



## Section 1A - Welcome to New Links Training Solutions

Welcome to New Links Training Solutions – We are a leading Irish provider of quality professional development training. We focus on delivering specialist training in the areas of Leadership and Coaching, Supervisory Management, Training and Development, Manual Handling Instruction, Career Development & Transition, and Customer Service.

Our bespoke training courses are developed through consultation with our clients and partners to ensure that training delivered is relevant, cost-effective and focused on tangible outcomes. We tailor the course to your specific business needs to ensure that our professional development training will lead to improved performance, motivation and job satisfaction with the people in your organisation. We offer flexible training packages that are delivered on-site, including single or multiple module options, workshops and learn at lunch briefings.

Our qualified trainers are highly skilled experts in their field ensuring that every training event will provide a winning combination of face to face learning and on the job assimilation of the learning experience. We know from experience (and consistent feedback from past clients) that our innovative training methods enhance employee's ability to manage the demands of their role more effectively, with increased confidence and with greater insight based on new knowledge and skills gained. We work with a range of leading organisations in the South East and across Ireland including SME's, large enterprises and not for profit organizations. Our Memberships/Associations include QQI (Quality Qualifications Ireland), Local Chambers, Irish Institute of Training & Development (IITD), Aontas, Network Ireland, Coaching Institute, MHS Inc. and the Private Security Authority (PSA).

### Mission Statement

New links Training solutions is dedicated to providing quality training and development opportunities to the users of our service. We are committed to creating an environment where learners can think, learn and achieve by engaging in the combined process of experiential and taught learning models.

We aim to deliver accredited training and non-accredited training to an equal standard of excellence. All New Links training programmes are designed to challenge, stimulate, and promote the personal and professional development of learners with a focus on encouraging all learners to reach their full potential.

Our underlying philosophy is to emphasise the importance of ongoing personal and professional development to staff, associates, clients and learners alike. It is our stated intention to uphold ethical guidelines in all areas of our adult education and training programmes.

### Governance & Management

Good governance ensures that academic decision making structures and commercial decision making structures are clearly separated - academic considerations are paramount. There are two separate structures in place:

- (1) **Academic Governance**
- (2) **Corporate Governance**

#### 1. Academic Governance

Transparent and consistent academic governance practices are in place to ensure that there are both internal and external oversights in all the key areas of the business where academic decisions are made. All procedures relating to academic structures are outlined in section 1 of the operations manual (section 1 A,B,C,D,E &F). **Figure 1** below presents an overview of academic and corporate structures including the feed forward and feed backward flows of information between committees, and sub committees.

#### 2. Corporate Governance

**Senior management** is responsible for the operational running of the company which includes:

- Personnel, recruitment and HR.
- Resources, logistics, implementation of operating policies.

- Sales and Marketing
- Strategy and Planning.
- Monitoring of Quality and risk management.
- Customer Service

The commercial duties of the business are carried out by the Senior management team and the Finance Committee. **See also figure 1 below.**

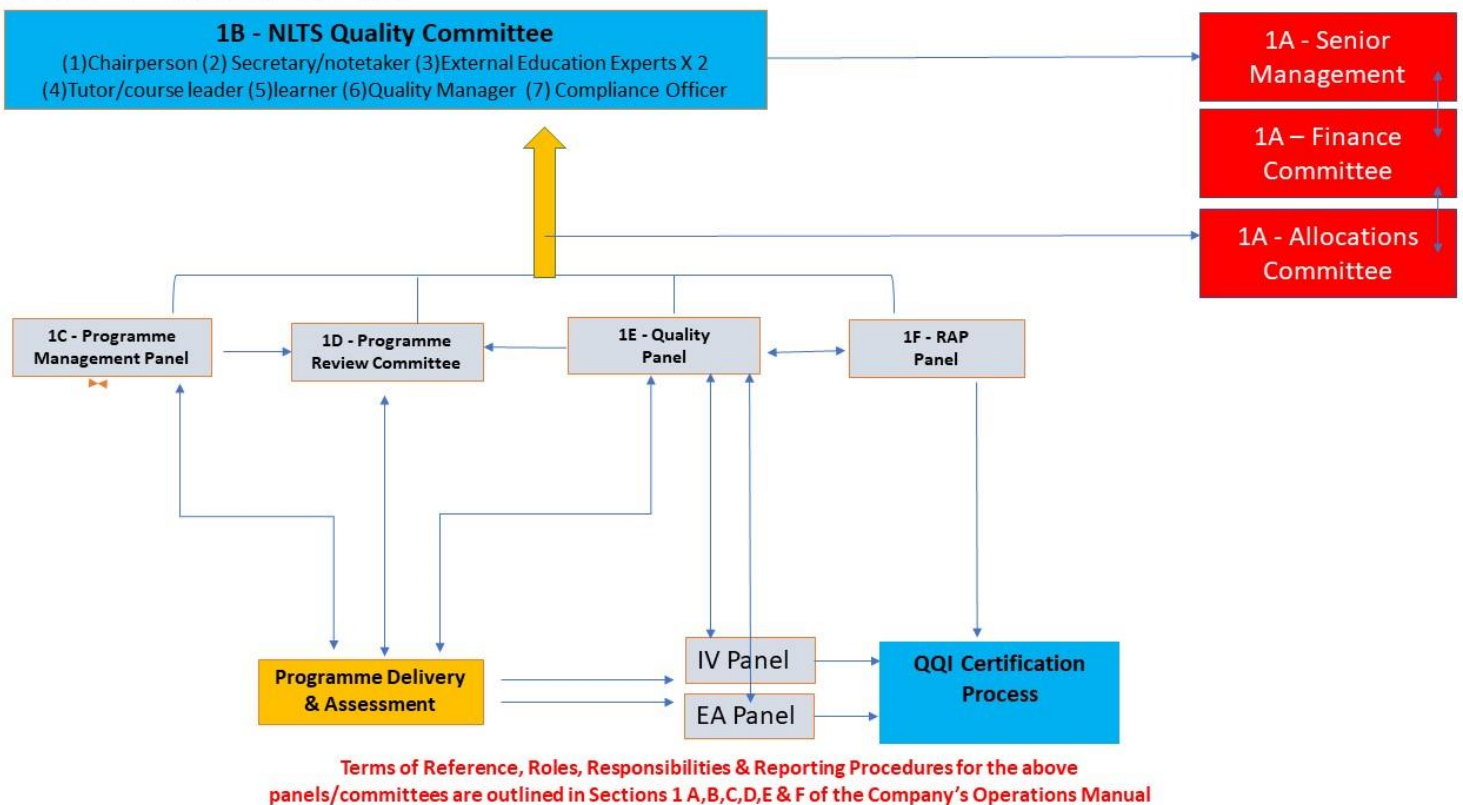
**Finance Committee** – responsible for key financial decisions and financial planning. The Allocation committee is a sub-committee of the Finance Committee.

**Allocation Committee:**

The function of the Allocation Committee is to allocate a budget to new and existing courses, subject to confirmation by the Finance Committee and ultimately by Senior Management. The allocation committee considers requests from the Programme Management Panel, Programme Review Committee or the Quality Panel for resources that they need or would like for their courses. This applies to both new and existing courses. This underlines the principle that financial decisions are primarily determined by educational priorities.

**Figure 1 – Organisational Chart**

**Section 1 G – Organisational Chart**



**See section 1 G for a full version of this diagram.**