



PUBLIC SERVICE AGREEMENT 2010-2014 (CROKE PARK AGREEMENT)

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NCGE REPORT - PART A - PROGRESS ON DEPARTMENTAL/AGENCY ACTION PLAN

FOR SUBMISSION - APRIL 2011

Terms of the Public Service Agreement 2010 – 2014	Action	Target date as per action plan	Benefits Arising 2010 - 2014	Comment
<i>Reduction in Public Service Numbers</i>	Over the course of the last two years NCGE staff numbers have dropped from 9 to 7 mainly due to the moratorium on recruitment.			
<i>Better business processes</i>	NCGE is currently upgrading the Virtual Learning Environment system, as a tool for provision of CPD to guidance counsellors nationally and NCGE is piloting the development and use of internet based systems for further development and provision of in service training programmes and meetings.	End June 2011, and On-going	Reduced costs of continuing professional development and staff travel costs	This provides us with greater efficiency consistent with reduction in staff numbers
<i>Delivering for the Citizen</i>	NCGE is currently re-developing the website, and further developing web based resources to improve information provision to client groups both nationally and internationally	Ongoing	Making the Centre's programmes more accessible to client groups, with reduced staff and administrative costs	