



Mercia  
Management Ltd

# Welcome Handbook





# Mission Statement

To ensure that all candidates Succeed in their learning and all clients receive top quality service.

## Underpinning Values

- Mercia Management Limited is committed to ensuring that all our clients are more successful as a result of working with us
- Mercia management Limited is dedicated to offering the highest quality of service and provision to all our clients
- Mercia Management Limited is committed to ensuring a safer working environment for all. Taking particular account of young persons and vulnerable adults
- Mercia Management Limited provides fully qualified, competent, motivated and driven staff
- Mercia Management Limited provides a full range of support for all clients and staff
- Mercia Management Limited operates a management structure and ethos that facilitates and promotes development, progression and value.

The Senior Management Team  
Mercia Management Limited  
August 2011

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# What you can expect during your learning programme

In order to ensure your learning programme is suitably matched to your job role, development needs and existing experience, ability and knowledge you will be required to undertake an initial assessment session with a member of our staff. This will vary depending upon the learning programme you are interested in, but will generally involve a discussion about your skills and experience, current job role (if relevant), existing qualifications and any extra literacy, numeracy or ICT skills you may need. Throughout your training you will be given support, information, advice and guidance from Mercia staff.

Once a suitable learning programme has been identified you will receive an induction onto the programme either in your workplace or at our premises. During this you will receive an explanation of the programme and qualifications to be undertaken and details of your rights and responsibilities as a learner. These include Health and Safety, Equal Opportunities, Appeals Procedure and Complaints procedure (you will be issued with information and policies as relevant). You will also be issued a Code of Conduct which you will be expected to follow. Your Assessor will write an Individual Learning Plan with you in which you will record the different parts of your learning programme, expected achievement dates and any further support needed. It is important that you let us know of any learning difficulties, disabilities or anything that may affect your time on the programme so that we can plan for the best way to support you. The process for internal and external verification of portfolios will be explained to you. If you think you may have Dyslexia we can offer you screening and referral to a support organisation if necessary. Further support organisations are listed at the end of this booklet.

In order for you to get the most out of your learning programme you should ensure you attend all planned training sessions and college courses, attend review meetings and assessment sessions with your assessor, and complete assignments set by the agreed deadline. During your time on the programme it is important for you to let us know of any problems you have with the learning programmes or with your employment if necessary, any changes of details or any additional support you require. When you have completed your learning programme, we will offer you information, advice and guidance on other types of training and development which you may wish to undertake.

If we cannot provide you with the information you require in any area we will refer you to an appropriate organisation.

## Your feedback

We will ask you for your opinions and experiences on your learning programme, both during the time on the scheme as well as at the end. We welcome your feedback on things that have gone well and suggestions on any ways we can improve any aspect of the programme. You may also be contacted by the Skills Funding Agency or BCTG (for Train to Gain) to ask for feedback.



# Know your Rights and Responsibilities

Mercia Management Limited is an equal opportunities employer & training provider. We accept learners onto our programmes regardless of protected characteristics age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation.

Further information is contained in our Equal Opportunities Policy. If you would like a copy please contact us.

## Complaints/Appeals

You will receive a copy of our Fair Assessment Policy / Appeals Procedure on Induction which details how to appeal against an assessment decision if you feel you need to. For any other complaints please contact us to discuss the issue or request a complaint form.

## Discrimination

It is unlawful to discriminate against someone on the grounds of sex, marital status, race, colour, nationality, ethnic origin, sexual orientation, religion, belief, disability, age or on the grounds of spent convictions (some jobs are excluded from this).

You are protected against direct and indirect discrimination by the following:

### **The Equality Act 2010**



On induction onto your learning programme you will be provided with an Employment Rights and Responsibilities/ Equal Opportunities booklet which contains further information, as well as definitions of terms used, on these areas. It also contains information on your rights regarding wages, leave and other rights you have as an employee. If you need further information or advice please contact us or let your Assessor know. Further sources of information are listed below.

**Equality and Human Rights Commission** [www.equalityhumanrights.com](http://www.equalityhumanrights.com) 0845 604 6610

**ACAS** (Advisory, Conciliation & Advisory Service) [www.acas.org.uk](http://www.acas.org.uk) 08457 474747

**Department for Business Innovation and Skills** (BIS) [www.bis.gov.uk](http://www.bis.gov.uk) 020 7215 5000

**Department for Education** [www.dfes.gov.uk](http://www.dfes.gov.uk) 0870 000 2288

**Immigration Advisory Service** [www.iasuk.org](http://www.iasuk.org) 0207 378 9191

**Lesbian and Gay Foundation** [www.lgf.org.uk](http://www.lgf.org.uk) 0845 330 3030

## Bullying and Harassment

The Protection from Harassment Act 1997 aims to deal with stalking as well as providing protection for those who are subjected at work or outside work to racial or sexual harassment, or to harassment on grounds of sexual orientation, age or disability. Bullying is also harassment and is also illegal in public law. Harassment and bullying can undermine someone and can have a negative impact on their work and personal life.

Learners and staff are expected to be respectful to others at all times and if you feel you are a victim of bullying or harassment you should let your Supervisor or Assessor know.



## Information Advice , Guidance and Safeguarding

Our aim is to offer impartial and confidential IAG, and we acknowledge our responsibility to safeguard young persons and vulnerable adults engaged in training. You will also be issued with a copy of Mercia's IAG Service Standards and Delivery Strategy, and our Safeguarding Policy.

# Health and Safety

The Workplace (Health, Safety & Welfare) Regulations 1992 require the sponsor company to provide a safe working environment, including adequate ventilation and temperatures, safe access to areas and sufficient lighting and workspace to enable tasks to be conducted without risks. The company also has responsibilities to ensure safe exit from the premises and a safe method of evacuating everybody should the need arise. Every employee should be made aware of the fire evacuation procedure and the assembly point(s).

## Your Responsibilities

The sponsor company should have in place a system for reporting incidents and accidents. In the event that you are involved in an incident, no matter how small, you must report it to your supervisor. This allows the company to review its procedures and put in measures to prevent a recurrence.

Employees have a duty to use equipment, tools and machinery in accordance with any training they have received and should not use it if they have not received training. Employees must use all equipment and clothing provided.

You should receive information on the company's Health and Safety policies and procedures during your induction. You will also receive a Health and Safety booklet containing further information during the induction onto your learning programme.

Further information can be obtained from:

**Health & Safety Executive** [www.hse.gov.uk](http://www.hse.gov.uk) Tel: 0845 345 0055

## Data Protection

The Data Protection Act gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.

Further information is available from:

**Information Commissioners Office** (Data Protection) [www.ico.gov.uk](http://www.ico.gov.uk) Tel: 0303 123 1113



## Internet Safety

Although the internet is a very useful resource please be aware of some of the risks.

Visit: [www.getsafeonline.org](http://www.getsafeonline.org) for information on how to protect yourself, your privacy, your money and your PC.

# Health

Smoking is no longer allowed in any workplaces (including company vehicles) and training premises. Help and support to give up smoking is available from:

**Wolverhampton Stop Smoking Service** 0800 022 4332 or via [www.wolvespct.nhs.uk](http://www.wolvespct.nhs.uk).

Support for alcohol and drug abuse is available from:

[www.wolverhampton.gov.uk](http://www.wolverhampton.gov.uk) (further links available here). You can also contact Base 25, Castle House, Wheeler's Fold, Wolverhampton, WV1 1ST, 01902 572040, [www.base25.org.uk](http://www.base25.org.uk) or Drinkline on 0800 917 8282

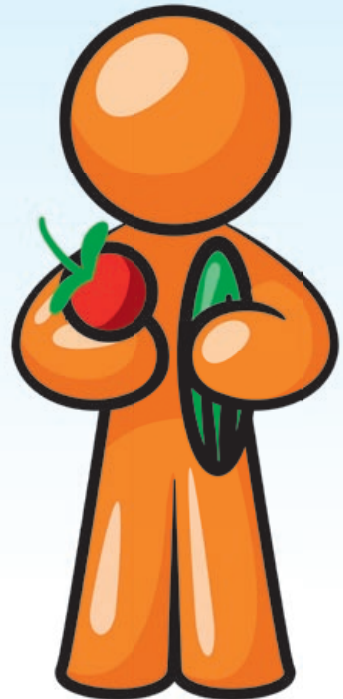
Contraception and sexual health information is available from:

**Snow Hill Centre**, 26a Snow Hill, Wolverhampton 01902 444444. Information can also be obtained from [www.ruthinking.co.uk](http://www.ruthinking.co.uk) (Information on sex, contraception and relationships for under 18s).

## Healthy Eating

It is important that you eat a healthy, balanced diet and drink plenty of water. You are entitled to breaks during the working day (specific details are contained in your ERR workbook) and you should ensure that you have food with you or there are facilities in or near your workplace to buy something to eat and drink.

More information on healthy eating and nutritional guidelines is available at [www.eatwell.gov.uk](http://www.eatwell.gov.uk) (Food Standards Agency).



# Sources of Further Information

[www.skillsfundingagency.bis.gov.uk](http://www.skillsfundingagency.bis.gov.uk)

[www.ofsted.gov.uk](http://www.ofsted.gov.uk) OFSTED (Office for Standards in Education)

[www.direct.gov.uk](http://www.direct.gov.uk) (UK Government website)

[www.connexionswolverhampton.co.uk](http://www.connexionswolverhampton.co.uk) Tel: 01902 773040 Information on careers, learning, housing and your rights.

[www.childline.org.uk](http://www.childline.org.uk) Tel: 0800 1111 Help & advice at any time for any problem: bullying, sexual abuse, emotional abuse, domestic violence, self harm, etc

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) Tel: 01902 572200 Advice and information on family, housing, health, education, money, rights and the legal system.

[www.thewhocaretrust.org.uk](http://www.thewhocaretrust.org.uk) to help the day to day experience of children and young people in care

[www.dialuk.info](http://www.dialuk.info) Disability support 01302 310123

[www.rnib.org.uk](http://www.rnib.org.uk) Royal National Institute for the Blind 0303123 999

[www.rnid.org.uk](http://www.rnid.org.uk) Royal National Institute for the Deaf 0808 808 0123

[www.skill.org.uk](http://www.skill.org.uk) National Bureau for Students with Disabilities 0800 328 5050

[www.dore.co.uk](http://www.dore.co.uk) Support and information on Dyslexia, ADHD, Dyspraxia, Learning Difficulties, Aspergers' Syndrome and Autism. 0333 123 0100

[www.bdadyslexia.org.uk](http://www.bdadyslexia.org.uk) The British Dyslexia Association

[www.dyslexiaaction.org.uk](http://www.dyslexiaaction.org.uk) Dyslexia Action is a national charity and the UK's leading provider of services and support for people with dyslexia and literacy difficulties.

[www.samaritans.org](http://www.samaritans.org) Tel: 08457 909090 Samaritans provides confidential non-judgmental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide. **Local Branch:** Newhampton Road West Wolverhampton 01902 426422

[www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk) Tel: 0800 808 4000 National Debtline is a national telephone helpline for people with debt problems in England, Wales and Scotland. Our service is free, confidential and independent.

[www.direct.gov.uk](http://www.direct.gov.uk) Tel: 01902 482000 Support with job hunting, applications and benefits. Temple Street Wolverhampton

[www.wolverhampton.gov.uk](http://www.wolverhampton.gov.uk) Tel: 01902 556556 Wolverhampton City Council (Social and health care for safeguarding vulnerable learners) 01902 551199

[www.victimsupport.org.uk](http://www.victimsupport.org.uk) Tel: 0845 3030 900 The national charity which helps people affected by crime in England and Wales. Giving free and confidential support to help you deal with what you've been through as a victim or witness.

[www.gendertrust.org.uk](http://www.gendertrust.org.uk) Tel: 01273 234024 The Gender Trust

**Shelter** Tel: 0808 800 4444 (freephone) The Housing and homeless charity

**Women's Domestic Violence Line** Tel: 0808 2000 247 Free 24 hour advice

**Cruse Bereavement Care - Wolverhampton Helpline** Tel: 01384 257355

**Wolverhampton Rape & Sexual Assault Service** Tel: 01902 427223

**The What? Centre** Tel: 01384 379992 (help with homelessness, education, substance misuse, family issues)

## Advice in other Languages

If you wish any of the information contained in this booklet to be translated into another language, please contact Mercia Management Limited.

## Useful Mercia Contacts

Mercia Management Limited: 01902 713552

Assessor:

Assessor Mobile:

Qualification:

Internal Verifier:

Awarding Body:

Qualification Start Date:

Expected End Date:





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