

GLOUCESTERSHIRE ENGINEERING TRAINING LIMITED

LEARNER HANDBOOK

OUR POLICIES

August 2018

INDEX

WELCOME

1.	Responsibilities	4-5
2.	Attendance and Timekeeping	5-6
3.	Absence as a result of sickness and/or injury	6-7
4.	Dentists, Doctors, Opticians and other appointments	7-8
5.	Holidays	8
6.	Use of Computers in Training	8-10
7.	Dress Codes	10-11
8.	Car Parking	11-12
9.	Accidents	12-13
10.	Smoking	13-14
11.	Fire Instructions	14-16
12.	Course Organisation	16
13.	Equality, Diversity and Inclusive Learning Policy	16-18
14.	Prevent Agenda	18
15.	Bullying and Harassment Policy	19-25
16.	The Appeals Process (Assessment)	26
17.	The Appeals Process (Disciplinary)	26-27
18.	Grievance Procedure	27
19.	Disciplinary Procedure	27-30
20.	General Data Protection Regulation	30-34
21.	Substance Misuse Policy	34-39
22.	Health and Safety at Work Policy	39-45
23.	Safeguarding Policy	45-48
24.	Plagiarism	48
25.	Miscellaneous	49

Appendices

- A. Fairness in Assessment
- B. Welfare Diagram

WELCOME TO GLOUCESTERSHIRE ENGINEERING TRAINING LTD

Gloucestershire Engineering Training Ltd (GET) is an engineering group training association with charitable status, strategically led and guided 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 learners sent to GET by local engineering and manufacturing businesses within the county. 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 Co-ordinator who is available to ensure learner safeguarding is in place to protect learners from sexual, physical and emotional harm by looking at preventative action. GET is committed to helping and supporting all learners, ensuring that the Prevent Agenda is fully operational to prevent extremism and terrorism.
- A Commitment Statement, an Individual Learning Plan (ILP) and an Apprenticeship 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.
- Learners who bring their own personal property and/or belongings into GET do so at their own risk – should anything be lost or go missing GET are not responsible or liable.

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 are running late you should inform GET by Telephone (01452 423461), once you have arrived at GET you must immediately report to your Instructor/Tutor and also inform the Business Support Team of your arrival. Lateness is monitored by the Trigger Point Process (Please refer to Disciplinary process set out Part 19 of this Handbook)
- 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 may 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. If you forget to clock in this is monitored by the Trigger Point Process (Please refer to Disciplinary process set out Part 19 of this Handbook)
- 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 (01452 423461) and your employer before **8.00am** on your first day of absence and every subsequent day unless you are in possession of a Medical Certificate.

If you do not make contact with GET and are absent, your emergency contacts and Employer will be contacted.

3.3 If your absence lasts for **less than 7 calendar days**, on your return to GET you must complete a 'Learner 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 Learner 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 (for example, Impero software monitors usage and automatically sends notification if inappropriate action is detected).

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.

6.2 Inappropriate websites and Content

It is important users understand that viewing or distributing inappropriate content is not acceptable under any circumstances. Users must not view, download, create, distribute or retain any inappropriate content or material.

Inappropriate content is content that could be considered obscene, offensive or disrespectful to others. It can include text, images or other media that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law. Users should ensure they are familiar with the company Dignity at Work Policy and ensure their use of IT systems complies with the requirements in this policy.

Additional examples of inappropriate use are;

- Acting on or encouraging illegal or criminal activities.
- Sending offensive or harassing material to others.
- Broadcasting unsolicited personal views on social, political, religious or other non-business related matters.
- Communicating material that could damage GET Limited's image or reputation.
- Creating or transmitting material that might be fraudulent, defamatory, untrue, unlawful or incur liability for the company.
- Deliberately disrupting systems and users both internal and external.

This list is not exhaustive and 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 systems had accessed the particular web pages. If the user is unsure whether GET would consider particular material to be appropriate, they should not access it or distribute it.

If a user 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/Manager. Users must not, under any circumstances, forward the material, show it to anyone else or otherwise distribute it.

6.3. Policy Enforcement - Monitoring Usage

Users must be aware they have no right to privacy when using the GET's systems. The company monitors use of the IT systems, to examine and review the data accessed and

stored. Further investigation will take place where there is a legitimate need or concern. Examples of such situations include;

- where a learner is off sick or on holiday
- to find lost messages or to retrieve data lost by computer failure,
- to assist in the investigations of wrongful acts or
- to comply with any legal obligation.

Any such examinations or monitoring will only be carried out by authorised staff.

Hard copies of data stored and/or communications may be used as evidence in investigations and/or disciplinary proceedings.

Users should always ensure that business information sent over IT systems is accurate, appropriate, ethical, and legal.

All data written, sent or received through the company's computer systems is part of official GET Limited records. The company can be legally compelled to show that information to law enforcement agencies or other parties.

6.4. Copyright

GET Limited respects and operates within copyright laws. Users must not use the company's IT systems to breach copyright law. Examples of copyright breach include:

- Publishing or sharing any copyrighted software, media or materials owned by third parties, unless permitted by that third party.
- Downloading illegal copies of music, films, games or other software, whether via file sharing services or other technologies.

6.5. Potential Sanctions

Knowingly breaching this policy is a serious matter. Users who do so will be subject to disciplinary action, up to and including termination of employment.

Users may also be held personally liable for violating this policy.

Where necessary, the company will involve the police or other law enforcement agencies in relation to breaches of this policy.

7. DRESS CODE

Proper attire is necessary to maintain an image which reflects GET's professionalism and high standards. It is important that clothing is appropriate for GET's environment and learners are expected to take a safe, common sense approach to their workwear.

7.1 Engineering/Electrical and Workshop Areas

All Areas

Polo shirts/workshop coats, where provided, should be worn, with long, dark trousers or smart, black jeans. No other jeans may be worn. Skirts and shorts are not appropriate in the workshop.

Good sound shoes should always be worn; plimsolls, sandals or high-heeled shoes should not be worn; Light footwear invites serious foot injury.

Workshop only

For the purposes of this Dress Code, the electrical booths are considered part of the workshop area.

Learners in the Workshop areas must wear appropriate personal protection equipment (PPE) (overalls, safety boots/shoes, goggles/over-glasses) which will be provided by the learners employer.

Loose clothing and long hair can be caught up in moving machinery much more easily than most people realise. Learners must therefore not wear loose-fitting clothing or dangling ties, jewellery or scarves. Long hair must not dangle but must be tied up and out of the way, e.g.in a bun, top knot or net to prevent it becoming entangled in machinery.

7.2 Electrical Workshop and Classroom (not Electrical Booths – see workshop above)

Learners working within the Electrical Workshop and classrooms should be mindful of the risks of each activity and take a common sense approach to the need for appropriate personal protection equipment (PPE) (e.g. goggles/over-glasses) and loose clothing/hair.

Where learners expect to be working across different areas of site they should dress appropriate to the standards required within the Workshop to ensure compliance at all times.

- ***During hot summer months learners will be permitted to wear shorts during Technical Certificate days but will be forbidden to enter the workshop/workshop classrooms/Electrical Workshop without appropriate PPE. GET reserves the right to sending a learner home to change should they arrive inappropriately dressed for the day.***
- ***Beanies, baseball caps and Flip Flops are not considered to be appropriate***

8. CAR PARKING

- 8.1 GET has an on-site car park for learners, although with the increase in learner numbers spaces will be limited.
- 8.2 Learners must complete a Parking Application Form before using the car park.

- 8.5 If you are unable to get a space in either of the two learner car parks, you must find alternative parking arrangements off site. You **MUST NOT** use parking spaces for other companies on the site.
- 8.6 Fines of **£25** will be issued to any learner who is found to be:-
- parking anywhere else onsite without permission from a staff member
 - blocking other car users in (double parking)
 - not parking in an outlined space
- 8.7 Failure to pay a GET issued fine could result in disciplinary process.
- 8.8 Appeals procedure applies to anyone wishing to appeal a parking fine. Appeals procedure can be found under section 17 of the handbook.

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 Browne	Tech Cert
Peter Clifford	Office
Dan Hernon	Office
Ruth Hill	Office
Nigel Mallet	Office
Paul Smith	Workshop
Keith Wallington	Workshop
Andy Walton	Tech Cert

- 9.8 First Aiders are trained by attending an approved and accredited provider 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 (this includes the use of electronic cigarettes and vaping). Designated smoking shelter can be found to the rear of Unit 2.7.
- 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 and vaping. 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 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.

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 assembly point 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.

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 Government's 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 Co-ordinator .
- 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).
- Sexual violence and sexual harassment
- 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/harassment 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 a 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 Senior Instructor/Tutor, Manager or 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.
- 19.13 GET's Parking Policy will not form part of this Disciplinary Procedure and will be dealt with separately via the GET Fines System.
- 19.14 The Disciplinary Procedure is based on a points system. The Trigger Points are listed below:

Trigger Points

Points Total	Disciplinary
6	Learner will be issued with a Verbal Warning
12	Learner will be issued with a Written Warning
18	Learner will be issued with a Final Written Warning
19+	The situation will be discussed with the Employer by the CEO and/or the Operations Director and could lead to Dismissal

Trigger Point Reviews Before Any Disciplinary Is Issued

3	<p>An update to be provided to the CEO and/or the Operations Director and the situation reviewed.</p> <p>If necessary, an Informal Discussion will take place with the Learner and the CEO and/or The Operations Director will request a member of the SMT and/or a Team Leader to carry this out and the details will be recorded.</p>
6	<p>An update to be provided to the CEO and/or the Operations Director and the situation reviewed.</p> <p>No Disciplinary will be issued until this has been reviewed and where necessary the CEO and/or the Operations Director will request a member of the SMT and/or a Team Leader/Manager to issue the Verbal Warning and the details will be recorded. A copy of the letter will be provided to the Employer.</p>
12	<p>An update to be provided to the CEO and/or the Operations Director and the situation reviewed.</p> <p>No Disciplinary will be issued until this has been reviewed and where necessary the CEO and/or the Operations Director will request a member of the SMT and/or a Team Leader/Manager to issue the Written Warning and the details will be recorded. A copy of the letter will be provided to the Employer.</p>
18	<p>An update to be provided to the CEO and/or the Operations Director and the situation reviewed.</p> <p>No Disciplinary will be issued until this has been reviewed and where necessary the CEO and/or the Operations Director will request a member of the SMT and/or a Team Leader to issue the Final Written Warning and the details will be recorded. A copy of the letter will be provided to the Employer</p>

Points can be issued for any of the following:-

- Timekeeping and Attendance
- Attitude and Commitment towards learning
- Being unable to access GET due to Forgetting Fob
- Breaching GET's Safety Regulations / lack of PPE
- Demonstrating and upholding GET's Values and Principles

19.15 Examples of Actions Leading to Disciplinary Action:

Please note any of these actions will overwrite the points system and depending on the severity will be dealt with accordingly by the CEO and/or the Operations Director. Where necessary an Investigation will take place with the potential that the Learner is suspended from learning during the investigation.

- Breach of GET's Policies and Procedures
- Gross Misconduct

- Cheating
- Bullying, Verbal and Racial Abuse

19.16 General Points:

- Any member of Staff can issue a point to a Learner after having given sufficient warning that their actions could lead to this happening
- The Learner Welfare Co-ordinator has responsibility for updating Learner Timekeeping, Attendance and providing the Employer with weekly updates
- Each disciplinary issued will be valid for a 12 month period and reviewed in line with the policy
- Breach of GET's Parking Policy will not form part of this Disciplinary Procedure and will be dealt with separately via the GET Fines System
- If it is necessary to investigate the proposed Disciplinary GET are within their rights to suspend the Learner from training whilst the investigation takes place
- GET will ensure that any Verbal, Written or Final Written Warning issued is followed up in writing with the Employer
- Any Learner who already has a Disciplinary on their record prior to 1 September 2018 will be allocated the relevant points
- If the Employer chooses to issue their own Disciplinary based on their Company Disciplinary Procedure this will be dealt with by the Employer directly with their Employee

20. GENERAL DATA PROTECTION REGULATION (GDPR)

PRIVACY POLICY – PERSONAL DATA

20.1 This policy is designed to inform learners, parents and carers, employees, employers/companies and relevant external agencies how we gather and process personal information in accordance with this Privacy Policy and in compliance with the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) and any equivalent legislation amending, supplementing or replacing this Regulation. Gloucestershire Engineering Training (GET) is registered with the Information Commissioner's Office (ICO) – Registration Number 25367030.

20.2 We are committed to ensuring that your privacy is protected and are transparent about how we collect and use your personal data. This Policy provides you with the necessary information regarding your rights and our obligations and explains how we collect, process and store your personal data and who we share this data with.

PERSONAL DATA

Information that we collect

20.3 GET collects, holds and processes your personal data to meet our legal, statutory and contractual obligations in providing you with our services. We only collect personal data for specified, explicit and legitimate purposes.

- 20.4 Personal data for the Application, Recruitment, Registration and Learning Programme processes. A separate, signed Consent Form is required at the start of the Application process and during the Registration process at the start of the learning programme. If a Learner is under the age of 16, we will require their parent/guardian's permission before they provide any personal information to GET.

How we process personal data

General Principles

- 20.5 Get will process information in accordance with the Data Protection Act and its own Data Protection Policy. To comply with the law, information about individuals and companies must be collected and used fairly, stored safely and securely, be adequate, relevant and not excessive, be kept accurate and up to date, held only as long as is necessary and not disclosed to any third party unlawfully.
- 20.6 The information provided is shared with the Education and Skills Funding Agency (ESFA), on behalf of the Secretary of State for the Department of Education (DfE). Learners' personal information will be used by the DfE, the ESFA (an executive agency of the DfE) and any successor bodies to these organisations and is used by the DfE to exercise its functions and to meet its statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009 and to create and maintain a unique learner number (ULN) and a personal learning record (PLR). The information will be securely destroyed after it is no longer required for these purposes. The information may be shared with third parties for education, training, employment and well-being related purposes, including for research.
- 20.7 This will only take place where the law allows it and the sharing is in compliance with data protection legislation. Further information about the use of and access to data are available at <https://www.gov.uk/publications/esfa-privacy-notice>. GET's Data Protection Policy is also available on request.

20.8 Retention

We only retain your data for as long as is necessary and for the purpose(s) specified in this Policy. Our policy is to keep personal data for a specified period in which time it will be securely destroyed, or for as long as is required in order to carry out a particular purpose, meet a particular obligation and/or meet regulatory and statutory requirements. Data will usually be retained for a period of 6 years, unless legal or statutory requirements require us to extend this period. All data processors, including staff, or acting on our behalf only process your data in accordance with instructions from us and comply fully with this Privacy Policy, the data protection laws and any other appropriate confidentiality and security measures.

20.9 Keeping your information safe and secure

GET is committed to keeping all personal information secure to protect it from being inappropriately or accidentally accessed, used, shared or destroyed. All information is stored safely and securely.

20.10 Internal databases

A significant amount of learner data is held on our internal database system, which has a significant number of inbuilt features to control access. In addition to being able to specify what actions internal users can perform, we also restrict them to

subdivisions of the database using Sites, Funding Organisations and Main Users and fields which contain personal information are encrypted and restricted to only the necessary users. The system is also able to pseudo-anonymise learner records to restrict unnecessary access to personal data.

20.11 **The website**

GET's Website and its hosts take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users. Our website complies to all UK national laws and requirements for user privacy.

20.12 **Cookie Policy**

Our website uses cookies to improve your experience when visiting our website. Cookies are small files which asks permission to be placed on your computer/device. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual and tracks, saves and stores information about your interactions with and usage of the website. This allows the website, through its server to provide you with a tailored experience within the website. Our website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer/device. This complies with legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer/device.

20.13 **Google Analytics**

Our website uses Google Analytics tracking software to monitor activity to better understand how you use it and how to improve our service to you. The cookies used to deliver Google Analytics are used to store information, such as what time your current visit occurred, whether you have been to the site before and what site referred you to the web page. These cookies contain no personally identifiable information but they will use your computer's IP address to know from where in the world you are accessing the Internet. Google stores the information collected by these cookies on their servers and Google may transfer this information to third-parties where required to do so by law, or where such third-parties process the information on Google's behalf. Further information is provided on this link – <http://www.google.com/analytics/learn/privacy.html>

20.14 **Links to other websites**

Our website may contain links to other websites of interest. However, you should note that we do not have any control over these other websites. Once you have used any of these links to leave our site, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting these sites and such sites are not governed by this privacy statement.

20.15 **Social Media Platforms**

We participate with social media platforms subject to their privacy policies. Our website may use social sharing buttons which help share web content directly from web pages to social media platforms. The social media platform may track and save your request to share a web page through your social media platform account.

20.16 **Subject Access Requests**

Individuals have the right to make a subject access request in relation to their personal data and can ask for confirmation that their data is being processed and access the data. GET may ask for proof of identification before the request can be processed. GET reserves the right to make a reasonable charge for the information where a request is manifestly unfounded or excessive, particularly if it is repetitive. GET will endeavour to respond within the one month specified by law.

20.17 **Your Rights**

Individuals have a number of other rights in relation to their personal data and how it is collected, processed and shared. The GDPR includes the following rights for individuals:

- the right to be informed
- the right of access
- the right to rectification
- the right to erasure
- the right to restrict processing
- the right to data portability
- the right to object

20.18 **Data Security**

GET takes the security of personal data seriously. We have internal policies and controls in place to protect personal data against loss, alteration, destruction, misuse or disclosure and ensures relevant access control. Where we engage third parties to process personal data on our behalf, such parties do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data. Some of these measures have been mentioned above, but this also includes:

- email and website encryption
- Firewall protection
- Network protection
- Full antivirus protection

20.19 **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. CCTV is regularly monitored and randomly checked by key staff members.

This CCTV system observes the learner restroom, certain corridors and other areas around the Centre, including some classrooms. 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.
- 20.20 If there were to be a breach of personal data that poses a risk to the rights and freedoms of individuals, GET will report it to the Information Commissioner's Office (ICO) within 72 hours of discovery. We will record all data breaches regardless of their effect.
- 20.21 Learners should refer to GET's Privacy Policy and 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 Co-ordinator 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.

Tests will be carried by a nominated Company Representative who has received certificated instruction.

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 alcolmeter, 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 GET 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 for at least 15 minutes to ensure no food or drink have been consumed during this period. During this time 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.
- e) If the approved rapid oral fluid test kit is negative the learner will be informed accordingly and, if appropriate to do so, will return to work.
- f) If the approved rapid oral fluid test kit shows a non-negative reaction, two further samples will be collected (A and B) and both will be delivered to an approved laboratory following strict chain-of-custody procedures, to undergo confirmation analysis to ascertain the exact identity of the substance(s) found following the onsite test.

In this situation the learner has the opportunity to declare any medication or other substances which they may have taken which could have affected the result.

Pending the outcome of the laboratory confirmation result the learner will be required to carry out classroom-based study only, or safely removed from GET's premises and suspended from site until results are received. 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 working days of the initial test date or result. This appeal relating to the test result is separate to any appeal against a disciplinary sanction. 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 To instigate an appeal the learner 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 working days of the initial test date or result. Where a learner's application to appeal is over the 5 working 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 Learner Welfare Co-Ordinator manages the random selection process.
- 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 a test outside of the random sampling procedure or will be added into the random selection process.

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 Managers, Team Leaders and Senior Instructors/Tutors Responsibilities

Managers, Team Leaders and Senior Instructors/Tutors 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 Nigel Mallett. 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 Manger, Team Leader, Senior Instructor/Tutor, Operations Director 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



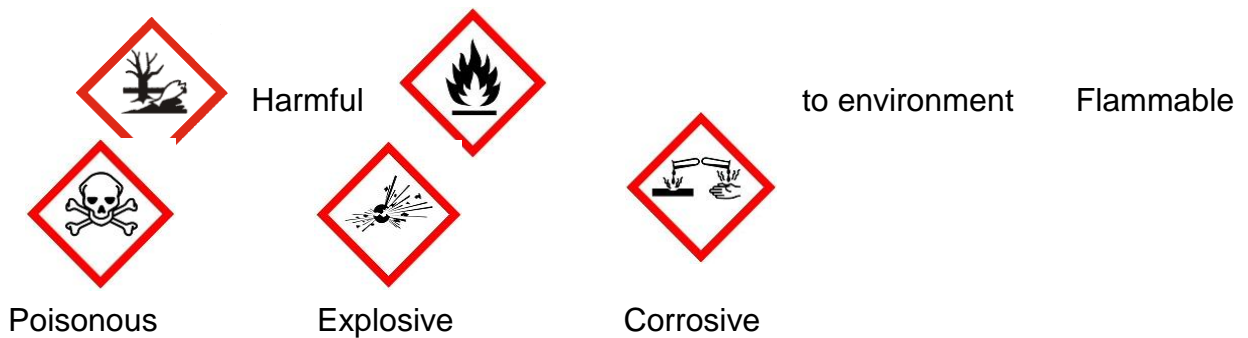
Oxidising



Compressed gas



Toxic



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 contactor, 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 classroom corridor 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 a 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.

22.22 Non-compliance to Health & Safety systems

Learners that are found to be in Non-compliance of Health & Safety practices, procedures or not adhering to control measures may receive a monetary fine dependant on the area of non-compliance and the severity of non-compliance. More detail can be found in the Health and Safety Policy.

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 18th 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 – Tara Lavoie, Jan Sully, 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. If in exceptional circumstances, the DSL or Designated Person's is not available, this should not delay appropriate action being taken.

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.
- Factors will be considered outside of GET that can occur between young people and children within the premises – whether wider environmental factors are present

in a child's life that are a threat to their safety and/or welfare. This is known as contextual safeguarding.

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 Co-ordinator: Tara Lavoie

