



PRIMARY CARE TRAINING CENTRE

POLICIES AND PROCEDURES

This is a declaration of our intent to provide and maintain, so far as is reasonably practicable, a safe and healthy training environment and to enlist the help of students towards achieving these goals. This policy sets out our commitment to manage risks and provide good standards of health and safety and also to meet our legal duties. Health and safety is an integral part of how we do business as a responsible trainer and we have put in place the necessary organisation and arrangements to achieve this. This policy has been initiated after carrying out a full appraisal of our health, safety and welfare requirements and will be reviewed periodically (at least annually).

A Health and Safety Policy Statement is displayed at our premises, located in the Reception area.

Health, Safety, Welfare and Hygiene Policy

A) Safety

1. Our full Health & Safety Policy is kept on site and can be checked at any time by asking one of our Office Managers.
2. You must not take any action that could threaten the safety of yourself, other students, employees of the Primary Care Training Centre or members of the public.
3. You should report all accidents and injuries at the Training Centre, no matter how minor, in the accident book which is held by the facilities manager.
4. You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency. Your tutor will tell you the procedures at the start of your study or workshop day, and these are displayed at various locations around the premises.
5. Students must remain in the reception areas until met by an authorised member of staff or tutor.

B) Refreshment Facilities

1. We provide refreshment facilities for all students. Please help us keep areas neat and tidy by returning empty cups to our housekeeper.
2. Drinks can be hot. Please take care whilst carrying them.
3. Please do not take full cups of drink up the stairs as spillages may constitute a hazard.

C) Alcohol and Drugs Policy

1. We have a duty to ensure so far as is reasonably practicable the health and safety and welfare at work of all our employees and students, and similarly you have a responsibility to yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of the Training Centre and/or the health and safety of our employees and students.
2. If your performance or attendance is affected as a result of alcohol or drugs, or we believe that you have been involved in any drug related action/offence, you may be subject to removal from the course you are attending.

D) Hygiene

1. Any exposed cut or burn must be covered with a first aid dressing.
2. If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not attend the Training Centre without clearance from your own doctor.
3. Contact with any person suffering from an infectious or contagious disease must be reported before attending the Training Centre.

E) No Smoking Policy

1. Smoking is strictly prohibited on our premises and grounds. This includes the use of e-cigarettes.

F) Security

1. Nothing must be taken from the premises without permission.
2. We reserve the right to search students' bags, packages and vehicles.
3. Students should wear their badges at all times, and must be prepared to identify who they are if requested to do so by any member of staff.
4. Suspicious looking packages or items must be reported to Training Centre staff immediately.

G) Parking

1. Students are only allowed to park their vehicles in approved parking areas.
2. Vehicles must not obstruct fire exits, fire escape routes, pedestrian walkways, private or public access, or any other potential vehicle movement areas.

Personal Harassment Policy and Procedure

A) Introduction

1. Harassment or victimisation on the grounds of race, colour, nationality, ethnic or national origin, sex, marital status, gender reassignment, sexual orientation, religion, belief, disability or age is unacceptable.
2. Personal harassment takes many forms ranging from tasteless jokes and abusive remarks to pestering for sexual favours, threatening behaviour and actual physical abuse. Whatever form it takes, personal harassment is always taken seriously and is totally unacceptable.
3. We recognise that personal harassment can exist in the workplace, as well as outside, and that this can seriously affect students' lives by interfering with their performance or by creating a stressful, intimidating and unpleasant study environment.

B) Policy

1. We deplore all forms of personal harassment and seek to ensure that the study environment is sympathetic to all our students.
2. We have published these procedures to inform students of the type of behaviour that is unacceptable and provide students who are the victims of personal harassment with a means of redress.
3. We recognise that we have a duty to implement this policy and all students are expected to comply with it.

C) Examples of Personal Harassment

Personal harassment takes many forms and students may not always realise that their behaviour constitutes harassment. Personal harassment is unwanted behaviour by one student towards another and examples of harassment include:

- a) insensitive jokes and pranks;
- b) lewd or abusive comments about appearance;
- c) deliberate exclusion from conversations;
- d) displaying abusive or offensive writing or material;
- e) unwelcome touching; and
- f) abusive, threatening or insulting words or behaviour.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against students committing any form of personal harassment.

D) Complaining about Personal Harassment

1. Informal Complaint

We recognise that complaints of personal harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature. In these circumstances you are encouraged to raise the issue with your tutor or a member of the Training Centre staff as a confidential helper.

If you are the victim of minor harassment you should make it clear to the harasser on an informal basis that their behaviour is unwelcome and ask the harasser to stop. If you feel unable to do this verbally then you should hand a written request to the harasser, and your confidential helper can assist you in this.

2. Formal Complaint

Where the informal approach fails or if the harassment is more serious, you should bring the matter to the attention of the Training Centre as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the harassment so that the written complaint can include:

- a) the name of the alleged harasser;
- b) the nature of the alleged harassment;
- c) the date and times when the alleged harassment occurred;
- d) the names of any witnesses; and
- e) any action already taken by you to stop the alleged harassment.

On receipt of a formal complaint we will take action to separate you from the alleged harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged harasser to another work area until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation, a draft report of the findings and the investigator's proposed decision will be sent, in writing, to you and the alleged harasser.

If you or the alleged harasser are dissatisfied with the draft report or the proposed decision this should be raised with the investigator within five working days of receiving the draft. Any points of concern will be considered by the investigator before a final report is sent, in writing, to you and the alleged harasser.

E) General Notes

1. If the report concludes that the allegation is well founded, the harasser will be liable to disciplinary action which may include dismissal from that particular or any other courses they may be enrolled on with the training centre. A student who receives a formal warning or is dismissed from a course for harassment may appeal by writing to the Training Centre.
2. If you bring a complaint of harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent, disciplinary action will be taken against you.

Equal Opportunities Policy

A) Statement of Policy

1. We recognise that discrimination is unacceptable and although equality of opportunity has been a long standing feature of the Training Centre, we have made the decision to adopt a formal equal opportunities policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.
2. The aim of the policy is to ensure that no student is discriminated against either directly or indirectly on the grounds of race, colour, nationality, ethnic or national origin, religion, belief, sex, marital status, gender reassignment, sexual orientation, religion, belief, disability or age.
3. We will maintain a neutral working environment in which no student feels under threat or intimidated.
4. We will not discriminate in accepting students onto courses. All places will be awarded on merit.
5. All students who apply to us will be treated fairly.

B) Monitoring

1. We will maintain and review student records in order to monitor the progress of this policy.
2. Monitoring may involve:
 - a. The collection and classification of information regarding the race in terms of ethnic/national origin and sex of all students;
 - b. The examination by ethnic/national origin and sex of the distribution of students and the success rate of students;
3. The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all students.