

West London College of Business & Management sciences

EMPLOYEE HANDBOOK



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1 INTRODUCTION

1.1 Welcome

We are delighted you have joined our team of committed and professional individuals who retain the high standard of integrity, hard work and service common to the WLCBMS ethos.

We very much hope you will have a satisfying and rewarding career with the West London College of Business & Management Sciences. Please ensure that your attitude and work reinforces the WLCBMS profile of excellence. The West London College of Business & Management Sciences enjoys a reputation of which we are justifiably proud.

1.2 About West London College of Business & Management Sciences

WLCBMS, a London based College, which was established in 2006, and since then has fruitfully engaged in professionally structured educational service offering also various degree and diploma programmes, particularly in the fields of Business Administration and Computer Science. Students of all ages and ethnic backgrounds continue to benefit from WLCBMS's academic input. Students from across the world have made their mark and helped perpetuate the good reputation of WLCBMS.

The West London College of Business & Management Sciences provides best quality education in various academic disciplines. WLCBMS's educational environment is enriched by its international, multi-cultural student body and friendly ethos. Professional staff development training modules are designed to develop high calibre personnel and are a direct response to the needs of the contemporary and increasingly technical world. An overview of the WLCBMS Prospectus illustrates the range of student directed programmes that WLCBMS offers in its pursuit of providing quality theoretical and practical education, best skills training and the academic development of students.

1.3 Mission Statement

The West London College of Business & Management Sciences aims to be a primary provider of quality education that enhances the opportunities presented to students in society at large.

1.4 Objectives

The College will maintain a high quality of instruction and continue to promote excellence in teaching supported by professional WLCBMS staff development, learning and teaching initiatives. The main objectives are:

1 To provide better quality services and to also increase the profit ratio

By appointing high calibre, professional and experienced staff in all job areas in order to address identified academic needs.

The College will ensure improved understanding between staff members regarding business objectives and invite their contribution towards best achievement through regular feedback. Assessments will be conducted on a weekly basis.

2 To get the maximum productivity from employees

The College will encourage each employee to achieve targets by providing favourable working conditions.

The College is committed to employee satisfaction; to meeting deadlines and achieving targets. To this end, training from internal and external resources will be resourced. Assessments will be conducted on a weekly basis.

3 To achieve the targets well in time

Employee performance is the integral part for success of any organisation. WLCBMS will ensure the best performance of each employee to timeously meet business targets. Weekly reviews to record and assessing staff performance will be held.

4 To deal with external organisations professionally

The College will continue to develop and improve communication at all levels of the organisation. The enhancing of a positive, non-blaming and supportive ethos will enable staff to communicate better with other organisations.

1 To increase the student ratio and academic programmes

WLCBMS will specially focus on reviewing the efficiency of each employee to assess where improvement is required. This will be undertaken on a monthly basis thus increasing corporate performance, enhancing the acquisition of quality academic programmes and boosting student growth.

5 Build up the strong brand image of the College

The College has been running a staff development programme since March 2006 to increase employee professionalism and College productivity, which will in turn lead to the strong image building of the College. The College will inject more emphasis into tracking customer feedback and complaints.

6 To provide quality delivery and achieve better grades

The College will review and assess best teaching delivery, course structure and a healthy relationship matrix between administrative staff, teaching personnel and students, thus ensuring goodwill and best service at all levels of College life. A combination of these factors will positively impact on attendance and examination grades. Monthly reviews of student feedback and Internal Verifier reports will be held.

2 Core Values

Learning is the core value of Leicester College of Professional. WLCBMS recognises knowledge acquisition on three levels: student, employee and organisational - and the integrative relationship between the three levels is the *sine qua non* for a successful College. Learning and scholarship for

students and employees is important. We also value organisational learning as a means to continually improving WLCBMS. Our supporting values are:

1 Inclusiveness/Diversity

We value inclusiveness and respect each other's viewpoints and ideas. We value individual diversity and the uniqueness of each individual. We acknowledge that diversity, in all its forms, enriches our learning environment. WLCBMS promotes the free exchange of ideas and opinions and the fair and equitable treatment of all.

2 Innovation

We value and support innovation. We encourage informed risk-taking that holds the promise of enhancing student, employee and organisational learning. We view in good faith an unsuccessful attempt at progress not as failure, but rather as a rich opportunity to learn.

3 Collaboration/Partnerships

We value the collective wisdom that emerges when individuals work together to solve problems and create fresh opportunities. We believe that in most instances a united working together is better than one person working alone. We are committed to establishing and sustaining positive educational, business and community partnerships.

4 Excellence

We value excellence in all that we do. We are committed to high academic standards. We support excellence in teaching and in the learning and support systems that advance student success. We require professionalism in every aspect of our work. We are committed to the continuous improvement of our College.

5 Integrity

We value integrity, trustworthiness and ethical behaviour in all that we do. We are committed to truthfulness, fairness and honesty in our internal and external relationships, communications and transactions. We continuously strive to provide objective and balanced assessments of the issues pertaining to our College. We value, encourage and practice open, transparent and democratic decision-making.

6 Communications

We value communications in all forms, across all sectors of the organisation, and in interaction with our constituents. We acknowledge that accurate, clear, concise, respectful and transparent communication is fundamental to enhancing relationships, developing shared understanding and assuring the long-term success of our College. We value empathic listening as a core element in all effective communications.

7 Leadership

We value leadership at all levels of the organisation. We acknowledge that all employees are responsible for continuously providing effective leadership within the context of individual roles and responsibilities. We encourage every WLCBMS leader to demonstrate vision, to think systemically and to act courageously when engaged in decision-making. We affirm that effective, collaborative and informed leadership of the College is essential to our long-term success.

8 Respect

We value civility in our oral and written communications, as well as in our interactions with students, each other and with our constituents. We value each person's unique contributions to our student body, colleagues, constituents and the College.

9 Stewardship

We value the full-range of resources – human, fiscal, capital and technological that have been entrusted to us globally. We acknowledge our collective responsibility to serve as effective stewards of all resources at all times. We affirm our commitment to being accountable for the fulfilment of all duties and professional obligations associated with our positions.

3 Vision

West London College of Business & Management Sciences aspires to be a higher learning centre of choice by creating and engendering lifelong educational relationships that inspire and support all learners to increase their capacity for personal growth and positive social change.

1.5 Working at WLCBMS

WLCBMS strives to create and maintain a positive work environment. You can help WLCBMS to achieve their objectives by following these simple guidelines:

- 1 Be punctual at all times
- 2 Be at your workstation on time and ready to work.
- 3 Take pride in the quality of your work.
- 4 Devote your full care and attention to your job.
- 5 Show your co-workers courtesy and respect at all times
- 6 Respect and care for College property
- 7 Respect the rights, privacy and property of others
- 8 Enjoy your job and become part of the team

If you are in doubt about anything please approach your Manager for assistance.

1.6 Customer Service

WLCBMS values all its students and staff. Staff employed at WLCBMS has a shared and personal responsibility to each student. Quality of service and pride in work will impact upon all who enter WLCBMS.

Good customer service requires:

- Teamwork
- Respect and concern for all customer needs
- Pride in your work
- Responsible attitude towards everything you do.

High levels of service are based on:

- Good two-way communication
- Speedy action
- Clear information
- Courtesy

2. TERMS AND CONDITIONS OF EMPLOYMENT

2.1 Induction

Individuals who accept employment at WLCBMS will receive an induction to the College as soon employment commences. The content of this induction will include:

- An overview of WLCBMS
- An overview of the Mission and Objectives of WLCBMS
- The College Team Structure
- Contracts and Benefits
- Performance Related Pay
- Attendance and Punctuality
- Introductions as appropriate for the position
- An overview of duties and responsibilities
- General health and safety information
- Security information
- General information as appropriate
- The provision of personal details and payroll information
- The Employee Handbook and how to access this information

2.2 Training

WLCBMS believes that to be successful they need to utilise the skills, talents and abilities of all employees. Training helps individuals to gain transferable skills, improve abilities and increase their contribution to the College.

All employees will be given the appropriate requisite training for their position. The format of this training will either be the formal classroom style, on-the-job training or a combination of both.

In order for formal employment to be ratified, trainees will be required to meet the performance standards set during the training period. The trainer will monitor and provide constructive feedback in relation to progress. Guidance, support and additional learning opportunities will be provided as appropriate.

Failure to meet WLCBMS standards will preclude employment at the

College. During a training period of one month or less no notice is required to be given.

2.3 Staff Development

WLCBMS is committed to ensure that the academic and training needs of staff are met fully and ensures that tutors will be offered support and assistance to encourage and enhance their teaching abilities.

Equality training

Following the college's equality audit, courses are aimed at increasing staff awareness of equality and cultural issues.

Health and safety training

West London College of Business & Management Sciences provides awareness and training programmes to the staff members to ensure that staff members are able to carry out their work safely. Sessions include Fire Awareness, First Aid, Manual Handling, Risk Assessment and Workstation Safety.

IT training

Computer Science Training programme is available for staff on Wednesday's and it includes Managing IT and the Internet, Word Processing, Spreadsheets, Databases, Presentations *etc.*

Personal development programmes

These are personal development and improvement programmes aiming to help staff realistically assess their situation, decide on the direction for their personal and professional growth, and gain a positive attitude and skills to take adequate steps to accept responsibility for their own development.

Personal effectiveness and working skills courses

Ranges of half-day to one-day courses are offered in-house to help staff become familiar with WLCBMS procedures and develop effective working practices. Topics include Project Management, Team Management, Reports Writing, Organisation and Planning Skills, Interpersonal Effectiveness, Rapid Reading, Presentation Skills and Time Management.

Professionally accredited courses

A limited number of places are available on accredited courses which, when successfully completed, lead to internationally recognised qualifications awarded by the relevant institution (such as IAM, ACCA, ACP, OCR, Trinity

college).

Career development courses

These are a series of short sessions organised to help our staff progress in their career with the college. Topics covered include CV Writing, Interview Skills and Getting Promotion *etc.*

Resource library

Staff members are welcome to borrow any of the resources from the college's library including books, CD's and use on-line resources.

Staff development review

An annual staff development review meeting organised by the Director Academics. These are held for all staff so that training and development needs are identified.

All academic heads along with the tutors are to attend this meeting.

The agenda for meetings is pre-decided and critical issues are discussed in order to be resolved. Suggestions are recorded by various members attending the meeting and at the end, action items are discussed,

These meetings play a vital role in the cross-communication and training of staff and are an integral part of the Staff Development Programme.

2.4 Pay

Methods of Payment

Salary will be paid, two week's in arrears, via bank credit transfer directly into the bank account/ cheque bearing your name.

Payroll Queries

You will be sent an itemised pay slip detailing, under various headings, the calculation of gross pay and deductions.

Overtime

Should you be required to work additional hours, you will be paid at the standard rate only. WLCBMS may, however, offer premium rates on an ad hoc basis. Please consult your manager for further information on premium rates.

2.5 Expenses

All employees will be reimbursed the actual costs of expenses incurred wholly, exclusively and necessary in the performance of their WLCBMS employment. Re-imburement will be made only on the production of receipts or invoices.

Please consult your Manager if WLCBMS duties require you to undertake duties that may necessitate business expenses.

2.6 Performance Related Pay

Pay progression is a form of recognition for employees who meet stated productivity and performance criteria. On completion of a specified period of service your Manager will conduct a Performance Review with you to measure your performance against a set criterion. Employees will progress to the enhanced rate of pay providing the following criteria are met:

- The individual has met and sustained at least 95% of the agreed performance standards over the previous 6 months
- No formal disciplinary action i.e. written warning stage or above has been placed on record. This will only be relevant at the first review, however disciplinary action will remain on an employee's file for the duration indicated in the disciplinary letter
- A maximum of two absences due to illness and not exceeding five cumulative dates (or at the discretion of the HR Manager) will be accepted.
- Late arrivals at / early departures from the College must not be in excess of two incidents.

2.7 Appraisals

The performance of all employees is important and valued by WLCBMS. During your tenure of employment, your Manager is required to complete periodic assessments of your performance.

You will have monthly/quarterly/annual "one to one" performance reviews, with your Manager, to discuss your contribution to the team and to ensure you are given the correct level of support and direction. This valuable communication process is designed to assist you in establishing direction for your career path.

If your work performance or behaviour falls below the WLCBMS accepted level, your Manager will arrange a review meeting with you. The purpose of this meeting will be to discuss and agree on an action plan to remedy the negative issues under review. You will be given every opportunity to share your views and participate during this review process to ensure that a mutually beneficial outcome is achieved.

2.8 Probation Period

Upon completion of formalised training you will be placed on probation, the length and detail of which will have been communicated to you in your Written Statement of Terms and Conditions. The purpose of this period is to

allow senior management time to assess your suitability for advancement to the permanent staff. During this period the full disciplinary/poor performance procedures will not be utilised.

Your Manager will arrange probation period review meetings with you after 4 weeks and 12 weeks service. This review will address performance to date, your conduct, attendance and objectives will be set so that desired WLCBMS standards can be sustained.

2.9 Hours of Work

WLCBMS operates 8 hour day with a 30 minute unpaid lunch break during a five day week (exclusive of Bank and religious holidays) for full-time staff. Work hours will be attuned to the position occupied. Employment is dependent on full staff compliance with College work-day requirements.

2.10 Punctuality

Punctuality is essential. The late arrival by staff is not acceptable. Lateness is defined as an employee not being at their desk at the designated commencement time of duty. WLCBMS is committed to best service to students, service providers and staff, especially during official working hours.

If you expect to be late due you must contact the reception staff before the start of your duty hours. Your Manager will then be notified.

If you are late for the start of your duty, or after returning from a break, your Manager will complete a late form. Details of the late period will be logged on this form and you will be given the opportunity to record your reason for poor timekeeping. This late form will be held in your personnel file.

During each rolling six month period attendance is monitored and the following breaches of responsible timekeeping will lead to disciplinary action:

Four instances = a 1st stage warning

Three further occurrences = a 2nd stage warning.

Two further late arrivals after the second = a 3rd stage warning.

One final breach of the good timekeeping rule will result in dismissal.

If, during a six month period there are no repeat late arrivals then the most recent warning stage will be removed.

Unacceptable attendance will lead to disciplinary action and be construed as misconduct.

2.11 Working Time Regulations

WLCBMS ensures full compliance with the provisions of the Working Time Regulations. For the avoidance of doubt, employees will not be required to work in excess of the 37.5 average hour maximum working week as imposed by the regulations unless they agree in writing that this limit should not apply, but should not exceed more than 40 hours.

2.12 Holiday Entitlement

You are entitled to four week's annual holiday entitlement per annum. The holiday year runs from 1st February to 31st January. Part-time employees will accrue annual holiday entitlement on a pro-rata basis.

Where you commence employment during the holiday year, your annual entitlement will be calculated on a pro-rata basis for each completed month of service during the first holiday year as stated on page 27.

You may not carry any holiday entitlement forward to a subsequent holiday year and are not entitled to payment for any unused or accrued holidays.

Holidays may only be taken with the written consent of WLCBMS. Approval of holidays will be granted where the exigency of service permits.

When completing your holiday request form, please indicate the full period of time required, inclusive of rest days. This is to ensure that your temporary replacement shares the work prior to the commencement of your authorised holidays. Holiday Requests are approved on a first come first served basis.

Holidays may not be possible during peak periods: Enrolment sessions, Christmas, Easter and Eid. The HR Department will arrange alternative dates as appropriate.

All employees should utilise at least one week of their entitlement within the first quarter of the year, a further two weeks within the following six months and their final week within the last quarter of the year.

Where employees fail to plan their holiday entitlement in line with the above guidelines, the HR Team will then schedule their annual leave in line with their entitlement.

Holiday pay will be calculated in line with your normal working hours and paid at the basic rate, bi-weekly, in arrears.

2.13 Sickness/Absence

Regular attendance is of the utmost importance to WLCBMS, as poor

attendance severely affects the overall service of the College. If you cannot attend work for any reason, you must advise as follows:

- 1 You must telephone Reception on the first day of absence at least one hour prior to the commencement of your duty.
- 2 Supply the following information: your name and the reason for your absence so that details can be recorded on a Self Certification Form. Advise, also, and your expected date of return.
- 3 An absence control reference number will be issued to you.
- 4 The Reception Team will inform the HR Department and your Manager with details of your absence to allow for necessary cover.
- 5 If you are absent for more than one day you must repeat this procedure until such time as a Doctor's Sick Note covers your absence.

On return to the workplace you must report to your Manager and provide them with the absence control reference number previously provided to you.

You will also be required to attend a Back to Work interview with the Director of the HR Department and your Manager. You will be required to complete a Self Certification form for the first seven days of absence stating the dates of, and the reason for, your absence.

For any absence over seven days you must supply a Medical Certificate. A fresh Sick Note must be submitted as soon as the preceding certificate expires. If you have not recovered sufficiently to return to work at the end of the period stated on the final certificate you must notify the HR Department prior to the date on which you were expected to return.

If you fail to follow the above procedure you will be automatically classed as being absent without leave (AWOL) and may be subject to disciplinary proceedings.

SSP

If you are absent from work due to sickness or injury and you meet the qualifying conditions, you will be paid Statutory Sick Pay.

SSP is payable once you have been sick for 4 or more consecutive days. Your first three qualifying days during one spell of sickness (or periods of sickness separated by less than 8 weeks) are known as waiting days.

WLCBMS will be responsible for paying Statutory Sick Pay to employees for periods of up to a total of twenty-eight weeks of sickness absence. The Human Resources department will provide information as required.

Medical Reports

In circumstances where an individual has a medical condition which is causing high levels of absence we may seek permission from employees to contact their doctor and/or an independent practitioner to ascertain whether the situation is likely to be ongoing, and what if any action we can take to

assist the employee back to the workplace

Unacceptable Absence from work

Where an employee's absence record reaches an unacceptable level (whether certified or not) the disciplinary procedure will be invoked.

In any rolling six month period the attendance standards are monitored and the following instances of absence will lead to disciplinary action being instigated.

Three instances or ten days absence may result in being issued with a First stage verbal warning

Two further instances after the first stage warning may progress to a second stage written warning.

One further instance after the second stage warning may progress to a 3rd stage written warning.

One further instance may result in dismissal.

If a period of six months passes without any further absence from work then the most recent warning stage will be removed.

Unauthorised absence of work is not acceptable and will not be condoned or tolerated.

Absence During Training

Absence during the initial formal training must not exceed two days. Handouts will be provided for the training covered during an authorised period of absence.

The Contract for Employment will be terminated for an absence longer than two. A reapplication for employment must then be made.

3 GENERAL POLICIES AND PROCEDURES

3.1 Leaving Employment

The College will give and expect to receive the following minimum periods of notice of termination of an employment contract:

Period of Service	Notice by College	Notice by Employee
Less than four week's continuous employment	No Notice	No notice
More than four week's continuous employment but less than one year's	Two week's notice	Two week's notice

continuous employment		
More than one year's continuous employment	One week for each year of continuous service up to a maximum of twelve weeks	Four week's notice

These notice periods will apply with the exception of the following:

- 4 The College may terminate your employment without notice for gross misconduct.
- 5 The College reserves the right to make a payment in lieu of notice.

Your notice must be given in writing to your Manager. When the required notice period is not given WLCBMS reserves the right to withhold monies equivalent to two week's basic pay from monies owed as at the date of leaving

On leaving you will receive any outstanding pay and your P45 will be sent to the home address kept on file.

References

Prospective employers should write to the HR Department for a reference.

Exit Interviews

On termination of your employment with WLCBMS, an exit interview will be conducted by the HR Team and your Manager.

Return of Materials Issued

All equipment issued to you must be returned to the WLCBMS on your last day of employment.

Retirement

The normal retirement age for all employees is 65 years of age. Your employment will terminate automatically upon you reaching 65 years of age unless and until mutually agreed otherwise by the employee and WLCBMS as necessary for certain posts and positions.

3.2 Email and Internet Usage

The email system, hardware and software are the property of WLCBMS and are to be used solely for the purpose of WLCBMS business. All messages composed, sent or received are the property of WLCBMS and, as such, will be subject to periodic reviews and/or audits.

Access to the Internet and College Intranet has been provided to employees for the benefit of the organisation and students. To ensure all employees are responsible, productive internet users and are protecting the College's public

image all employees will be issued with email and Internet Policy Guidelines at Induction.

Unacceptable Use of the Internet

Use of the Internet/Intranet must not interfere with work related productivity and responsibility.

The Internet/Intranet may not be used for transmitting, receiving or storing of any communications of a discriminatory or harassing nature, or which are derogatory to any individual or group, or which are obscene or X-rated in nature, are of a defamatory or threatening nature or for any other purpose which is illegal or against WLCBMS policy or contrary to College interests.

Staffs are reminded that access to illegal or pornographic sites is prohibited and, where appropriate, the police will be contacted if this rule is breached.

The internet should not be used for personal gain or advancement of individual views. The solicitation of non-College business is strictly prohibited,

Employees must respect the confidentiality of the use of the Internet by other employees. Trespassing into the privacy of files by other users will be construed as serious misconduct and result in instant dismissal.

No communication may be sent which attempts to hide the identity of the sender, or represent the sender as someone else or from another College.

All employees must respect other College's/individuals copyright and may not copy, retrieve, modify or forward copyright materials except as permitted by the copyright owner or as a single copy for reference only.

To prevent computer viruses from being transmitted, no unauthorised downloading of any software is permitted.

The transmission of data and/or information to others with regards to client identification, practises or WLCBMS proprietary information is strictly prohibited. Access must be authorised by the Principal of WLCBMS.

Any employee found to be breaching the Internet and Email Policy faces disciplinary action that could result in dismissal.

3.3 Data Protection

The Data Protection Act, 1998 is designed to prevent the misuse and abuse of personal information, held in a form that can be processed by equipment acting automatically in response to instructions given for that purpose (i.e. all forms of computer including word processors) and data collected and held on manual or paper based filing systems.

If an employee wants to access personal data held on him/her by the College they must put the request in writing. The HR department must provide the information, in an understandable form, to the employee within 14 days of receipt of the written request. Payment for this service may be levied.

Principles of the Data Protection Act

The organisation and its employees must follow the code of conduct of the Act, which requires data to:

- Be obtained fairly and lawfully
- Be held only for specific purposes
- Not to be used or disclosed incompatibly with those purposes
- Be accurate and kept up to date
- Be kept no longer than necessary
- Be made available to data subjects on request
- Be appropriately protected against unauthorised access, alteration, disclosure, destruction and accidental loss.

If the above principles are breached, and the College is prevented from processing / accessing personal data, the individuals may claim compensation through legal means.

3.4 Equal Opportunities

Policy Statement

WLCBMS is committed to treating all employees and applicants equally regardless of race, colour, ethnic or national origin, religion, sex, sexual orientation or marital status, disability or age and ensuring that all employees and applicants have equality of opportunity.

Applying the Policy

This policy applies to the advertisement of jobs, recruitment and appointment to them, promotion, training, conditions of work, pay and to every other aspect of employment. The policy also applies to the treatment and service provided to students.

Recruitment, selection and developmental decisions will be made solely on the basis of the suitability of the individual's skills and experience and ability to best do the job.

Monitoring

The College will regularly review the operation of its recruitment, promotion, training and development policies to ensure that no applicant or employee is disadvantaged by conditions or requirements, which cannot be shown to be justifiable.

All employees and job applicants will be asked to complete a section on the application form denoting their ethnic origin and any disabilities. The College

guarantees that this information will be used only for the purpose of monitoring the effectiveness of its Equal Opportunities Policy.

Reasonable Adjustments for Disabilities

Employees who are disabled or become disabled in the course of their employment should advise their manager and the HR Department in writing. If applicable, they may also advise the College of any "reasonable adjustments" to employment or working conditions that would enhance their work performance. Careful consideration will be given to such written proposals where reasonable or practicable adjustments could be made. There may however be circumstances where it will not be possible for the College to accommodate the proposals.

Recruitment and Selection

The recruitment and selection processes are governed by the College's principles of non-discrimination and are designed to achieve the best match between the individual's knowledge, skills experience and character and the requirements of vacant positions, whilst recognising the need for flexibility in response to changing conditions.

The College will, where appropriate, recruit also from within, using an internal job advertising procedure.

Legal Context

The statutory position is set out in the following Acts available in the College manual

- Sex Discrimination Act
- Race Relations Act
- Disability Discrimination Act
- The Human Rights Act
- The Employment Relations Act

Allegations of unjustified and unfair discrimination on the grounds of gender, race or disability may result in legal action. Employment tribunals are empowered to award damages to individuals who have been found to have suffered unlawful discrimination. Everyone, regardless of their employment status, is protected against unfair discrimination.

Grievances

If at any time, you feel that you have been treated inappropriately or less favourably than others, you may use the Harassment Procedure for submitting a complaint to the HR department.

3.5 Harassment

It is important to remember that different people are prepared to accept different types of behaviour. A comment which one person finds acceptable

may be offensive to someone else. In this regard, please be sensitive to the feelings of all colleagues.

For the purpose of clarity, harassment means inappropriate conduct or conduct that is unwanted by the recipient. It may include a wide range of behaviour including the following examples, which are by no means exhaustive:

- 45 unwanted physical contact / sexual advances
- 46 subjecting someone to insults or ridicule because of their gender / sexual orientation / race / culture / disability / religion
- 47 making jokes based on someone's sex / sexual orientation / race / culture / disability / religion
- 48 basing decisions affecting an employee's career on their willingness or refusal to respond to the sexual advances of a colleague / student / service provider
- 49 Making offensive comments, such as lewd, suggestive or over familiar comments regarding race / sexual orientation / religion or the display or circulation of sexually suggestive material.

The College deplors all forms of harassment and seeks to ensure that the working environment is safe for employees. WLCBMS operates a zero tolerance policy regarding harassment of any kind in the work place. Such conduct or behaviour is not permitted or condoned and all employees must complain should they feel uncomfortable or threatened in any manner whatsoever.

Bullying

Bullying is defined as persistent actions, criticism or personal abuse, which humiliates, intimidates or undermines the status of an individual. Bullying can be the abuse of power by a senior staff person or the intimidation of a colleague by another employee and can take various forms including:

- verbal abuse
- intimidating or aggressive behaviour
- teasing or humiliation
- imposing unrealistic targets
- unfair and excessive criticism, possibly in front of colleagues
- isolating or openly ignoring someone
- physical abuse
- taking credit for the initiatives and achievements of others
- sending abusive or intimidating messages in writing or by email

As with harassment, bullying is defined largely by the impact of the behaviour on the recipient, not its intention.

The policy covers the interaction of all College employees with each other,

students and other third parties both inside and outside the College premises.

Procedure for Making a Complaint

Employees who feel that they have been harassed or bullied or placed in a position where they are likely to be harassed or bullied and who wish to make a formal complaint should raise their concerns in writing with their Manager or HR department. The matter will be dealt with sensitively.

Initially, if you are a victim of harassment you should make it clear to the harasser, on an informal basis, that their behaviour is unwelcome and ask them to stop.

You should make your complaint in writing and where possible you should keep identifying notes of the incidents so that your complaint can include:

- the name of the alleged harasser
- the nature of the alleged harassment
- the dates and times when the alleged harassment occurred
- the names of any witnesses
- any action taken by you to stop the alleged harassment

Once the complaint has been received by the Manager an investigation will be made within two working days. When concluded, the College will formally write to the complaint outlining fully their decision. If an investigation reveals that the complaint is valid, appropriate action will be taken against the offending party. Such measures are designed to put an immediate stop to the harassment and bullying as well as to prevent their recurrence. The College reserves the right to take whatever disciplinary action it deems appropriate under the circumstances, including warning the harasser, suspension or termination of their contract. Employees who bring a complaint will be protected against victimisation or retaliation.

Confidentiality

The College has a duty to investigate fully every allegation. All investigations will be handled with care and sensitivity and will remain, to the greatest extent possible, confidential.

Informal Discussions

If you do not wish to make a formal complaint or are undecided as to whether you wish to make a formal complaint, you may raise the matter on an informal basis, and in the strictest confidence, with the HR Manager.

Discipline

The perpetrator of any proven instance of discrimination or harassment will be subject to the College's disciplinary procedure. In serious cases, such behaviour will be deemed to constitute gross misconduct and as such, in the absence of mitigating circumstances, will result in summary dismissal.

3.6 Whistle blowing

WLCBMS is committed to achieving the best possible standards of service and maintaining high ethical standards in public life and services. To achieve these ends, WLCBMS encourages freedom of speech. It also encourages staff to use internal mechanisms for reporting any malpractice or illegal acts or omissions by its employees or ex-employees.

3.7 Drugs (non-prescription) and Alcohol

Policy Statement

The College's policy is to maintain a drug and alcohol free workplace

Definitions

Workplace - any premises owned by the College including the yard and car parking areas

Alcohol - any alcoholic beverage or food

Drug - illegal and non-prescription substances

Drug misuse - the illegal use of drugs or the deliberate, or unintentional misuse of prescribed drugs, or the use of any solvent or gas for the purposes of intoxication.

Rules

The College strictly prohibits:

- 64 The possession or consumption without permission of alcohol, or the possession or use of a prohibited substance whilst on College property, reporting to work, working or attempting to work under the influence of alcohol or a prohibited substance
- 65 Reporting to work, working or attempting to work while under the influence of any drug, prescribed or otherwise unless directed by a doctor or where such use will affect adversely an employee's ability to perform their duties safely or affect the wellbeing of others
- 66 Possessing, dispensing, distributing, buying, selling, offering to buy or sell a prohibited substance whilst on College property

Any employee who is suspected of contravening the drugs and alcohol policy on site will be suspended on full pay and sent from the premises pending a full investigation of the alleged misconduct.

Notification

Any employee who is using a prescription drug which may impair their ability or affect the safety or well being of others must notify their Manager by providing a letter from their doctor as to the likely effects of the medication.

Social Functions

Employees are expected to act in a reasonable and orderly manner during any social function. Any employee whose conduct is deemed unacceptable by

any WLCBMS staff member, and who thus brings the name and reputation of the College into disrepute, will be subject to disciplinary procedures.

Testing and Searching

Should the College have reasonable cause to suspect that an employee is under the influence of drugs or alcohol on College premises they may request that the individual concerned is properly tested and also conduct a search the individual's person and belongings. For this action the College requires the employee's consent and should the individual refuse the College will be forced to draw their own conclusions and respond accordingly. The College may also request that an employee be examined by a nominated College doctor for possible drug or alcohol abuse following a Health and Safety incident.

Any breach of the rules will lead to disciplinary action up to and including summary dismissal for gross misconduct.

3.8 Redundancy

Definition

In law an employee becomes redundant in his / her position if the position is no longer needed for a reason attributable wholly or mainly to one of the following:

- 67 The employer has ceased or intends to cease to carry on the business
- 68 The employer has ceased or intends to cease to carry on the business at the place in which the employee was employed
- 69 The requirements of the business for employees to carry out work of a particular kind in the place at which the employees were employed have ceased or diminished or are expected to cease or diminish

Policy Statement

WLCBMS will take all measures practicable to avoid the need for compulsory redundancies. However, it is necessary to ensure the economic viability of the College. Changes in markets, technology and the corporate environment may impact negatively on WLCBMS and lead to essential staff reductions. In such circumstances all employees will be treated fairly and be selected for redundancy against formal criteria.

Selection

A points based selection procedure will use objective non discriminatory criteria such as disciplinary records, attendance and performance. The procedure will be discussed in detail during the consultation prior to the final selection being made.

Compensation

An employee who has a minimum of two years continuous service with

WLCBMS is entitled to a Statutory Redundancy payment in the event of dismissal for redundancy.

3.9 Flexible working

You have the statutory right to apply for flexible working if you are eligible to do so.

Eligibility

In order to apply for flexible working you must meet the following criteria:

- Be an employee
- Have a child under six, or under eighteen, where disabled
- Make the request no later than two weeks before the child's appropriate birthday
- Be responsible for the upbringing of the child and be making the application to enable you to care for the child
- Be either:
 - The mother, father, adopter, guardian or foster parent of the child; or married to or the partner of the child's mother, father, adopter, guardian or foster parent
- Have worked for WLCBMS continuously for 26 weeks
- Not be an agency worker or a member of the armed forces
- Not have made another application to work flexibly under the right during the past 12 months

An application can only be made in order to help you to care for the child.

Application

In order for your application to be valid it must comply with the following conditions:

- Be in writing
- State the application is being made under the statutory right to request a flexible working pattern
- Confirm that you have the responsibility for the upbringing of the child and that your relationship with the child is as detailed in the eligibility criteria
- Explain what effect, if any, you think that the proposed change would have on the business and how, in your opinion, any such effect might be dealt with
- Specify the flexible working pattern that you are applying for
- State the date on which you propose the change should become effective
- State whether you have made a previous application to WLCBMS and if so, when it was made
- Be dated and signed

The Process

WLCBMS has an obligation to meet with you within 28 days of receiving your application for flexible working – and to discuss your submission.

At the meeting and any subsequent appeal you are entitled to be accompanied by a fellow worker.

WLCBMS will inform you in writing of the decision within 14 days of the meeting.

If your request is **accepted**, the notification will:

- Include a description of the new working pattern
- State the date from which the new working pattern is to take effect
- Be dated and signed

If your request is **rejected**, the notification will:

- State the business grounds for refusing the application
- Provide sufficient explanation as to why the business grounds for refusal apply in the circumstances
- Provide details of the employees right of appeal
- Be dated and signed

If your application is rejected you have the right to appeal the decision, in writing, within 14 days of notification of the decision.

WLCBMS will arrange an appeal meeting within 14 days after receiving your appeal and inform you of the outcome of that appeal, in writing, within 14 days of the appeal being heard.

Any change to your working pattern that is granted under your statutory right to request flexible working is set for twelve months. You may not make another application within 12 months.

3.10 Recruitment

WLCBMS is committed to ensuring that the best person is recruited for every vacancy through professional best practice, compliance with current employment legislation and ensuring equality of opportunity.

Job descriptions are designed for each position and the College seeks qualified individuals who exhibit the required skills and competencies to fulfil the requirements of the job.

A structured recruitment process that assesses both skills and competencies ensures that only qualified, professional candidates are selected.

3.11 Pension Arrangements

The College will provide access to a Stakeholder Pension Scheme that

employees can choose to join. The scheme will be available to all employees with a minimum of three month's service. Employees will be able to contribute to the scheme on a weekly basis. The College will not contribute to the scheme.

4 CODES OF PRACTICE

4.1 Confidentiality and Security

Copyright

All written material, whether held on paper, electronically, magnetically or acquired by an employee during the course of employment with WLCBMS, remains the property of the College plus the copyright. At the time of termination of employment all such materials must be returned.

Inventions/Discoveries

An invention or discovery by personnel will normally be their property. However WLCBMS will own such an entrepreneurial asset if:

- in the course of normal employment duties and under such circumstances an invention might reasonably be expected to result from those duties
- outside the course of normal working hours but during duties specifically assigned to a member of staff when such an invention might reasonably be expected to result there from
- during the course of any duties and where a staff member at the time had a special obligation to further WLCBMS interests arising from the nature of those duties and congruent with the particular responsibilities of the employee

Virus Protection Procedures

In order to prevent the introduction of virus contamination into the software system the following must be observed:

- unauthorised software including public domain software, magazine cover disk/CDs or Internet/World Wide Web downloads must not be used
- all software must be virus checked using WLCBMS sanctioned procedures before being used

Communication / contact with the Media

You are not permitted to make statements to the media. Any statement to reporters from newspapers, radio, television, third parties will be given only by authorisation from marketing department.

Security

Security will be dealt with as part of induction training where staff will be required to sign a confidentiality form. It is an expectation that all employees will show consideration of security issues as they go about their daily business within WLCBMS. The College will provide full information as appropriate.

Confidentiality

Staff are not permitted, during or after employment, to disclose confidential information belonging to the College. Personnel have a personal responsibility to protect and maintain confidentiality pertaining to the College, service users and providers. Staff members must not, except as authorised or required by law or professional duties, reveal any confidential information relating to the College, student or service provider. This obligation will continue until such information comes into the public domain other than through any breach of this provision by a staff member.

This is applicable to:

- All financial information (including management and published accounts and back up data).
- Salaries and personal details
- All service user information
- Customer details including names, addresses and post codes
- Customer Credit Card details.

This list is neither exclusive nor exhaustive but it should also be noted that since much of this information is held on a computerised system disclosure of such information is also in breach of the Data Protection Act.

Any breach of confidentiality will be treated as Gross Misconduct and will result in dismissal.

4.2 Computer Passwords

You must not in any circumstances share or divulge allocated computer passwords with anyone either inside or outside WLCBMS.

4.3 Internal Communications

WLCBMS wishes to encourage the open flow of communication throughout and between its departments and indeed through the College as a whole. Each department may utilise slightly different methods of sharing information or generating ideas including employee forums, suggestion schemes, newsletters and related means.

From time to time WLCBMS will issue special notices to staff. WLCBMS has a designated team for providing such information. Information will be displayed on computers, notice boards or desks by the designated team.

4.4 Canteen Facilities

WLCBMS provides a kitchenette area which is located on the third floor of the campus. Please respect whichever of these is available to you by clearing up your plates / waste / packaging when you leave the facility.

4.5 Smoking

There is a No Smoking Policy on WLCBMS premises.

4.6 Dress Code

WLCBMS has a smart-casual dress code on their premises. All employees are expected to dress in a manner that reflects the relaxed but professional atmosphere that is inherent in WLCBMS culture. Managers will provide additional information as appropriate.

4.7 Telephones and Photocopiers – Private Use

Your workstation telephone should not be used for personal telephone calls. WLCBMS may provide telephones for your personal use. Any personal telephone calls made must be kept as brief as possible, and made outside working hours unless authorised by your Manager

Photocopiers can only be used for personal use when you have the express permission of a Manager.

4.8 Personnel Records

During the course of employment it is likely that there will be some changes in personal circumstances. To ensure that your records are up to date and accurate you must notify the HR department in writing, of any changes as and when they occur.

4.9 Personal Property

All employees are solely responsible for the safety of their personal possessions whilst on College premises. Staff must ensure that their personal property is kept in a safe place.

There is no insurance cover for employee's personal possessions whether lost or stolen on College premises and the College does not accept any liability for any loss or damage to property of any employee.

5 LEAVE OF ABSENCE

5.1 Medical reasons

All non-emergency appointments should be arranged outside of working hours. Where this is not possible staff should make appointments either at the start or end of working hours. Release for any such appointments may only be authorised at the discretion of a Manager. Staff will be asked to produce the relevant documentation to support their appointment application.

In the case of medical / dental emergencies at work, where staff either have to attend hospital or be sent home, absence must first be authorised by the HR Manager.

In the event of admission to a hospital staff should notify the HR department as far in advance as possible (unless it is an emergency). The documentation to support any term in hospital must be produced along with the anticipated date of return to work.

5.2 Bereavement

If you suffer the loss of an immediate member of your family e.g. husband, wife, child, parent, brother, sister, you should inform the HR department as soon as possible. Unpaid absence of up to three days may then be authorised by the HR department. If you wish to attend the funeral of a relative outside your immediate family, one day's unpaid leave may be allowed.

Bereavement leave in excess of that detailed above should normally be taken as part of paid holiday entitlement or as special unpaid leave.

5.3 Compassionate Leave

The College appreciates that there may be occasions where employees need to be absent from work for personal reasons. Application for compassionate leave must be made to the HR department. The following factors will influence the decision taken:

- Employee / length of service
- Reason for request
- Likely duration of absence
- WLCBMS needs

In the event that all holiday entitlement has been utilised, each request will be considered on its own merits. Compassionate leave will be unpaid.

5.4 Unpaid Leave

This will only be authorised where there is a verified need to take time off from work. This absence from work will be considered only in exceptional circumstances when a staff member has exhausted all other WLCBMS entitlements. The College reserves the right to refuse an application for unpaid leave of absence for any reason not covered by College policies including the Parental Leave Policy and the Time Off for Dependents Policy.

5.5 Jury Service

If staff are required to serve on a jury, they should notify the HR department and produce the official notification. Whilst on jury service, they are entitled to claim allowances from the court covering fares, subsistence, and loss of earnings (up to a specific amount). Staff should claim the full entitlement

5.6 Maternity Rights

Notification

Staff must advise their Manager and the HR Manager of their pregnancy, at the earliest opportunity, but no later than the 15th week prior to the expected week of confinement (EWC). On being notified of the intention to take maternity leave, WLCBMS will then, within 28 days of the notification, advise the expected return to work date. This includes any entitlement to additional maternity leave.

Around the 26th week of pregnancy a GP/midwife will issue a Certificate of Expected confinement (MATB1). This form must be handled immediately to HR. A copy of the MATB1 will be retained and the original returned to the staff member.

Ante-Natal Care

Staff are entitled to paid time away from work for ante-natal care. This includes appointments with the doctor and / or midwife and for relaxation classes in relation to a pregnancy. To ensure that the normal pay is processed, the following must be produced:

- A doctor's certificate confirming pregnancy and
- An appointment card relating to the second and subsequent visits,
- Other evidence where appropriate

The HR department should be given as much notice as possible of such appointments. These should be arranged as near to the start or end of the day as possible.

Maternity Leave and Pay Entitlement

Compulsory Maternity Leave

Compulsory maternity leave is a health and safety provision, intended to fall within ordinary leave, which prohibits a woman from returning to work within

two weeks of giving birth

Ordinary Maternity Leave

There is a statutory right to twenty six week's ordinary maternity leave that does not depend upon length of service or hours worked. In order to qualify for ordinary maternity leave the staff member must continue to be employed at the fifteenth week before the Expected Week of Confinement (EWC)

Additional Maternity Leave

Provided the staff member has 26 weeks continuous service at the fifteenth week before the EWC, and all the required statutory information has been submitted, there will be an entitlement to:

- Take maternity leave no earlier than eleven weeks before the EWC and up to fifty two weeks from the actual date of childbirth (counting from the Sunday at the beginning of the week in which the baby was born)
- Return to work at any time before the end of your fifty two weeks maternity leave, provided that all the notification rules before and after the maternity leave have been complied with

Statutory Maternity Pay

As long as you have a minimum of twenty six weeks continuous service at the fifteenth week before the expected week of confinement (EWC) you will be entitled to receive statutory maternity pay (SMP) for twenty six weeks comprising:

Six weeks at 90% of average earnings followed by a maximum of twenty weeks at the lower rate SMP, which is currently £100 per week

In order to be eligible for payment of SMP you must:

- Have been employed by the College for a continuous period of at least twenty six weeks at the fifteenth week before the EWC
- Have average weekly earnings of not less than the lower earnings limit for National Insurance Contributions
- Still be pregnant at the eleventh week before the EWC or already have been confined
- Provide a Certificate of Expected Confinement to the College
- Give at least twenty one days notice to the College that you intend to be absent from work due to pregnancy
- Have stopped work

- SMP cannot be paid for more than twenty six weeks and may be paid for a lesser period if a staff member:
 - travels abroad outside the EEC
 - are taken into legal custody

If either of the above occur, the staff member is responsible for notifying the College. Any State Benefit received whilst being paid SMP must be advised to the DSS Office.

Maternity Allowance

Staff not eligible to receive SMP, might still be entitled to a Maternity Allowance. The HR team will advise as appropriate.

Starting Maternity Leave

Staff must inform their Manager and the HR department of the date when they wish to commence their ordinary maternity leave not later than the fifteenth week prior to the EWC. The notice to start maternity leave is exactly the same whether qualifying for ordinary leave only or for ordinary and additionally maternity leave.

Maternity leave will commence on the date notified to the College in the Maternity Rights Claim Form. Paid maternity leave cannot start earlier than the eleventh week before the EWC or, if earlier, the first day of absence from work wholly or partly because of the pregnancy or childbirth after the beginning of the fourth week before the EWC.

The College reserves the right to require a staff member to commence maternity leave no earlier than the fourth week before the EWC if absent for a pregnancy related reason. In such circumstances any sickness payments will cease and statutory maternity pay will commence.

Illness for a non-pregnancy related reason qualifies the staff person to remain on sick leave until the baby is born or the date advising the commencement of maternity leave.

If the baby is born earlier than the eleventh week before the EWC, maternity leave then pay will commence at the beginning of the week after the week in which the baby was born.

Suspension on the Grounds of Health and Safety

There are statutory provisions which provide for suitable alternative employment on terms and conditions not substantially less favourable, or suspension on full pay where, on medical grounds, it is not safe for a staff member to continue doing their normal job.

Further advice is available from the HR department.

Maternity Leave and the Status of the Contract

Ordinary Maternity Leave

During the twenty six week's ordinary maternity leave period staffs are entitled to benefit from their normal terms and conditions of employment, except for remuneration.

When staff return at the end of the twenty six week ordinary maternity leave period, or at the end of the two week compulsory maternity leave period, their job and contract will remain as if they had not been absent and benefits will accrue as normal.

Holidays will continue to accrue during the Ordinary Maternity Leave and, with the manager's permission, may be taken upon returning to work. The entitlement to paid holiday under the Working Time Regulations is not affected by maternity leave

Additional Maternity Leave

The following terms and conditions apply during Additional Maternity Leave from the College:

- Staff are entitled to receive whatever period of notice the contract provides for if employment is terminated
- Staff are entitled to contractual rights for compensation if made redundant
- Any terms and conditions in the contract of employment relating to disciplinary or grievance procedures will continue to apply

Maternity leave entitlement will not count as absence for the purpose of determining any service related benefits, or in other cases where absence is considered e.g. for redundancy selection purposes or for promotion

Returning to Work

Staff must submit the baby's Birth Certificate to the HR department as soon as possible after returning to work.

Date of Return

Staff may return at any time during, or at the end of, the twenty six weeks (if relevant). If a staff member qualifies for additional maternity leave they may return to work at any time before the end of the fifty two weeks, provided they have complied with the notification rules before and after the leave.

Staff do not have to notify the College in advance if returning to work at the end of their 26 week ordinary maternity leave.

Staff members do not have to notify the College in advance if returning to work at the end of their Additional Maternity Leave - as notified by WLCBMS.

However, if returning before the end of the ordinary or additional maternity leave, staff must give twenty eight days written notice to the HR department. Staff, if entitled to additional maternity leave, but only taking the twenty six weeks' ordinary maternity leave must give the HR department twenty eight days notice of their return to work because they will be returning before their full entitlement period has ended.

5.7 Paternity Rights

Eligibility

In order to qualify for paternity leave staff must:

- Have or expect to have responsibility for the child's upbringing
- Be the biological father of the child, or the mother's husband or partner
- Have worked continuously for the employer for twenty six weeks leading to the fifteenth week before the birth of the baby.

Staff will be required to complete a self certificate as evidence that they have satisfied the eligibility conditions

Antenatal Care

Staff do not have the right to accompany their partner to antenatal appointments

Length of Paternity Leave

Staff may choose to take either one or two consecutive week's paternity leave. Odd days on an ad hoc basis will not be permitted.

Paternity leave may commence:

- From the date of the child's birth (whether this is earlier or later than expected), or
- From a chosen number of days or weeks after the birth of the child (whether this is earlier or later than expected), or
- From a chosen date

Start leave can begin on any day of the week or day following the child's birth, and must be completed:

- Within fifty six days of the actual date of the birth of the child, or
- If the child is born early, within the period from the actual date of birth up to fifty six days after the expected week of birth.

Staff are entitled to only one period of leave irrespective of whether more than one child is born as the result of the same pregnancy.

Statutory Paternity Pay

You will be entitled to receive Statutory Paternity Pay (SPP) for either one or two consecutive weeks, as chosen, at the same as the standard rate of Statutory Maternity Pay, which is currently £100 a week or 90% of average weekly earnings if this is less than £100 (2006).

Notice Requirements

Staff members must notify the HR Team of their intention to take paternity leave by the fifteenth week before the baby is expected, unless this is not reasonably practicable. The following must be confirmed:

- The week the baby is due
- Whether one or two week's consecutive leave will be taken
- The date when leave will commence

Staff can change their leave commencement dates but must notify HR at least twenty eight days in advance. The HR Department must also be notified of the date when SPP payments are expected to start at least twenty eight days in advance.

Contractual Benefits and the Return to Work

Staff are entitled to benefit from the normal terms and conditions of employment throughout the paternity leave period, except remuneration

5.8 Adoption Rights

Eligibility

To qualify for adoption leave the following applies:

- Be newly matched with a child by an adoption agency. Adoption leave and pay are not available where the child is not newly matched, for example when a step-parent is adopting a partner's child
- Have worked continuously for WLCBMS for twenty six weeks ending with the week in which you notification of is advised by the adoption agency.

Adoption Leave

Staff are entitled to up to twenty weeks ordinary adoption leave followed immediately by up to twenty six weeks additional adoption leave.

Leave can commence:

- From the date of the child's placement (whether this is earlier or later than expected), or
- From a fixed date which can be up to fourteen days before the expected week of placement

Leave can start on any day of the week.

Only one period of leave is available irrespective of whether more than one child is placed for adoption as part of the same arrangement.

Statutory Adoption Pay

During adoption Statutory Adoption Pay (SAP) will be paid for up to twenty six weeks. The rate of SAP is the same as the standard rate of Statutory Maternity pay, which is currently £100 a week or 90% of average weekly earnings if this is less than £100 (2006).

Ordinary Adoption Leave is paid. Additional Adoption Leave is unpaid.

Notification

The HR department must be notified of the intention to take adoption leave within seven days of being notified of a matching child by the adoption agency. The following information must be provided:

- when the child is expected to be placed
- when adoption leave must commence

The HR department must be notified at least twenty eight days in advance if there are changes in dates.

Staff must inform the HR department of the date that SAP payments must start – at least twenty eight days in advance.

The HR department will confirm all arrangements and conditions in writing within twenty eight days of notification.

Matching Certificate

The HR department must receive documentary evidence from the adoption agency supporting the staff member's entitlement to SAP. This is normally a matching certificate that includes basic information on matching and expected placement dates.

Contractual Benefits

Staff are entitled to benefit from their normal terms and conditions of employment, except for remuneration, throughout your twenty six weeks ordinary adoption leave. During additional adoption leave their employment contract continues and the right to compensation in the event of redundancy and notice periods remain in force.

Returning to Work

Staff returning to work at the end of their full adoption leave do not have to give any further notification. However, if returning to work before the end of your adoption leave, the HR department must be notified of the intended date at least 28 days in advance.

5.9 Time Off to Care for Dependants

Staff may take a reasonable amount of unpaid time off work to deal with

certain unexpected or sudden emergencies and to make any necessary longer term arrangements. Such emergencies must involve dependants. This is a guaranteed employment right.

Definition of Dependant

- Husband, wife child or parent
- Someone who lives in the staff person's household, for example , partner or elderly relative but excluding tenants, boarders or anyone employed in the household
- Someone who reasonably relies on the staff member for assistance as a primary carer or, in cases of an emergency, for example an elderly neighbour

Staff will be asked to declare the names of all dependants at the recruitment stage.

Circumstances that Count as Emergencies

Circumstances under which you have a right to take time off to deal with an emergency are:

- If a dependant falls ill, or has been injured or assaulted
- When a dependant is having a baby
- To make longer term arrangements for a dependant who is ill or injured
- To deal with the death of a dependant e.g. make funeral arrangements
- To deal with the unexpected disruption or breakdown of care arrangements for a dependant e.g. a nursery unexpectedly closes
- Unexpected incident involving you child during school hours e.g. your child is injured or involved in a fight at school

Amount of time off

Staff are entitled to take a reasonable **period of** time off to deal with an emergency. Although this will vary depending upon the circumstances, in most cases one or two days should be sufficient. This right is intended to cover genuine emergencies.

Notification

You must notify the HR department, within seven days for the reason for our absence and how long you expect to be away from work.

6 DISCIPLINE AND GRIEVANCES

6.1 Disciplinary Procedure

The objective of the disciplinary procedure is to help and encourage all staff to achieve and maintain a high standard of conduct, attendance and best job performance.

All employees will have the opportunity to exercise their fundamental rights

using the disciplinary procedure:

149 The right to be represented at a disciplinary hearing by a colleague from WLCBMS

150 The right to a full and fair hearing at which employees have the opportunity to state their case.

151 The right to appeal against disciplinary warnings or dismissal

All employees will be given a minimum of forty eight hours notice of any disciplinary meetings and will be provided with documentary evidence that will be used at the hearing.

At every stage in the procedure a member of staff will be advised of the nature of the complaint and given every opportunity to state their case before a decision is made.

WLCBMS may, in appropriate circumstances, place a member of staff on any stage of the Disciplinary Procedure.

Disciplinary Stages

Stage 1 - Verbal Warning

A member of the HR team will conduct an interview with you and inform you of the expected standards, explain how and to what extent you are falling short, and the period in which you are expected to achieve them. A record of the warning will normally be retained in the employee's personnel file for six months

Stage 2 - Written Warning

If the unsatisfactory conduct persists, a member of the HR Team will interview you, and advise you, in writing, how and to what extent your performance is falling short. Again, the period of time for you to achieve the required standards will be clearly stated. A record of the warning will normally be retained in the employee's personnel file for twelve months

Stage 3 - Final Written Warning

The warning letter will clearly state the consequences of failure to achieve the standards required. A record of the warning will normally be retained in the employee's personnel file for twelve months

Stage 4 - Dismissal

Misconduct

Misconduct will normally be dealt with at Stage 1 of the disciplinary procedure, but for offences of a more serious nature, it may be necessary to commence disciplinary procedures at Stage 2 or even Stage 3.

Examples of misconduct:

- Poor Timekeeping
- Unauthorised absence
- Persistent Absenteeism
- Unsatisfactory Standards or output of work
- Abusive or offensive language
- Call Avoidance
- Insubordination
- Disloyalty
- Unauthorised use or negligent damage or loss of WLCBMS property
- Refusal to obey reasonable instruction

In all cases a warning will be issued for misconduct, irrespective of the precise matter concerned and any further breach of the procedure in relation to similar or entirely independent matters of misconduct will be treated as a further disciplinary matter and allow continuation of the disciplinary process through to dismissal.

Gross Misconduct

Gross misconduct usually applies to a first offence or incident, which is extremely detrimental or prejudicial to the College reputation, staff, service providers or staff. If gross misconduct is substantiated, the appropriate penalty could be summary dismissal.

The following offences (although not exhaustive) are classed as acts of Gross Misconduct and will normally result in summary dismissal:

- Being under the influence of alcohol or drugs
- Professional misconduct
- Violence, threat of violence, fighting or inciting others to commit these acts
- Breach of confidentiality
- Theft or malicious damage
- Acts of indecency or sexual harassment
- Dishonesty
- Fraudulent Timekeeping
- Falsifying College documents
- Gross insubordination or continual refusal to carry out legitimate instructions
- Abuse of the personal harassment policy
- Breach of E-Mail / Internet Policy
- Serious breaches of the Health and Safety Rules

Unsatisfactory Performance

Where performance is considered to be below requirements, WLCBMS will aim to help and bring staff to an acceptable standard. The procedure operates in stages exactly as in the disciplinary procedures. The appropriate Manager will do everything possible to help staff identify the problem and

then to agree a timescale for achieving the necessary improvements. During the time agreed for improvement, a member of the HR team and relevant Manager will continually review the staff member's progress.

At the various stages staff retain their rights as in the disciplinary procedures, including that of appeal. Copies of written documentation will be given to all involved and the receipt thereof will be confirmed through the appropriate signing of each document.

Right to Appeal

At any stage following the first warning in both the disciplinary and unsatisfactory performance, a staff member has the right to appeal against the decision made.

Appeals should be directed to the HR department in writing and signed five working days of the disciplinary action being taken.

6.2 Grievance

Grievance Policy

WLCBMS aims to prevent grievances or disputes arising by proactively encouraging the type of relationships between Directors, Managers and Employees that allow for full discussion of any problem the moment it arises. However, if a specific grievance remains after an informal approach has failed, or the action is not thought appropriate staff should invoke the following procedure.

Grievance Procedure

- Stage 1: Grievances should be raised with the HR department as soon as possible and not later than seven days after an incident has occurred. An oral or written reply from HR will be communicated within five days of the grievance being raised.
- Stage 2: If it is felt that the grievance has not been satisfactorily resolved, an appeal must be lodged requesting a meeting with the HR Manager within five days of your written request. The HR Manager will reply in writing within five working days of receiving the appeal.
- Stage 3: If the grievance is still unresolved, then an appeal for a meeting with the Administration Director of WLCBMS must be made. The appeal is to be made in writing detailing the grievance and dissatisfaction fully. HR will arrange a meeting within five working days following receipt of the written request. Staff are entitled to be accompanied by a fellow employee at such a meeting. Subsequent to the appeal being heard by the Administrative Director a reply in writing within five working days will be sent to the complainant. The Administrative

Director's decision is final and binding on all parties and shall be the final stage of the procedure.

7 HEALTH AND SAFETY

Purpose

To promote, communicate and enforce healthy and safe working practices that conform to the Health and Safety at Work Act 1974.

It is College policy that all reasonably practicable steps will be taken to responsibly ensure the health and safety of staff, students and service providers attending WLCBMS and to prevent damage to its property and assets. Staff are obliged to comply fully with all health and safety measures.

With regard to the above, 'safety' is defined to mean:

- The prevention of all injuries
- The promotion of occupational health and hygiene
- The control of all situations likely to cause damage to property or equipment.
- The investigation of 'near miss' situations
- Fire prevention and fire control
- The protection of the general public

Responsibilities

The Facilities Team in conjunction with the HR Team and the Board of Directors of WLCBMS are responsible for the implementation of health and safety procedures. The Board of Directors will be kept informed of all health and safety matters to ensure that sufficient resources are made available so that WLCBMS follows strictly the Health and Safety Procedures. All employees are at all times responsible both for adhering to this policy, and immediately reporting to senior staff any situations of actual or potential health and safety risk.

Any employee who is in any doubt about safe working practices and procedures should contact his or her immediate superior or the HR Team for advice.

All managers and employees are responsible for adherence to this policy within the workplace. Health and Safety (Consultation with Employees) Regulations and the Safety Representatives and Safety Committees Regulations which confirms the need to consult with employees about any issues relating to health and safety at the workplace. WLCBMS is bound by the policy and is responsible for endorsing, supporting, adhering to, communicating and monitoring the provisions of the policy. Copies of the relevant legislation are contained in the WLCBMS College Manual.

Procedures

It is the College's intention to provide the safest and healthiest working conditions possible. This can only be done with the full co-operation and support of all employees.

The College will ensure that all steps that are reasonably practicable will be taken to secure the health, safety and welfare of all its employees and other persons who may be affected by its operations.

In the design, construction, operation and maintenance of all equipment and facilities, WLCBMS will do everything possible, so far as is reasonably practicable, to prevent injury and danger to health.

All employees are reminded that there is a duty on them to take reasonable care for their own health and safety and for that of other people who may be affected by their acts or omissions. Those with specific responsibilities as set out in the main policy must ensure that they understand them fully and that they are adequately delegated during their absence.

Objectives

- To provide and maintain a safe working environment.
- To eliminate accidents and prevent injury to employees and other persons who are affected by the College's operations.
- To prevent damage to products.
- The provision and maintenance of safe systems of work.
- Arrangements for the safe handling, storage and transport of materials and substances.
- The provision of such information, instruction, training and supervision as is necessary to ensure the health and safety at work of all College employees
- The maintenance of all workplaces in a safe condition and with clear means of access.
- The provision and maintenance of a safe working environment.
- Compliance with all relevant legislation. In particular the Health and Safety at Work Act 1974, the Control of Substances Hazardous to Health Regulations 1988 (COSHH), the Electricity Special Regulations Acts of 1908 and 1944, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1958 (RIDDOR), Management of Health and Safety at Work Regulations 1992 and the Health and Safety (First-Aid) Regulations Act 1981.

Actions to Achieve Objectives

The College will take all reasonable and practicable action to achieve the objectives including:

- A continuing review of workplaces and safety equipment by performing and recording the outcome of regular risk assessments within the workplace whether they be by an appointed and trained

- person within the organisation or by an external consultant.
- The provisions of such information, instruction, training and supervision as is necessary to ensure the health and safety at work of all employees e.g. advice given at induction on use of VDU equipment and office furniture or regular fire extinguisher demonstrations and fire drills.
- A review of the safety policy, as often as may be necessary.
- The proper keeping of records pertaining to Health and Safety matters, including a Fire Register, Incident Book, and Accident Report Register.

7.1 COSHH

Managers are responsible for monitoring adherence to this policy on a College wide basis. The Managers must ensure that all users of products and substances supplied for use at work shall be made aware of any relevant information and instructions which may be provided by the manufacturer or supplier in order to comply with their obligations under Section 6 of the Health and Safety at Work Act 1974 and the Control of Substances Hazardous to Health Regulations 1988 (COSHH).

A COSHH Register must be kept and updated as appropriate.

7.2 Accident Reporting

All accident details must be entered immediately into WLCBMS's Accident Book, which is located at Reception. In addition, as required by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1958 (RIDDOR), accidents resulting in a fatality, a major injury or in absence from normal work for more than three days must be reported to the Environmental Health Department. Accidents involving non-employees must also be reported using this system, as it is the College's responsibility to report injuries of non-employees. Fatal or major injury accidents must also be reported by telephone immediately to the Environmental Health Department.

Investigations of serious accidents and dangerous occurrences will be carried out on the College's behalf by WLCBMS Insurers, on request, and it is the policy of the College to cooperate fully with any investigation. Documentation of accidents, dangerous occurrences and fortifiable diseases and conditions will be held by the HR department.

To comply with the Health and Safety (First-Aid) Regulations 1981, the WLCBMS Facility Manager will supply the premises with adequate first-aid equipment and facilities where necessary. Names of qualified First Aid staff together with first aid boxes and facilities are displayed appropriately.

7.3 Fire and Emergency Procedures

On discovering a fire

Sound the alarm and, if possible, dial 999 for the Fire Brigade.

On hearing the alarm

- Leave the building by the nearest exit.
- Close all doors behind you.
- Report to the Fire Assembly Point, Little Dorrit Park, which is available in the Emergency Procedures, with other members of your department.
- Do not use the lift.
- Do not take time to collect possessions, nor return to the building for whatever reason.

Fire exits are clearly marked. Fire Wardens are responsible for safe evacuation in the event of fire and for taking the roll call at the Fire Assembly Point.

Information on WLCBMS's fire drill and the name of the Fire Wardens are located at the appropriate places on the premises.

Fire doors are to be kept closed at all times and must be kept clear of obstructions. Passage areas must be kept free of any article that might cause an individual to stumble in the event of a hasty evacuation.

Equipment Testing

The College will ensure that all equipment is tested and maintained on a regular basis to meet the requirements of Health and Safety legislation. Suitably qualified staff or sub-contractors, in accordance with legal requirements will be contracted to undertake testing and maintenance. This includes fire extinguishers, fire alarms, lift, air conditioning units, heating and cooling systems. Records of these tests will be kept and made accessible to unit safety representatives.

7.5 Employees Responsibilities

All employees are reminded that, under the Health and Safety at Work Act, it is the duty of every employee whilst at work:

- To take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or failure to act appropriately at work.
- To co-operate fully with regulations set out by the College to enable statutory duties or requirements to be performed or complied with, and that no person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare

in pursuance of any of the relevant statutory provisions.

In particular, employees must:-

- Work safely and efficiently in strict accordance with job instructions where applicable.
- Use the protective equipment provided.
- Report promptly any incidents that have led to, or may lead to, injury or damage.
- Adhere to procedures jointly agreed on their behalf for securing a safe workplace.
- Assist with investigations into accidents with the object of introducing measures to prevent recurrence.
- Keep their workplaces clean and tidy and assist in good housekeeping.
- Ensure that they know the location of the emergency exits, fire alarms and fire fighting equipment for the area in which they work, and that they understand the College's emergency procedures.

Employees with Specific Responsibilities for Safety Matters

Each and every person within the College is legally bound by statutory safety legislation. This responsibility cannot be passed to any other person.

Ultimate responsibility for implementation and effectiveness of the safety policy lies with the Board of WLCBMS.

In order to comply with this policy and The Health and Safety at Work Act it is required that the College monitors the effectiveness of this Policy. A review of the safety performance of the College and the functioning of the Policy is the responsibility of the Human Resources Department, in conjunction with the Administration Manager. At periodic intervals, they will review the contents of the Policy Statement and indicate ways in which safety performance can be improved. Safety will be reviewed as a set item at management meetings, when the Policy and its effectiveness will be reviewed.

7.6 Risk Assessment

WLCBMS will carry out ongoing risk assessments associated with all work activities, as required by the Management of Health and Safety at Work Regulations 1992. The College's Risk Assessment Form will be used for this purpose. Where appropriate, customers and others likely to be affected by the work will be provided with a copy of the assessment, together with details of the methods of work to be followed, as appropriate. Risk assessments will be reviewed at annual intervals or whenever it is suspected that they may no longer be valid. This is the responsibility of the WLCBMS Administration Manager.

Records of health surveillance, medical and other individual health records that may be required will be kept securely in confidential personnel files and

will be kept for 40 years after the date of the last entry.

Training will be given to personnel as necessary in order to make them aware of the findings of the assessment and the required control measures. All employees will be instructed in the safety procedures relevant to their work, the significant findings of risk assessments and their legal responsibilities for compliance with the procedures.

7.7 Office Health and Safety Measures at WLCBMS

- Furniture and equipment must be arranged so as to avoid injury from sharp corners.
- Untidy areas and methods of working create unacceptable risks and must be avoided at all times.
- Upper drawers of filing cabinets must not be overloaded, causing them to become top-heavy. Only one drawer of a filing cabinet must be open at a time, so as to avoid tipping, and must not be overloaded.
- Cables from electric fires, telephones and leads to office electrical equipment are not to be laid across the floors so as to cause a tripping hazard.
- Floor coverings must be held down securely and kept flat and free from wear in places thus preventing any person from tripping.
- At the end of each working day or shift, non-essential appliances are to be switched off and their wall socket plugs removed.
- Paper guillotines are not to be operated with their guards removed.
- Any simple adjustments to electrical equipment must be made with the power switched off.
- Fire doors must be kept closed at all times and must not be jammed or wedged open.
- Fire exits and passages must be kept clear at all times.
- Fire extinguishers are to be kept readily accessible and where possible are to be positioned on wall brackets. All employees must be aware of their locations, of the methods of operation of fire extinguishers, and of the fire drill procedure for evacuation.
- Persons are not allowed to work alone in the office building unless accompanied by a colleague from WLCBMS.
- Waste paper and similar rubbish must be removed by a competent person at the end of each working day.

7.8 Display Screen Equipment and Eye Care

Under the Health and Safety (Display Screen Equipment) Regulations 1992 employers are required to provide and pay for eyesight tests for their employees who are users of Display Screen Equipment (DSE) and those who are about to become users if they request it. Users are also entitled to further tests at regular intervals after the first test and in-between if they are having visual difficulties which may be caused by display screen use.

If the test shows that a staff member need glasses specifically for their DSE work then the College will pay for a basic pair of frames and lenses. More expensive frames will demand that the staff member meets the difference.

8 ORGANISATIONAL STRUCTURE

