



Intreo Work and Skills Week 2021

Thank you for attending our **Build Your Skills** event on Tuesday 20th April as part of the Intreo Work and Skills Week 2021.

We have collated a list of the most frequently asked questions from the Event and supplied the relevant answers for your information.

A DSP Case Officer in your local Intreo Centre is always a very good starting point to talk to seeking information on work opportunities, training, further education and the range of supports and services available to you.

If you have any additional questions or queries, please submit them to WSW21@welfare.ie

Kind Regards,

Department of Social Protection (DSP), Employer Relations Division

1. How can I contact a DSP Case Officer?

You can contact your local Intreo Centre and they can make an appointment for you to speak to a DSP Case Officer to get you answers to all your questions.

You can find the contact details of your local Intreo Centre [here](#)

2. Where can I find the video's, presentations and recordings of the days event?

All the recordings from each event are now available on www.jobsireland.ie , under the 'About' menu or on the 'What's Going On' section on the main jobsireland.ie website page. You will be able to view all the presentations and videos from the 3 days of the Intreo Work and Skills Week 2021

3. Where can I find information on Apprenticeships and Traineeships?

General information on apprenticeships in Ireland can be accessed [here](#)-

SOLAS the training organisation also have a specific programme for the apprenticeships click [here](#) for more information.

Please also see the information on Apprenticeships (NFQ) on the QQI website please click [here](#)

4. Where can I find information on Community Employment (CE) Schemes and can I avail of training?

For information on CE Schemes , please click [here](#) where you will find details of the qualifying conditions, how to apply for jobs, rates of payment etc. While on CE you can access training and should be discussed with your CE supervisor who will advise regarding suitable training while participating on the scheme. If you have any further queries in relation to this, please contact your local Intreo Centre [here](#)

5. Where can I find information on SOLAS Training?

SOLAS is the Irish State agency tasked with building a world class Further Education and Training (FET) sector to fuel Ireland's future

You can contact them and find out more [here](#)

6. Where can I find information on Springboard?

For more information about Springboard and the courses available, please click [here](#)

- 7. Where can I find information about Starting Your Own Business / Self Employment?**
For information and advice on starting your own business please contact your local DSP Case officer at your [Intreo Centre](#) . There are some DSP supports available subject to meeting the qualifying conditions.
Information on the **Back To Work Enterprise Allowance**, please click [here](#)
Information on the **Short Term Enterprise Allowance**, please click [here](#)
If you have any further queries in relation to these supports, please contact your [local Intreo Centre](#)
- 8. Where can I find information about a Safe Pass?**
For information on the Safe Pass and upcoming courses please click [here](#)
- 9. Where can I find information about Signing for credits and Training?**
If you are signing for credits with the DSP then, **some** part time, evening or online courses, can be completed for free. If you are considering a full-time course, it would be best to contact a Case Officer in your nearest [Intreo Centre](#).
For Information on Jobseekers Credits please click [here](#)
For Information about Back to Education please click [here](#)
For information about Learning new skills or retraining please click [here](#)
- 10. Where and how can I register and search for Job Vacancies with the DSP?**
You can register and search for job vacancies on [JobsIreland.ie](#) . JobsIreland.ie is the Irish Public Employment Service website of the Department of Social Protection It enables jobseekers to search for jobs and to create a profile to match their skills and experience with the jobs advertised by employers.
The JobsIreland.ie Customer Support team is also available if you need help to register for the JobsIreland.ie service. You can contact them by email jobsireland@welfare.ie
- 11. Where can I find information about E-College?**
E-College are online courses managed by SOLAS. Please click [here](#) for further information
- 12. Where can I find information about Further Education and Training (FET) Courses?**
Further Education and Training or FET, offers a wide variety of life-long education options to anyone over 16. FET includes apprenticeships, traineeships, Post Leaving Cert (PLC) courses, community and adult education as well as core literacy and numeracy services. FET courses and programmes are provided through the Education and Training Board network throughout the country as well as through other local providers including online through SOLAS' eCollege. FET courses are provided at levels one to six on the National Framework of Qualifications (NFQ).
All details on the FETCH Courses can be found [here](#)
Details about the courses, grants and allowance are also available on their site.
- 13. Where can I find information about the Partial Capacity Benefit Scheme?**
For information on Partial Capacity Benefit please click [here](#)
Here you will find details of the qualifying conditions, rates of payment etc.
- 14. Where can I find information about Quality and Qualifications Ireland(QQI) and Qualifax?**
Quality and Qualifications Ireland (QQI) provides information and advice on Education qualifications and the National Framework of Qualifications
Qualifax is the "one stop shop" for learners. They provide the most comprehensive information on further and higher education and training courses. Qualifax is developing services to ensure that you have all the information you need to make informed choices about your education, training and career paths.
For more information on QQI and Qualifax please click [here](#)

- 15. What is Employability and where can I get more Information?**
The nationwide EmployAbility service provides an employment support service for people with a, health condition, a disability, injury or illness.
The essential feature of the Service: People with disabilities should have the same opportunities to participate in all activities and to work with and alongside other employees who do not have disabilities.
The EmployAbility service also provides support for employers.
- ongoing support for both **the employer** and employee throughout employment
 - a professional job-matching service to help ensure successful recruitment
 - advice and information on additional employment supports
- Your local EmployAbility service can be found [here](#)
- 16. What is the DSP Youth Employment Support Scheme (YESS) and how to apply?**
The DSP Youth Employment Support Scheme is a work experience placement programme targeted at young jobseekers aged 18-24 who are long-term unemployed or face barriers to employment.
For more information click on the DSP [YESS \(Youth Employment Support Scheme\)](#), which includes details on the qualifying conditions, how to apply for jobs, rates of payment.
If you have any further queries in relation to this, please contact your [local Intreo Centre](#)
- 17. Where can I find information about Skillnet Ireland?**
You can contact Skillnet Ireland by using their online [contact form](#) here. If your question is very specific to the service they provide; Skillnet Ireland also provide a facility on their website to search [by sector or search by region](#) to find your nearest network support
- There is also additional information available about their [Skills Connect service](#) here.
- 18. What is the DSP Pandemic Unemployment Payment (PUP) and where can I find out more?**
For information on the Pandemic Unemployment Payment(PUP) please click [here](#)
Here you will find details of the DSP payment including qualifying conditions, education options.
If you have any further queries in relation to this, please contact the DSP Income Support Helpline at 1890 800 024
- 19. Who do I contact about my Department of Social Protection payment?**
All questions relating to a DSP payment are managed by your local [Intreo Centre](#).
- 20. Where can I find information about the Willing Able Mentoring (WAM) programme and the AHEAD organisation?**
Willing Able Mentoring (WAM) is a work placement programme which aims to promote access to the labour market for graduates with disabilities and build the capacity of employers to integrate disability into the mainstream workplace
Click on this link to access their website: - [WAM - AHEAD](#)
A list of all the firms and organisations that take part in the scheme is on the website.
- 21. How do I contact Engineering Ireland?**
Contact details for Engineers Ireland can be found [here](#)
- 22. How do I access the Accenture Ireland learning platforms?**
Click [here](#) for Skills to Succeed
Click [here](#) for Future Learn
Click [here](#) for Build a Growth Mindset