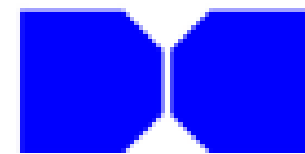


# WORK SMARTER: SUPPORTING ADULTS WITH INTELLECTUAL DISABILITIES IN THE WORKPLACE

DUBLIN COLLEGE AND EVE ESTUARY HUB



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**Adult  
Literacy  
for Life**



**"Work Smarter" was a collaboration between Dublin College, Swords and Eve Estuary Hub in 2025. It addressed unmet literacy and digital literacy needs in adults with intellectual disabilities. The project built the skills they needed to enter and participate effectively in the workplace. The project improved their literacy, numeracy, digital literacy and financial literacy as well as their personal communication skills.**

**Financial literacy - understanding your payslip, how to manage your money, learning about MABS, understanding websites such as Citizens Information.**

**Living safely - reading and understanding workplace signs, understanding health and safety in the workplace.**

**Literacy - filling out forms, reading workplace documents.**

**Numeracy - building basic maths skills for the workplace**

**Personal Development - communicating with confidence, speaking up for yourself in the workplace, making your voice heard effectively, etc.**

**Community - how volunteerism can help you participate in your community, assessing your skills and talents, understanding your rights and obligations as a volunteer**

# Teacher Testimonial

**“I focused on the area of personal development/social skills in the workplace, we covered key topics such as communication, personal presentation, dealing with conflict and teamwork.**

**Throughout the programme the students gained confidence in speaking up for themselves in the workplace, how to present themselves effectively and improve their ability in communicating with their managers and coworkers on both a professional and personal level.**

**This training would be valuable for other ETB’s and services to equip students who are entering into the workplace for the first time or returning to work, with the essential skills they need to succeed in employment.”**

**Leanne Sheridan**

# Learner Testimonials

**“I enjoyed working with Noreen. I enjoyed her class.” Anthony**

**“I enjoyed learning new things I can use in work.” Therese**

**“This was very good. I’d like to come to more classes.” Chris**

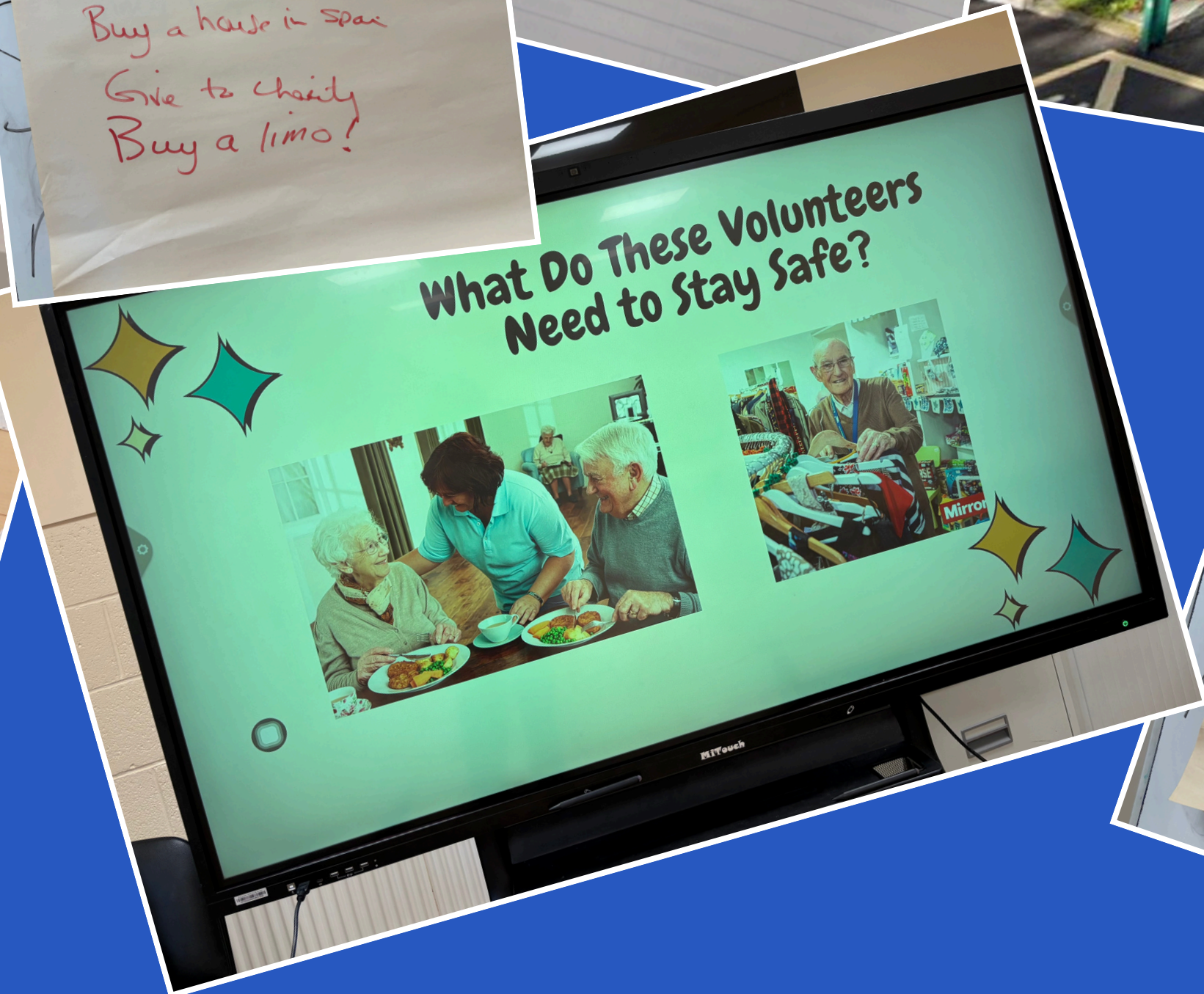
**“I enjoyed all my classes down here. I liked the writing and computers. I enjoyed Leanne’s class and I want her back again.” Stephen**



What would you do if you won the EuroMillions?

- Travel to another country
- Keep travelling!
- Buy loads of bikes
- Stop working
- Buy a house in Spain
- Give to charity
- Buy a limo!

I enjoyed learning new things I can use in work



What do you love doing?

- Talking to people
- Helping people
- Learning new skills
- Making people laugh.
- Being outside  
Out in the fresh air.  
Out in the rain.
- Listening to music
- Yacht club

**EVE Estuary HUB · Follow**  
26 March · 🌟

We are absolutely delighted to share that the Work Smart Programme, a collaborative initiative between EVE Estuary HUB and DDLETB (Swords), has been selected to feature in the 'Literacy Changing Lives' Showcase in Dublin on June 16th.

Designed & delivered in partnership with DDLETB and EVE Estuary Hub, the programme was designed to support service users who are in employment to build confidence, strengthen practical skills, and continue to progress within their roles. The programme was made possible through funding received via the Collaborative Fund.

The programme focused on developing essential workplace skills, including literacy and numeracy, understanding payslips, workplace communication, and building confidence in everyday work situations.

It is a real honor to have been selected, and we are incredibly proud of all of our clients who took part, as well as the tutors and staff who supported them throughout.

We would also like to take this opportunity to thank our wonderful partners in the DDLETB, with a special thanks to Mary McGrath, Adult Literacy Organiser, for her support and commitment to the programme.

📍 Venue: To be confirmed  
📅 Date: June 16th 2026

[Dublin and Dún Laoghaire ETB See less](#)



**Work Smart Programme**

**ddletb**  **ALL** | **Adult Literacy for Life**

Bord Oideachais agus Oiliúnaí Dúblain agus Dún Laoghaire

**EVE Estuary HUB · Follow**  
8 September 2025 · 🌟

This summer we launched our Work Smart Programme in partnership with DDLETB — supporting service users in paid employment to build skills, confidence, and independence at work.

Huge thanks to Mary McGrath (Adult Literacy Organiser) and all our tutors!

[Adult Education Service Balbriggan and Swords Dublin and Dún Laoghaire ETB See less](#)



**Work Smart Programme**

Strengthening Skills Through Partnership

**ddletb**  **eve** Community-based Intellectual Disability Services

Bord Oideachais agus Oiliúnaí Dúblain agus Dún Laoghaire Education and Training Board

👍 13

# Numeracy

## Session 1

What is a payslip?

### Learning objectives

Understand what a payslip is  
Identify name, employer and pay date

### Activities

Look at a simple Irish payslip  
Match labels (name, employer, pay date)  
Discussion: Why is a payslip important?

## Session 2

Hours Worked & Rate of Pay

### Learning objectives

Understand hours and hourly rate  
Multiply using a calculator

### Activities

Read hours worked from a payslip  
Calculate pay: hours  $\times$  rate  
Guided calculator practice

## Session 3

Gross Pay

### Learning objectives

Understand gross pay (before deductions)

Add pay amounts together

### Activities

Highlight gross pay on a payslip  
Add wages + overtime / bonus



## Useful Resources

PwC Ireland – Understanding your payslip

<https://www.pwc.ie/services/workforce/insights/understanding-your-payslip.html>

Citizens Information – Pay and employment

<https://www.citizensinformation.ie/en/employment/>

# Numeracy

## Session 4

Deductions (PAYE, USC, PRSI)

### Learning objectives

Know why money is deducted  
Recognise PAYE, USC and PRSI  
Subtract using a calculator

### Activities

Label deductions on a payslip  
Simple subtraction examples

## Session 5

Net Pay (Take-Home Pay)

### Learning objectives

Understand net pay  
Check calculations using a calculator

### Activities

Step-by-step: Gross pay – deductions  
Real payslip checking practice

## Session 6

Full Payslip Practice & Review

### Learning objectives

Independently read a payslip  
Use a calculator with confidence

### Activities

Full payslip scenario  
Identify mistakes  
Review vocabulary

## Useful Resources

Citizens Information – Paying PRSI


<https://www.citizensinformation.ie/en/social-welfare/irish-social-welfare-system/social-insurance-prsi/paying-social-insurance/>

Gov.ie – PRSI explained

<https://www.gov.ie/en/department-of-social-protection/publications/prsi-pay-related-social-insurance/>

Revenue – View your pay and tax details

<https://www.revenue.ie/en/jobs-and-pensions/calculating-your-income-tax/view-pay-tax-details.aspx>



website

# Communications

## Session 1

Types of form filling.-  
Application forms –e.g. Credit  
union form, medical form,  
What is an accident report  
form?  
Managing work and order  
forms.

## Session 2

Taking telephone messages.  
Matching weights on items.  
Checking delivery dockets.  
Identifying signs.

## Session 3

Identifying hazard signs.  
Identifying various road signs.  
Identifying animated weather  
signs.



# Communications



## Session 4

Understanding written instructions, e.g. how to wash a garment.

Identifying various fire safety signs.

How to complete a questionnaire

## Session 5

Taking telephone messages.  
Matching weights on items.  
Checking delivery dockets  
Identifying signs

## Session 6



Safety in the workplace.  
Reading fire safety checklist  
Matching and colour coding  
fire extinguishers.  
Understanding First Aid  
information



# Communications

## Session 7

Recognition of various safety signs.  
Identifying safety signs in the workplace.  
Filling out accident report form.

## Session 10

Non-verbal communication in the workplace  
Miming – Happiness, sadness, fear anger etc.  
Looking at various occupations.

## Session 8

Lifting and carrying in the workplace.  
Understanding why we need to do this correctly

## Session 9

Non-verbal communication in the workplace  
Photos - facial expressions.  
Miming various facial expressions



### Session 1

What is volunteering?  
Who are volunteers we know in our daily lives?  
Why do people volunteer?  
  
Why are some jobs done by volunteers and not others?

### Session 2

What kind of person am I? What do I like and dislike? Skills and talent inventory to see what kind of volunteering suits us.  
  
What can I expect as a volunteer?  
  
What is my commitment as a volunteer?

### Session 3

Problems a volunteer might have and how to solve them.  
  
Communicating properly with your organisation.  
  
Staying safe as a volunteer.



## Appendix 4: Volunteer Protocol (included in the *National Adult Literacy and Numeracy Implementation Plan 2004*)

### **Volunteer tutors' rights:**

- to know if, and how, they are being selected;
- to be given meaningful work to do;
- to know what is expected from them;
- to be offered appropriate training;
- to be thanked and have their voluntary contribution recognised;
- to receive supervision and support;
- to get something out of the work for themselves;
- to know who to go to if there is a problem;
- to have access to appropriate teaching materials;
- to make mistakes and learn from them;
- to be made aware of any disciplinary and grievance procedures;
- to be treated fairly and not to experience discrimination;
- to have safe working conditions, including insurance cover;
- to be informed about, and given the opportunity to play an active part in, the organisation as a whole; and
- to be able to say 'no' and to leave without being made to feel guilty.

### **Volunteer tutors' responsibilities:**

- to respect the values and aims of the organisation;
- to commit appropriate time and effort to the work;
- to be reliable and give the organisation sufficient warning if unable to turn up;
- to be punctual;
- to attend essential training and support sessions;
- to undertake the work to a high standard;
- to be honest if there are problems;

- to respect confidentiality; and
- to leave when asked and/or when no longer enjoying the volunteering experience.

### **Organisations' rights:**

- to look for certain qualities and skills in volunteer tutors;
- to select only volunteer tutors who are suitable for the work;
- to draw up a volunteer tutor agreement or 'contract'. This agreement should be between the individual and the service, and not the referral organisation, if any;
- to ask for tasks to be done in a particular way;
- to ask for commitment;
- to ask for reliability;
- to ask for punctuality;
- to deal with disciplinary and grievance matters; and
- to ask volunteer tutors to leave if their involvement hinders the organisation achieving its goals.

### **Organisations' responsibilities:**

- to ensure the volunteer tutoring experience is a rewarding one;
- to ensure equal access and not to discriminate;
- to define clear, meaningful roles for volunteer tutors;
- to have policies and procedures for volunteer tutors;
- to provide all necessary information for volunteer tutors;
- to provide training where necessary;
- to thank and value volunteer tutors;
- to provide insurance cover;
- to inform volunteer tutors of any legal liabilities;
- to supervise and to provide support;
- to make available suitable teaching materials; and
- to provide a safe, working environment.

Further information on volunteers is available from Volunteering Ireland: [www.volunteeringireland.ie](http://www.volunteeringireland.ie)

# Personal Development

## Session 1

What areas (if any) do you feel you need support with in the workplace or in finding employment?

Recognize personal strengths and interests.

## Session 2

Understanding different types of employment and the purpose of working.

What work is and why do people work.

Benefits of work.

How does having a job make you feel?

Share the different jobs people have or have had in the past

## Session 3

Types of jobs/industry sectors.  
Different work environments (Indoor, Outdoor, team/solo, night/day).

Examining our own strengths: e.g. good communication, organisation skills, friendliness, patientce.



# Personal Development

## Session 4

Know how to prepare for work.  
Recognise the importance of good presentation.  
Identify the tools you will need to support you with this process.

## Session 6

Being reliable at work and understanding a workplace expectations  
Understand how to manage time, routine and responsibilities.  
Following instructions and safety rules.  
Managing receiving feedback at work.

## Session 5

Practice respectful, clear workplace communication  
Respond appropriately to co-workers/customers  
Verbal communication and non-verbal communication.

Importance of clear and respectful communication with others.

What can go wrong if there's poor communication between co-workers?



# Personal Development

## Session 7

Dealing with challenges,  
working with others.  
Managing conflict  
respectfully.  
Build resilience and problem-  
solving skills.  
Develop teamwork and  
cooperation skills.

## Useful Videos

[What it's like working night shift in a supermarket |POV ASMR](#)

<https://youtu.be/MjC6b0zzjbU> - working in Tesco

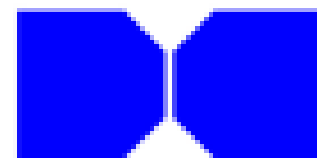
<https://youtu.be/zm55VFYha80> - working as a waitress

[https://youtu.be/Euc3Q46k8vY?si=fcNFV10ETv\\_DQWRn](https://youtu.be/Euc3Q46k8vY?si=fcNFV10ETv_DQWRn)  
- good and bad communication in the workplace

[https://youtu.be/hu6RzbGgZvw?si=E\\_tiDTmeTQZ8Foi4](https://youtu.be/hu6RzbGgZvw?si=E_tiDTmeTQZ8Foi4)  
- bad customer service

[https://youtu.be/Zy1h49\\_L8ME?si=yrAC9zQuNQCMoLcH](https://youtu.be/Zy1h49_L8ME?si=yrAC9zQuNQCMoLcH)  
bad/good customer service

We hope you enjoyed learning about Work Smarter and that you get to share the learning in your centre!



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