



Student Handbook

2018-2019



Contents

1	Introduction to Welcome Skills	3
2	Mission statement.....	3
3	Our Values.....	3
4	Code of Conduct.....	4
5	Safety.....	7
6	Misconduct	8
7	Anti-Discrimination and Equal Opportunities.....	9
8	Complaints and Compliments	11
9	How we will deal with your general complaint.....	11

1 Introduction to Welcome Skills

Welcome Skills is a fast-growing national training provider with a track record in delivering training including apprenticeships to employees and employers within the Hospitality and Catering Sector. Predominantly we have been focusing in the Asian restaurant and hotel market, providing training in often hard to reach communities. Our expertise and dedication (all our assessors are ex chefs) enable us to consistently provide a high standard of training whilst up skilling the Asian restaurant sector. Our success rates are always above 95% as we place a high value on the development of our learners whether it be through live demonstrations or extra guided learning for our apprentices. Above all, we hope that our learners enjoy their chosen course and ultimately improve their skills and confidence.

Details of your course will be found in the study guides provided. Our courses are funded by the Educational Skills Funding Agency and are also part-funded by the European Social Funding.

Registered address

Surrey House
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Surrey
RH1 1RH

Main Office Address and Contact Details

Sovereign House
29-31 Limpsfield Rd
Sandersted
Croydon
CR2 9RF

Tel: 02089160227

Web address: www.welcomeskills.com

2 Mission statement

To establish and grow a profitable, reputable, innovative and quality training company which specialises and supports a multicultural hospitality industry.

3 Our Values

- Friendly – We value difference and aim to provide an approachable and encouraging environment in all that we do.

- Focused – We create clarity by planning and organising ourselves and others to set goals and achieve them.
- Inspiring – We believe inspiration comes from working together and we focus on principles of team working to deliver innovative, quality assured solutions.
- Empowering – We value customer driven solutions to equip learners with the strategies and tools that they need for future success.
- Relevant – We believe in real world experience powering learning that lasts. We are results oriented and like to find solutions to issues if they arise.
- Skillful – Welcome Skills keeps up to speed with the latest research and proven methodology to achieve work place results. We like to share knowledge and believe communication is the key to success.
- Connected – We work in a cycle of continuous improvement and believe in partnership working to get the best out of any situation.

4 Code of Conduct

4.1 Privacy

Welcome Skills will collect information from the student at enrolment for general student administration. This information may also be used for planning, communication, research, evaluation and marketing activities. The student's personal information is stored securely and only authorised Welcome Skills staff has access to the information.

The student may request access at any time to information Welcome Skills holds about them and ask Welcome Skills to correct it, if the student believes the information is inaccurate, incomplete or out of date.

No further access to the student's enrolment information will be provided to any other organisation or persons without the student's written consent unless authorised or required by law.

The student's right to privacy is important to Welcome Skills and all information collected about the student is treated as confidential.

4.2 Anti-discrimination

Discrimination means treating someone unfairly because they belong to a particular group of race, sex, marital status, physical ability, age, political conviction or religious beliefs.

All staff and students must be treated fairly and equally in compliance with the Equality Act 2010. It is against the law to discriminate and action will be taken against those in breach of Anti-Discrimination laws. Any matters in relation to discrimination must be reported to Waseem Sherwani.

4.3 Equal opportunity

As a training provider, Welcome Skills values and recognises the social and cultural diversity in our communities and aims to provide conditions that encourage everyone to participate in learning, actively combat harassment and where people are treated with dignity.

We endeavour to protect all our learners from all forms of unlawful, unfair and/or unjust discrimination because of sex, race, disability, age, religion or belief, sexual orientation, material or civil partnership/same-sex marital status, pregnancy, or maternity, gender reassignment, disability and part-time or fixed-term employment status.

We are committed to creating opportunities for all and allowing all learners to reach their full potential in an environment characterised by dignity and mutual respect.

This policy will help embed in our company a culture that values openness, fairness and transparency.

Our beliefs and principles

- We value diversity and equal opportunities in society and in our workforce.
- We understand and promote the benefits of diversity as a means of broadening our talent base, achieving high performance, and enabling all learners to feel included and reach their full potential.
- We protect our staff and learners from discriminatory practices and maintain our reputation as a fair and responsible employer and training provider
- We monitor the application of the Diversity Policy and obtain workforce statistics.
- We train and educate all staff and learners on diversity, equal opportunities and legislation
- We take a best practice approach to diversity

Responsibilities

We are fair, open and honest and we promote equal opportunities and we are committed to raising awareness of equality and diversity amongst our learners, staff and clients, ensuring that all learners and staff are treated with dignity and respect, within a safe and secure environment, free from discrimination, harassment and bullying.

We do this by:

- Encouraging the full participation of learners in all aspects of their learning
- We identify individual learner's needs and ensure flexibility to match their needs.
- We are fair and equal to all, by identifying and removing any discriminatory practices.
- Actively promoting equality and diversity among staff, learners and employers
- We manage any incidents or complaints relating to equality effectively and efficiently
- Having strategies in place to safeguard learners, such as apprentices and vulnerable adults, who are based with employers from harassment, bullying and discrimination.

4.4 Harassment

Harassment is any form of verbal or physical behaviour that is unwanted, unwelcome and unreciprocated that makes the learning environment unpleasant, humiliating or intimidating for the person who is the target of that behaviour.

If a learner considers that they have been harassed, they should let the person know that they object to such behaviour and do not want it repeated. If the student does not feel comfortable talking to the person(s), or the person(s) continue with their behaviour, the learner should speak to their trainer/assessor or any Welcome Skills staff.

All complaints / discussions are treated as confidential. The student also has the right to lodge a formal complaint of misconduct against the person harassing them. Alternatively they can discuss the matter without making a formal complaint.

4.5 Sexual harassment / Victimisation / Bullying

Welcome Skills understands that learners have the right to study and work in an environment free of sex-based harassment. It is the responsibility of all students to contribute to the achievement of a productive, safe and equitable study and work environment by avoiding practices, which lead to, support or condone sex-based harassment.

Welcome Skills does not allow or condone sex-based harassment of learners by staff or other learners. This stance is supported by the Commonwealth Sex Discrimination Act 1984, under which such actions are unlawful.

Welcome Skills will ensure that this policy is implemented, and Welcome Skills will treat any complaint of sex-based harassment / victimisation / bullying seriously and sympathetically. All complaints will be investigated thoroughly, fairly and confidentially.

Examples of sexual harassment include, but are not restricted to:

- Distribution or display of offensive pictures or written material
- Repeated unwelcome requests for social outings or dates
- Offensive comments about a person's appearance, dress or private life
- Unsolicited comments, messages or telephone calls of a sexual nature
- Leering, patting, pinching, touching, indecent exposure and unnecessary familiarity

Disciplinary action will be taken against anyone found to have committed sex-based harassment. Inquiries and complaints about sex-based harassment can be raised with any of the Welcome Skills staff.

Victimisation

Victimisation is threatening or harassing a person because they:

- Have made a complaint or intend to make a complaint
- Are acting as a witness or intent to act as a witness
- Are supporting a victim or intend to support a victim

Bullying

Bullying is inappropriate treatment of a person that intimidates, offends, degrades or humiliates them. Bullying will not be tolerated at any Welcome Skills site.

Examples of bullying include:

- Verbal / Physical abuse, insults, continuous teasing or criticism
- Physically hurting another person
- Touching another person without permission
- Overwork, unnecessary pressure, impossible deadlines
- Undermining work performance, unfair assessment
- Discrimination, racism, sexism
- Keeping someone out of a group
- Acting in an unpleasant way near someone
- 'Mucking about' that goes too far
- Harassment or any form of discrimination based on disability, gender, race or religion

Bullying can be verbal, physical, written or cyber-bullying

4.6 Respect

Learners should show respect towards each other and towards all Welcome Skills staff. Be courteous and polite, and do not swear or be offensive in any way. Treat all property with care and respect, not deliberately damaging property not belonging to you.

4.7 Dress Code

Learners are to wear smart casual attire for classroom learning, ensuring they do not offend others in terms of lack of decency, modesty or cleanliness. Also not to offend others because of slogans, cartoons or any symbol or graphics worn to provoke, intimidate, condemn or ridicule others.

They are required to dress appropriately for their practical classes, in full uniform if required, in compliance with Health and Safety / Food Safety legislation.

When on official visits and trips, learners must dress smart, as they are representing their employers, Welcome Skills and themselves.

5 Safety

5.1 Health and Safety

Welcome Skills is committed to providing a safe and healthy workplace for all of its staff, learners, visitors, and members of the public. Welcome Skills also recognises and accepts its responsibility to provide a healthy and safe environment, to train and assist all of its learners and is also committed to ensuring its premises are safe and healthy for all other visitors and members of the public.

We will take all necessary steps to meet this responsibility. If you have any concerns please report to Waseem Sherwani.

5.2 Alcohol, Drugs and Weapons

Alcohol, Drugs or Weapons are not allowed to be taken on to any of Welcome Skills or their employers' premises.

5.3 Safeguarding

Welcome Skills fully recognises its responsibilities for safeguarding. We will:

- Ensure we practice safe recruitment in checking the suitability of staff and volunteers to work with our learners.
- Raise awareness of safeguarding issues and equip our learners with the skills needed to keep them safe.
- Develop and then implement procedures for identifying and reporting cases, or suspected cases, of abuse.
- Establish a safe environment in which our learners can learn and develop.

All complaints, allegations or suspicions will be taken seriously. Welcome Skills will follow their procedure if an allegation is made that a learner has been abused or when there is a suspicion that a learner has been abused.

Promises of confidentiality cannot be given as situations of child prosecution will need to be shared. This information may have to be shared with a team leader or nominated person for child protection, in order to discuss appropriate action.

Note: This person will need to assess the situation and would work with the young person in determining what could/should happen next. They would wish to respect the young person's wishes and feelings provided no one is at immediate risk of harm. If the learner is fully aware of what could happen, they can:

- Choose whether they want to speak now or have time to think about it;
- Be as informed as possible regarding the implications of passing on this information.

6 Misconduct

6.1 Academic Misconduct: Cheating, Plagiarism and Collusion

Academic Misconduct is a very serious offence. The penalties for academic misconduct include, but are not limited to:

- Failing the assessment
- Failing the competency

Academic misconduct includes but is not limited to cheating, plagiarism, collusion, and falsifying documentation or results. The following actions are considered to be examples of academic misconduct:

- Giving or receiving assistance during an examination or assessment that has not been agreed to by the trainer/assessor.
- Obtaining information about an assessment, test or exam before it is held, except for information provided to all the class by the trainer/assessor.
- Copying from another learner's paper.
- A learner giving their password to another learner thus enabling them to log on and undertake any learning activity, including assessment.
- Giving untrue information in order to obtain exemptions from program requirements.
- Using the work of other learners (with or without their permission) and claiming it as your own.

A learner should not engage in any activities that can be considered to be academic misconduct or do anything that is intended to assist any other person in an act of academic misconduct. It should be noted that:

- If a trainer/assessor believes that a student is involved in academic misconduct, the learner will be informed
- The matter will be referred to the Senior Team for appropriate action

6.2 Behavioural Misconduct

Behavioural misconduct includes but is not limited to:

- Breaches of any Welcome Skills policy, including but not limited to, harassment (including sexual harassment), intellectual property, occupational health and safety, and use of computing and electronic resources.
- Stealing, destroying, impairing the accessibility of, or defacing or damaging any property of Welcome Skills.
- Any act or failure to act that endangers the safety or health of any other person.
- Acting in a way that causes students or staff or other persons within Welcome Skills to fear for their personal safety.
- Assaults or attempts to assault any other person causing them to have reasonable fear for their safety or physical or psychological well-being.
- Being under the influence of prohibited drugs and/or substances, including alcohol, while on Welcome Skills property or while participating in a Welcome Skills related activity.
- Unauthorised possession of a weapon on Welcome Skills property, or while participating in a Welcome Skills related activity.

7 Anti-Discrimination and Equal Opportunities

As an employer and training provider, Welcome Skills values and recognises the social and cultural diversity in our communities and aims to provide conditions that encourage everyone to participate in learning, actively combat harassment and where people are treated with

dignity. We endeavour to protect all our learners from all forms of unlawful, unfair and/or unjust discrimination because of sex, race, disability, age, religion or belief, sexual orientation. We are committed to creating opportunities for all and allowing all learners to reach their full potential in an environment characterised by dignity and mutual respect.

8 Complaints and Compliments

Welcome Skills Limited is committed to ensuring the provision of high quality training services. We believe that all users of our services have the right to make a complaint when they are dissatisfied with the service they have received. Welcome Skills Limited recognises that there will be occasions when its actions do not meet reasonable expectations. If you need to complain about the way in which a matter was handled, your complaint will be investigated by a senior member of staff at Welcome Skills.

All complaints will be taken seriously and investigated in accordance with the agreed procedures set out below. Any individual who wishes to make a complaint will be treated fairly and respectfully and can remain anonymous if they wish.

Welcome Skills Limited also wants to hear about the things within our service that you feel have been a good experience for you as a user. If you feel for example the learning and training you have received has been a good experience and encouraged you to continue on your learning journey to progress to the next level, a good relationship you have developed with one of our team through the support you have received or the benefits of the qualification you have undertaken then please complete the Compliment Form. Welcome Skills Limited will use your feedback to share with the team as best practice to ensure all our users receive the same service.

9 How we will deal with your general complaint

Stage 1

The individual should discuss the issue with an appropriate member of staff of Welcome Skills; this will normally be the allocated NVQ Training Assessor. This should be done within 7 working days of the issue arising.

If after 7 working days the issue is unresolved, you will need to start stage 2.

Stage 2

The individual should complain in writing to the Director of Welcome Skills Limited (at the above address) within 21 working days of the original event or issue arising.

At this stage a formal complaint will be raised and recorded on a Customer Complaints form.

The Director will consider the matter, and will discuss in more detail with the appropriate member of staff and/or individual.

The Director will communicate their decision in writing to all interested parties within 21 working days of receiving the stage 2 complaint.

Confidentiality

Information relating to the complaint will only be shared on a need to know basis and will be stored securely.

Record Keeping

The Customer Complaints and Compliments form will be used to record all complaints and compliments.

All records relating to a complaint or compliment will be kept for a period of time, after which they will be shredded unless they form part of a legal investigation.

Welcome Skills Limited staff and complainants will have the right to see any information that is held on them.

Review of complaints and compliments

The Director of Welcome Skills Limited will have the responsibility for annually reviewing all complaints and their outcomes. These may inform future changes in service delivery.

We hope you enjoy your time with Welcome Skills.