

# **GLOUCESTERSHIRE ENGINEERING TRAINING LIMITED**

## **LEARNER HANDBOOK**

### **OUR POLICIES**

**August 2016**

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## WELCOME TO GLOUCESTERSHIRE ENGINEERING TRAINING LTD

**Gloucestershire Engineering Training Ltd (GET)** is a small engineering group training association with charitable status, owned and managed by a number of local companies in the engineering manufacture and production sector. Its primary function is to provide high quality training and development for apprentices sent to GET by member and non-member companies. Apprenticeship programmes range between 2 to 4 years in length and are tailor made to fulfil the business need of your company and also suit the needs and aspirations of you the learner.

GET's mission is "furthering learning and skills for the engineering industry". To enable GET to achieve this mission our learners must be committed and dedicated to not only their chosen career and profession but also to the programme of learning. Learners that attend GET will not only achieve the necessary qualifications required by the industry but will also be instilled with the appropriate work ethic and principles expected by their employers. In order to achieve this, GET has adopted a set of rules and procedures which are set out in this handbook and which aim to replicate the culture and environments of the industry.

**Your time spent on programme with GET is governed by the policies and procedures in this Handbook which are endorsed by your sponsor company/employer. Whilst these rules and procedures will be explained to you during the induction period of your training, it is your responsibility to familiarise yourself with the contents of this handbook.**

Discipline within the Engineering Centre is based on principles relevant to the workplace. Instructors and tutors are delegated the authority to deal with misdemeanours much in the same way as a supervisor or foreman is likely to do on the average shop floor. They are to be treated therefore with the same respect as their industrial equivalents.

It is GET's policy to provide training and a working environment in which a positive attitude towards work exists among all learners and a high level of performance can be achieved. Disciplinary action for such incidents as uncooperative conduct, absence or bad time-keeping, is relevant only when normal positive motivation has failed.

If you are unsure about anything mentioned in this Handbook, please contact any member of staff who will be delighted to help you.

We are very pleased that you have chosen to undertake your programme of learning with GET and we hope that your time with us will be fulfilling and happy.

## 1. RESPONSIBILITIES

1.1 Gloucestershire Engineering Training Limited (GET) will endeavour to present all of its learners with a positive learning experience.

1.2 In order to do so, we commit to offer each and every learner:

- Recognition as a customer of GET in their own right, independent of contractual agreements with employers or alternative funding agencies.
- Access to appropriate initial assessment to ensure the learner has the capability to achieve their learning programme. The results of any such initial assessments will always be given and always in surroundings which preserve individual confidentiality. (Furthermore we confirm that we will, if unable to offer specific help, refer the learner to other agencies or organisations so that a continuous pathway of help and advice is formed.)
- A programme of learning that takes place in a safe, healthy and supportive environment with access to GET's Learner Welfare Officer.
- An Individual Learning Plan (ILP) and Learning Agreement that fulfils the national and industry sector agreed criteria for Apprenticeships.
- A safe environment in which to work.
- Equal right of access to GET's assessment service.
- Advice and guidance on engineering career opportunities, on request, throughout the period of their training and development.
- Formal progress review meetings with an appropriately qualified member of GET's staff at a frequency no less than 3 monthly.
- Protection from all acts of discrimination, harassment, or bullying, whether on GET's premises or whilst in placement locations.
- Assurance that training delivered meets the requirements of GET in relation to Quality Assurance procedures and Health & Safety requirements.
- Assurance that if the employer is unable to complete the apprenticeship, GET shall use its best endeavours to ensure the learner is offered opportunities to transfer to a similar apprenticeship programme.

1.3 In return for this commitment, we expect learners to:

- Dress appropriately for work/learning.
- Attend punctually for work/learning.
- Be diligent.

- Comply with all legal work instructions.
- Comply with the employer's terms and conditions of employment.
- Comply with GET's disciplinary procedures.
- Comply with all relevant Health and Safety Rules and Regulations and to protect themselves and their colleagues from danger whilst on GET or on placement/work premises.
- To respect and care for GET's property, Protecting all GET and employer equipment and materials from unnecessary damage.
- Inform GET management of any acts of discrimination, harassment or bullying perpetrated against them whether on GET's premises or whilst on placement/employer premises.
- Take part in and contribute to the review process and undertake assessments in order to achieve the objectives set out in the ILP.
- Provide prompt evidence of GCSE/other relevant qualifications, in the form of certificates, if applying for exemption from Functional Skills. **NOTE: STATEMENT OF RESULTS PROVIDED BY YOUR SCHOOL IS NOT ACCEPTABLE.**
- To comply with GET's equality, diversity and safeguarding policies and to co-operate with it to ensure a working environment that is free from discrimination and prejudice and the fear of harassment or violence.
- To notify the Company at the earliest opportunity about any change in your personal details such as your name, address or telephone number.

## 2. ATTENDANCE AND TIMEKEEPING

- 2.1 Gloucestershire Engineering Training Ltd and your sponsor company expect excellent attendance and timekeeping.
- 2.2 It is your responsibility to make sure that you are at your place of training and ready to start work at your scheduled starting time.
- 2.3 If you are sick or injured and cannot attend then you must comply with GET's sickness/injury rules and any other rules stipulated by your sponsor company. (The sickness/injury rules are set out at part 3 of this Handbook.)
- 2.4 If you arrive at GET late you must immediately report to your Instructor/Tutor and also inform the Business Support Team.

- 2.5 If you need to leave GET before your scheduled finish time you must obtain the prior authority of your Instructor/Tutor and fill in the relevant forms which will be handed to the Business Support Team.
- 2.6 You are required to use the Company's clocking in system correctly:-
  - 2.6.1 Immediately before you start your normal working day;
  - 2.6.2 When leaving GET premises for a break or for any other reason;
  - 2.6.3 When returning to GET'S premises following any break during your working day; and
  - 2.6.4 At the end of your normal working day at GET
- 2.7 Failure to use GET'S clocking in system in accordance with these rules will be treated as gross misconduct.
- 2.8 Your fob is your responsibility. If you allow another person to use your fob or if you use somebody else's fob, your conduct will be treated as gross misconduct.
- 2.9 If you damage or lose your fob you must notify the Business Support Team immediately and you will be responsible for the cost of a replacement fob.
- 2.10 You must comply with any absence/time recording procedures which may be introduced from time to time including any provisions required, ensuring compliance with the Working Time Regulations 1998.
- 2.11 Information regarding your timekeeping and attendance will be reported to your company informally on a daily basis and formally on a weekly basis.
- 2.12 Information regarding your timekeeping and attendance will also be included on your progress reviews which are sent to your company and kept on file at GET for future reference.

### 3. ABSENCE AS A RESULT OF SICKNESS AND INJURY

- 3.1 You are expected to be available for training during your normal working hours set by GET. You must make every effort to attend for training.
- 3.2 If you cannot attend you must comply with the following rules:-

Telephone GET and your employer before 9.00am on your first day of absence and every subsequent day unless you are in possession of a Medical Certificate.
- 3.3 If your absence lasts for **less than 7 calendar days**, on your return to GET you must complete an 'Apprentice Holiday and Absence Form', explaining the reason for your absence. A hard copy of this form is provided in your induction folder. Further copies are located by the clocking in machine or from a member the Business Support Team.

3.4 If your absence lasts for **7 or more consecutive calendar days** then you must provide medical evidence in the form of either:-

- A Medical Certificate
- A *Fit for Work* form from the GP
- A *Return to Work Plan* provided to the you by the Government Fit for Work Scheme

This form must be given to GET immediately upon your return.

3.5 If you cannot return to training when the medical certificate/Fit for Work note expires, or when the return to work plan indicates, you must obtain further documentation (as above) and send it to GET immediately. Certificates are required to cover the total period of the absence.

3.6 If the last medical certificate does not specify a date on which you can resume your duties before you return you must supply GET with a medical clearance certificate or Return to Work Plan confirming that you are fit to return to work.

3.7 You must also comply with any sickness/absence policy set by your company.

#### 4. DENTISTS, DOCTORS, OPTICIANS AND OTHER APPOINTMENTS

4.1 Whenever possible such appointments should be made outside of training hours.

4.2 Where it is absolutely essential that such appointments are arranged during your training day, disruption must be kept to a minimum by arranging the appointment at the very start of the day or at the end of the day.

4.3 Prior authorisation for such appointments must be obtained from the Practical/Academic Team Leader and your company unless the appointment is as a result of an emergency.

4.4 You will need to refer to the policies set by your company with regards to payments for this type of absence.

#### 5. HOLIDAYS

5.1 Your annual holiday entitlement is defined by your company and in your contract of employment.

5.2 GET operates block shutdown periods and dates of statutory and other authorised holiday periods are published during induction.

5.3 You will need to negotiate with your employer with regards to taking annual leave during the shutdown period as they may require you to attend their premises for work experience.

- 5.4 It is **not** GET's policy to support or authorise applications for holidays during any other period of foundation training.
- 5.5 Learners **must** seek employer approval/authority for all requests for holidays outside shutdown periods.
- 5.6 GET recognises its position as the agent of your employer and will therefore comply with their wishes/instructions regarding in-term applications for holiday. However, a full report of the applicant's performance and attainment will be forwarded to the employer to assist in determining whether holiday should be granted or not.
- 5.7 Request for holidays should be submitted in writing on the Apprentice Holiday Form. A hard copy of this form is provided in your induction folder. Further copies are located by the clocking in machine or from a member the Business Support Team.
- 5.8 If, for any reason, you know you will be late returning from holiday you must contact both GET and your company and notify your late return as soon as possible. Failure to do so may result in disciplinary action for unauthorised absence. Such disciplinary action may include dismissal.

## 6. USE OF COMPUTERS IN TRAINING

GET has various information systems, to promote effective communication on matters relating to your training and support learning. The inappropriate use of these systems may result in disciplinary action and/or criminal or civil legal action.

GET wishes to achieve a reasonable level of protection for the data and information contained within the various information systems. All users of information systems must understand, accept and adhere to these rules, standards and procedures.

The guidance relating to the information systems refers to Users, as it refers not only to learners, but also to employees, contractors, agency workers and visitors.

### 6.1 Equipment

Users must safeguard the information created in the computer network by minimising the use of the local hard disc for storage purposes and by preventing their terminal from being used by an unauthorised person.

Users must take care of, protect and maintain in good state the equipment issued to them, and not modify or move the equipment without authorisation.

Users must remember the effective operation of the network can be hindered when large attachments – such as video clips or pictures, junk mail, hoax virus warnings and e-chain letters – are sent, received and/or printed. Users must not send such e-mails and should ask others not to send them to them for non-business purposes.

Users must not download or execute applications from the Internet without prior authorisation.

## **6.2 Confidentiality and Security**

- 6.2.1 Users must keep passwords confidential and change them regularly. If any user becomes aware of another's user identification, then they must notify them of the breach of security. When leaving a terminal unattended or on leaving the office users should ensure they log off the system to prevent unauthorised users using their terminal in their absence.
- 6.2.2 Users must review prior to sending any official document or information that is sent using the e-mail system to determine the appropriate security measures for reducing the chance of that information being revealed to an unauthorised person.
- 6.2.3 Confidential information must not be sent externally and in some cases internally, by e-mail without express authority and unless the messages can be lawfully encrypted.
- 6.2.4 Should a user receive an e-mail message which has been wrongly delivered to their e-mail address they must notify the sender of the message by redirecting the message to that person but NOT in the case of SPAM which should be deleted immediately. Further in the event the e-mail message contains confidential information they must not disclose or use that confidential information. Should they receive an e-mail which contravenes this policy the e-mail should be brought to the attention of a Team Leader.
- 6.2.5 Learners should refer to the GET Email Use Policy for further guidance and detail.

## **6.3 Conduct**

- 6.3.1 Messages sent on the IT system are to be written in accordance with the standards of any other form of written communication and the content and language used in the message must be consistent with best practice. Messages should be concise and directed to those individuals with a need to know. General messages to a wide organisation should only be used where necessary and ALWAYS use the blind carbon copy facility (BCC) to protect customer/client confidentiality.
- 6.3.2 Users must not access internet areas with content that could be considered obscene, offensive or disrespectful to others.
- 6.3.3 Users must not store, distribute, display, print or otherwise disseminate material that can be interpreted as sexually explicit, obscene, harassing, fraudulent, offensive, defamatory, malicious, untrue or otherwise unlawful.
- 6.3.4 Users must not send, forward, distribute or retain e-mail messages that contain language that is abusive, aggressive, obscene or offensive, or in any way contravenes the company Dignity at Work policy.

- 6.3.5 Users must not make any improper or discriminatory reference to the protected characteristics of a person when writing e-mails and must not forward or distribute any material which does so. Doing so may amount to gross misconduct. Users must ensure that they never put something in an e-mail that would offend or embarrass any reader or themselves and must remember that an e-mail might be seen by someone other than the intended recipient. If a learner receives any such messages, they should contact a Team Leader immediately.
- 6.3.6 Users must adhere to all laws and regulations relating to information property e.g. copyright and software licensing.
- 6.3.7 Users must not access any Company information or any other information residing on Company computing and communication resources, for any illegal, unethical, unauthorised, or disruptive use.

#### **6.4 Inappropriate websites**

- 6.4.1 Users must not, under any circumstances, access inappropriate or offensive websites or distribute or obtain similar material through the Internet or e-mail when using Company equipment, even in their own time. Examples of inappropriate or offensive material include racist material; pornography; sexually explicit images, text and related material; the promotion of illegal activity or intolerance of others. To do so will amount to gross misconduct. In addition, users must not access gambling sites, internet message boards or chat rooms.
- 6.4.2 GET retains the final decision as to whether it considers particular material to be inappropriate under this policy. As a general rule, material would be regarded as inappropriate if any person in the Company might be offended by any of the contents or if GET would be embarrassed if it were known that its software had accessed the particular web pages. If the learner is unsure whether GET would consider particular material to be appropriate, they should not access it or distribute it.
- 6.4.3 If a learner receives material which contains or they suspect contains inappropriate material or they inadvertently access such material on the Internet, they must immediately report this to the Team Leader. Learners must not, under any circumstances, forward the material, show it to anyone else or otherwise distribute it.
- 6.4.4 Learners should refer to the GET Internet Use Policy for further guidance and detail.

#### **6.5 Monitoring**

- 6.5.1 GET reserves the right to retrieve the contents of all incoming and outgoing messages for the purpose of monitoring whether the use of the e-mail system is legitimate, to find lost messages or to retrieve messages lost by computer failure, to assist in the investigations of wrongful acts or to comply with any legal obligation.

6.5.2 GET reserves the right to monitor email messages sent and/or received and to monitor usage of the Internet.

6.5.3 Learners have no right to privacy when using the GET's computer systems. Hard copies of e-mail messages and details of Internet sites accessed may be used as evidence in disciplinary proceedings.

## 6.6 Social Media

6.6.1 GET recognises and accepts that its learners may keep personal blogs on the Internet and that Internet social networking sites, such as Facebook, Twitter and Linked In, are a useful way of interacting socially with other learners and friends. Learners should be aware that GET expects certain standards of conduct related to social networking outside of the GET to be observed to protect both its legitimate business interests and its learners/staff from the dangers of inappropriate use. This policy applies both inside and, in certain circumstances, outside GET.

- Offensive, defamatory or inappropriate comments about GET, its employers, customers, suppliers or any of its learners or staff that learners write on social networking/media sites will not be tolerated.

6.6.2 The above principles apply equally to information or comments posted by learners from their home (or other personal) computers (including smartphones/tablets) and irrespective of whether the posts are done during working hours or in the learner's own personal time.

6.6.3 Learners should refer to the GET Social Media Policy for further guidance and detail.

## 6.7 Disciplinary action

6.7.1 Learners whose conduct breaches this policy in any way will be subject to disciplinary action in accordance with the Disciplinary Procedure detailed in Section 19 up to, and including, removal from the centre.

6.7.2 Misuse of the IT system by transmission of any material in any of the following categories will constitute gross misconduct:

- Defamatory, offensive or obscene;
- untrue or malicious;
- discriminatory as detailed in the Dignity at Work Policy

6.7.3 When learner's network socially in their own time, standards of conduct still apply. Any blog entries/posts made **inside or outside** the training centre that are defamatory, derogatory, or discriminatory about GET, its customers, suppliers, learners or employees will be investigated as a breach of the Equality and Diversity Policy and, as such, an act of gross misconduct. If substantiated, such conduct may lead to removal from the centre.

6.7.4 As detailed in Section 19, any disciplinary action taken in relation to this policy will be communicated to your employer, who may choose to instigate their own employment disciplinary process.

## 7. DRESS CODE

- 7.1 Proper attire is necessary to maintain an image which reflects GET's and your company's professionalism and high standards. It is important that your dress is appropriate for your training environment.
- 7.2 All learners will wear appropriate personal protection equipment (overalls, safety boots/shoes, goggles/over-glasses) which will be provided by your company.
- 7.3 Sportswear and fashion wear including tracksuits, hoodies, slouch jeans, beanies, shorts and baseball caps are not considered to be appropriate.
- 7.4 If you arrive at work inappropriately dressed we reserve the right to send you home and get changed. You do not have the right to pay in respect of any time lost.

## 8. CAR PARKING

- 8.1 GET has an on site car park for learners, although with the increase in learner numbers spaces can be limited at times.
- 8.2 Learners must complete a Parking Application Form before using the car park.
- 8.3 Tokens are £1 and you need a token each time you wish to leave the car park
- 8.4 The barrier will be open from 11:30 at lunchtimes to allow access in or out free of charge.
- 8.5 If you are unable to get a space in the Learner car park, you must find alternative parking arrangements off site. You **MUST NOT** use parking spaces for other companies on the site.

## 9. ACCIDENTS

- 9.1 Absences resulting from accidents at work/during training are treated as sickness absence. You will need to refer to your company's rules in relation to such absences.

- 9.2 All accidents and incidents (including near-miss incidents) must be reported to your Instructor/Tutor so that the cause can be ascertained, the control measures re-evaluated and action taken to prevent recurrence.
- 9.3 All accidents and incidents, no matter how minor, **must be recorded in the Accident Book.**
- 9.4 An Accident Report must be completed by your Instructor/Tutor.
- 9.5 It is the responsibility of all learners to provide complete and accurate information to enable management to find out what went wrong, learn lessons and take action to prevent or reduce such accidents/incidents in the future.
- 9.6 The Accident/Incident Book will be monitored by the CEO.

**First Aid Procedure**

- 9.7 Throughout the company, there are allocated members of staff who are authorised to give First Aid to anyone who injures themselves. The names of these employees are on notices in each department. They are:

Peter Clifford	Office
Jessica Jones	Office
Kelly White	Office
Nigel Mallet	Office
Joe Webster	Office
Paul Smith	Workshop
Gareth Cook	Workshop
Keith Wallington	Workshop

- 9.8 First Aiders are trained by attending a St John Ambulance Association or Red Cross First Aid Course, or its equivalent, and have passed the necessary examination.
- 9.9 First Aiders in the workshop area have First Aid boxes, but provide only initial treatment, and will send any injured individual to the hospital for further treatment should it be necessary.
- 9.10 Any treatment given will be recorded in the accident/incident book

**10. SMOKING**

- 10.1 Smoking on GET's premises is strictly forbidden.
- 10.2 This policy has been developed to protect all learners, employees, service users, customers and visitors from exposure to second-hand smoke and to ensure compliance with laws that ban smoking in public places (including workplaces).

Laws banning smoking in public places (including workplaces) came in to effect on 26 March 2006 in Scotland, 2 April 2007 in Wales and 1st July 2007 in England.

This also includes the use of electronic cigarettes. Whilst there are no reported passive smoking effects or smoke/odour associated with the use of these devices, they do look very much like a conventional cigarette with a glowing tip. For this reason, the use of these devices by learners is prohibited throughout the training centre. The concern is that use of these devices may lead other employees, learners and visitors to think that smoking is generally permitted.

- 10.3 Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not stop potentially dangerous exposure.

### **Policy**

- 10.4 It is the policy of GET that the entire training centre is smoke-free and that all learners have a right to learn in a smoke-free environment.
- 10.5 Smoking is prohibited throughout the entire training centre with no exceptions. This includes GET vehicles. This policy applies to all learners, employees, consultants, customers and visitors.
- 10.6 There are two designated areas where butt bins are provided. These can be found at the back of unit 2.6 and 2.7.

### **Implementation**

- 10.7 Overall responsibility for policy implementation and review rests with the CEO (Linsey Temple). All learners must adhere to this policy.
- 10.8 The person named above shall ensure that all employees, consultants, customers, learners and contractors are aware of the policy and of their role in the implementation and monitoring of the policy. They will also ensure that all new personnel are given a copy of the policy on recruitment or induction.
- 10.9 Appropriate 'No smoking' signs will be clearly displayed at or near the entrances to the premises and elsewhere around Company premises. Signs will also be displayed in Company vehicles that are covered by the new law.

### **Non-compliance**

- 10.10 Non-compliance with this policy and relevant law will be treated as a disciplinary offence.

## 11. FIRE INSTRUCTIONS

### 11.1 General Action In The Event Of Fire

- Any member of staff, learner or visitor discovering a fire should set off the alarm at the **nearest available fire alarm call point**.
- The Lead Fire Marshall or appointed deputy should immediately call 999 to summon the Fire Services, giving details of the location of the fire. Such information to include, where possible, floor and room number.
- When the alarm sounds, staff, learners and visitors should **evacuate the building via the nearest fire exit** as quickly as possible, without stopping to take equipment or possessions.
- As a rule all fire fighting should be left to the professionals i.e. the Fire Service. An attempt to fight a fire with the fire fighting equipment available would only be relevant for authorised trained staff, where the fire was of a very small nature or impinging on an escape route. **The first priority is to raise the alarm and evacuate.**
- All occupants should proceed to the car parking area (storage king) directly opposite their **Fire Assembly Point**. Assembly points are indicated on Fire Action Notices throughout the building. **It is important that staff, learners and visitors do not remain near the building or block roadways that may be needed by the emergency services.**
- All staff, learners and visitors must report to the appropriate Fire Marshall, so as to enable them to inform the Emergency Services of any persons that may still be in the building.
- At all times during the emergency, staff, learners and visitors should comply with all instructions given to them by the Fire Warden, their Deputy or any Fire Marshall.
- **Do not re-enter the building until advised to do so by the Fire Warden or their Deputy.**

**NB: The stopping of the alarm does not mean that the fire is out or that the building is free of hazards.**

### 11.2 Specific Emergency Control Duties In The Event Of A Fire Call During Normal Hours

#### Lead Fire Marshall / Deputy

- Confirm that the Fire Brigade have been called.
- Position themselves in the main car park in-between the two assembly points.
- Confirm with Fire Marshalls that all staff, students and visitors are accounted for.
- Liaise with Fire Brigade.

#### Fire Marshalls

- Put on high visibility jacket (if safe to do so).
- Ensure that area of responsibility is vacated.
- Make way to designated assemble point and execute roll call.
- Report to Fire Warden with list of unaccounted for personnel and possible location.

#### Facilities/Receptionist

- To call Fire Brigade and relay location and assess routes.

### 11.3 Evacuation and Re-entry arrangements

#### Fire Marshalls

- On hearing the Fire Alarm, Marshalls should put on the identifying high visibility jacket and proceed along their allocated area **if safe to do so**. They should check all rooms, including toilets and unlocked cupboards to ensure that the area is completely evacuated. They should ensure all fire doors are shut and exits clear.
- When checks have been completed and they are satisfied that their area is clear, they should immediately leave the premises and proceed to their designated assembly point and ensure all personnel under their responsibility are accounted for.
- When personnel checks are complete they will report to the fire warden making him/her aware of any personnel not accounted for. They will also assist in controlling re-entry to the building when it is safe to do so.

**NB All staff and students should congregate in line with their designated assemble and as far away from the building as necessary. If there is no obvious signs of fire all personnel should stay within the area occupied by GET in full, ensuring that all access roads are kept clear.**

#### 11.4 Fire Hydrant

This is located on the main entrance road to the premises directly opposite the Mechanical/Electrical Instructors office and parallel to Corium Avenue. The Hydrant location is clearly marked by a large black 'H' on a yellow background which is attached to the perimeter fence.

#### 11.5 Specific Emergency Control Duties In The Event Of A Fire Call Outside Normal Hours

The building is linked to a remote monitoring system which relays alarm messages to a third party. In the event of an alarm sounding the designated key holder will be contacted, and visit the building to investigate the cause of the alarm / liaise with the fire brigade.

## Assembly Points

**Assembly Point A** Visitors Car park by reception (pavement outside storage king reception).

**Assembly Point B** Located in the Staff car park at the far end of the building. Pavement in front of Storage King car park.

<b>P. Clifford</b> <b>J. Webster</b>	<b>Check:</b> 1. Whole of top floor 2. Reception 3. Unit 2.7 Toilets 4. TR8 Classroom	<b>(Assembly Point A)</b>
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<b>G. Fisher</b> <b>M. Wear</b>	<b>Check:</b> 1. Classrooms 2. Tutor Staffroom 3. Unit 2.6 Toilets 4. Learner restroom	<b>(Assembly Point B)</b>
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<b>G. Cook</b>	<b>Check:</b> 1. Workshop 2. Electrical/Electronic Workshop 3. Workshop classrooms 4. Instructor Staffroom	<b>(Assembly Point A)</b>
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## **12. COURSE ORGANISATION**

- 12.1 NVQ Standards and Portfolio will be issued by Instructors
- 12.2 All work carried out in the Centre is to be recorded in the Learner Log Book and/or Portfolio of evidence which is to be kept available for assessment at all times. Maintenance of the Log Book and/or Portfolio of evidence is the sole responsibility of the learner. Assessment work is to be kept in the learner's Portfolio.
- 12.3 In conjunction with instructions issued by Practical Delivery Instructors, it is the responsibility of each individual learner to accurately maintain the Skill Specification Record.
- 12.4 Monitoring of the learner's progress will be undertaken by Instructors, Tutors and the Work Based Assessment Team.

## **13. EQUALITY, DIVERSITY & INCLUSIVE LEARNING POLICY**

- 13.1 GET is committed to ensuring that there is equality of opportunity for all learners that undertake a programme of learning. We are committed to ensuring that our

workplace is free from unlawful or unfair discrimination because of Protected Characteristics as defined by the Equality Act 2010. We have adopted this policy as a means of helping to achieve these aims. Please refer to GET's Policies and Procedures for further guidance and information.

### 13.2 The Protected Characteristics are –

*Age*  
*Disability*  
*Gender Reassignment*  
*Race*  
*Religion or Belief*  
*Sex*  
*Sexual Orientation*  
*Marriage and Civil Partnership*  
*Pregnancy and Maternity*

13.3 We aim to ensure that our learners at GET achieve their full potential and that all decisions are taken without reference to irrelevant or discriminatory criteria.

### 13.4 What is discrimination?

- **Direct discrimination** – when someone is treated less favourably than another person because of a protected characteristic.
- **Associative discrimination or discrimination by association** – direct discrimination against someone because they associate with another person who possesses a protected characteristic.
- **Discrimination by perception** – direct discrimination against someone because it is thought that they possess a particular protected characteristic even if they do not actually possess it.
- **Indirect discrimination** - occurs where an individual's training is subject to an unjustified provision criterion or practice which e.g. one sex or race or nationality or age group finds more difficult to meet, although on the face of it the provision, criterion or practice is 'neutral'.
- **Harassment** – unwanted conduct related to a relevant protected characteristic which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. Learners may complain of such offensive behaviour even if it is not directed towards them personally.
- **Harassment by a third party** – harassment of learners by third parties such as customers or clients.
- **Victimisation** – when a learner is treated less favourably because they have made or supported a complaint or raised a grievance under the Equality Act 2010 or are suspected of doing so.

### 13.5 **Inclusive learning**

We will actively promote the inclusion of all learners, recognizing their diverse needs and experiences, in learning and education developed or provided by GET by:

- Developing educational resources inclusively, in response to learners' needs and in accordance with best practice
- Promoting equality of opportunity in access to the education which is being offered
- Providing accessible learning, learning support and reasonable adjustments to support access to education and enhancement of outcomes from education
- Developing the knowledge and skills of our staff to support inclusive education
- Integrating the review of inclusive education into educational arrangements at GET

### 13.12 **Commitment**

We are committed to ensuring that all learners in our care are protected from unlawful discrimination in employment. Discrimination is a serious disciplinary matter which will normally be treated as gross misconduct.

Anyone who believes that he or she may have been disadvantaged on discriminatory grounds should raise the matter through the GET's grievance procedure.

## 14. THE PREVENT AGENDA

- 14.1 Safeguarding aims to protect learners from sexual, physical and emotional harm by looking at preventative action. Please refer to GET's Safeguarding Learners Information Booklet, which includes GET's Safeguarding Policy. This is held within Section 4 of the Learner Induction Pack and also within section 23 of this handbook.
- 14.2 **Prevent** is part of the Governments counter-terrorism strategy that aims to stop people becoming terrorists. It is a multi-agency approach to safeguard people at risk of radicalisation.
- 14.3 **How does prevent work?**- It looks at building a deeper understanding of how individuals become radicalised. This helps identify ways of preventing people from becoming terrorists or supporting violent extremism. Violent extremism is where people seek to justify or promote terrorism or encourage others to commit such acts.
- 14.4 **Radicalisation** - The current threat from terrorism in the United Kingdom may include the exploitation of vulnerable people, to involve them in terrorism or in activity in support of terrorism. The normalisation of extreme views may also make learners vulnerable to future manipulation and exploitation.

- GET seeks to protect learners against the messages of all violent extremism including, but not restricted to, those linked to Islamist ideology, or to Far Right / Neo Nazi / White Supremacist ideology, Irish Nationalist and Loyalist paramilitary groups, and extremist Animal Rights movements.
- If you have any concerns that another learner may be at risk of radicalisation or involvement in terrorism, they should speak with the Learner Welfare Officer.

14.5 GET is committed to helping and supporting all learners, ensuring that the Prevent Agenda is fully operational within GET.

## 15. BULLYING AND HARASSMENT POLICY

15.1 It is GET's intention to create an environment that every learner, employee, contractor, agency worker and visitor is treated with dignity and respect. GET is therefore fully committed to creating a harmonious and positive working environment in which all individuals are treated with respect and dignity, regardless of their (or anyone that they are associated with):

- Gender
- Sexual orientation
- Marital status or civil partnership
- Religion or Belief
- Ethnic origin, race, colour or nationality
- Disability
- Age
- Gender reassignment
- Pregnancy and maternity

15.2 Any form of unacceptable behaviour will not be condoned or permitted and such behaviour will be treated as a formal disciplinary offence which, in appropriate circumstances, may lead to dismissal. This policy covers behaviour whilst training and learners should note this is not limited to within GET's premises. For example, it will apply during GET and social functions.

### **15.3 Unacceptable Behaviour**

15.3.1 It is expected that all learners conduct themselves in an appropriate manner within the training centre. This includes behaving in an acceptable way to learners, staff members, casual and agency workers, consultants, contractors and visitors. Behaviour that is unwanted, unwelcome and undermines a person's dignity is unacceptable. This includes behaviour that might unreasonably threaten a person's job security, promotion prospects or create an intimidating working environment. Behaviour may be perceived as unacceptable, even if there was no intent to cause offence and/or it is a one-off act.

15.3.2 Unacceptable behaviour is a contravention of an individual's dignity which, as a consequence pollutes the working and training environment and can have a devastating effect on the health, confidence, morale and performance of those affected by it. It may also have a damaging effect on other individuals not themselves the object of unwanted behaviour who are witness to it or who have knowledge of the behaviour. All individuals are entitled to an environment which respects their personal dignity and which is free from such objectionable conduct.

18.5.3 It is essential to note that it is not the intention of the perpetrator that is key in deciding if unacceptable behaviour has taken place, but whether the actions, which are considered as unwanted by the recipient, have been disadvantageous and unacceptable by expected standards.

15.3.4 Unacceptable behaviour excludes reasonable and legitimate actions to encourage a learner to perform against key objectives and to manage performance appropriately. It also excludes legitimate actions taken within the disciplinary or other formal procedures. It does not exclude persons in authority who use their position to bully, abuse or harass others, or assume an unreasonably threatening style during communications.

#### **15.4 What type of treatment amounts to bullying or harassment?**

'Bullying' or 'harassment' are phrases that apply to treatment from one person (or a group of people) to another. It is any unwanted physical, verbal or non-verbal conduct that has the purpose or effect of violating that person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person. A single incident can amount to harassment.

Unlawful harassment may involve conduct of a sexual nature (sexual harassment), or it may be related to age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, ethnic or national origin, religion or belief, sex or sexual orientation. Harassment is unacceptable even if it does not fall within any of these categories.

#### **15.5 Examples of bullying and harassment include:**

- Unwanted physical conduct or "horseplay", including touching, pinching, pushing and grabbing.
- Unnecessary body contact, unwelcome sexual advances, requests for sexual favours or other conduct of a sexual nature.
- Verbal or written comments of an offensive nature, use of bad language, jokes, teasing, nicknames, gossiping, unwelcome comments on race, sex, sexual orientation, age, disability, religion (or belief), gender reassignment, pregnancy and marital / civil partnership status.
- Unwelcome comments about dress or appearance, lewd, suggestive or over-familiar behaviour. Requests for sexual favours.
- Sending or displaying or showing material that is pornographic or that some people may find offensive (including graffiti, emails, literature, text messages, video clips and images sent by mobile phone or posted on the internet).

- Using abusive / derogatory spoken or body language.
- Humiliating an individual in front of others.
- Picking on one person when there is a common problem.
- Conduct which is intimidating, physically abusive or threatening.
- Consistently undermining someone and their ability to do their job.
- Threats of dismissal, loss of promotion etc, for refusal of sexual favours.
- Insulting, ridiculing or subjecting a person to any other detriment because of their (actual or perceived) age, sexuality , race, religion, disability, gender, HIV/AIDS status, marital or civil partnership status, pregnancy or maternity status, union membership or class.
- Isolation, alienation or non-co-operation at work, exclusion from social activities or developmental opportunities at work.
- Rifling through, hiding or damaging personal property.
- Criminal acts such as indecent exposure, physical attack or sexual assault and racism.
- Comments or questions of a sexual nature, e.g. personal questions about an individuals' sex life.
- Using email or the Internet for the purpose of bullying or making abusive or offensive remarks, related to a person's characteristics or sending/posting material which could be deemed offensive, pornographic or inflammatory.

The behaviours outlined above may be initiated in person, via email, phone or internet. This list is not exhaustive and is only intended to act as a guide to illustrate types of unacceptable behaviour.

- 15.6 A specific area of concern relates to the use of technology as a tool for bullying and harassment. The term 'technology' can be used in this context to include the internet, intranet, text/picture messages, video clips, emails, forums, blogs and social networking sites.

In such situations the bullying/harassment may be instigated outside of GET, however will still be considered as relevant, where the treatment relates to other learners or staff.

- 15.7 Learners may not always realise that their behaviour constitutes bullying or harassment, but they must recognise that what is acceptable to one person may not be acceptable to another. The key is that the actions or comments are viewed as demeaning and unacceptable to the recipient. Determining what is acceptable is an individual right that we must all respect.

- 15.8 A person may be harassed even if they were not the intended 'target'. For example, a person may be harassed by racist jokes about a different ethnic group if the jokes create an offensive environment. Individuals may also be harassed if they do not actually have the protected characteristic, but as simply perceived to have it.

### **15.9 Key points**

Unacceptable behaviour may often be hard to recognise. It is important to note:

- It may not be obvious to others, and may be subtle or insidious.
- The learner may think 'perhaps this is normal behaviour'.
- The recipient may be anxious that others will consider them weak, or not up to the job, if they find the actions of others intimidating.
- The recipient may be accused of 'overreacting', and worry that they won't be believed if they do report incidents.
- An individual being subject to unacceptable behaviour may sometimes appear to overreact to something that seems relatively trivial but which may be the 'last straw' following a series of incidents .
- Harassment/bullying can be persistent unwanted conduct or a single incident, provided it is sufficiently serious.

### 15.10 **Victimisation**

If an learner believes that they have been subjected to less favourable treatment in any way as a result of them making a complaint about harassment or being involved in providing evidence in relation to somebody else's complaint about harassment, they should raise this issue with their Team Leader or the Welfare Officer.

### **Procedure**

- 15.11 This procedure has been designed to deal with complaints of harassment, which need to be handled in a sensitive manner. The procedure, therefore, seeks to ensure minimal stress for the complainant, timely resolution of complaints and a degree of flexibility appropriate to individual circumstances.
- 15.12 At all stages of the procedure, the need to maintain confidentiality will be paramount. Information circulation will be minimised to that which is necessary to ensure a fair investigation and hearing.
- 15.13 This procedure is separate from the disciplinary procedure, which may be used following the results of the investigation under this procedure. Alternatively, an incident may be so serious, or there may be sufficient evidence to proceed straight to the disciplinary procedure. Anyone found to be making untrue or malicious allegations under this procedure may also be subject to the disciplinary action.
- 15.14 If at any stage in this procedure a learner does not receive a response to a formal complaint in accordance with the specified or agreed time limits, or where the response is inadequate or inappropriate, the learner is entitled to raise the matter under the organisation's grievance procedure.
- 15.15 It is recognised that in bringing a complaint, the complainant must be protected from further harassment or detriment arising from the alleged incident and associated complaint.

## **Keeping a record**

15.16 It is important that anyone who believes that they have suffered from harassment should keep notes of the details outlined below for each incident and that they are made as soon after the event as possible. Detailed notes should include the following;

- Date
- Time
- Place
- Name of person harassing them;
- What actually happened;
- How the person actually felt at the time;
- Name of any witness
- Action taken and whether reported to management;
- Any correspondence relating to the incidents and subsequent complaints.

## **Stage 1: Informal Resolution**

15.17 Every effort will be made to resolve the issue informally in the first instance, if this is appropriate. As soon after the incident as possible, the individual should make it clear to the offender that the incident is not welcomed and should stop. If too embarrassed to speak directly, this could be done by writing, or asking a colleague to do this for them. A note should be made of the action taken.

15.18 If the action continues, or the individual cannot take personal action, then you should advise the welfare officer or your Instructor/Tutor (if appropriate) for advice on the next stage. Where the learner indicates that they would prefer to discuss the matter with a person of the same sex/race etc, this will be arranged whenever possible.

15.19 Any discussion will be confidential and no further action will be taken without the consent of the learner. Unless the member of staff considers the incident so serious, in which case they will inform the learner of their need to take action against the alleged harasser, following consultation with the learner concerned.

15.20 The learner may have a friend/colleague present at all stages of the procedure.

15.21 One of the following courses of action may then be followed:

- To take no further action at this stage, but to record any future incidents as recommended above and to keep the situation under review, enabling the learner to seek further advice in the future if necessary;
- If the offender has not already been approached, then ask the person to stop the offending behaviour and again keep the situation under review;
- Make a formal complaint.
- Counselling

15.22 If the behaviour does not cease, or is serious, then the learner can request counselling. The role of the counsellor is to provide support and assistance to the learner during this stressful time. The role also extends to the alleged harasser, if requested. However, arrangements for a different counsellor will be made, as the same counsellor should not advise the alleged harasser and learner.

15.23 The counsellor has no role in formal investigations and neither are they a source of evidence in any proceedings, since all discussions between counsellor and learner are confidential.

### **Stage 2: Formal Complaint**

15.24 If the individual wishes to make a formal complaint this should be put in writing to the CEO. The letter needs to specify that it is a formal complaint giving details of the incident(s).

### **Serious Criminal Offences**

15.25 In cases of an alleged assault or alleged behaviour that is considered to be a criminal offence, the organisation will contact the Police for their appropriate action, if the complainant so wishes and/or if the organisation considers the incident to be a serious criminal offence.

### **Investigating A Formal Complaint**

15.26 The investigating panel is required to protect the rights of both parties involved and ensure that both are entitled to a full and fair opportunity to put their version of events. All departments are expected to co-operate in releasing staff from their normal duties to participate in the investigation as required.

### **Time Limits**

15.27 The investigation should normally be completed within 10 working days of the formal written complaint being received. On occasions, it will not be possible to keep within this timescale. In such cases, the complainant and the alleged offender must both be kept informed of any need for an extension and the likely timescale for completion.

### **How The Complaint Will Be Investigated**

#### **15.28 Initial Response**

The investigation will be carried out by a nominated member of staff who should not be connected with the case in any way.

15.29 The person against whom the complaint has been made should be informed of the nature of the complaint and sent a copy of the written complaint and details of the procedure involved and advised to seek representation.

#### **15.30 Possible Suspension Or Redeployment During The Investigation**

In order to relieve the stress and pressure on one or both parties; to prevent the risk of further incidents and to prevent victimisation it may be necessary to suspend the alleged harasser. Suspension under this procedure does not constitute part of the disciplinary procedure and will be on full pay. Temporary redeployment of one or both parties may also be considered. The complainant should be given the choice, though normally the alleged harasser would be

redeployed first. The organisation may wish to consider granting of special leave in appropriate circumstances, upon the request of the complainant.

#### **15.31 Meeting the Parties Involved**

The panel will meet with the complainant and the alleged harasser separately and with their respective representatives. Detailed written statements will be taken which the relevant parties should sign and date, confirming that they agree with the statements collected. Both parties should be given the opportunity to nominate witnesses whom they wish to be interviewed.

#### **15.32 Meeting with Witnesses**

The panel will meet anyone else who was present or who has information, which is relevant to the issue. Notes of this meeting will also be taken and the individuals called will be able to be accompanied by a friend or a colleague who is not connected with the investigation. Further interviews may need to take place to clarify or gain further information. The panel will also need to ensure that they have collected all relevant written materials.

#### **15.33 Consideration of Information**

The panel will, on completion of the investigation, review the materials collected and decide whether the complaint is substantiated. In cases of sexual harassment, in no circumstances will evidence of the complainant's appearance and sexual attitudes be taken as relevant information. In some cases, there may not be any witnesses and it will be one person's word against another's. In these cases, the panel will consider whether on the balance of probabilities, the incidents/actions occurred.

#### **15.34 Further action**

The panel will consider the facts and will decide either to:

- take no action, that is the allegation has not be substantiated; or
- initiate the organisation's agreed disciplinary procedure; or
- take management action other than to initiate the disciplinary procedure. This could include:
  - - a) a recommendation of redeployment of one or both parties, either on a temporary or permanent basis. Should a transfer take place, this must not be on any less terms and conditions of employment, unless action is taken within the disciplinary procedure to demote an individual;
    - b) setting up arrangements to monitor the situation;
    - c) require attendance on training courses;
    - d) making arrangements for both parties to work as separately as possible within the same workplace;
    - e) a future period of compassionate leave.

#### **15.32 Keeping Management Records**

After a complaint has been heard, the following storage arrangements should be followed:

- Where the complaint is informal, no record will be kept on personal files, but it is recommended that the complainant makes a note of their meeting.

- Where the complaint is not substantiated, then no record will be kept on the alleged offender's file.
- Where the matter proceeds to a disciplinary hearing, then the storage of records should be in accordance with the disciplinary procedure.

### **15.33 Action When the Complainant Is Dissatisfied**

If the complainant or alleged harasser disagrees with the decision, then they have the right to appeal using the Appeals Process (Disciplinary).

## **16. THE APPEALS PROCESS (ASSESSMENT)**

### **Introduction**

16.1 A learner may appeal against an assessment decision if he/she believes that the decision is unfair or unreasonable. This document is intended to advise you of this 'right to appeal' and describes the process to be followed.

### **Procedure**

16.2 The learner informs the assessor/instructor/tutor of an intention to appeal.

16.3 The learner must complete the appeal in writing and submit to the Assessor & Verifier (IQA), whose name will be on your assessment plan, within 10 working days of the assessment/test/examination result.

16.4 The IQA confirms to the assessor/instructor/tutor that an appeal is being considered.

16.5 The IQA will reconsider the original evidence and make a judgement within 5 working days of receiving the written appeal.

16.6 The IQA's judgement is passed to the learner in writing.

16.7 If the learner continues to believe that the result is wrong, they may request a further review to be carried out by the IQA Manager or Centre Co-Ordinator or to the Awarding Organisations External Verifier (EQA). The appeal will then be resolved according to the regulations of the relevant Awarding Organisation.

## **17. THE APPEALS PROCESS (DISCIPLINARY)**

### **Introduction**

17.1 A learner may appeal against a disciplinary outcome if he/she feels that the decision is unfair or unreasonable.

- 17.2 The appeals against formal written and final warnings should be addressed to the CEO. Appeals against removal from centre should be addressed to the chairman of GET.
- 17.3 Appeals must be submitted in writing with 5 working days of the original decision being confirmed in writing. Acknowledgement of this will be provided within 48 hours.
- 17.4 The CEO or chairman will endeavour to investigate/review the appeal within 10 working days after it has been lodged. If this is not possible for business reasons, the investigation/review will take place as is practicable thereafter.
- 17.5 A decision to either uphold/withdraw or reduce the disciplinary sanction will then be notified in writing to the learner, their employer and the member of GET staff.

## **18. GRIEVANCE PROCEDURE**

- 18.1 Whilst it is incumbent on the learner to obey the instructions or orders of his/her employer, provided these are reasonable and lawful, the learner retains the right to access the grievance procedure when any such instruction or order is felt to be unjust or unfair. In the case of contracted apprentices or learners such issues should be addressed to the Practical/Academic Team Leader.
- 18.2 Similarly, should any apprentice or learner feel that they have been misjudged, mistreated, victimised or disadvantaged in any way by the behaviour of any person on or about GET's property, the offending issue should be brought immediately to the attention of the Practical/Academic Team Leader who will immediately initiate an investigation into the matter.
- 18.3 Should a grievance be directed towards a Team Leader it should be raised immediately with the CEO.
- 18.4 Should a grievance be directed towards the CEO, it should be raised immediately with the chairman – This information can be accessed via the website or via reception.
- 18.5 At each and any stage within this process the apprentice or learner may be accompanied and/or represented by his/her employer.
- 18.6 It is essential that learners continue to study normally whilst the procedure is being followed.
- 18.7 Records of any action taken under the grievance procedure will be kept.
- 18.8 The relevant person will investigate the grievance and inform the learner in writing of the outcome. The letter will confirm the learner's right, if they are dissatisfied with the outcome, to appeal the decision.

## 19. DISCIPLINARY PROCEDURE

### **Purpose and scope**

- 19.1 This procedure is designed to help and encourage all learners to achieve and maintain standards of conduct, attendance and performance. This procedure applies to all learners. The aim is to ensure consistent and fair treatment for all in the training centre.
- 19.2 The disciplinary procedure within GET is not directly related to your employment; however, your sponsor employer may choose to instigate their own employment disciplinary process as a result of GET's procedure being implemented.
- 19.3 The sponsor employer will be informed of any disciplinary action undertaken immediately.
- 19.4 As with any process within GET, every learner has the right to state their own case and to appeal.

### **Principles**

- 19.5 Informal action will be considered, where appropriate, to resolve problems.
- 19.6 No disciplinary action will be taken against a learner until a reasonable investigation of the allegation(s) has been undertaken.
- 19.7 The learner will be advised of the nature of the complaint against him or her and will be given the opportunity to state his or her case before any decision is made at a disciplinary meeting.
- 19.8 Learners will be provided, where appropriate, with written copies of evidence and relevant witness statements in advance of a disciplinary meeting. Witness statements may be, in appropriate circumstances, anonymised.
- 19.9 At all stages of the procedure the learner will have the right to be accompanied by a representative, or work colleague.
- 19.10 No learner will be removed from the centre for a first breach of discipline except in the case of gross misconduct, when the penalty will be removal from the centre and potentially termination of the training programme. This could also result in termination of employment if your employer chooses to instigate their own disciplinary proceedings.
- 19.11 The learner will have the right to appeal against any disciplinary action.
- 19.12 The procedure may be implemented at any stage if the learner's alleged misconduct warrants this.

## **Process**

19.13 Before any warning is issued the case must be fully investigated by the Practical/Academic Team Leader.

The learner will be informed of the circumstances causing the concern and they then have the right to state their case.

A meeting will take place with the following people present:

- The learner
- The learner's representative (if requested)
- The Practical and/or Academic Team Leader
- A GET representative (additional member of staff)

## **19 Actions**

If, after investigation, a warning is deemed appropriate, the sequence of disciplinary action is as follows:

### *a) Formal warning (verbal)*

A first formal warning (verbal) will be applied if the learner's conduct or performance does not meet acceptable standards.

This will be confirmed in writing, indicating the reason for the warning, the learner's necessary actions to rectify matters and the likely consequences of future offences or of insufficient improvement. The learner will be advised of relevant timescales, that the warning is the first stage of the disciplinary procedure and of their right to appeal. The warning will also inform the learner that a written warning may be considered if there is no sustained satisfactory improvement or change. The date of the warning and who was in attendance will also be confirmed.

A copy of the record of warning will be sent to the learner's sponsor company/employer and parents or guardians where applicable.

### *b) Written warning*

A written warning will be applied if the learner's conduct or performance does not meet acceptable standards.

This will be confirmed in writing, indicating the reason for the warning, the learner's necessary actions to rectify matters and the likely consequences of future offences or of insufficient improvement. The learner will be advised of relevant timescales, that the warning is the second stage of the disciplinary procedure and of their right to appeal. The warning will also inform the learner that a final written warning may be considered if there is no sustained satisfactory

improvement or change. The date of the warning and who was in attendance will also been confirmed.

A copy of the record of warning will be sent to the learner's sponsor company/employer and parents or guardians where applicable.

c) *Final warning (written)*

If the offence is sufficiently serious, or if there is further misconduct or failure to improve performance during the currency of a prior warning, a final written warning may be issued to the learner.

This will be confirmed in writing, indicating the reason for the warning, the learner's necessary actions to rectify matters and the likely consequences of future offences or of insufficient improvement. The learner will be advised of relevant timescales, that the warning is the final stage of the disciplinary procedure and of their right to appeal. The warning will also inform the learner that removal from the centre will be considered if there is no sustained satisfactory improvement or change. The date of the warning and who was in attendance will also been confirmed.

A copy of the record of warning will be sent to the learner's sponsor company/employer and parents or guardians where applicable.

d) *Removal from training*

If the decision is made to remove the learner from the centre, this will be confirmed in writing, indicating the reason for the removal, the effective date and of their right to appeal. The date of the decision and who was in attendance will also been confirmed.

A copy of the letter will be sent to the learner's sponsor company/employer and parents or guardians where applicable.

### **Gross Misconduct**

19.15 Where a learner commits a serious breach of discipline, the Practical/Academic Team Leader will eliminate previous stages of the disciplinary procedure and immediately inform the learner's employer of the nature and gravity of the circumstances.

19.16 The procedure will be as described above at the appropriate or relevant stage.

19.17 The following list (which is not exhaustive) indicates examples of offences which if they are of "significant magnitude" will be considered 'gross misconduct' and warrant removal from the centre.

- Theft, dishonesty, falsification of documents or fraud or attempts to commit such offences
- physical violence/intimidation/aggressive behaviour or bullying
- deliberate/wilful negligent damage to property

- serious misuse of an organisation's property or name
- deliberately accessing internet sites containing pornographic, inappropriate, offensive or obscene material
- serious insubordination
- unauthorised absence
- failing to follow a reasonable management instruction
- unlawful discrimination or harassment
- bringing the organisation into serious disrepute
- being unfit to work through alcohol or illegal drugs
- the consumption or sale of alcohol or drugs on Company premises;
- causing loss, damage or injury through maliciousness or serious negligence
- a serious breach of health and safety rules
- a breach of trust & confidence.
  - Improper or unauthorised use of computing and/or other ICT resource.
  - Acts of incitement to an illegal offence.
  - Acts of vandalism.

The above is not intended to be a comprehensive or exhaustive list of all possible examples of gross misconduct, and it is recognised that there are many instances where discretion and judgement will be involved.

19.18 If a learner is accused of an act of gross misconduct, they may be suspended from the centre, whilst the alleged offence is investigated.

19.19 Removal from the centre will take place when the offence committed results in a fundamental breach of the relationship between the learner and the Training Centre.

19.20 Copies of warnings will remain in file throughout the duration of the programme.

19.21 If at any time of the disciplinary procedure a stated member of staff is not available, an alternative member of staff with higher managerial status within the organisation may conduct the relevant activities.

19.22 If a sponsor company/employer wishes to endorse the disciplinary action taken by GET, they must conduct their own proceedings and issues independent warnings.

## **20. DATA PROTECTION POLICY**

20.1 The Data Protection Act relates to the handling of all data including learner information as well as client or customer related data. Data under the Act breaks down into two categories - ordinary personal data and sensitive personal data. The Act requires GET to take additional steps to protect sensitive personal data. GET is registered with the Information Commissioner's Office (ICO) and adheres to the principles contained within the Data Protection Act and the Employment Practices Code of Practice.

## **What Sensitive Personal Data Do We Hold?**

20.2 GET believe that the vast majority of the information which it holds is not considered (under the terms of the Act) to be sensitive personal data. GET believe that the only exceptions to this are:

- Racial or ethnic origin - which we hold for the purposes of equal opportunity monitoring;
- Any disciplinary or other records to the extent that they relate to criminal offences. For example, this would include criminal offences which you disclosed when you applied for an apprenticeship (and which are not exempt from disclosure under the Rehabilitation of Offenders Act) and data created in the thankfully infrequent event of allegations being made against learners that involve or could involve a criminal offence, such as theft.

20.3 Subject to some exceptions, the Data Protection Act requires GET to obtain your explicit consent to hold and process sensitive personal data. Without this consent GET will not be able to process this data.

## **What Other Personal Data Do We Hold About You?**

20.4 In general terms, the Act entitles you, on making a written request and paying the required fee, to obtain access to the data that GET holds and processes about you. Precise details of what data GET holds will vary from person to person. Broadly, however, the types of data that GET will hold and process about you will include:

20.5 Personal Details

- Title, Name, Address - for contact purposes;
- Home and mobile phone numbers (if supplied) - for contact purposes;
- National Insurance number – for funding purposes;
- Date of birth and age – for funding purposes
- Emergency contact (possibly next of kin) details - for emergency contact purposes.
- Accidents at work - if applicable for health and safety reasons; and
- Any current disciplinary warnings
- Vehicle registration details to effectively manage parking within the estate and surrounding areas

20.6 CCTV

Learners should be aware that GET premises are protected by a Closed Circuit Television system which is continuously recording activity at specific locations on the site.

This CCTV system observes the learner restroom and certain corridors. Surveillance is conducted primarily for the purpose of deterrence and detection of any criminal act, which may include, but is not limited to theft, vandalism, criminal

damage, public disorder, breaking and entry and fraudulent activity. It also aims to ensure the safety and security of learners, staff, visitors and their property.

Pursuant to the above objective, learners should be aware that any activity witnessed or recorded may be used by GET and may result in disciplinary action or passed to the relevant authorities to investigate possible criminal activity.

CCTV footage is stored for a limited duration only, currently linked to a maximum data allowance, which usually dates back no more than two months.

20.6 Learners should refer to the GET Data Protection Policy for further guidance and detail.

## 21. SUBSTANCE MISUSE POLICY

### 21.1 Policy Statement

In compliance with the Health & Safety at Work Act 1974 (Section G) GET is committed to providing a safe working environment. This includes, as far as is reasonably practicable, promoting the good health and well being of all of our learners and employees.

It is the purpose of this policy to ensure that the use of substances by any learner, employee or any other person(s) associated with GET does not impair the safe and efficient running of the business or put at risk the health, safety or welfare of its learners, employees, customers, suppliers or members of the general public.

GET also recognises the importance of balancing respect for individual privacy with the need to maintain a safe, secure and productive environment free of substance misuse

GET is aware that in some instances, substance dependency is defined as an illness. GET actively encourages any individual who is experiencing difficulties with alcohol, drugs or substances to seek help.

### 21.2 Definitions of Terms Used in this Policy

*Substances* - Includes but is not limited to alcohol, drugs and solvents.

*Alcohol* - Includes, but is not limited to distilled spirits, liquor, beer, wine, malt liquor, or any other intoxicants used for beverage purposes.

*Drugs* - Any psychoactive substance (those drugs that affect mood, thought process or perception), available both legally and illegally.

*Illegal Drugs* - All those drugs covered by the Misuse of Drugs Act (1971) and amendments.

*Dependency* - Where the user has adapted physically and/or psychologically to the presence of alcohol, drugs or substances and would suffer if they were withdrawn abruptly.

*Company Premises* - To include all premises the Company has responsibility for and includes all Company vehicles.

*Impaired (Alcohol)* - In terms of this policy any person who has Breath Alcohol Concentration that exceeds 35 mcg/100 ml (to be confirmed by an appropriate test) is deemed to be impaired due to alcohol and therefore in contravention of this policy.

*Impaired (Drugs)* - In terms of this policy, any person found to have consumed illegal drugs or used drugs in an unsanctioned or unreported way (to be confirmed by an appropriate test) is deemed to be impaired due to drugs and therefore in contravention of this policy.

*Misuse* - This applies to using alcohol, drugs or substances in an unsanctioned way. For example any illegal drug use, or using drugs for non-medical purposes without proper direction to do so from an appropriately qualified person such as a medical doctor or pharmacist. It also applies to using alcohol, drugs or substances in a way that are harmful / hazardous to the individual or to others and which are likely to distort perception and response when at work.

*Chain of custody* - is the secure process that ensures the sample provided by an individual for drug testing is labelled, tracked, analysed and reported so that on completion of the laboratory analysis the results is specific to the original sample provided by the individual.

### 21.3 **Scope of the Policy**

This policy applies to all learners and all company premises.

### 21.4 **Guidelines and Rules**

GET's policy is that its training environment should be free from the influence of substances. This policy will help to ensure that the health and safety of our learners, and others with whom they come into contact, to maintain the efficient and effective operation of the business. For those reasons the following rules will be strictly enforced.

No learner shall:

- a) Report or try to report to training whilst impaired due to alcohol or drugs (whether illegal or not) or substances.
- b) Be in possession of alcohol or illegal drugs on GET premises.
- c) Consume alcohol, illegal drugs or take any substance in an unsanctioned way whilst training.
- d) Attempt to sell, distribute or supply alcohol whilst on GET's premises.

- e) Attempt to sell, distribute or supply drugs which contravene the Misuse of Drugs Act 1971 and the Medicines Act 1968, whilst on GET premises. Any contravention of this, without exception, will be reported to the Police.

## 21.5 Learner Responsibilities

Learners have a duty of care not only for their own health and safety, but the health and safety of others who may be affected by their acts or omissions.

Learners should familiarise themselves with the policy and the implications arising from a contravention of this policy.

It should be recognised that prescribed and over-the-counter medicines may cause impairment to an individual. It is therefore the learner's responsibility to seek advice from their GP or pharmacist on any medicines they are taking. They should inform their Team Leader, the Learner Welfare Officer or any other Team Leader they wish, of any possible side effects of their medication. Any medical information will be treated in strictest confidence.

## 21.6 Discipline

Contravention of these rules is a very serious matter and GET will take disciplinary action in the event of an infringement under the disciplinary procedure, which may include removal from the centre. The learner's employer will also be informed and may take their own formal disciplinary action.

## 21.7 Screening and Testing

Screening and testing applies to all learners. The purpose of screening and testing is to ensure that due diligence is exercised and to deter and/or detect individuals on GET's premises who are impaired due to alcohol, drugs or substances.

Screening and testing will take place in the following circumstances:

- a) *Intervention Testing* - Where it is suspected that an individual is in contravention of this policy or where it is suspected that an individual is impaired due to the use of alcohol, drugs or substances, testing may be used as part of an assessment process.
- b) *Post Accident/Incident Testing* – As part of an accident/incident investigation, testing may be carried out on those individuals involved, where possible, to determine whether or not alcohol or drugs may have been a contributory factor.
- c) *Help and Support* - If an individual's performance is affected through a dependency to alcohol or drugs or where they are being supported for an alcohol, drug or substance dependency they may be required to undergo monitoring testing.
- d) *Random Testing* - Learners will be randomly selected and tested throughout the course of the year. This is to ensure fairness within the policy and give a clear message that the misuse of alcohol or drugs cannot be tolerated by GET.

The company will use breath testing for alcohol and oral fluid for drugs but reserves the right to use other approved methods of testing if necessary.

Should a learner refuse to consent or provide a sample for testing they will be sent home at GET's expense until a full investigation has taken place. GET reserves the right to treat a refusal to provide a sample for testing the same as a positive result. Their employer will be notified.

## 21.8 Screening and Testing Procedures and Protocols

### *Alcohol – Intervention/Post Accident/Incident/Random*

The test will be carried by a nominated Company representative who has received certificated instruction.

The test will comprise of a breath sample collection using a calibrated digital alcoholmeter, similar to those employed by the police.

The procedure for the administration of this test is as follows:

- a) The learner will be removed from training and asked to wait in a private area/room, where the nature of the test will be explained and the implications of a positive test result or a refusal to consent to the test.
- b) Upon the arrival of the GET representative, the learner will be asked to complete and sign a consent form to enable the test to take place. Failure or refusal to complete this will be viewed as a positive test result and the appropriate investigation will be implemented.
- c) If the test shows a breath alcohol level of zero, then the alcohol test will be deemed a negative result.
- d) If the test shows a breath alcohol level above zero a further test will be performed at least 20 minutes later to validate the first test result.
- e) If the second test is positive, (over the limits of 35mcg per 100ml breath alcohol concentration), the learner will be safely removed from Company premises. The incident will be reported to the learner's employer and will be reviewed the following working day to determine if any further action is required. This may include the arrangement of counselling, a recommendation made to the employer for loss of pay or disciplinary action as necessary. GET will also comply with the employer's policy on alcohol and drugs.
- f) If the second test is below 35mcg per 100ml breath alcohol concentration and not in ascendency or if the second test is below 35mcg per 100ml breath alcohol concentration but is in ascendency, the result will be recorded and GET will review the test result before determining the next stage of the investigation.

For example, where the learner has been on the premises for more than one hour GET reserves the right to use the test result to determine whether the learner would have been above the company limit of 35mcg per 100ml breath alcohol concentration when on the premises or to determine whether the learner has consumed alcohol whilst on site.

- g) Learners will not be allowed to resume any training which GET considers to be safety critical or otherwise likely to be affected by the consumption of alcohol but will be required to carry out classroom-based study. Depending upon the circumstances action may be initiated under the disciplinary procedures.

#### *Drugs – Intervention/Post Accident/Incident/Random*

The test will be performed by a nominated GET representative who has received certificated instruction.

The procedure for the administration of this test is as follows:

- a) The learner will be removed from their duties and asked to wait in a private area where the nature of the test will be explained and the implications of a positive test result.
- b) Upon the arrival of the nominated GET representative the learner will be asked to complete and sign a consent form to enable the test to take place. Failure or refusal to complete this will be viewed as a positive test result and the appropriate disciplinary investigation will be implemented.
- c) The nominated GET representative will collect the oral fluid sample in accordance with strict chain of custody procedures. The drug test requires that the individuals provide a fresh sample of their own oral fluid.
- d) The oral fluid sample will be tested on site using an approved rapid oral fluid test kit and where a non negative reaction is obtained, two further samples will be collected (A and B) and both will be delivered to an approved laboratory following strict chain-of-custody procedures, where it will undergo confirmation analysis to ascertain the exact identity of the substance(s) found following the onsite test.

Pending the outcome of the laboratory confirmation result the learner will be required to carry out classroom-based study only. The learner's employer will be informed.

If the laboratory confirmation analysis result is negative, the learner will be informed accordingly and, if appropriate to do so, will return to training.

If the laboratory confirmation analysis result is positive then the results will be reported to the learner's employer. The learner will be subject to the formal disciplinary procedure. They may be offered counselling, subject to the employer's approval. GET will also comply with the employer's policy on alcohol and drugs.

### **21.9 Alcohol/Drugs Appeals Procedure**

21.9.1 A learner may appeal against the positive result of an alcohol or drugs test at any time within 5 days of the initial test date or result. The learner may only appeal against a positive result on the grounds either that:

- they believe the alcohol test result is inaccurate in which case they will be responsible for all costs for the checking of the calibration of the instrument;

or

- they believe the drug test result to be incorrect, in which case they will be responsible for all costs for testing the B sample;

or

- they can demonstrate that they were not aware at the time of the alcohol or drug test that they had consumed alcohol or drugs.

- 21.9.2 If a learner wants to instigate the appeals procedure against a positive test result, they must request in writing to the CEO their intention to appeal. They must include in the appeal letter their reasons for the appeal with any information that they believe could have affected the test result, and any supporting evidence they intend to use as part of the appeal. The CEO must receive the letter either in person or by registered post within 5 days of the initial test date or result. Where a learner's application to appeal is over the 5 days allowed, the appeal will be deemed null and void.
- 21.9.3 Alcohol: At the learner's expense a written request will be made to the manufacturer of the calibrated digital alcoholmeter to have a calibration check carried out on the instrument to ensure the instrument's result was valid and accurate. A copy of the report will be sent to the learner and another copy sent to GET.
- 21.9.4 Drugs: At the learner's expense the B sample will be sent under strict chain-of-custody procedures directly from the original UK accredited testing laboratory to a second UK accredited testing laboratory where it will undergo analysis. A copy of the result will be sent to the learner and another copy sent to GET.
- 21.9.5 Learners may appeal against disciplinary action taken against them following a contravention of this Policy through the normal disciplinary appeal process.
- 21.9.6 The Apprentice Committee is involved in the random selection of the sample to ensure that the process is fair.
- 21.9.7 In the event that GET have a suspicion of a specific learner being under the influence of drugs, that individual will be asked to take part in the in a test outside of the random sampling procedure.

## **22. HEALTH AND SAFETY AT WORK POLICY**

### **General Policy Statement**

- 22.1 High standards of health and safety at work are of paramount importance to Gloucestershire Engineering Training and its entire staff. However, the achievement and maintenance of high standards requires commitment and action of its member companies and learners.

We at GET will put in place control measures to prevent personal injury and to protect our staff, learners and outside visitors from foreseeable work hazards. This will be secured, so far as is reasonably practicable by:

- Providing adequate control of the health and safety risks arising from our work activities.
- Consultation with our learners and employees on matters affecting their health and safety.
- Providing and maintaining safe plant and equipment.
- Ensuring safe handling and use of substances.
- Providing information, instruction and supervision for staff and learners.
- Ensuring all staff and learners are competent to do their tasks, and given adequate training.
- Preventing accidents and cases of work-related ill health.
- Maintaining safe and healthy working conditions.
- Reviewing and revising this policy as necessary at regular intervals.

### ***Organisation, Roles and Responsibilities***

#### **22.2 Organisation**

Fundamental to effective health and safety management in an organisation requires that all people are aware of their responsibilities, are competent to carry out the work that they are being employed to do and are actively involved in helping implement effective health and safety measures. This needs to be underpinned by effective communications. This section states who is responsible for what.

#### **22.3 Overall Responsibility**

The CEO has overall responsibility for the effective management of health and safety within GET. She will;

- Ensure that sufficient resources are made available to manage health and safety.
- Ensure that GET has a health and safety policy and that it is reviewed at least annually.
- Ensure that appropriate training, information and instruction to assist staff in carrying out their H&S responsibilities is available.
- Ensure that effective monitoring of health and safety is carried out.

#### **22.4 Team Leaders Responsibilities**

Team Leaders are responsible for ensuring, so far as is reasonably practicable, the health and safety of all staff and learners within their areas of responsibility. They will:

- Ensure that all staff are competent to use any equipment with which they are liable to come into contact and, if not, arrange additional training where required.

- Ensure that all learners have been fully trained in the safety use of machinery and equipment prior to operating it and that such training is recorded.
- Set up a schedule of inspection/maintenance etc. for each piece of plant and machinery with which employees work to ensure and that all safeguards functioning correctly.
- Ensure that work areas are free from hazards and that fire exits and fire extinguishers are not obstructed.
- Pass on all relevant health and safety information to staff and learners.
- Consult staff and learners about health and safety measures that affect them.
- Ensure that their staff and learners have and use the appropriate PPE where and when required.
- Carry out annual risk assessments.
- Report and assist in the investigation of any accident suffered by any staff member, learner or other in areas under their control.
- Ensure that customers and other visitors do not come to any harm whilst on the premises.

### **22.5 Individual Responsibilities**

Everyone employed (in this context learners are considered as employees) by GET has individual health and safety responsibilities. This means they will:

- Take reasonable care of their own health and safety at work.
- Follow all health and safety instructions given to them by Team Leaders, Managers and other authorised people.
- Follow the health and safety rules that apply to their role.
- Do what is reasonably practicable to ensure that other people, including members of the public, are not put at risk by what they are doing.
- Use any health and safety equipment provided, such as PPE.
- Not misuse anything that has been provided in the interests of health and safety.
- Report anything that might present a danger to either themselves or anybody else.

### **22.6 Health and Safety Competent Person**

GET has nominated an employee as the person competent to carry out the necessary measures to comply with the statutory provisions as required under Regulation 7 of the Management of Health and Safety at work Regulations 1999. This individual is Joe Webster, Health and Safety Co-Ordinator. He will:

- Monitor developments in health and safety law that may affect GET and notify appropriate staff.
- Provide an advisory service on any health and safety issues that GET might have.
- Provide health and safety induction training for all staff and learners.
- Ensure that the required risk assessments take place and are reviewed at least annually.

- Ensure the provision of emergency management procedures including first aid and fire precautions are maintained.
- Investigate accidents.
- Report details of any injury, disease or dangerous occurrence under RIDDOR to the Incident Contact Centre.
- Ensure that all checks/inspections by outside specialists for the fire precautions systems are carried out and carry out internal checks.
- Carry out quarterly inspections of the premises.
- Ensure that the appropriate signs are displayed – fire, ‘Health and Safety information for employees’ poster etc.

### ***Arrangements for Carrying Out the Policy***

#### **22.7 Staff Competence**

To ensure that our staff are competent and have sufficient information to carry out their work safely GET provides the following:

- An induction when they join the company which includes going through this health and safety policy, discussing risk assessments and taking them through the fire precautions.
- In house training on each piece of equipment they use.
- Manual handling training.
- Training on any hazardous substances they may come into contact with.

In addition staff that have specific additional roles, such as first aid and fire wardens, are also trained in these areas.

#### **22.8 Consultation and Co-operation**

GET recognise the need for consultation and co-operation and the involvement of everyone to secure and maintain a safe and healthy workplace. A health and safety committee exists with representatives drawn from all areas of the organisation (to include a learner rep). Health and safety is included on the agenda for discussion at Senior Management Team meetings.

Learner feedback meetings take place monthly on the first Monday where all issues, including health and safety are discussed. Staff can also raise issues at any time to their team leader or the Chief Executive.

#### **22.9 Risk Assessment**

Risk assessments are carried out, as required by the management of Health and Safety at Work Regulations 1999, the Provision and Use of Work Equipment Regulations 1998, the Manual Handling Operations Regulations 1992, the Control of Substance Hazardous to Health Regulations 2002 and any other relevant legislation.

The risk assessments’ covering our premises considers risks such as machinery, manual handling, access, lighting, condition of floor etc.

#### **22.10 Hazardous Substances**

GET is aware of its responsibilities under the COSHH regulations and actively tries to avoid buying substances with these markings.



Harmful to health



Oxidising



Compressed gas



Toxic



Harmful to environment



Flammable



Poisonous



Explosive



Corrosive

However, the nature of our industry is such that some of these substances are used.

Where such substances are used these are assessed as to their use, against the safeguards on the safety data sheets, to ensure that this is in accordance with the safeguards required by the manufacturer. All data sheets are requested from the supplier prior to purchase and the substance assessed for suitability before ordering.

Any substance assessed as possessing a potential risk is stored in a locked cupboard and only used within a controlled environment.

Staff and learners are trained in how to use the various substances and what safeguards to use.

### 22.11 Maintaining Premises

Procedures are in place to ensure the upkeep and maintenance of the structure of the building and the fixtures and fittings. This includes ensuring that the premises are cleaned regularly and that rubbish is removed to designated areas both inside and outside the building and removed by an approved contractor, weekly.

The electrical installation for the premises is inspected and tested at three yearly intervals and is checked annually in between times.

The appropriate safety signs are displayed.

The building is checked quarterly and the findings recorded.

Gas heaters located within the training workshop are maintained in line with manufacturer's instructions.

#### **22.12 Fire and Emergencies**

A fire risk assessment has been undertaken and a fire plan produced which details precautions taken and the actions to be followed in the event of fire.

Staff and learners have been trained in fire precautions and practice fire evacuation drills are held every six months.

The company competent person ensures that checks/inspections are carried out by specialists on the alarms and detection systems, the emergency lighting and the fire extinguishers to ensure that they work correctly.

#### **22.13 Work Equipment**

GET ensures that all the equipment used by our staff and learners is suitable and safe to use for the work being undertaken. No learner or member of staff should use any machinery until they have been fully trained and assessed as competent by their Instructor or the Lead Instructor.

There is in place a maintenance schedule for each machine tool which details the checks required and the frequency at which planned maintenance should take place. This includes checking the machinery weekly to ensure it is functioning correctly, lubricating slide ways and confirming that all safety features are undamaged and functioning correctly.

Learners and staff are required to carry out safety checks prior to using any machine.

#### **22.14 Manual Handling**

The need for Manual Handling has been removed as far as possible. However due to the nature of the business it is inevitable that some Manual Handling will take place. Any required manual handling operations are included as part of our risk assessment process and measures has been introduced to reduce the risk of injury to staff and learners.

All staff and learners have been trained in good manual handling techniques and this training is recorded.

#### **22.15 Display Screen Equipment**

GET is aware of our responsibilities under the Health and Safety (Display Screen Equipment) Regulations 1992 and ensure that all DSE used by our staff and learners is used in accordance with these. This includes purchasing suitable software, hardware and furniture, ensuring that workstations are properly set up and by instructing and providing staff and learners with relevant information on how to use the equipment safely. Staff that use DSE as the main part of their job role are entitled to an eye test and glasses.

#### **22.16 Personal Protective Equipment**

Staff are provided with Personal Protective Equipment as identified in the risk assessment process. Learners are also required to wear PPE in line with the risk assessment, these being provided by their employing company. In the event of damage

to essential PPE required by learners GET will provide replacements until the learner receives a permanent replacement from their employer.

#### **22.17 Contractors**

All our installations, repairs and servicing are carried out by specialist contractors who have been assessed as to their suitability to carry out the task. Prior to commencing work they are required to read and sign our contractor's code of practice and submit a suitable risk assessment.

#### **22.18 Visitors**

All visitors must report to reception on arrival, where they will be required to read the organisation's safety information and sign the visitor's book. The GET contact will be responsible for the visitor during their time on site and must ensure that the required PPE is worn should they enter the Engineering workshop. The GET contact is also responsible for ensuring that reception has been informed when the visitor has left the premises.

#### **22.19 First Aid Arrangements and Accident Reporting**

GET has specific members of staff appropriately trained in first aid techniques. A basic first aid box is in the main office kitchen and a more comprehensive kit that is conveniently located in the corridor between the learner restroom and the VRQ office, the key for which is kept in the Instructors office.

GET has an accident book which is located next to the main first aid box, in which all injuries to staff and learners are recorded. Completed accident record forms are removed and stored in a file in the instructor's office. Serious accidents and trends are discussed at the health & safety committee meeting and improvements to processes implemented.

A competent person has been tasked with ensuring that any injuries, diseases or dangerous occurrences that are notifiable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 are reported to the appropriate authorities.

#### **22.20 Monitoring and Improving Performance**

GET has internal monitoring systems to judge the effectiveness of our management of health and safety. We have an H&S committee that meets at least quarterly which contains a staff member from all areas of the organisation and also includes a learner representative. H&S issues are also discussed as a rolling agenda item at monthly SMT meetings.

### **Review**

22.21 The Group Safety Policy will be reviewed on an annual basis by the Group Management Board and on a quarterly basis by the Executive Committee.

## 23. SAFEGUARDING POLICY

- 23.1 This policy has been produced to confirm the organisation's safeguarding practices and explain the procedures that should be followed in the event that anyone has a concern or suspicion that someone may be the victim of harm or abuse.
- 23.2 All adults who come into contact with children and vulnerable adults in their work have a duty of care to safeguard and promote their welfare.
- 23.3 GET believes that it is unacceptable for a learner to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all learners by commitment to practice that protects them.

### Definitions

- 23.4 **Adults** – refers to any adult who is employed, commissioned or contracted to work with children and young people in either a paid or unpaid capacity.
- 23.5 **Learners** – this refers to any individual on a learning programme and includes children and vulnerable adults.
- 23.6 **Children and Young People** – individuals who have not yet reached their 18<sup>th</sup> birthday.
- 23.7 **Vulnerable adults** – individuals who are over the age of 18 but has some form of learning, physical or mental disability.
- 23.8 **Safeguarding** – the process of protecting children and vulnerable adults from abuse or neglect, preventing impairment of their health and development, and ensuring that they are growing up in circumstances consistent with the provision of safe and effective care that enables children to have optimum life changes and enter adulthood successfully.
- 23.9 **Duty of care** – the duty which rests upon an individual and or organisation to ensure that all reasonable steps are taken to ensure the safety of a child or young person involved in any activity or interaction for which that individual or organisation is responsible. Any person in charge of, or working with children or vulnerable adults in any capacity is considered, both legally and morally to own them a duty of care.
- 23.10 **Designated Person/s** – the nominated contact within the organisation who has responsibility for safeguarding within the organisation and to whom all concerns should be reported to.
- 23.11 **Safeguarding lead**- Linsey Temple has overall responsibility for Safeguarding within GET and will make overall decisions and referrals.

### Underpinning Principles

- 23.11 The welfare of the learner is paramount.

- 23.12 It is the responsibility of all adults to safeguard and promote the welfare of children and young people. This responsibility extends to a duty of care for those adults employed, commissioned or contracted to work with children and young people.
- 23.13 Adults who work with children are responsible for their own actions and behaviour and should avoid any conduct which would lead any reasonable person to question their motivation and intentions.
- 23.14 Adults should work and be seen to work, in an open and transparent way.
- 23.15 The same professional standards should always be applied regardless of culture, disability, gender, racial origin, religious belief and/or sexual identity.
- 23.16 Adults should continually monitor and review their practice and ensure they follow the guidance contained in this document.

### **The Policy**

- 23.17 The Safeguarding Lead with overall responsibility for safeguarding within GET is the Chief Executive (Linsey Temple). Designated Persons at GET are- Gareth Cook, Jan Sully, Jessica Jones, Martin Wear and Mikela Lowthian
- 23.18 In the absence of the Safeguarding Lead, The Designated Person/s will resume the responsibility of the role.
- 23.19 Any queries or questions in relation to safeguarding should be discussed with the Designated Person/s.
- 23.20 If you have suspicion or concern that someone may be the victim of harm or abuse you should inform the Designated Person/s immediately.
- 23.21 In order to ensure there is a safe learning environment, GET will embed safeguarding into the practices of the organisation in the following ways:
- Ensuring all staff are vigilant and aware of the possible signs of harm or abuse through regular update sessions via internal meetings
  - All learners and employers will be issued with a safeguarding information booklet.
  - Ensuring the learner induction process contains a section on safeguarding practices and procedures.
  - All employer contracts will include a section of responsibilities and obligations in relation to the safeguarding of learners in their employment.
  - All staff job descriptions and person specifications will be amended to include reference to an individual's responsibilities and obligations in relation to the safeguarding of learners.

- All promotional material will contain GET's commitment statement to the safeguarding of learners.
- Posters/Information leaflets will be located in and around the building for advice and guidance.
- Reviewers will be responsible for ensuring safeguarding is monitored in the workplace by formal questioning through the review process.
- The Designated Person/s will keep up to date with current national legislation and procedures in relation to safeguarding and form networks and communication channels with the appropriate external agencies.

23.22 The **Safeguarding Lead** will:

- Decide whether or not an allegation should be investigated further.
- Appoint a member of staff to conduct the investigation process and give guidance on how to conduct the process.
- Decide whether or not the investigation should be reported to the appropriate authorities for further investigation.
- Ensure that all the appropriate checks have been conducted before any new employees are recruited in any delivery role
- Ensure that any allegations or concerns regarding any employee is reported to the disclosure and Barring Service.
- Inform the Group Management Board of any allegations that have been raised and investigated.

**Confidentiality**

23.23 Throughout the process of an investigation, staff may have access to highly sensitive, private and confidential information about a young person/learner.

23.24 This information must be kept confidential at all times and only shared when it is in the interest of the young person/learner to do so.

23.25 If a member of staff is in doubt about whether to share information or keep it confidential he or she should seek guidance from the Designated Person/s.

23.26 The storing and processing of personal information about a young person/learner is governed by the Data Protection Act 1998.

23.27 Throughout the investigation stage, the learner must be advised of the fact that their personal and confidential information may need to be passed on to the Safeguarding Lead and in some circumstances to relevant external agencies.

## **24. PLAGIARISM & CHEATING**

- 24.1 Plagiarism includes representing another's work to be your own or stealing the thoughts of others and Cheating includes acting so as to gain an unfair advantage over others so as to declare knowledge that is not learned.
- 24.2 GET has a responsibility in accordance with its Malpractice Policy to ensure that any concerns or reports of Plagiarism and cheating are investigated and Disciplinary Action taken where appropriate.

## **25. MISCELLANEOUS**

### **Apprentice Committee**

- 25.1 An Apprentice Committee will be elected by Learner Ballot. The duties and responsibilities of the Committee will be defined and explained once the committee is formed.

### **Clean Up Duties**

- 25.2 All learners are expected to share in the clean-up duties which will be covered during induction.

### **Telephone Calls**

- 25.3 Any telephone calls needed to be made, unless under exceptional circumstances, should be made during the lunch break. All mobile telephones are to be switched off and confined to lockers.

### **Eating and Drinking**

- 25.4 Eating and drinking is not allowed in the corridors and stairways; the tea room should be used for all breaks. The chewing of gum on GET's premises is forbidden.

### **Front Entrance (Reception)**

- 25.5 It is strictly forbidden to use the reception entrance - **Except** when fire alarm sounds or if you arrive late and the entrance door is locked.

### **Classrooms**

25.6 The rooms are out of bounds unless authorised by your Practical/Academic Team Leader.

- a) Clean shoes must be worn.
- b) Overalls will not be worn.
- c) Hands must be clean.
- d) Eating, drinking and smoking are strictly prohibited.
- e) Any vandalism will be severely dealt with.
- f) No shouting or disruptive behaviour.

### **Hand Tools**

25.7 Instructors are responsible for the issue of tools within the workshop. Learners are directly responsible for the tools in their possession and losses through misuse, neglect or damage caused by learners will be charged against them.

25.8 Tool checks will be conducted on a regular basis.

## APPENDIX A – FAIRNESS IN ASSESSMENT

### Fairness in assessment

Part of the role of the assessor is to confirm that learners can meet the performance standards and that they have the relevant knowledge and understanding detailed in the award. Judgements related to assessment decisions must be fair and consistent.

### Fairness is making sure that...

- Learners have not been asked to do things which are not required by the qualification,
- Each learner is required to do things of equal difficulty in relation to the same unit
- The method of assessment used for each learner offers equal rigour, while providing valid and reliable assessment
- Each learner has covered all elements of the requirements of the qualification

### Consistency is making sure that...

- Similar evidence from different learners leads to the same decision by the assessor(s)
- Similar evidence of different occasions leads to the same decision

### To improve the fairness and consistency of assessment decisions, the assessor should...

- Talk to other assessors to make sure that there is a common expectation of what is required from the learners
- Ask candidates if they feel that they are being treated fairly and consistently
- Talk to the internal verifier to see how he/she is making sure assessments are fair and consistent
- Share best practice with other Assessors to ensure consistency of freedom from bias
- Check records and see if there are any differences between what they used to do and what they do now. (If there are differences, check to make sure that they are still being fair to learners).
- Check the learners **Assessment Plan** at the end of the assessment to make sure that both the assessor and learner have completed what they agreed to do.

## Welfare and Support Needs

**Safeguarding Lead: Linsey Temple (CEO)**



**Learner Welfare Officer: Jess Jones**

