregularities detected, including:

None.

17.1 Nature of the irregularity

Not applicable.

17.2 EGF amount concerned

Not applicable.

17.3 Date of notification to OLAF

Not applicable.

17.4 Outcome, including details of any recoveries made.

Not applicable.

ANNEX 1
LIST OF MAIN ABBREVIATIONS

ATSU	Administrative and Technical Support Unit also referred to as the EGF ATSU
BTEA	Back to Education Allowance
BTWEA	Back to Work Enterprise Allowance
CA	Certifying Authority also referred to as EGF CA
CE	Community Employment
CEBs	County and City Enterprise Boards
DES	Department of Education and Skills
DSP	Department of Social Protection
EGF	European Globalisation Adjustment Fund
EI	Enterprise Ireland
ETB	Education and Training Board
EU	European Union
FÁS	An Foras Áiseanna Saothair – The Irish National Training and Employment Authority
FETAC	Further Education and Training Awards Council
HEA	Higher Education Authority
HETAC	Higher Education Training and Awards Council
IB	Intermediate Body
ICTU	Irish Congress of Trades Unions
IOTs	Institutes of Technology
MA / EGFMA	Managing Authority also referred to as EGF Managing Authority
NDP/ SFU	National Development Plan / Structural Funds Unit also referred to as NDP/Structural Funds Unit
NFQ	National Framework of Qualifications
PBB	Public Beneficiary Body
QQI	Quality and Qualifications Ireland
SOLAS	SOLAS (An tSeirbhís Oideachais Leanúnaigh agus Scileanna). Further Education and Training Authority
VEC	Vocational Education Committees