



BDS TRAINING

Committed to Learning & Development

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EMPLOYEE

HANDBOOK

Probationary Period

New employees appointed to BDS Training Ltd are subject to a minimum probationary period of 3 months. The purpose of a probationary period is for both the employee and their Managers to determine that the employee can perform their duties of the job satisfactory. BDS Training reserves the right to extend an employee's probationary period for reasons such as poor attendance/timekeeping, capability issues, awaiting references, police check or credit check etc. This list is not exhaustive. BDS Training also reserves the right to terminate an employee during or at the end of their probationary period. If an employee moves positions within the company, they will also be subject to a probationary period in their new position. During this period, an employee may be terminated or transferred back to their previous position in line with the above.

References

You are contractually subject to supplying BDS Training with two satisfactory references and an Enhanced DBS police check. If you fail to supply these or they are returned unsatisfactory BDS Training reserves the right to terminate your employment.

Facilities

Staff Room/Canteen

Kitchen, hot drink making facilities and fridge are for use by all employees. Please ensure that the canteen area is kept clean and each person is responsible for cleaning up after eating (including washing dishes etc). STUDENTS are not allowed in the kitchen, unless supervised. If students are making a cup of tea for a Client they must be deemed competent to do so by a manager. If this is ignored disciplinary action may be taken.

Tidiness

BDS Training operates a clear desk policy. All work areas should be maintained in a neat and orderly manner. At the end of each day all employees are expected to perform a general "clean up" of their desks, work area, Salons etc.



Bullying and Harassment

BDS Training affirms that harassment at work in any form is wholly unacceptable. Harassment at work is contrary to BDS Trainings principle of equal opportunities in employment and may be unlawful.

Every employee is responsible for his/her own behaviour towards colleagues, students and service users and all employees should understand BDS Training's clear view that harassment at work will not be tolerated and may, if established through investigation, be dealt with under BDS Training's disciplinary procedures.

Harassment is defined as any unwanted statement or act by someone who is offensive or objectionable to the recipient, causes discomfort or humiliation, interferes with the job performance, or creates a threatening, hostile, or intimidating work environment. All allegations of harassment will be dealt with promptly and in confidence.

All employees involved in any investigation will be expected to respect the need for confidentiality. Failure to respect this may result in disciplinary action being taken. For full details of how to report any instances of bullying or harassment and the full procedure of how complaints are dealt with please see the policy on harassment in the file placed in the admin office.

Whistle blowing

The aim of this policy is to support a person speaking out where they see something that is inappropriate and encourage an open culture within the Organisation.

We should all feel able to openly raise issues that concern us at work, but it is natural to feel worried that reporting such issues will be opening yourself up to victimisation or risking your job security, be sure that we will support and protect you from any repercussions, keep you updated with any investigations, and your concerns will be handled confidentially if you so wish.

Child Protection Policy/KCSIE Part one

This is held in the admin office and will be part of your induction; an induction checklist will be issued along with all relevant policies which you must read and sign.

Dress Code



It is important that smart business dress is maintained; all members of staff are provided with a full uniform, and must wear flat full shoes, hair and make up (if worn, or a light application) is maintained, and are asked to wear it at all times. Failure to comply with this dress code may result in disciplinary action being taken.

Confidentiality

BDS Training requires its employees to maintain the confidentiality of information they may acquire during, or arising from, their employment.

Data Protection

Under the Data Protection Act- GDPR 2018, employees have certain rights to see copies of information that relates to them. In addition, due to the nature of our business, employees should be fully aware of their responsibilities under the data protection act and that failure to maintain confidentiality, unauthorised disclosure, or misuse of information will be treated as a serious breach of contract, which may result in disciplinary action being taken possibly leading to dismissal. You are obliged to read the full data protection policy given to you during your induction and return your signed acceptance.

Security

Employees have a duty of care to safeguard the pupils, colleagues, visitors, property and equipment relating to or of the employer. Security regulations and arrangements should be strictly adhered to. Lockers are provided, do not leave anything around, and put all sharps, scissors etc in the lockers. ONLY Staff are allowed in dispensary/ and locker rooms, DO NOT leave dispensary open. If this is ignored this may result in a disciplinary.

Information Security

Employees must take the appropriate steps to guard against unauthorised access to, alteration, accidental loss, disclosure, or destruction of data.

Under no circumstances should employees divulge their password to anyone not authorised by BDS Training nor should employees gain access or attempt to gain access to information stored electronically which is beyond the scope of their authorised access level.

Any sensitive System or Procedural documentation must be shredded prior to disposal. This applies principally to network, software, and system related documents but any



document containing information that could give an insight into the practices, markets or procedures should be considered sensitive and disposed of appropriately. If unsure please speak to management.

IT Policy

The use of the Systems (including the e-mail system and the internet) within BDS Training is encouraged as appropriate use of facilities, communication, performance of legitimate business functions and improves efficiency. Used correctly, the Systems are of assistance to many employees in the performance of their jobs. Inappropriate use, however, may cause problems, ranging from minor distractions to legal claims against BDS Training and the individual.

Systems may be routinely monitored for inappropriate use and action will be taken within our disciplinary policy, up to and including dismissal, for misuse. The full policy will be given to you during your induction and you will be expected to sign your agreement to abide by this policy.

Failure to adhere to any of the above policies about data management will result in disciplinary action being taken up to and including dismissal.

Health and Safety

You will be given a health and safety induction as part of your fuller induction to BDS Training including a copy of the company health and safety policy. You will be required to read the policy and sign an agreement that you will adhere to all the health and safety procedures of BDS Training. Employees have a legal duty to co-operate with BDS Training and its clients in matters relating to health and safety of themselves and others who might be always affected by their actions or omissions and for co-operating in health and safety matters.

Fire Procedures

All employees must sign in daily; any visitors to the building must sign in and out at reception using the Track and Trace logbook.

Fire alarm test – There will be a fire alarm test once every term, which will be identified by the sound of the bell.

Fire drill – Carried out once every half term.



In the event of a fire please follow the under noted procedures

- Leave all belongings behind. Do not stop to collect your coat, jacket, bag etc. Do not wait for anyone else. Fire Marshalls will ensure that all staff are out of the building.
- Leave the building immediately by the nearest exit. The Fire Escape Door is located at the front or rear of the building, next to the main reception and through the kitchen.
- An appointed person will escort any member of staff or a visitor with a known disability from the building.
- On exiting the building go straight to the meeting point, this is at the car park at the rear of the building.
- Do not return to the building unless advised that it is safe to do so.

Accidents and First Aid Treatment

The names of the first aiders are on the H&S notice board in the main office and reception.

All first aiders can administer basic medical treatment and give advice whether hospital treatment is required.

If you require any first aid treatment or have an accident you must let one of the first aiders know. All accidents at work will be reported to a first aider and documented in the Accident Report book, which is in the Admin office.

Alcohol and Drugs

BDS Training operates a strict zero tolerance policy. Anyone found to be under the influence of drugs or alcohol whilst on BDS Training premises in the course of their duties within the company will be subject to disciplinary action up to and including instant dismissal. You are not permitted to consume alcoholic liquor, illegal drugs (which will be reported to the police) or other intoxicants or have such items in your possession whilst on duty or any time on BDS Training premises. If you are taking any prescribed medication which could affect your performance whilst at work, you must inform your Supervisor/Manager.

Smoking Policy

BDS Training operates a strict no smoking policy within BDS Training premises. Smokers may smoke during their morning or afternoon tea break or at lunchtime. No additional



smoking breaks are permitted. Smokers may smoke only outside the building in the permitted area, if this is ignored there may be disciplinary action taken. If members of Staff give, sell or smoke with a Student disciplinary action will be taken. One member of staff at one time please. PLEASE DO NOT IGNORE THIS REQUEST

Time Keeping

You are responsible for attending punctually for work in accordance with the hours defined within the Statement of Main Terms and Conditions of Employment.

Start - 9.00 am

Break 10.30 am - (Supervising pupils is still in your remit)

Lunch 12.30 am – 1pm (Supervising pupils is still in your remit)

Finish 3.00 pm

You may not leave work prior to your normal finishing time without permission from either Manager. In the event of you obtaining permission to have time away from work during the normal working period, you must report to a manager upon leaving and returning to work.

Persistent lateness, unacceptable levels of absence and/or unauthorised absence may result in disciplinary action.

Appointments

Employees are normally expected to ensure that personal appointments such as medical, dental, and legal are made in their own time, outside normal working hours. If this is not reasonably practical, time off work will be allowed to attend such appointments providing that the appointment causes as little disruption as possible and prior permission has been obtained from management. Employees are expected to make up their this/or receive a reduction in pay for attending appointments, within working hours.

Sickness

Absence for reasons of sickness or injury must be reported as soon as possible and no later than 9.15 am at the start of the working day on the first morning of absence. You should call the office **personally, please do not text or message** only get someone else to do so if you are detained or unable to do so. You must call in each morning that you are off sick, unless covered by a medical certificate from a doctor.



In cases of sickness that exceeds 3 working days but does not exceed seven calendar days calculated from the first day of sickness days a self certification form will normally be completed immediately upon return to work. Where, however, the absence is expected to last for a period more than 7 days, medical certificate (Fit Note) will be required from a doctor to cover the employee for the duration of the absence. Medical certificates must be forwarded immediately to BDS Training; failure to do so may result in sick pay being delayed or withheld and disciplinary action being taken.

In cases where you are absent for at least half your working day, for example sent home sick, then a Self Certification form should be completed.

There are four standards measured when reviewing an individual's absence:

Within any six-month period:

- 3 separate incidents/spells of sickness absence
- A total of 10 working days

Within any twelve-month period:

- 4 separate incidents/spells of sickness absence
- 15 working days

If you reach any of the above trigger points, you will be taken through the attendance improvement procedure.

Unauthorised absence may lead to disciplinary action up to and including dismissal.

Maternity Leave

To be eligible for Maternity Leave and Maternity Pay you must notify BDS Training no later than the 15th week before the expected week of childbirth. You are entitled to time off for antenatal care. Any employee on maternity leave will be entitled to 39 weeks paid statutory maternity pay.

Once pregnancy has been confirmed, you should notify your employer to provide fuller details of maternity leave.

Paternity Leave



To be eligible for Paternity Leave and Paternity Pay you must notify your employer no later than the 15th week before the expected week of childbirth. You will only be eligible if you have 26 weeks service with BDS Training by the 15th week before the expected week of childbirth. You are eligible to 1 or 2 weeks leave. You will be entitled to Statutory Paternity Pay during this time.

Parental Leave

Parents with children under the age of five are entitled to 13 weeks parental leave to be taken up to the child's fifth birthday, although the maximum you can take in one year is four weeks. You must have one year's service with the company to qualify. You must give at least three weeks notice of your intention to take parental leave. All leave is unpaid.

Dependants Leave

You are entitled to leave to deal with dependants who may be ill, who have been involved in an accident, who need you to deal with a breakdown in care or go into labour. The time off is to deal with the immediate emergency. You will not be paid for this time off.

Bereavement Leave

For the death of an immediate relative, parent, child, partner or sibling, this period of leave will not exceed beyond three working days. Bereavement leave not exceeding one day will be granted in respect of death of other close family relatives and people with whom the employee has had a close relationship, for the purpose of allowing them to attend the funeral. You will be paid a full salary for this leave. Any additional leave must be agreed in advance with your both directors.

Public Service

If you hold a public position, you should inform management of the post, you hold and you should apply in advance for any time off you may require performing your public duties. Any time off which may be granted will be without pay. If you are required for Jury Service, you should inform your manager and produce court documentation for examination. You will be given time off without pay and you should claim all expenses, including loss of earnings, from the court. If you are called as a witness in a court case the same procedure will apply unless it is on behalf of BDS Training.

Payment of Salaries



Your salary will be paid in twelve monthly payments into your bank account by credit transfer on or before the 28th day of each month, by bank transfer, direct debit to your bank account.

Sick Pay

Entitlement to paid sickness absence is dependent on the service and subject to absences in the previous twelve-month rolling period. Failure to notify BDS of absence may result in loss of pay if notification is not made in accordance with the sickness reporting procedure. Payment will be made in the case of absence due to sickness and in accordance with the following.

<u>Period of Continuous</u>	<u>Period of Full Pay</u>	<u>Period of Half Pay</u>
<u>Employment</u>		
Less than 6months	nil	nil
Less than 2 years	SSP	SSP
Between 2 nd and 3 rd year	2 weeks	2 weeks
Between 3 rd and 5 th year	4 weeks	4 weeks
Over 5 years	6 weeks	6 weeks

Discipline

The procedure is designed to help and encourage all employees to achieve and maintain standards of conduct, attendance, and job performance. The company rules and this procedure will apply to all employees. The aim is to ensure consistent and fair treatment for all. As far as is possible an informal discussion will take place before the disciplinary action is taken. At each stage of the procedure, you will be made aware of what the allegation is against you, invited in writing to a meeting where you are entitled to be accompanied, have an opportunity to explain, be given full reasons for any disciplinary action that may be taken, and then give the opportunity to appeal against the decision. There may be circumstances where it is not possible to follow the full procedure and reasons for not doing so will be given.

Stage 1 ORAL WARNING



The individual will be advised; this will be confirmed in writing and kept on file for 12 months.

Stage 2 WRITTEN WARNING

This will give the details of the complaint this will be kept on file for 12 months.

Stage 3 FINAL WRITTEN WARNING

If there is still failure to improve the conduct etc, this will be kept for 12 months.

Stage 4 DISMISSALS

If improvement from Stage 3 a disciplinary hearing will convene to consider a dismissal.

Misconduct.

- Unsatisfactory attendance/ time keeping/
- Minor damage to property
- Minor breach of company rules
- Violation of safety practices
- Failure to observe company procedures.
- Idling or causing others to idle
- Unsatisfactory workmanship
- Abusive area

Appeals

A colleague who wants to appeal against any disciplinary stage should inform the Director in writing within 5 days from receipt of the disciplinary warning letter.

The appeal will be discussed at a meeting with both Senior Management and the advisory team at peninsula.

The penalty will stay either fixed, be quashed or a lesser penalty granted, but a penalty cannot be increased.

Capability



A separate procedure exists that deals with capability issues of employees at BDS Training. This policy is designed to ensure that cases of under-performance are dealt with similarly and fairly, with the prime objectives of improving an individual's performance to the required level. BDS Training has a responsibility for setting realistic and measurable standards of performance, for explaining these standards carefully to members of staff and supporting staff to achieve the standards set. All members of staff have a contractual responsibility to perform their duties to an acceptable standard and they should be given all reasonable support and encouragement to do so. To this policy an individual's capacity to do their job is assessed by reference to their skills, qualifications, aptitude, health or any other physical or mental quality. All capability issues will firstly be dealt with on an informal basis by the Manager. More serious capability issues or lack of improvement following an informal meeting will lead to formal action being taken up to and including dismissal.

Grievances

Any grievance or cause of complaint of any employee arising out of his/her employment should be resolved as quickly as possible, for the benefit of both the individual and BDS Training. This should take place via an informal discussion between the individual and their immediate supervisor. If the matter can not be resolved at this stage, the employee may invoke the formal Grievance Procedure in accordance with the full grievance procedure.

Career Development

BDS Training recognises that the quality of the company and its ongoing success, however measured, are both directly related to the quality and the effective performance of employees, therefore BDS management encourage innovation and creativeness in employees. It further recognises that investing in staff will provide a substantial return for the organisation.

Performance Appraisal

In relation to the performance of your duties you will be required to participate in any appraisal scheme operated within BDS Training for employees at your grade. Appraisals are for the benefit of the individual to give them an indication of how they are performing, to be given praise and any areas of improvement highlighted to them.

Training

BDS Training is responsible for ensuring that staff, no matter how they are employed will be adequately trained and capable of undertaking the roles allocated to them. If at any stage,



you feel that you are untrained or not capable of undertaking a task you must inform your manager/supervisor. Should you feel that further training would benefit you in your role and your personal development you should inform your line manager, who will give each case due consideration.

Equal Opportunity Statement

BDS Training is committed to the principle of equal opportunity in employment. Accordingly, management will ensure that recruitment, selection, training, development and promotion procedures result in no job applicant or employee receiving less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin, disability, trade union membership or non-membership, sex, sexual orientation, marital status, religious beliefs, or being a part time worker. The objective is to ensure that individuals are selected, promoted, and otherwise treated solely on the basis of their relevant aptitudes, skills and abilities.

- Opportunities for promotion is open to appropriately qualified Colleague.
- The Company will seek to attract only the highest quality new staff.
- Standard rates of pay are relevant in accordance with market rates and levels of responsibility. It is Company policy that all jobholders are paid equally regardless of sex, age, and race.

Management has the primary responsibility for meeting those objectives by:

- Not discriminating in the course of employment against employees or job applicants.
- Not including or attempting to induce others to practice unlawful discrimination.
- Bringing to the attention of employees that they will be subject to disciplinary action for discrimination of any kind.

Individual employees have the responsibility to ensure that they assist BDS Training in successfully achieving these objectives and can contribute by:

- Not discriminating in the course of employment against fellow employees, agents, clients, suppliers, or members of the public with whom they came in contact during the course of their duties.



- Not including or attempting to induce others to practice unlawful discrimination.
- Report any discrimination action to the Manager.

The successful achievement of these objectives necessitates a contribution from everyone, and all employees have an obligation to report any act of discrimination known to them. Employees who consider that they are a victim of unlawful discrimination may raise the issue through the grievance procedure.

Personal Records

BDS Training needs to retain certain data on employees to satisfy certain legal requirements and insure smooth running of administration. To maintain the information, you must report any changes to your personal details as soon as possible by filling in the appropriate form. If you require any of your personal details BDS hold for you upon leaving the company a subject access request must be submitted by law.

Personal Property

Employees are responsible for their own personal property and the organisation does not accept any liability or responsibility for damage to or loss of individual employees' property.

Company Property

You are not permitted to remove any property belonging to the company unless you have the permission from management. You are expected to protect the property of the company and other employees whilst engaged in your duties. Any wilful malicious damage to the company property or equipment will be regarded as GROSS MISCONDUCT.

You are not allowed to use the company's time, material, or equipment other than for company work unless you have prior permission from management. If you have permission to use any equipment belonging to the company and it is damaged or lost, you will be liable for the cost of its repair or replacement.

Leaving the Organisation

On leaving, for whatever reason, employees should return all the company's property.

Resignation



The organisation may, at its discretion, require an employee who has resigned to take 'garden leave', i.e., not attend the place of work for the duration of the notice period. The organisation will have no obligation to provide an employee with work during this period, but all contractual benefits will continue to apply.

Resignation is 2-week notice in writing.

The Company reserves the right to terminate employment in cases of gross misconduct,

- Theft of property
- Fraud or deception
- Falsification of documents
- Physical violence
- Serious discourtesy
- Under the influence of alcohol or illegal drugs
- Deliberate damage to property
- Refusal to carryout reasonable instruction
- Acts of insubordination.
- Unauthorised absence from work for 3 days or more
- Leaving work during normal working hours without permission
- Bringing the Company in to serious disrepute
- Sleeping on work breaks
- Deliberately smoking in a prohibited area
- Breach of confidence

Holidays



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Holidays are not to be booked during term. Please refer to your statement of employment.