



POLICY ON EQUALITY AND DIVERSITY

MEAT is committed to inclusive learning and widening participation; MEAT also take its responsibilities under The Equality Act 2010 very seriously. This means that all applicants and learners who have disabilities and/or learning difficulties are entitled to receive support to enable them to participate as fully as possible in MEAT life and to enable them to complete their programme of study successfully. To do this, we will;

- provide a welcoming environment in which all learners and employees are encouraged to realise their full potential, where every individual is valued and offered equal opportunity to progress,
- and ensure that all actual or potential learners and employees are treated in an equivalent fashion, regardless of: age, disability; family responsibility, marital status, race, colour, ethnicity, nationality, religion or belief, gender, sexual orientation, and any other irrelevant criteria.

1. Policy Statement

MEAT aims to provide a welcoming environment in which all learners and employees are encouraged to realise their full potential, where every individual is valued and offered equal opportunity to progress.

To this end, MEAT aims to ensure that all actual or potential learners and employees are treated in an equivalent fashion, regardless of: age, disability; family responsibility, marital status, race, colour, ethnicity, nationality, religion or belief, gender, sexual orientation, trade union activity, and any other irrelevant criteria.

2. Key principles

MEAT believes that all forms of prejudice and discrimination are unacceptable in recognition of the fact that they can take a variety of forms, depending on the group against whom they are directed, MEAT will adapt/develop policies embodying the issues specific to discrimination on the grounds of the following protected characteristics:

- Age
 - Disability
 - Gender
 - Race
 - Religion or Belief
 - Sexual Orientation
 - Gender Reassignment
 - Pregnancy and Maternity
 - Marriage and Civil Partnership
- MEAT will seek to challenge inequality, prejudice and discrimination.
 - MEAT will seek to advance equality of opportunity and foster good relations between people who share a protected characteristic and those who do not.



- MEAT embraces diversity in all its aspects, and aims to have a workforce, governing body and learner population which reflects, at every level, the community it serves.
- MEAT will treat all employees and learners with respect and dignity, and seek to provide a working and learning environment free from harassment, discrimination and victimisation. MEAT will not tolerate any form of discriminatory behaviour against its employees and learners either from other employees, learners, or members of the public and will work to eliminate bullying and harassment in all its forms. Prompt and considerate action will be taken to investigate incidents of bullying and harassment.
- In seeking to achieve a balanced workforce and learner population at all levels, MEAT will ensure that no employee, learner, job applicant or candidate for promotion will be disadvantaged, or treated less favourably because of conditions or requirements that are not related to the job or programme of learning. Reasonable adjustments will be made to arrangements and premises to ensure equal access for people with disabilities.
- In order to ensure that all staff and learners and potential staff and learners are treated with equality and fairness at all stages of employment and the learning programme, and that their treatment is based solely on objective and job/programme of learning related criteria, MEAT will ensure that equality issues are embedded into all its policies and procedures.

3. Promotion of Policy

- MEAT seeks to actively promote equality and diversity throughout the company. For learners we ensure it is adequately covered within learner induction, the group tutorial process and embedded fully into the curriculum. Annually all staff are trained and certificated in Safeguarding. MEAT ensures Staff have and all learners are encouraged to take online training in Prevent for Support Staff, What can you trust, Radicalisation and Extremism, Staying Safe Online and British Values Assessments. MEAT feel with the tools individual staff gain from these online training and assessments will help/support MEAT learners and staff continue or be mindful of what our or potential learners could be facing along with looking out for symptoms such as; constant worrying, fear, feeling excessively sad/low, confused thinking, problems concentrating/learning and moods.

MEAT hope learners will be better prepared for the world we now live in with the constant online platforms available which they may face on a daily or adhoc basis, bringing its own issues with mental health. All learners receive two weekly telephone tutorial, these are themed so there is always discussions about their personal wellbeing, along with their take/understanding off safeguarding/prevent/extremism and British values mean to them.

MEAT will make reasonable adjustment and offer support to all our learners and understand young men between the ages of 18-24 are more susceptible to suffer with mental health (the age of our and potential learners), 4 out of 10 will experience depression and 1 out of 6 adults has a common mental disorder in the UK.



The top 6 mental health problems are:-

- Mixed anxiety and depression: 8 in 100 people.
 - Generalised anxiety disorder (GAD): 6 in 100 people.
 - Post-traumatic stress disorder (PTSD): 4 in 100 people.
 - Depression: 3 in 100 people.
 - Phobias: 2 in 100 people.
 - Obsessive-compulsive disorder (OCD): 1 in 100 people.
- MEAT trainers/staff will look out for associated symptoms which the young and/or vulnerable learners may display.
 - MEAT has contacts with local community groups and other relevant organisations, which include the Black, Asian and Minority Ethnic (BAME) community sector, working in partnership, where appropriate, to encourage and facilitate access to education, training and employment.

4. Structures

- The Manager for Quality and Support has delegated responsibility for equality issues. The designated person ensures that regular reports are made. The Managing Director and General Manager will have the remit to promote Equality and Diversity across MEAT and support teams and individuals.
- The embedding of Equality and Diversity in the Curriculum is reviewed and monitored through Teaching and Learning Observations, and other Quality processes, including the Self-Assessment Review. A standing agenda item to discuss at staff meetings.

5. Monitoring

- MEAT undertakes to conduct comprehensive and effective monitoring of all aspects of staffing and the learner population.
- MEAT is committed to the collection of statistics, analysis of data and presentation of data, as well as monitoring on an ongoing basis and as policies and practices change. Equality and Diversity will also be monitored as part of the Course Review and Self-Assessment Review processes (PICS).
- The main forms of monitoring used by MEAT is the composition of the existing workforce, and learner population, the recruitment processes, learner retention and achievement with particular reference to ethnicity, age, disability and gender.
- Action plans are drawn up to address any imbalances and in particular to narrow any identified achievement gaps between groups of learners identified as a result of monitoring and reviewing this data.
- An annual Equality and Diversity report will be produced to summarise all monitoring data, analysis of feedback including any complaints and the annual review of the Equality Objectives.



6. Positive action

MEAT undertakes to follow positive action measures allowed by law to rectify disadvantages in employment and learning revealed by monitoring. In particular, to promote equality as detailed in MEAT's Equality Objectives.

7. Training

Equality and diversity training is provided to all staff as part of the induction process, including mandatory completion of the on-line Equality and Diversity Essentials modules. Specific training will also be provided throughout the year on different aspects of equality and diversity as appropriate.

8. Raising concerns

If an employee believes they have not been treated fairly within the scope of this policy, they may raise the matter to MEAT's General Manager Dealing with Bullying and Harassment at Work or Grievance Procedures.

Similarly, if a learner believes they have not been treated fairly within the scope of this policy they may raise the matter through MEAT dealing with Bullying and Harassment MEAT or Complaints Procedures.

9. Publicising the policy

MEAT's commitment to equal opportunities and the Equality and Diversity policy will be communicated widely to employees, learners, work placement providers and the public at large through:

- Equality and Diversity report
- Employee and learner induction programmes
- Copies available throughout MEAT, and visible on posters
- Through the web site
- Copies of the policy provided to work based learning and work placement providers, with a requirement for them to adopt the Policy if they do not already have one in place.

10. Review

This policy will be reviewed on a regular basis in accordance with legislative developments and the need for good practice.

11. Supporting policies/procedures

- Anti-Bullying Policy (policy 30)
- Monitoring Equality & Diversity at MEAT (procedure 16)
- Procedure of IQA (procedure 25)

12. Higher Learning Support

MEAT is committed to inclusive learning and widening participation; MEAT also take its responsibilities under the Equality Act 2010 very seriously. This means that all applicants and learners who have disabilities and/or learning difficulties are entitled to receive support to enable them to participate as fully as possible in College life and to enable them to complete their programme of study successfully, Additional Learning Support (ALS) will include any



activity that provides direct support to individual learners, over and above that which is provided in their standard learning programme and which leads to their Primary Learning Goal. The need may arise from a learning difficulty or disability or from literacy, numeracy or language support requirements.

12.1 Overview of ALS

MEAT is committed to inclusive learning and widening participation; we also take its responsibilities under the Equality Act very seriously. This means that all applicants and students who have disabilities or learning difficulties are entitled to receive support to enable them to participate as fully as possible and to complete their programme of study successfully.

Additional Learning Support (ALS) includes any activity providing direct support to an individual learner over and above that's provided in a standard Programme, and which leads to achievement of their qualifications and learning goals. The need may arise from a learning difficulty or disability, or from English, maths, or language support requirements.

MEAT strives to meet ALS needs on an individual basis; as assessment will be undertaken.

12.2 What Constitutes Learning Support?

- Specialist equipment to support identified learners
- Support for those who have a medical condition that qualifies for a learning support plan
- Tutors for learners with specific learning difficulties
- Exam Concession arrangements
- Transition support from students from school to college

12.3 Funding for Learning Support

ALS for learners with an identified ALS need (16-18, or 19-25 with an LDA)

12.4 Identifying Support Needs

MEAT screens all applications to Standards Apprenticeship courses where a disability or learning difficulty is declared to see whether ALS might be appropriate. An assessment is carried to decide what ALS is required. External agencies and parents will be involved where required.

A copy of the ALS assessment is kept in the learner's file. If an applicant has a Statement of Special Educational Needs or an EHCP, this will be flagged to let trainers know.

12.5 Initial Assessment

Access to applicant information on application forms where a learning difficulty or disability has been declared

- Interview and communicate details to trainer where it is indicated that the learner will require support
- Notify trainer of any changes - having a Statement of Special Educational Needs or Education Health and Care Plan

12.6 Monitoring Additional Learning Support

- Keep records of learners identified as needing ALS
- Organise appropriate transition arrangements for students with complex needs
- Ensure support is in place at the start of a learner's course



- Ensure records are kept up-to-date with regard to ALS matters
- Track learners with Education Health and Care Plans, High Needs and Considerable Needs through 8-12 weekly reviews

12.7 Trainers

- Refer to information from the ALS learner files about the ALS needs of learners in their group and make adjustments to teaching, learning and assessment as necessary.
- Use GCSE results to set relevant SMART targets, take appropriate action, and monitor progress against needs
- Work with ALS tutor assigned to learners by sharing ILP targets and contributing to ALS paperwork; to include ALS staff in planning.

12.8 Implementation of Support

It is the responsibility of the trainer to check their records, learner files to ensure that learners needing support are identified and given early tutorial and support where appropriate. Regular contact is made between mentoring staff and training team throughout the year. Reviews are carried out 8-12 weekly throughout the year. The Information and trainer are informed immediately of any changes to a learner's support.

Additionally, we will:

- Support for each level 1, English, and maths class, and to support Stepping Up courses where possible
- Ensure support is available as required by all other learners assessed for ALS
- Take receipt of Referral Forms and arrange exam assessments
- Arrange an initial meeting with a specialist tutor for assessments and to refer learners for additional specialist tutor support as needed

12.9 Where do I go to get Higher Learning Support?

If you are an existing or prospective learner and you feel you would benefit from Higher levels of support then please contact the Managing Director or the General Manager who are located on the First Floor of MEAT, or by phone on 01473 270757. Alternative you can have a word with your designated assessor/trainer at your scheduled pre-arranged visit.

Signed

JANE DALE

Managing Director

Reviewed: October 2021

To be Reviewed: October 2022



Policy 2

HEALTH & SAFETY POLICY



M.E.A.T
(Ipswich) Limited



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HEALTH AND SAFETY POLICY STATEMENT

MEAT recognises as a Company, it has a duty to comply with the Health and Safety at Work Act, Management of Health and Safety at Work Regulations and other relevant health and safety legislation, to provide a healthy and safe working environment for all its employees and any others that may be affected by the Organisation's undertakings.

To ensure compliance with the above, the Organisation undertakes the following:

- To promote and implement health and safety measures, as far as is reasonably practicable, to ensure the health safety and welfare of all employees, learners on a government funded scheme and those that may be affected by their actions. This may include young or vulnerable persons.
- To protect everyone from foreseeable hazards in relation to the Organisations undertakings. This also includes visitors and contractors.

To assist in the above, those employed within the organisation will work with the management team to ensure compliance with relevant health and safety legislation, in particular the management team will ensure;

- The provision and maintenance of safe and healthy working conditions, taking into account the applicable statutory requirements and best practice guidance.
- Adequate resources to enable statutory health and safety obligations and ESFA contractual requirements are met.
- To ensure the provision of competent and trained personnel, enabling them to understand their role and responsibilities in health and safety matters.
- Consultation and communication with its employees, and Employers in respect of health and safety.
- Regular reviews of health and safety management performance of M.E.A.T (Ipswich) Ltd and Employers against national and sector specific targets to demonstrate continuous improvement in matters of health and safety.

The policy will be applied equally and fairly and without exception. It will be reviewed by the Management Team annually and revised when appropriate.

Signed:

Jane Dale.
Managing Director.



Reviewed: October 2021

To be reviewed: October 2022

ORGANISATION AND CONSULTATION FOR HEALTH AND SAFETY

MANAGING DIRECTOR

Health & Safety responsibilities:

- To have overall responsibility for the Health, Safety & Welfare within the company and ensure that all aspects of the company's activities are undertaken in accordance with this policy, current legislation and industry standards.
- Ensure that adequate resources are available at all reasonable times to meet the requirements of this safety policy, current legislation and industry standards at the time of quoting for the work and whilst work is in progress.
- Ensure that at every workplace provided or used by the company, there is safe access and egress and adequate welfare facilities. Ensure that emergency procedures and arrangements have been considered and are in place, and that the place of work is intrinsically a safe place where risks have been considered, controlled or reduced to their lowest level possible.
- Ensure that appropriate training plans are put in place and training is given to all employees as required to fulfil their responsibilities and duties under health and safety regulations and specific workplace activities, this extends to induction training for new employees or existing employees entering in to a new workplace.
- Have an understanding of the statutory undertakings affecting the company's operations and keep up to date with current industry standards and best practice.
- Ensure the company Health, Safety and Welfare policy is prepared and kept up to date, and ensure it is brought to the attention of all employees, administering the policy throughout the entire company.
- Ensure any employee, temporary, permanent or sub contract, before they commence work, are supplied with comprehensible information concerning any special occupational qualifications or skills required, in order that the work can be carried out safely. In addition, provide employees with comprehensible information concerning the risks involved in undertaking the work and the control measures to be adopted and used.



- Carry out investigations of all accidents with a health & safety consultant if applicable, with a view to learning for the prevention of or repetition of an occurrence.
- Make provision for regular proactive safety checks and audits to ensure safe systems of work are being implemented and maintained. Review and inspect periodically, and in accordance with the relevant regulations company accident statistics all plant and equipment and other areas of the company's operations.
- Insist that sound working practices are observed as laid down by approved codes of practice and guidance, and that all work is carried out in accordance with statutory provisions. Reprimand any member of the company failing to discharge their responsibility and commend employees who, by their actions or initiatives eliminate hazards and constantly achieve high levels of safety. Ensure that employees understand that a high level of safety performance is expected of everyone.
- Ensure that there is liaison on Health and Safety matters between employees and management and other employers as necessary. Ensure that everyone within the company has sufficient representation at meetings where health, safety and welfare is discussed, and that anyone can talk about health & safety concerns throughout the whole company.
- Arrange for regular meetings with an appointed person in accordance with the Management of Health and Safety at Work Regulations 1999 Regulation 7 to discuss accident prevention, Health and Safety Performance and possible improvements.

EMPLOYEES

Health & Safety responsibilities:

- Read and understand this policy and any risk assessments undertaken. Carry out your work in accordance with the requirements of these documents or systems of work.
- Undertake training activities to ensure you are up to date with current legislation and best practice, provide information on this training to the company.
- Carry out all work for the company in full accordance with all statutory provisions. Should a situation arise where you are unable to comply you should speak to the General Manager straight away before the works proceed.

M.E.A.T

- Only use work equipment provided you are trained and competent to do so, this includes the maintenance of the equipment. Only use the correct work equipment for the application or task in progress.
- Work in a safe manner at all times. Do not instigate or become involved in horseplay in the workplace where this could endanger the Health, Safety or Welfare of yourself or anyone else nearby.
- Bring to the attention of the General Manager/Assistant Manager any deficiency in this policy document and any risk assessment, any shortcoming at any workplace where you are engaged. Suggest ways of improving tasks or workplaces to make them safer.
- Report any accident or any other occurrence that goes wrong to the General Manager/Assistant Manager immediately. In addition report any equipment or area that you find or come across as being broken or defective.
- Observe all safety warnings and follow signage provided for the purposes of health & safety, smoking only in designated area, wearing of protective equipment where risk assessment deems it necessary. Make sure you are aware of the emergency procedures for first aid and fire and follow them when necessary.
- Co-operate with the company with regards to your health, safety & welfare, this extends to complying with reasonable directions and providing information about the risks associated with the work you are undertaking.



Additional Information:



Mandatory Signage, things you must do.



Prohibition signage, things you must not do.



Warning signage, this sign identifies a general warning.



Safe condition signage, this sign indicates first aid.

It is the responsibility of every member of staff to have due regard to the safety of others who may be affected by any act or omission either inside or outside the workplace while engaged in a work activity. This duty is reinforced by law under the Health and Safety at Work Act 1974, Management of Health & Safety at Work 1999.



Safeguarding young and vulnerable persons

MEAT is aware of its responsibilities in this area and has a separate policy for the safeguarding of young persons and vulnerable groups, this policy is in line with the ESFA good practice guide Safeguarding children and safer recruitment in education, and the NIACE guidance Safer Practice, Safer Learning.

- Report any Health & Safety issues found on assessment visits
- Maintain learner Health & Safety checklists in learner folders

RESPONSIBLE PERSONS

OVERALL RESPONSIBILITY	JANE DALE
POSITION (DIRECTOR LEVEL)	MANAGING DIRECTOR
RESPONSIBLE DEPUTY	ELAINE WRIGHT
POSITION	GENERAL MANAGER
COMPETENT PERSON	JANE DALE
HEALTH AND SAFETY AUDITS	JANE DALE ELAINE WRIGHT
SAFETY INSPECTIONS	JANE DALE ELAINE WRIGHT
SAFETY TRAINING	ICT IN-HOUSE & CI COURSES
ACCIDENT INVESTIGATION	JANE DALE ELAINE WRIGHT
WORKPLACE SUITABILITY ASSESSMENT	JANE DALE ELAINE WRIGHT STUART DAVIS ERIC REEVE KEVIN JAGGARD ANDY COUSZIN
ONGOING WORKPLACE ASSESSMENT	ALL ASSESSORS



GENERAL ARRANGEMENTS

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- 4. FIRE PRECAUTIONS**
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1. STAFF TRAINING

All M.E.A.T (Ipswich) Ltd employees will be trained in the operation of machinery and equipment specific to their function, before using such machines or equipment. Staff will be informed of all hazards that are likely to occur. It is recognised that training is ongoing; therefore written records of training will be kept up to date. All staff to be made aware of risk assessments suitable for their area of work.

On initial employment all staff must read policies and procedures manual.

General training:

All relevant employees will be briefed and receive training in the following:

1. accident prevention in the operation of machinery and equipment.
2. accident prevention and health hazards when dealing with chemicals.
3. accident reporting/accident investigation and using HSG245.



4. fire emergency procedures.
5. good housekeeping and work code of conduct.
6. responsibilities under the current health and safety legislation.
7. the Agencies Health & Safety Standards.
8. the Health and Safety Policies and procedures manual

2. CONTRACTORS AND VISITORS

All contractors, visitors and learners will 'sign in' and 'sign out' of M.E.A.T (Ipswich) Ltd premises via the Visitors Book held within the reception area and complete health check procedures.

MEAT will ensure that all Contractors, Visitors and learners are aware of, and conversant with, the Health and Safety Regulations and the Fire Safety Procedures within the Company's premises.

Compliance with general procedures:

All Contractors, Visitors and learners will acknowledge their compliance with the Company's procedures by the 'signing in' and 'signing out' process as described above.

Training and instructions:

All contractors, and their employees, visitors, learners and other persons will be given any necessary training or instruction required before commencing any work or activities on the Company's premises.

Contractors' responsibilities:

Contractors must report to the Company Management any hazardous condition that may exist within the designated work place. All Contractors will comply with M.E.A.T (Ipswich) Ltd safe working procedures within the premises.

Contractors are required to produce their own risk assessment for their work practices.

No contractors are to be allowed on premises on their own unless their work deems hazardous to health as outlined in their risk assessments.

3. ACCIDENT AND FIRST AID

MEAT has a duty under the Health and Safety (First Aid) Regulations, to inform its employees of the arrangements that have been made in connection with the provision of First Aid, including the location of First Aid facilities, equipment and trained staff. The First Aid facilities must reflect the findings of all workplace Risk Assessments.

First Aid boxes can be found in the following locations: Down stairs and Upstairs Office.

The person responsible for maintaining First Aid Boxes is: Appointed First Aiders



Trained staff and qualified First Aiders can be found at the following locations:

Person	Location
Elaine Wright	1 st Floor Office
Andrew MacDonald	1 st Floor Office
Eric Reeve	1 st Floor Office
Stuart Davis	1 st Floor Office
Kevin Jaggard	1 st Floor Office
Jenny Burrows	1 st Floor Office
Neil Croxford	Ground Floor

The reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR), all accidents to be reported to Elaine Wright and/or Jane Dale, who will instigate an accident investigation by the competent person.

All accident/incidents will be recorded in the accident book. The accident reporting book is located on the First Floor Office.

Accidents and incidents involving Government funded learners will be reported using the LIMS guidance for funded organisations and relevant forms, HSE guidance HSG245 will be used to assist with the investigation/assessment of the incident.

4. FIRE PRECAUTIONS

MEAT has conducted a Fire Risk assessment and employees will comply with the Fire Regulations and Fire Procedures.

- Means of Escape:**
All employees will be made familiar with all means of escape from all the building in which they work and the fire assembly point (corner of Newton Road).
- Action in the event of Fire:**
All employees will be instructed in the actions to take in the event of fire.
- Means of raising the Alarm:**
All employees must be familiar with the means of raising the alarm.
All employees must be familiar with the sound of the evacuation signal and must evacuate as soon as the signal is given.
- Location and use of Fire Appliance:**
All employees must know the location of the nearest fire appliances to their normal working station, and the general layout of appliances in the building.

No employee must use any fire appliance, unless they have been fully trained in its use or risk is deemed too high.



5. **Fire Drills:**

Fire drills will be conducted at a minimum of twice per year.
Records of all fire drill will be kept.

6. **Fire Marshalls:**

Elaine Wright
Kevin Jaggard
Andrew MacDonald

5. WORK PLACEMENTS

The Government has standard health and safety clauses in all funding agreements and contracts. The clauses in essence require those that they fund to:

- ensure learning takes place in a safe, healthy and supportive environment.
- promote the safe learner concept; and operate an effective health and safety management system.
- have adequate supervision.
- ensure workplaces comply with relevant legislation.

MEAT Ltd will apply these clauses throughout the Organisation and to all Work Placements through a Service Level Agreement. Employers will be monitored and audited regularly to ensure that they meet at least the basic minimum requirements and are seeking to continuously improve their management of Learner health and safety.

No Learner on a government funded scheme will commence training or work until a suitability assessment of that location has been carried out by a 'competent person'. Records shall be kept of all Health and Safety checks, monitored, checked and updated.

All Work Placements are Risk Banded in accordance with M.E.A.T (Ipswich) Ltd Risk Banding system.

MEAT will ensure that Learners have adequate supervision, based on an assessment of risk and the specific needs of the individual Learner.

Employers who have government funded learners are required to comply fully with the health and safety reporting requirements under RIDDOR. They are also required, in line with agreed terms and conditions within their contract, to ensure that M.E.A.T (Ipswich) Ltd competent person is informed of any accidents or dangerous occurrences or diseases that may have been incurred by learners on a government funded scheme.

MEAT competent person should receive all relevant information in relation to the accident within 24 hours, of the Employer becoming aware of the occurrence or in the event of a fatality the Government must be informed by the quickest means possible (Telephone, E-mail). The competent person will then undertake the necessary investigation using the Learner Incident Management System and HSE guidance.

6. RISK ASSESSMENTS AND HAZARDS

Workplace Risk Assessments:

MEAT will make a suitable and sufficient risk assessment of the risks to employees who may be exposed to hazards whilst they are at work, and also to persons not in their employment whilst on M.E.A.T premises.



Risk Assessments Records:

MEAT will maintain records of all risk assessments conducted, the assessments will record sufficient detail to satisfy the Inspectorate if required. If circumstances change the risk assessment will be reviewed and modified as necessary. All risk assessments will be reviewed annually.

Preventive and Protective Measures:

MEAT will take all measures necessary by following the risk assessment hierarchy of control:

- a) Eliminate hazard
- b) Reduce hazard
- c) Prevent contact
- d) Safe system of work
- e) Wear PPE
- f) Form a coherent policy and approach.

Attendees 1 day Course:

All attendees are required to undergo basic Health & Safety training. Records must be signed, completed and filed.

7. GENERAL HOUSEKEEPING

Cleanliness:

MEAT will ensure that standards of cleanliness are maintained for all areas including surfaces of floors, walls and ceilings. All workplace furniture, furnishings and fittings will be kept clean and tidy.

General:

Additional cleaning will be provided when necessary to clear up spillages or other soiling. Workstations will be kept free from waste matter or discharges. Care will be taken during cleaning operations not to expose any persons to substantial amounts of dust or risks arising from use of cleaning agents, trailing cables etc. The control of chemicals or other hazardous substances will be assessed as to comply with the COSHH Regulations 2002 (as amended 2004).

Waste Disposal:

The Company will comply with the Waste Management Regulations. It will ensure that all waste stored on the premises will be suitably protected and stored so as not to pose a health and safety risk either to staff, the public or the environment.

Recycling:

All recycling must be placed in correct bins provided and emptied regularly.

Environment

All staff dedicated to reducing their carbon foot print by ensuring monitors and equipment are switched off when not in use and aim to save energy.



8. HAZARDOUS SUBSTANCES

MEAT will provide a safe working environment and safe procedures for the handling of hazardous materials and equipment as far as is practical. All employees will be advised of the Hazardous materials and equipment used and given suitable training in their safe use, storage and handling. All employees and contractors shall abide by the COSHH Regulations involving the use of hazardous substances and understand the hazards and safety precautions involved.

Other Inclusions:

M.E.A.T (Ipswich) Ltd policy includes:

1. the provision of an inventory of any chemicals in use (including those used by contractors) and identifying the use for each chemical.
2. provide Hazard Data Sheets from the manufacturers of each substance.
3. will/may seek advice from a Health and Safety consultant in respect of the COSHH records, and updating of records.
4. to provide suitable Personal Protective Equipment in accordance with the risk assessments.
5. to provide suitable Personal Protective Clothing in accordance with the risk assessments.

9. WORK EQUIPMENT

Basic Job Training:

All employees and learners will be trained in the operation of machinery and equipment specific to their function, and employees are required to use all equipment correctly, utensils and in accordance with the training and manufacturers recommendations, suitable records must be kept.

All employees shall:

1. never remove, make in-operative or reduce the effectiveness of any equipment or machinery guard.
2. never operate any equipment or machinery when it is functioning improperly or at any time when its use would be hazardous. Such equipment will be made in-operative/or repaired at once, or removed from the premises.

Maintenance:

MEAT will ensure that all work equipment is maintained in an efficient state, in efficient working order and good repair.

No young person to use/clean any dangerous machines.

No persons to use any machinery unless trained to do so.

10. ELECTRICAL EQUIPMENT

MEAT will comply with the Electricity at Work Regulations with regard to electric shock and portable appliances, socket outlets, plug tops and switches.



MEAT will comply with the Electricity at Work Regulations and ensure that all wiring circuits are checked by a competent person at intervals as determined by legislation from time to time. Records will be kept of these tests.

Only trained persons may be allowed to work with or near electrical equipment. Any contractor that is employed to work on or with electrical equipment must be qualified and have appropriate training before starting work.

Electrical Appliances:

All electrical appliances must be earthed or double insulated. All frayed, torn or split flexible cords and plug tops which are cracked or have broken insulation must not be used until repaired by a competent person. Appliances that are suspect e.g. smoking, sparking or becoming excessively hot must not be used - isolate – attach signage and checked by an electrician.

Machines that have guards must never be used with guards removed or safety features by passed.

Portable Appliances:

All portable appliances must be checked/ tested in accordance with British Standards and Health & Safety guidance note PM32 (the safe use of Portable Electrical Appliances). A suitable asset register will be prepared to record each portable appliance and its repair. Each time an appliance is tested it must be entered into the asset register by the competent person. The competent person will be responsible for maintaining the Portable Electrical Appliance Register.

11. MANUAL HANDLING

It is MEAT policy to have safe working procedures, and to comply with the Manual Handling Operations Regulations.

Assessment:

A suitable and sufficient assessment of the Manual Handling Operations for the purpose of assessing the health and safety risks will be carried out by the competent person involving those that may undertake the function.

General:

All employees will be given suitable and sufficient training in manual handling techniques, records in personnel files. Employees must not lift any items if they are unsure of the correct way to lift and they are heavy, bulky, unwieldy, difficult to grasp, unstable, unpredictable or unsafe and sharp without assistance.

12. DISPLAY SCREEN EQUIPMENT

It is MEAT policy to have safe working procedures, and to comply with the Display Screen Equipment Regulations.

Assessment:

A suitable and sufficient risk assessment of all workstations and the environment will be conducted for the purpose of assessing the health and safety risks. The assessment will be carried out by the competent person.



All employees defined as users of Display Screen Equipment (this includes laptops) shall receive adequate training in the use of the Workstation which they may be required to work upon.

Eyesight testing:

All employees defined as users of Display Screen Equipment shall, upon request be provided with an appropriate eyesight test, free of charge. Basic spectacles will be provided free of charge if required.

Maintenance:

Display Screen Equipment shall be maintained in an efficient state, in efficient working order and in good repair so that:

1. screen image is stable.
2. all controls are easily adjustable.
3. the screen tilts/swivels easily.
4. the seat is fully adjustable.

Workstation Training:

All employees defined as users of Display Screen Equipment shall be given sufficient and suitable training and/or instruction regarding ergonomics and such working practices. All employees will be instructed to organise their workload, and to ensure regular breaks from screen work.

13. NOISE

It is MEAT policy to have safe working procedures, and to comply with the Noise at Work Regulations 2005.

Assessment:

A suitable and sufficient risk assessment of all areas will be made, to assess the noise levels to which their employees are exposed. MEAT will/may seek advice from a Health and Safety Consultant in respect of the Noise Regulations. The competent person for M.E.A.T (Ipswich) Ltd is responsible for maintaining all Noise Records and the updating of such records.

All employees will be informed of any assessments:

1. if required suitable warning signs will be posted.
2. Personal Protective Equipment (PPE) will be provided free of charge.
3. provide instruction and training and cleanliness of such equipment.
4. all equipment will comply to the current European Standards.
5. where possible noise will be reduced.
6. restrictions on usage time.



14. ALCOHOL & DRUGS

MEAT have a duty to ensure so far as is reasonably practicable, the health and safety and welfare at work of all employees, learners and similarly all those mentioned have a responsibility to one another. The use of alcohol and drugs may impair the safe and efficient running of the company and/or the health and safety of employees.

The effects of alcohol and drugs can be numerous, the list goes on:

- Absenteeism (unauthorised absence, lateness, excessive levels of sickness)
- Higher accident levels (at work, elsewhere, driving to and from work)
- Work performance (difficulty in concentrating, tasks taking more time, making mistakes)

If performances or attendance at work is affected as a result of alcohol or drugs, individuals may be subjected to disciplinary action and, dependent on the circumstances, this may lead to dismissal.

It is Company policy to remove any persons under the influence of alcohol and drugs from the premises immediately.

Signed:

JANE DALE
Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



Coronavirus

No member of staff to have physical contact with premises or staff if they have a temperature, feel unwell or any member of their family show symptoms or are being tested for the Virus.

1. To ensure as far as reasonably practicable all staff feel safe when working for the company.
2. To ensure staff are as safe as reasonably practicable when carrying out work activities.
3. To identify and provide reasonable personal preferences for staff relating to PPC and PPE and meet these if possible.
4. To ensure staff have any necessary training in the use of the above if deemed necessary by the company or staff member.

Procedure for opening office premises

All staff to wash their hands upon arrival and frequently during the day, and also the following: - wash door handles, including fridge, banisters, desks and telephone at the start and end of the day. Staff to use their own cup or glass to drink from. Social distancing to be observed at all times (2 metres). Training room to be used to provide more space for individuals to work. Physical barriers to be placed in Trainers office between desks.

Procedures for Visiting MEAT Ipswich

1. Visitors and learners to telephone prior to arrival to check if they have any symptoms and if they record a high temperature then they will be refused entry to the premises.
2. Deliveries, mail and packages placed on doorstep and to be collected after driver has turned away and is at least 6ft away, items collected to be placed in main office
3. Member of staff to wash hand immediately without touching themselves or any other surfaces if possible, if not possible, clean surfaces with dilute bleach in cold water 100 to 1. A bowl of 100 to 1 bleach and cold-water clean cloth made up am and pm to sanitizers surfaces during the day.
4. Visitors and learners who say they are well, will be tested (NHS Covid -19 Self - Test) and asked to bring their own facemask and asked to sanitize hands on entering the premises.



Meetings to take place only in areas of the company premises where social distancing can be achieved or a protective barrier is in place (screens). Meetings to be held remotely via computers/tablets if this cannot be achieved.

All China or glassware used to be washed and rinsed in very hot water and allowed to air dry.

Staff consultation

(Action to be taken during a pandemic or as infection control)

All staff included.

There was general agreement that due to the size of the premises there is plenty of room for social distancing, if common sense is used for example staggered lunch breaks, using the fridge and kitchen and training room down stairs, the 3 offices upstairs could all be occupied with at least one person providing all staff followed the hygiene policy and procedures.

The consensus was 3 members of staff in at once, plus one in Elaine office as a maximum. It is recognised by the company that due to child care requirements returning to the office full time is not an option for some members of staff who will continue to work from home. A weekly calendar to be filled in by staff.

Concerns were expressed by some members of staff of the risk of coming into contact with the Virus and taking it home.

Visits to learners

It is agreed we must take every reasonable step to reduce risk to the lowest possible level for staff and learners, employees and members of the public by taking preventive measures in order of priority

Visit made in the usual manner plus the following.

1. To complete a COVID-19 form for work places known to trainers with the measures they have agreed with employers in order a safe visit may take place.
2. Unknown workplaces COVID-19 form completed over the telephone.
3. Trainer to telephone the employer on the day of visit to check learner and employers' staff are all well. Confirm where the meeting will take place. (one



suggestion was trainers have a couple of fold up chairs in the boot for outdoor meetings.)

4. Trainer to wash hands and sanitise on entering the premises and ask the learner to do so when paper work being completed, trainer to take own drinking vessel to work premises and wear agreed level of PPC.
5. Strict social distancing to be observed. In the event a trainer has any reason to question their safety or the safety of the learner, leave the premises and contact the office for guidance immediately.
6. Visit to be planned to complete tasks that cannot be completed any other way i.e. observation of practical skills or mock EPA. Reviews to be completed. Do not share pens, if necessary, give a pen away.
7. Employers may ask for advice regarding COVID- 19 suggest government guidance for shops, informally you may want to share some good practise you have observed. I.e. click and collect.

Do not give advice which we may then be sued, advise to contact National Craft Butchers.

8. On leaving premises washable PPC placed in a pillow case or similar then in boot of car, disposables placed in plastic bags, reusable cleaned with wipes and placed in a clean bag, boots removed and placed in plastic bag if being used. Trainer to sanitize hands, keys, telephone pen and anything they have come into contact with.
9. Repeat from number 3
10. Returning to base or home, used coats only removed from car when going to be placed directly into washing machine and put on a 60°C wash, trainer to then wash and sanitise hands. If a trainer wants to be extra careful, on arrival home shoes removed outside, used coats put into washing machine, go directly to bathroom, shower and place towel and all clothes in washing machine on a 60°C. **Do not come into physical contact with family until you thoroughly washed your hands and face, also sanitise telephone.**



Paperwork on Employer's COVID/Pandemic/Infection Control risk assessment

CORONAVIRUS Health and Safety arrangements in place at Employers premises. FDQ requires photos of the premise where the EPA will take place.

Paperwork to include;

- Contact name and details.....
- Access to premises...i.e. car park rear entrance.....
- Risk assessment in place for Covid 19dated
- Social distancing is possible please state only on
- Only in.....
- Theory and discussion can place.....
- Management can facilitate the EPA ondays times
- FDQ will be available evening and p.m.times
- P.P.E required for Visit is tick boxes white coat hat white boots
- Face marks, face shield, gloves.
- Brief description of the business.



Policy 3

POLICY ON QUALITY

- MEAT will continually strive to provide our customers with quality products and services, which they recognise as good value and a service that excels.
- MEAT will ensure our continued success by endeavouring to satisfy our customers' requirements first time, every time.
- MEAT are committed to managing our services and processes in ways which engender the professionalism, enthusiasm and pride of all our employees, personnel, staff, workforce and produce results, which satisfy all who are involved in the company.

Signed:

JANE DALE
Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



Policy 4

QUALITY ASSURANCE POLICY



M.E.A.T
(Ipswich) Limited



QUALITY ASSURANCE POLICY

1. Rationale

Effective quality assurance enables us to make informed decisions about how effective we are in our delivery teaching and learning. It helps provide evidence on our effectiveness of all stages of an apprentice's journey – from initial contact through to completion and progression. We gather evidence directly and indirectly, and the Senior Management Team use this to identify our strengths and areas we can continuously improve through our Quality Improvement Plan.

2. Scope

Quality assurance covers all activities in the organisation, including the learning journey from initial assessment to progression and all office support functions. As such, this policy is applicable to all staff.

3. Aims

- To encourage the continuous improvement in the quality of our teaching, learning and assessment – with the intention of making learning an effective and enjoyable activity. This in turn will increase apprentice and employer satisfaction and the effective achievement of individual learning goals.
- To maintain our status as a highly regarded national training company in the meat industry, developing and maintaining a range of accredited and non-accredited learning programmes. These will support apprentices apply their learning in the workplace and create opportunities for progression through skilled work and onto higher learning.
- To ensure rigorous and consistent initial, formative and summative assessment procedures, which meet the standards of external awarding bodies, apprentices and their employers.
- To provide information which supports our self-assessment and strategic planning to meet employer requirements for qualified and skilled staff – and best support the apprentice develop their career.

4. Responsibility

The training manager is responsible for the following:

- Standards – defining what we are trying to achieve in the delivery of our services to learners and employers
- Setting quality targets and monitoring progress towards these
- Collating and using feedback from learners, employers, staff and other stakeholders
- Any complaints from learners, employers, staff and other stakeholders
- Using the findings from quality assurance to help inform our self-assessment process, quality improvement and individual CPD plans
- Collating, analysing and reporting data
- Achievement and compliance to external quality standards



- Documentation – including procedures and forms

5. Quality assurance activities

The key quality assurance activities include, but are not limited to;

- Learner journey
 - Initial assessment of learner needs – agreeing quality targets
 - Initial assessment of employer needs – agreeing quality targets
 - Creation of learning plans to meet learner and employer needs
 - Observation of the quality of teaching, learning and assessment
 - Learner and employer voice through 8 week reviews
 - Learning platform
 - Preparation for end point assessment
 - Achievement of end point assessment
 - Progression in the workplace
- Internal Quality Assurance of teaching learning and assessment
 - Lesson observation – internal and external
 - Learning platform
 - Learner interviews
 - Employer interviews
 - Use of progression monitoring data to inform senior management team
 - Feedback to staff where standards are met and when not met, with agreed actions
 - Sampling framework
- Mentoring
 - Frequency and outcomes from mentoring towards professional development targets
- CPD plans
 - Progress towards targets, advice and support where actions are required
- Office functions
 - Customer service standards
 - Complaints and feedback handling
 - Learner and employer monitoring
 - Monitoring and development company procedures

5.1 Quality Assurance of Apprenticeship Teaching & Learning

We use a cyclical model for the quality assurance of our Teaching and Learning developed over more than 35 years of trading. All teaching & learning is planned to meet the needs of apprentices and their employer objectives. Delivery is monitored and feedback collated from all stakeholders. The outcomes are used to inform our Quality Improvement Plan, CPD plans for staff and ongoing professional reviews with apprentices and their employer.

Key activities include:

- All teaching material is designed to comply with the content and level as detailed by the awarding organisation and then tailored to meet individual apprentice and employer needs.
- All training material, either created in-house or purchased, is subject to an internal quality assurance check by the Training Manager. All e-Learning resources are trade



based and checked for endorsement by the industry.

- All new staff have a comprehensive induction process. They buddy with an experienced trainer, assessor, until fully competent and formally qualified for their role.
- We have a consultant who conducts lesson observations using teaching & learning standards, ETF Professional Standards and the Ofsted Education Inspection Framework. Each established member of staff is observed three times per year and new staff have up to six observations a year. Action plans for continuous improvement are agreed from the documented observations, which may include training or re-training.
- Quality assurance is an agenda item on team meetings to provide an opportunity for the Training Manager to feedback on information gathered and agree actions with staff (linking to CPD plans).
- Every workplace visit with an apprentice (at least every eight weeks) is accompanied by a review of progression and teaching & learning with the apprentice and their workplace supervisor against agreed outcomes. Feedback on the learning activities delivered since the last meeting are captured and shared with the Training Manager. Agreed targets including improvements in the quality of our service are agreed (such as adding specialist curriculum content to match changes in the workplace) and reviewed at the next workplace visit.
- Our administration team and Managing Director conduct customer relationship management telephone calls and visits to employers and apprentices.
- In addition to the formalised gathering of feedback, all apprentices and employers are invited to raise any comments on the quality of the service we provide. Where this is evidence of effective practice, we share this with the team and may include it as a case study or social media article. Should an apprentice or employer feels we have not delivered to our high standard, we use our complaints procedure to ensure this is accurately and quickly actioned.
- We encourage sharing of effective teaching and learning practice both internally and externally. Internally we use our buddy system with more experienced staff and externally we collaborate with employers, industry trade bodies and other training providers.

6. Improvement actions

Where quality standards are not met (either identified through our monitoring or raised by a learner or employer), a risk managed approach is taken to identify the priority of the actions required. We will work with the employer and learner to clarify where improvements are required and agree actions for all parties.

If the improvement action is with a member of staff, an individual review is undertaken to agree what action is to be taken, how a quality standard will be met, and how achievement



will be monitored. The Training Manager will report monthly to the senior management team any need for improvement actions and progress towards these.

7. Review and Management Responsibility

The Training Manager has responsibility for the implementation and monitoring of our quality assurance arrangements for teaching and learning. Reports are considered by the Senior Management team based on;

- Progression monitoring from our learner management system
- Summary reports on feedback from staff, employers and apprentices
- Examples of feedback from workplace visit records
- Details of any feedback directly received by our head office, action taken and outcomes
- Key actions to inform our Teaching & Learning strategy – reflected in our Quality Improvement Plan
- Identification and sharing of effective practice
- Strengths and areas for development from quality assurance process

The senior management team are responsible to ensure the accurate setting of quality standards which align to the strategic and operational plans, the overall monitoring against these targets and implementation of any corrective action. They are also responsible to ensure this policy supports the CPD policy and to ensure this policy complies with the Equality and Diversity policy.

Signed

JANE DALE
Managing Director

Reviewed: October 2021

To be Reviewed: October 2022



Policy 5

QUALITY POLICY AND MANUAL REVIEW

The Quality, Procedures, and Forms Manual will be reviewed annually.

The Quality, Procedures, and Forms Manual underwent review through June 2020. Ad hoc alterations will be made as and when required.

On receipt of contract, Jane Dale (Managing Director) evaluates the implications of any changes necessary to ensure all current and new contractual requirements are incorporated into the manual.

Jane Dale and Elaine Wright (General Manager) work jointly to update procedures and the documentation contained within the manual. On completion of the review a Staff Meeting is arranged where all members are briefed on the changes and an updated copy of the manual is made available.

Signed:

A handwritten signature in blue ink that reads 'Jane Dale'.

JANE DALE
Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



QUALITY ASSURANCE SYSTEM

The Quality Policy Manual Consists of: -

1. Health and Safety Policy
2. Equality and Diversity Policy
3. Staff Development Policy
4. Policy on Data and Confidentiality

There is a Development and Action Plan detailing objectives, time-scales, targets and implementation methods for the above. Jane Dale (Managing Director) is responsible for drawing up the Development and Action Plan and for its review.

A review of relevant aspects of the Development Plan will take place at regular 3 monthly intervals and the plan will be updated as necessary.

The system is fully documented, implemented and built around Quality Assurance Standards:

1. Business Planning and Policy Development
2. Administration and Management Control
3. Staff Development
4. Design, Development and Assessments
5. Sub-Contractors
6. Evaluation

Signed:

JANE DALE
Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



Policy 7

STAFF DEVELOPMENT POLICY



M.E.A.T
(Ipswich) Limited



STAFF DEVELOPMENT POLICY

Member of staff responsible: Jane Dale

1. Scope and Purpose

So we can meet the diverse and developing needs of the learners, employers and the communities we serve, we constantly review and evaluate our provision and own development needs. In response to this, we provide a comprehensive programme of guidance, training and professional development for all staff to support student achievement, meet employer needs and help in the effective leadership of our business.

2. Principles

We strive to ensure a positive climate for continuous learning, setting an example of a learning organisation for the employers and learners we work with. Continuing Professional Development is how we motivate and develop our own workforce. We do this with individual staff members, teams, the whole workforce and through wider networks.

We are committed to appropriate and personalised opportunities for staff development with the intention to improve standards and maintain a positive working environment through personal and professional fulfilment.

We believe a high-quality induction and continuing support and development is crucial for a consistent and personalised approach to CPD. All staff have opportunities to discuss their professional needs through performance management and appraisal, in addition to operational meetings.

Every full time member of staff is required to complete a minimum of 30 hours CPD per year, and maintain records of actions taken and reflect on the effectiveness. CPD requests are discussed with managers and approved where aligned to strategic and operational plans.

3. Objectives

- To ensure staff development policy facilitates whole organisation improvement by supporting our self-assessment and improvement priorities
- To monitor and quality assure the CPD provision to ensure that priorities are being addressed through high quality CPD
- To ensure that staff are provided with opportunities for professional and personal development which is underpinned by current recognised effective practice
- To equip staff to be able to respond to change, including learning outcomes, student and employer needs and personal development goals
- To balance the needs of the company, our teams and individual staff and to provide members of staff with the skills to prepare themselves for increased responsibility and career advancement
- To ensure that staff are recognised as our most important resource



4. What is professional development

In addition to traditional training sessions which are provided by the company, professional development can take the form of; meetings, industry placements, peer mentoring and observation, external conferences and events, and the study towards professional courses and qualifications.

Staff are encouraged to identify opportunities for development which support their role, the learners and employers they support, their team and the company.

5. Identification of need

- I. At appraisals and staff meetings.
- II. When legislations and the industrial needs change.
- III. Part of the continuous improvement.
- IV. The responsibility of the Managing Director.
- V. External CPD solutions may be used to support the introduction of new initiatives.
- VI. Courses for each member of staff are logged and tracked to ensure a fair approach for all. Prior to undertaking training, staff are required to discuss their professional development request and for this to be approved by Managing Director. On completion of training, staff are required to reflect on the effectiveness and share resources or outcomes at team meetings.
- VII. Individual CPD needs can also be identified through the lesson observation and buddying processes. This may lead to a personalised plan for an individual of CPD support, or to a group of individuals to address need.
- VIII. Opportunities are also offered to staff on a voluntary basis – this may provide individuals for the opportunities to address areas related to career progression or leadership progression or succession.
- IX. Professional development days for the whole workforce are organised to meet the needs of the business i.e., team building, PREVENT, Safeguarding, First Aid, Mental Health, Radicalisation & Extremism and British Values

5. Staff Development Opportunities

5.1 Induction

All new staff take part in a full induction programme which seeks to balance the specific role training required coupled with the opportunity to meet new people and be welcomed to the company. This consists of sessions which support staff with the procedures, ethos and good practice and a comprehensive Budding programme.



5.2 Whole workforce events

The focus and content of these events is planned by the Senior Staff to reflect and support our priorities as detailed in our Quality Improvement Plan.

5.3 Industry placements and experience

We draw on our close collaboration with employers to offer staff opportunities to return to industry to update skills, knowledge and behaviours. Staff use these opportunities to review our curriculum content and delivery and make improvements where necessary. We monitor this through regular reviews with employers and learners to ensure a good match between the apprenticeship and a professional career in the industry.

In addition to set industry placements, all frontline apprenticeship staff are required to spend time at an employer's premises every 12 months as a minimum. This helps ensure we keep our curriculum and delivery up to date and staff are aware of emerging changes in the industry: such as value-added products and consumer health choices.

5.4 Qualifications and courses

We use job descriptions drawn from our own experience in the industry, from employer feedback, from industry feedback and from requirements of Awarding Organisations and funding bodies to inform our understanding of the necessary skills, knowledge and behaviours each of our staff roles require. Where appropriate, this may take the form of an accredited or non-accredited qualification. Staff agree development targets with their manager, including specific learning objectives, time, frequency and support.

Where a qualification is either not suitable or not available, we source external support for specialist CPD delivery.

5.5 Peer observation and mentoring

All staff have a workplace mentor which starts when they join the company and stays in place until they leave. We recognise the benefits of informal learning and also timetable formal opportunities for mentoring. Where staff are involved in providing teaching, learning and assessment, all staff are observed formally but also undertake informal observation of each other. This is not required to be recorded but staff are encouraged to reflect on lessons learnt and how this may influence their own professional development.

5.6 Research activities

Staff may be asked, or may request, to undertake specific research. Where this is agreed with their manager, outcomes, resources and a plan are put in place. All research is shared with the whole team to ensure we benefit from this.



5.7 Further Development Opportunities

Further development activities for staff are both for groups and personalised to meet individual need:

- External course attendance – for example ESFA, Ofsted, DfE and ETF events
- Industry updates through newsletters, bulletins, online webinars and conference
- Exam and workbook marking
- Visiting other training providers and employers/work experience
- Partnership work with employers
- Deliver of CPD at conferences and industry meetings
- Residential course at international butchery college in Roskilde
- Professional courses and qualification

5.8 Professional membership and updates

All staff are required to maintain their professional membership in accordance with the role they undertake. For apprenticeship delivery staff this will include; membership of The Institute of Meat, updates from Food and Drink Qualifications, maintaining compliance with requirements from Awarding Organisations, funding bodies and recognised effective practice in teaching, learning and assessment.

6. Visitors / Interviewees

Support is given to staff from other providers and employers who wish to learn from us. Comprehensive and personalised programmes are organised for visitors seeking development.

7. Evaluating Impact and Disseminating Good Practice

All staff are responsible for evaluating and disseminating (where appropriate) CPD. It is the responsibility of the Managing Director to co-ordinate this evaluation and provide a framework for rigorous quality assurance; ensuring that CPD is of the highest quality and meets the company and individual need.

The Management Team is responsible for monitoring and evaluating the impact of CPD, including compliance with the Equality and Diversity policy. This will be undertaken at a variety of levels including immediate evaluation by staff, longer term follow up and informal discussion with colleagues about improved practice.

Signed

JANE DALE
Managing Director

Reviewed: October 2021

To be Reviewed: October 2022



POLICY ON DATA PROTECTION AND CONFIDENTIALITY

MEAT will endeavour to operate systems that are secure and respect the confidential nature of any information provided to its members of staff under the General Data Protection Regulations, requirement and BYOD (Bring your own device).

MEAT needs to gather and use certain information about individuals. These can include customers, suppliers, business contacts, employees, learners and other people the organisation has a relationship with or may need to contact.

This data protection policy ensures MEAT complies with data protection law and follows good practice. Protects the rights of staff, learners, customers and partners. Is open about how it stores and process individuals' data and Protects itself from the risks of a data breach.

The Data Protection Act 2018 describes how organisations including MEAT must collect, handle and store personal information. These rules apply regardless of whether data is stored electronically, on paper or on other materials.

To comply with the law, personal information is collected and used fairly, stored safely and not disclosed unlawfully.

MEAT will follow the Data Protection Acts seven important principles

1. Be processed fairly, lawfully and transparent
2. Be obtained only for specific, lawful purposes
3. Personal Data will not be held for any longer than necessary
4. Be accurate and keep up to date
5. Processed in accordance with the rights of data subjects
6. Steps to be taken to ensure personal data is processed and stored securely in agreement with Privacy Policy
7. Accountability: In accordance with the Data Protection Act (EU 2016/679), we employ strict physical, electronic and administrative security measures to protect information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage both on-line and off-line. The transmission of information via the internet is, however, not secure and therefore we cannot guarantee the security of data sent to us electronically. Any transmission of such data is therefore entirely at individuals own risk.

This applies to all data that the company holds relating to identifiable individuals this can include names of individual, postal addresses, email addresses, telephone numbers. This will help to protect MEAT from some security risks including, breaches of confidentiality, failing to offer choice and reputational damage.



Key staff and those who have access to data have key areas of responsibility; when data is stored on paper, it is kept in a secure place where unauthorised people cannot see it and kept in a locked drawer or cabinet, printouts should not be left where unauthorised people can see them (on printer) and data printouts should be shredded. When data is stored electronically, it must be protected from unauthorised access, accidental deletion and malicious hacking attempts.

New employees

On appointment, new members of staff will be thoroughly briefed on the Company's policies and procedures. Training will be given to staff to ensure they protect and respect all information that may be deemed as confidential, from whatever source.

All employees

Will ensure that all records or materials of a sensitive nature are stored in secure conditions.

Although information relating to learners is confidential, and kept in individual learners' files, relevant information relating to additional social and/or learning needs is provided to the appropriate people.

Elaine Wright is the nominated General Data Protection person responsible for MEAT.

Signed:

JANE DALE
Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



POLICY ON OPEN ACCESS/EGRESS

It is the policy of this organisation that open access and egress is provided for all potential/current students/learners.

Details of the procedures involved are shown in the Manual and the Equality and Diversity Policy.

Signed:

JANE DALE
Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



POLICY ON THE MAINTENANCE OF PREMISES AND EQUIPMENT

It is the policy of MEAT that the premises and equipment used within, are well maintained in line with good housekeeping practices and regularly checked, repaired or replaced in order to provide a safe and pleasant working environment.

All staff will be instructed to:

Never use any equipment unless they have been properly trained in its use.

Never use any equipment unless they are confident that they can use it correctly, if in doubt ASK for instructions.

Never use unauthorised equipment or equipment modified without permission.

Never attempt to service or repair equipment – report all faults immediately.

Always make sure that they know how to switch a machine off in an emergency.

Always make sure that all necessary machine guards are fitted. If a guard is missing, do not use the machine.

Always concentrate on the job in hand whilst using the equipment.

By Law – No person under the age of 18 years is allowed to clean or operate a band saw. No person under the age of 18 years is allowed to clean any slicing machine, moving parts or blade. Persons aged 16 years plus may operate a slicing machine provided that they have been fully trained to do so or are under supervision and warned of the dangers.

Signed:

JANE DALE
Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



CORRECTIVE ACTION POLICY

Any complaint or problem, which is notified or observed, will be identified, monitored and investigated and any corrective action procedure instigated.

Complaints can be logged with the Managing Director and/or the General Manager.

Each complaint will be dealt with as soon as possible by one of the above and each case will be looked at individually whereby negotiation will be held.

“AN ERROR RECOGNISED IS ALREADY HALF CORRECTED”

Signed:

JANE DALE
Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



Policy 12

POLICY ON RETENTION OF DOCUMENTATION

It is the policy of this organisation that the documentation used for all areas of training including Agencies documentation, learners work products and learners' portfolios and files are retained for 6 years (however documents with reference to ESF will be kept until 2030).

This is to ensure that should any information be required about a learner or their time with us we will be able to find the relevant documentation easily.

ESF programmes contractual data must be securely retained until 31st December 2030. MEAT will be responsible for determining any further need to process the data, including its retention, prior to secure destruction.

Signed:

JANE DALE
Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



WHISTLEBLOWING POLICY

MEAT is committed to ensure that the affairs of the company are conducted in such a way as to avoid the possibilities of fraud, corruption, malpractice or financial irregularities.

MEAT endeavours to ensure that there is a climate of openness within the management of the affairs of the company.

MEAT employs external organisations to carry out the work of Internal and External Audit to ensure those financial procedures and financial regulations are adhered to within the company.

This policy covers suspected allegations of fraud, financial irregularities, corruption, bribery, dishonesty, acting contrary to the company code of ethics for staff, criminal activities or failing to comply with a legal obligation, a miscarriage of justice or ignoring a serious risk to health.

Anonymous complaints cannot have the full weight of one in which the person who complains or raises the matter gives his/her full name. However, the person who makes an initial allegation will be expected to make a full and signed statement giving as many of the known facts as possible to the General Manager if the matter relates to the Managing Director.

The person who makes the complaint will have the right to expect confidentiality in the first instance.

If, on investigation, the matter is shown to have substance, which warrants further investigation and action, it may be necessary to disclose the name of the complainer to the alleged perpetrator to allow the matter to be fully disclosed in the public interest in which case the permission of the complainer will be sought in advance. A person who reports a serious matter internally under the area of cover above will be able to claim protection under the Public Disclosure Act 1998.

Signed:

A handwritten signature in blue ink that reads 'Jane Dale'.

JANE DALE
Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



APPEALS POLICY

It is the policy of the organisation if you are not satisfied with the assessment decision given by your assessor you can appeal against it.

If you decide to make an appeal, consider the following points: -

- Clarify the reason why you have not been given an assessment decision of 'competent';
- Try to resolve the problem with the assessor first before a formal appeal is made;
- If the problem cannot be resolved after speaking with the assessor, ask if the assessor will carry out a re-assessment;
- Ask if another assessor can assess the material or observe you performing the task. (You can request video evidence);
- If the problem cannot be resolved, clearly define the nature of your appeal and put into writing to the Managing Director, who will investigate your appeal;
- Keep a copy of the assessment evidence so that the Managing Director can review your evidence and make a decision.

If you are still not satisfied with the appeal decision you can ask the Food and Drink Qualification External Quality Assurance to review the case. (If you do not know who this person is, please ask).

Appeals should normally be settled within the organisation and not involve the External Quality Assurance. However, they may be brought to the attention of the External Quality Assurance, if necessary.

Signed:

JANE DALE
Managing Director.

Reviewed: October 2021
To be Reviewed: October 2022



HIGHER LEARNING NEEDS POLICY

It is the policy of the organisation to offer high levels of support to any learner who has identified need, whether it is supplementary learning opportunities and/or social needs.

Assessments will be carried out in surroundings, which will not affect learner/s abilities to complete these assessments. Sufficient time and resources will be available should the learner require this. Assessments are carried out in accordance with funding guidance and contractual obligations.

All higher support requirements will be kept confidential and only relevant members of staff will be informed with the information required. Higher support is logged in the learners file and evaluated throughout the programme with changes made as needs are met or change.

MEAT will always endeavour to put the needs of the learner first as far as reasonably possible, including disabilities temporary or long-term illness along with general accidents or injuries.

Higher learning/social needs are claimed in accordance with Agencies funding guidance and in line with our contract.

Due to the logistics of where learners are employed it is not always possible for learners to attend MEAT's centre. However, arrangements are in place for a specialist training in arears of the country to help and support the learner on a one to one basis. Alternatively arrangements can and will be made with local colleges/agencies for this support to take place whereby MEAT will meet the full cost of this higher training.

Signed:

JANE DALE
Managing Director.

Reviewed: October 2021
To be Reviewed: October 2022



Policy 16

PERSONAL HARASSMENT POLICY AND PROCEDURE

MEAT deplore all forms of personal harassment and seek to ensure that the working environment is sympathetic to all employees, learners and visitors.

MEAT recognise the need to implement this policy and all employees, learners and visitors are expected to comply with it.

Many people in our society are victimised and harassed as a result of their race, colour, ethnic or national origin, religious belief, political opinion or affiliation, gender, marital status, sexual orientation, gender reassignment, age or disability.

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.

MEAT recognise that personal harassment can exist in the workplace, as well as outside, and that this can seriously affect employees and learners working lives by interfering with their job performance or by creating a stressful, intimidating and unpleasant working environment.

MEAT will take disciplinary action at the appropriate level against employees and/or learners committing any form of personal harassment.

Signed:

A handwritten signature in blue ink that reads "Jane Dale". The signature is written in a cursive, flowing style.

JANE DALE
Managing Director

Reviewed: October 2021

To be Reviewed: October 2022



Policy 17

POLICY ON WITHDRAWALS

It is the policy of MEAT to ensure as far as is reasonably practical, the withdrawal of learners on a Government funded programme is documented and prompt follow up action is taken.

MEAT endeavours to monitor learners closely through tutorials and reviews to identify non-attendance and/or non-participation. This also highlights learners at risk of leaving the programme early.

Arrangements are in place for prompt interventions to remedy the situation or exit action to be carried out.

Signed:

JANE DALE
Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



Policy 18

POLICY ON E-LEARNING

It is the policy of MEAT to ensure as far as is reasonably practicable to investigate and explore the application of ICT into our work based learning programme.

It will be the responsibility of Elaine Wright, Andrew MacDonald and Hannah Denson.

MEAT aims to investigate, explore and develop cost effective methods to implement this policy by providing training and supervision within the constraints of Agencies funding for our work based learning programme.

Exploring ICT will support all aspects of learning or training, sometimes termed 'pure' e-learning, or it may be combined with other 'traditional' teaching methods to produce so called 'blended' learning.

Signed:

A handwritten signature in blue ink that reads "Jane Dale". The signature is written in a cursive, flowing style.

JANE DALE
Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



POLICY ON LITERACY

MEAT operates a distance-learning programme for learners throughout England. As there is a very minimal amount of face-to-face delivery, the provision of Skills for Life presents a particular challenge.

By nature, the workbooks ask learners to practice their reading, writing, speaking and listening skills. In addition to this, we have put in place a number of mechanisms to support the progression of our learners' literacy skills:

learners

- the workbooks are colour coded in order to highlight for learners where they need to think about particular literacy skills;
- the colour coding in the workbooks clearly tells learners when they are expected to write in a particular way or style i.e. list, formal writing etc;
- the degree of colour coding and instruction in the workbooks is graduated according to the level of the workbook;
- all workbooks are checked for readability, using the Flesh reading ease score. Again, reading ease is graduated according to the level of the workbook and programme;
- learners are supported by an assessor, who visits every 4-12 weeks. The assessors are given clear guidelines in the form of a visit checklist, which detail how learners can be supported to improve their Skills for Life;
- learners are given fortnightly telephone tutorial support and, during this time, have the opportunity to discuss any concerns regarding their reading and written work;
- in addition to this structured tutorial programme, learners are free to make telephone contact with their tutor at any time to discuss any concerns regarding their reading and written work.

Signed:

JANE DALE
Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



DISABILITY STATEMENT

Question: What is this statement for?

We have written this statement to help you decide if we can provide the right sort of support to help you learn, gain skills and succeed in your training programme.

Persons with special needs will be evaluated and assessed in respect of the risk to their individual occupation, where specialists will provide necessary assistance that carry a range of disability facilities.

Here at MEAT we want you to succeed. We welcome learners with disabilities including wheel chair users as we have ground floor access. This statement shows how we can help, because everyone is different, every person is special. We like to talk to each learner individually to get to know you so you can tell us the support, help and assistance you need.

Question: Whom should I contact to talk about what I need to help?

Your main contact would be Elaine Wright on 01473 270757. Elaine will be delighted to hear from you. She is available from Monday to Friday from 9.00am – 5.00pm.

Question: What do I have to do to join a training programme?

Firstly, talk to Elaine by phone or email, she will arrange a time and place for you to meet. At the meeting Elaine will discuss what you would like to do, and the support and assistance you feel you need. Elaine will then try to develop an Individual Learning Plan for you to enable you to gain the maximum from your training and adapt training to your needs and aspirations.

Question: What sort of help can I expect?

We have staff that can help with literacy and numeracy, dyslexia assistance and confidence building. We also have chosen links with specialist agencies should you need help that we cannot assist with.

Question: What equipment do you have to help me in my training?

We have PC's/laptops, which can be used by learners. There is usually funding available to help get specialist equipment for you if this is required.

Talk to us and we will try and help – remember every person is unique and special.

Signed:

A handwritten signature in blue ink that reads "Jane Dale".

JANE DALE

Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



Policy 21

ELIGIBILITY POLICY

It is the policy of the organisation to ensure we follow all governing bodies recommendations and needs for eligibility.

We will ensure that eligibility to participate in a programme is not confused with the suitability of the programme to a learners need.

Learners are eligible under ESFA guidelines if they:

- Are in the priority age group of 16-18. Learners who are aged 19+.
- Have completed Year 11 at school and have indicated an intention not to return to full time education after the summer vacation or have left compulsory full time education;
- Are not attending school or FE college full time as pupils or learners;
- Are not in HE, including vacation periods, unless an intention not to return to HE has been expressed.

All guidelines will be monitored and reviewed to ensure we conform to new or adapted guidance.

Signed:

JANE DALE
Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



RISK MANAGEMENT POLICY

It is the policy of the organisation to ensure we identify, assess, reduce and monitor risks to the company and the overall provision we offer.

It will be the responsibility of Jane Dale and Elaine Wright to identify the risks of the company and the effects these may cause.

Using the Risk Register, the risk will be identified, contributing factors will be discussed and the likelihood will be assessed. The impact to the company along with the weighting will also be assessed. The risk assessment band will be generated and control assurances will be put in place. Mitigating actions will be discussed and improvement actions will be identified and taken, reviewed and monitored.

This in turn will ensure that identified risks are managed.

The Risk Register will be reviewed on a 6 monthly basis.

Signed:

JANE DALE
Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



IT Communication and Monitoring Policy

Introduction

1. **MEAT** provides you with access to various computing, telephone and postage facilities to allow you to undertake the responsibilities of your position and to improve internal and external communication.
2. This Policy sets out the Company's policy on your use of the Facilities and it includes:
 - your responsibilities and potential liability when using the Facilities
 - the monitoring policies adopted by the Company; and
 - guidance on how to use the Facilities.
3. This Policy has been created to:
 - ensure compliance with all applicable laws relating to data protection, information security and compliance monitoring
 - protect the Company and its employees from the risk of financial loss, loss of reputation or libel; and
 - ensure that the Facilities are not used so as to cause harm or damage to any person or organisation.
4. This Policy applies to the use of:
 - local, inter-office, national and international, private or public networks (including the Internet and Intranet) and all systems and services accessed through those networks
 - desktop, portable and mobile computers and applications (including personal digital assistants (PDAs)
 - mobile telephones (including the use of WAP services); and
 - electronic mail and messaging services.

Observation of this Policy is mandatory and forms part of the Terms and Conditions of Employment. Misuse of the Facilities will be treated as gross misconduct and may lead to dismissal.



Computer Facilities - Use of Computer Systems

5. Subject to anything to the contrary in this Policy the Facilities must be used for business purposes only.
6. In order to maintain the confidentiality of information held on or transferred via the Company's Facilities, security measures are in place and must be followed at all times. A log-on ID and password is required for access to the Company's network. Despite your use of a password, the Company reserves the right to override your password and obtain access to any part of the Facilities.
7. You are responsible for keeping your password secure. You must not give it to anyone, including colleagues, except as expressly authorised by the Company.
8. You are expressly prohibited from using the Facilities for the sending, receiving, printing or otherwise disseminating information which is the confidential information of the Company or its clients other than in the normal and proper course of carrying out your duties for the Company.
9. In order to ensure proper use of computers, you must adhere to the following practices:
 - anti-virus software must be kept running at all times
 - all discs or other forms of media storage must be checked before the contents are accessed or stored on the Company's network or hard drives
 - obvious passwords such as birthdays and spouse names etc must be avoided. The most secure passwords are random combinations of letters and numbers
 - all files must be stored on the network drive which is backed up regularly to avoid loss of information; and
 - always log off the network before leaving your computer for long periods of time or overnight.

Software

10. Software piracy could expose both the Company and the user to allegations of intellectual property infringement. The Company are committed to following the terms of all software licences to which the Company is a contracting party. This means, in particular, that:
 - software must not be installed onto any of the Company's computers unless this has been approved in advance by the Management. They will be responsible for establishing that the appropriate licence has been obtained, that the software is virus free and compatible with the computer Facilities
 - software should not be removed from any computer nor should it be copied or loaded on to any computer without prior consent.



Laptop Computers

11. At various times during your employment with the Company, you may use a laptop. These computers, along with related equipment and software are subject to all of the Company's policies and guidelines governing non-portable computers and software (see two paragraphs in software section above). However, use of a laptop creates additional problems especially in respect of potential breaches of confidentiality. When using a laptop:
- you are responsible for all equipment and software until you return it. The laptop must be kept secure at all times
 - you are the only person authorised to use the equipment and software issued to you
 - you must not load or install files from any sources without inspecting such files for viruses
 - all data kept on the laptop must be backed up regularly in order to protect data against theft or mechanical failure or corruption
 - you must password protect confidential data on disks or on the hard drive to protect against theft
 - if you discover any mechanical, electronic, or software defects or malfunctions, you should immediately bring such defects or malfunctions to the attention of Management
 - upon the request of the Company at any time, for any reason, you will immediately return any laptop, equipment and all software to the Company; and
 - if you are using your own laptop to connect with the Company's network or to transfer data between the laptop and any of the Company's computers you must ensure that you have obtained prior consent, comply with its instructions and ensure that any data downloaded or uploaded is free from viruses.

E-mail (Internal or External Use)

12. Internet e-mail is not a secure medium of communication – it can be intercepted and read. Do not use it to say anything you would not wish to be made public. If you are sending confidential information by e-mail this should be sent using password protected attachments and following Data Protection Act.
13. E-mail should be treated as any other documentation. If you would normally retain a certain document in hard copy you should retain the e-mail.
14. Do not forward e-mail messages unless the original sender is aware that the message may be forwarded. If you would not have forwarded a copy of a paper memo with the same information do not forward the e-mail.
15. Your e-mail inbox should be checked on a regular basis.
16. As with many other records, e-mail may be subject to discovery in litigation. Like all communications, you should not say anything that might appear inappropriate or that might be misinterpreted by a reader.



17. If you are using e-mail for private purposes, then you must ensure that it contains the following message:
"This e-mail does not reflect the views or opinions of M.E.A.T (Ipswich) Ltd"
18. Use of e-mail facilities for personal use is permitted during your lunch break providing that:
 - such e-mails do not contain information or data that could be considered to be obscene, racist, sexist, otherwise offensive and provided that such use is not part of a pyramid or chain letter; and
 - such e-mails are not used for the purpose of trading or carrying out any business activity other than Company business.
19. If you are away from the office and use e-mail as an external means of communication you must ensure that the auto reply service is used if available to inform the sender that you are unavailable. Failure to do so could lead to disciplinary action. If you have any doubt as to how to use these facilities, please ask.
20. Viewing, displaying, storing (including data held in RAM or cache) or disseminating materials (including text and images) that could be considered to be obscene, racist, sexist, or otherwise offensive may constitute harassment and such use of the Facilities is strictly prohibited. The legal focus in a harassment case is the impact of the allegedly harassing material on the person viewing it, not how the material is viewed by the person sending or displaying it.

Internet

21. Use of the Internet, or Internet services, by unauthorised users is strictly prohibited. You are responsible for ensuring that you are the only person using your authorised Internet account and services.
22. Downloading any files from the Internet using the computer Facilities is not permitted. If there is a file or document on the Internet that you wish to acquire, contact Management to make arrangements for it to be evaluated and checked for viruses. It will be at the discretion of Management whether to allow such downloading.
23. Viewing, downloading, storing (including data held in RAM or cache) displaying or disseminating materials (including text and images) that could be considered to be obscene, racist, sexist, or otherwise offensive may constitute harassment and such use is strictly prohibited. The legal focus in a harassment case is the impact of the allegedly harassing material on the person viewing it, not how the material is viewed by the person sending or displaying it.
24. Posting information on the Internet, whether on a newsgroup, via a chat room or via e-mail is no different from publishing information in the newspaper. If a posting is alleged to be defamatory, libellous, or harassing, the employee making the posting and the Company could face legal claims for monetary damages.
25. Using the Internet for the purpose of trading or carrying out any business activity other than Company business is strictly prohibited.
26. Subject to the above you are allowed to use the Internet for personal use during your lunch break. Use of the Internet for personal use at any other time is strictly prohibited.
27. For the avoidance of doubt the matters set out above include use of WAP facilities.



Monitoring Policy

28. The Policy of the Company is that we may monitor your use of the Facilities.
29. The Company recognises the importance of an individual's privacy but needs to balance this against the requirement to protect others and preserve the integrity and functionality of the Facilities.
30. The Company may from time to time monitor the Facilities. Principle reasons for this are to:
- detect any harassment or inappropriate behaviour by employees, ensuring compliance with contracts of employment and relevant policies including the health and safety, ethical and sex discrimination policies
 - ensure compliance of this Policy
 - detect and enforce the integrity of the Facilities and any sensitive or confidential information belonging to or under the control of the Company
 - ensure compliance by users of the Facilities with all applicable laws (including General Data Protection), regulations and guidelines published and in force from time to time; and
 - monitor and protect the well-being of employees.
31. The Company may adopt at any time a number of methods to monitor use of the Facilities. These may include:
- recording and logging of internal, inter-office and external telephone calls made or received by employees using its telephone network (including where possible mobile telephones). Such recording may include details of length, date and content
 - recording and logging the activities by individual users of the Facilities. This may include opening e-mails and their attachments, monitoring Internet usage including time spent on the Internet and web sites visited
 - physical inspections of individual users' computers, software and telephone messaging services
 - periodic monitoring of the Facilities through third party software including real time inspections
 - physical inspection of an individual's post
 - archiving of any information obtained from the above including e-mails, telephone call logs and Internet downloads.
32. If at any time an employee wishes to use the Facilities for private purposes without the possibility of such use being monitored they should contact their direct supervisor or the person to whom their supervisor reports. This person will consider such request and any restrictions upon which such
33. consent is to be given. In the event that such request is granted the Company (unless required by law) will not monitor the applicable private use.



34. The Company will not (unless required by law):
- allow third parties to monitor the Facilities; or
 - disclose information obtained by such monitoring of the Facilities to third parties.
35. The Company may be prohibited by law from notifying employees using the Facilities of a disclosure to third parties.

General Guidance

36. Never leave any equipment or data (including client files, laptops, computer equipment, mobile phones and PDAs) unattended on public transport or in an unattended vehicle.
37. When using e-mail or sending any form of written correspondence:
- be careful what you write. Never forget that e-mail and written correspondence are not the same as conversation. They are a written record and can be duplicated at will
 - use normal capitalisation and punctuation. Typing a message all in capital letters is the equivalent of shouting at the reader
 - check your grammar and spelling; and
 - do not forget that e-mails and other forms of correspondence should maintain the high standards expected by the Company. Where applicable you should use formal headings and introductions such as "Dear..." and "Yours sincerely" etc.

Observation of this Policy is mandatory and forms part of the Terms and Conditions of Employment. Misuse of the Facilities will be treated as gross misconduct and may lead to dismissal.

Signed:

JANE DALE
Managing Director.

Reviewed: October 2021
To be Reviewed: October 2022



RECORD MANAGEMENT POLICY

CONTEXT AND AIMS OF POLICY

MEAT recognises that the efficient management of its records is necessary to support its core functions, especially:

- to comply with its legal and regulatory obligations, particularly in relation to the General Data Protection Regulations (2018) and the Freedom of Information Act (2000)
- to ensure that records are held with the appropriate degree of security
- to ensure records are held and archived for the minimum required period and disposed of appropriately
- to make clear the specific responsibilities of each member of staff in relation to the management of and access to records

This policy applies to all records created, received or maintained by MEAT staff in the course of carrying out their functions as MEAT employees. Detailed procedures for dealing with requests for personal and corporate records are provided in MEAT's General Data Protection Regulations and Freedom of Information Policies.

Definitions

Records are defined as any documents used by MEAT, which are retained (for timescales set out below) to provide evidence of any aspect of its business. These records may be created, received or maintained in hard copy or electronically securely.

Records management is concerned with providing clear guidance on the control of the creation, maintenance, use, storage and disposal of records. This encompasses the processes involved in the creation, dissemination, gathering and maintaining information about MEAT's activities that result in the formation of records.

POLICY STATEMENTS

- MEAT will maintain its records and record keeping systems in accordance with current legislation
- MEAT will ensure that a nominated person is assigned the role of Records Manager to ensure that systems and procedures are compliant, and managed effectively so records can be retrieved easily in a timely fashion
- MEAT will ensure that they clearly identify the records for which they are responsible, that they are accurate, and that they are maintained and disposed of in accordance with company procedures
- All records should have an identified owner responsible for their management whilst in regular use
- MEAT will produce transparent procedures on the storage, security and archiving of records for which it is responsible
- All members of staff should receive a briefing on records management procedures as part of their induction programme



- MEAT will provide appropriate facilities for storing and retrieving archived records, and for their destruction at the appropriate date

IMPACT MEASURES

- Production and regular review of procedures (MIS, Finance, HR, ICT, Business Development, Physical Resources & Curriculum)
- Proportion of archived records destroyed by their due date
- The proportion of requests for information under the provisions of the General Data Protection Regulations and Freedom of Information Policies, dealt with in the specified timescales

PROCEDURES FOR IMPLEMENTING THE POLICY

MEAT Records Management Guidelines

1. Document classification

There are essentially two categories of classification; **confidentiality** and **permanence**.

- Confidential documents are those, which either contain information linking them to specific individuals (usually because they contain names or addresses), or information which is commercially confidential.
- Permanent records are those which need to be retained in the archive for specified periods of time; there is some guidance on retention periods in section 2 below and more detailed guidance can be available from the General Manager. Non-permanent documents are those that do not need to be archived for specific periods – examples of this would be drafts of documents, information that is used to construct other records, learners work and a whole host of information used to support MEAT activity – and which probably form the bulk of information held in departments. Departments should provide guidance to staff about how this material is stored and when it needs to be destroyed to meet departmental requirements
- Material that is essentially the property of learners, including assignments and portfolios should be returned to its owners immediately after it has been through the assessment and internal quality assurance process; it does not constitute a record in the sense of this Policy. Learners should be given notice at the end of their programme to collect/ arrange delivery of any remaining material. Work not collected by this period should be destroyed

The flow chart and schedule in section 3 below provides guidance on how to manage the storage and destruction of documents in each category.



2. Retention periods for archived material

Detailed guidance is available from the General Manager.

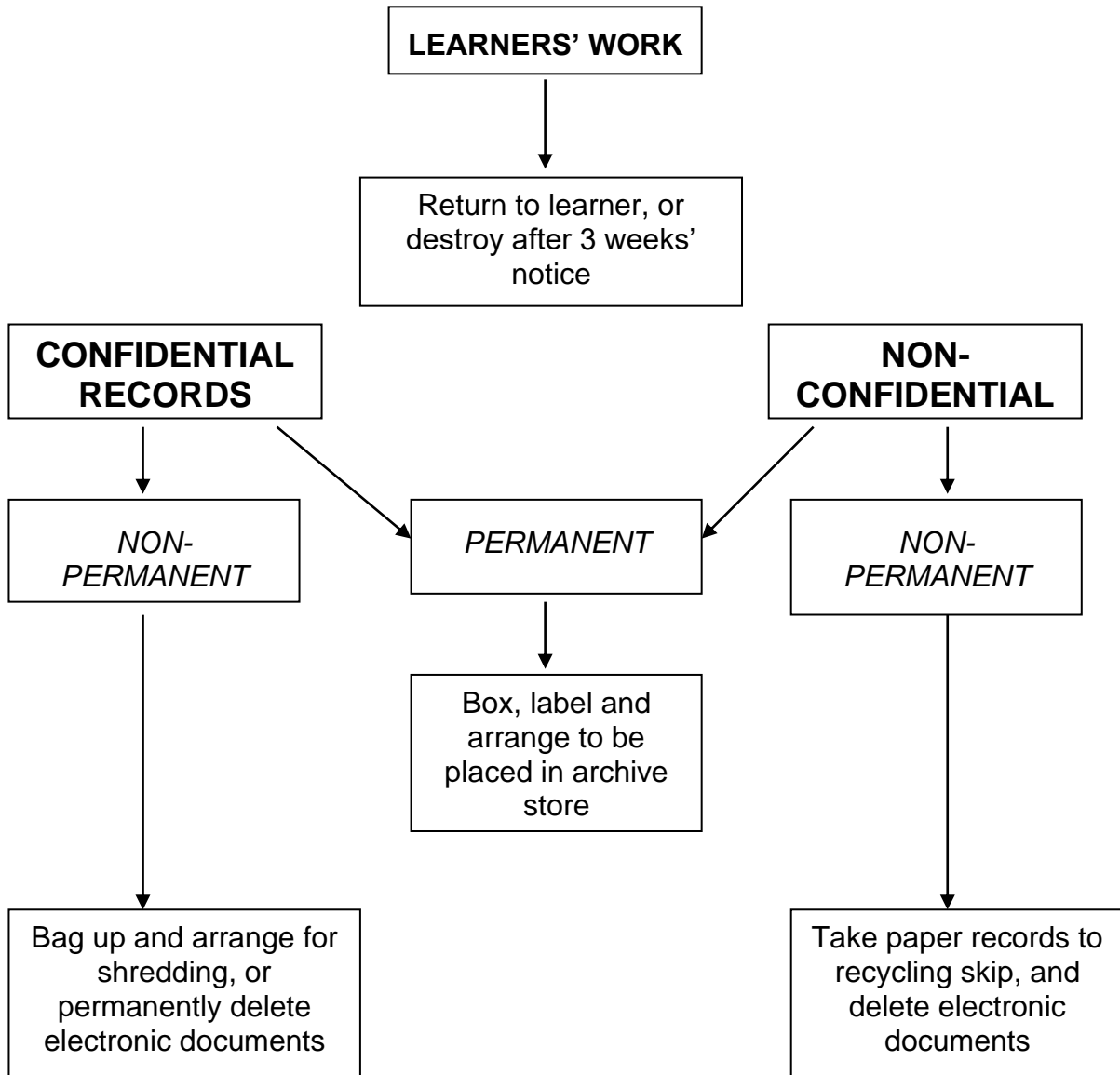
<i>Curriculum and learner records (all info with relation to ESF to be kept until 2030)</i>		
WBL learner's records including achievements and conduct	Until 2030	In case of litigation for negligence – limitation period
Learners personal and academic references	Until 2030	
WBL learner examination scripts and records relating to assessment	Until 2030	
WBL learner results records	Until 2030	
Complaints from learners	Until 2030	
Staff records		
Personnel files including staff development records and notes of disciplinary and grievance hearings	3 years from end of employment	Provision of references and potential litigation
Application forms and interview notes	6 months from date of interview	Time limits on litigation
Facts relating to redundancy – less than 20 employees	3 years from last redundancy	Limitation Act 1980
Health records	During employment	MHSW Regulations
Health records where reason for termination of employment is connected with health, including stress related illness	3 years	Limitation period for personal injury claims
Medical records kept by reason of COSHH	40 years	Control of Substances Hazardous to Health Regulations 1994
Statutory Sick Pay records	3 years after the end of the	Income Tax



and calculations	financial year to which the records relate	(Employment Regulations) 1993
Statutory Maternity Pay records and calculations	3 years after the end of the financial year to which the records relate	Income Tax (Employment Regulations) 1993
Wages and salary records	6 years	Taxes Management Act 1970
Income tax and National Insurance returns, including correspondence with tax office	3 years after the end of the financial year to which the records relate	Income Tax (Employment Regulations) 1993
Administrative records		
Financial records (detailed breakdown issued and kept with Financial Controller)	6 years from end of tax year	Financial regulations
Records relating to leases, title deeds, insurance policies	Indefinitely	Normal practice and financial regulations
Complaints from individuals other than learners	3 years	



3. Storage and destruction of records





Retention and destruction schedule	By whom	By when
Classify all material held by curriculum	Course Leaders/Admin	Annually by the end of July
Box up permanent hard-copy records to be archived, and label with destruction date according to departmental guidelines	Course Leaders/Admin	Annually by the end of August
Copy permanent electronic records to be archived to CD/DVD/Stick, label with destruction date and add to boxes of hard-copy archive material as above	Course Leaders/Admin	Annually by the end of August
Collect labelled boxes of records for archive and remove to secure archive store	Administrators	Annually by the end of August
Write to learners informing them of the deadline for collection of academic work before it is destroyed	Course Leaders/Admin	Annually by the end of July
Move non-confidential, non-archive hard-copy material to paper skip	Course Leaders/Admin	Weekly/monthly
Collect and shred bags of confidential documents	Course Leaders/Admin	Immediately
Electronically - securely delete all transactional electronic records, i.e. those that are not to be archived and are not required for use	All	As required

4. Information security procedures

MEAT annually review procedures in place to:

- Provide appropriate physical and electronic security to prevent unauthorised access to relevant records (e.g. locked cupboards and filing cabinets, password protected files and shared network drives)
- Ensure that named individuals are responsible for all records held
- Ensure that requests for information (internally and externally) are dealt with appropriately, and passed to the General Manager where they relate to the Freedom of Information or General Data Protection Regulations Policies



In addition:

- General Manager should ensure that appropriate mechanisms are in place to prevent unauthorised access to electronic records and documents through the procedures.
- Physical Resources should ensure that the archive store is physically secure, and that there are mechanisms to provide access only to authorised individuals
- The General Manager should ensure that the Business Plan provides for appropriate back-up of relevant records
- MEAT Induction Programme for staff should include training on procedures governing access to, and the security of information, documents and records held by MEAT.

Signed:

JANE DALE,
Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



FREEDOM OF INFORMATION POLICY

MEAT is committed to being open and honest in the conduct of its operations and to complying fully with the Freedom of Information Act. To this end MEAT will:

- Be open as possible, and will place in the public domain as much information about its activities as is practicable and will make all other information available on request, except for the permitted classes of exemptions.
- Deal with all requests for information in accordance with the Lord Chancellor's Code of Practice on the Discharge of Public Authorities' Functions under Part 1 of the Freedom of Information Act.
- Only withhold information in accordance with the exemptions laid down in the Act, and in particular those concerning: M.E.A.T (Ipswich) duties under the General Data Protection Regulations 2018 to keep confidential sensitive information about individual members of staff and learners; other legal and contractual obligations; or material detrimental to the safe and efficient conduct of the Company's operations or which is commercially sensitive. On such occasions MEAT will always state the reasons why information has been withheld

GUIDELINES FOR POLICY IMPLEMENTATION

1. Responsibilities

MEAT recognises its responsibility under the Act to provide a general right of access to information held. MEAT will ensure that nominated individuals will be responsible for maintaining the publication scheme, and who can be contacted if any issues arise concerning the organisation's compliance with the Freedom of Information Act.

Members of staff should receive an introductory briefing on the Freedom of Information Policy and procedures as part of their induction programme.

2. Specific Requests for Information

Information not already made available by MEAT will be accessible through a specific request for information. In this regard the Freedom of Information Act establishes two related rights:

- the right to be told whether information exists, and
- the right to receive the information (subject to exemptions)

These rights can be exercised by anyone, worldwide. The Managing Director or General Manager will deal with specific requests for information not listed.

Any request must be made in writing (which includes email) and a charge may be made for dealing with any request. Requestors will not be entitled to information to which any of the exemptions in the Act applies. However, only those specific pieces of information to which the exemption applies will be withheld, and information covered by an exemption will be subject to review by MEAT.



MEAT must respond to any request within 30 working days although further reasonable details can be requested in order to identify and locate the information.

3. Charges

MEAT will not charge a fee for dealing with a specific request for information not listed.

4. Complaints

Complaints should be addressed to the Quality Manager, who will coordinate any complaints received in respect of this policy, which will be dealt with through MEAT's normal Complaints and Compliments Procedure.

If applicants are dissatisfied with the outcome of the Complaints Procedure they may seek an independent review from the Information Commissioner. Requests for review by the Information Commissioner should be made in writing to:

The Information Commissioner
Wycliffe House, Water Lane
Wilmslow, Cheshire
SK9 5AF
Tel. 01625-545-700 Fax. 01625-545-510

5. Exemptions under the Act

There are 23 exemptions under the Act, some exemptions where the public interest test applies, and others, which are absolute exemptions. The full list of exemptions can be found at Appendix 1 of this policy.

MEAT may decide that some information it holds could be regarded as exempt information under the Act. Where a request is made for information that includes exemptions MEAT will consider the prejudice test and the public interest test, and may in some circumstances withhold the requested information.

6. Contacts

If advice or guidance is needed on accessing information available under the terms of the Freedom of Information Act the individual to contact is:

General Manager
MEAT
203 Rosehill Road
Ipswich
Suffolk
IP3 8HF

Signed:

JANE DALE
Managing Director.

Reviewed: October 2021
To be Reviewed: October 2022



APPENDIX 1

Information exempt from general access under sections of the FoI Act 2000 - Absolute and Qualified Exemptions

Exemptions where the public interest test applies (qualified exemptions)

- Section 22 Information intended for future publication
- Section 24 National security (other than information supplied by or relating to named security organisations, where the duty to consider disclosure in the public interest does not arise.)
- Section 26 Defence
- Section 27 International relations
- Section 28 Relations within the United Kingdom
- Section 29 The economy
- Section 30 Investigations and proceedings conducted by public authorities
- Section 31 Law enforcement
- Section 33 Audit Functions
- Section 35 Formulation of government policy, etc
- Section 36 Prejudice to effective conduct of public affairs (except information held by the House of Commons or the House of Lords)
- Section 37 Communications with Her Majesty, etc and honours
- Section 38 Health and safety
- Section 39 Environmental information as this can be accessed through the [Environmental Information](#) Regulations.
- Section 40 Personal information; people cannot access personal data about themselves under the Freedom of Information Act as there is already access to such information under the General Data Protection Act 2018. Personal data about other people cannot be released if to do so would breach the General Data Protection Act.
- Section 42 Legal professional privilege
- Section 43 Commercial interests

Where a public authority considers that the public interest in withholding the information requested outweighs the public interest in releasing it, the authority must inform the applicant of its reasons, unless to do so would mean releasing the exempt information.

Exemptions where the public interest test does not apply ('absolute exemptions')

- Section 21 Information accessible to applicant by other means
- Section 23 Information supplied by, or relating to, bodies dealing with security matters (a certificate signed by a Minister of the Crown is conclusive proof that the exemption is justified. There is a separate appeals mechanism against such certificates)
- Section 32 Court record, etc.,
- Section 34 Parliamentary privilege (a certificate signed by the Speaker of the House, in respect of the House of Commons, or by the Clerk of the Parliaments, in



respect of the House of Lords is conclusive proof that the exemption is justified.)

- Section 36 Prejudice to effective conduct of public affairs (only applies to information held by House of Commons or House of Lords)
- Section 40 Personal information (where the applicant is the subject of the information. The applicant already has the right of 'subject accesses under the General Data Protection Act 1998; where the information concerns a third party and disclosure would breach one of the [General Data Protection Principles](#))
- Section 41 Information provided in confidence.
- Section 44 Prohibitions on disclosure where a disclosure is prohibited by an enactment or would constitute contempt of court.

The exemptions have been the subject of considerable debate throughout the parliamentary progress of the Act. This introduction does not attempt to provide an analysis of each exemption, or provide advice as to how exemptions might apply in particular circumstances. Such guidance will be developed over time and in the light of case by case experience.



Policy 27

SUSTAINABILITY POLICY

There is a growing awareness of the need to protect the environment, a view supported by MEAT.

Employees, learners and visitors should make every effort within their sphere of control to minimise any adverse effect of MEAT on the environment.

M.E.A.T (Ipswich) Limited urges employees and learners to:

- turn off lights when not required
- turn down heating levels
- purchasing eco friendly company vehicles and plan journeys to minimise the fuel used on MEAT business
- co-operate with any recycling initiatives for waste paper that are introduced
- maximising recycling opportunities
- minimal printing of documentation
- low energy efficient electrical equipment and installation
- providing cycle brackets for staff and learners

M.E.A.T (Ipswich) Limited has a policy forbidding smoking on its premises.

Signed:

JANE DALE,
Managing Director.

Reviewed: October 2021

To be reviewed: October 2022



WORKPLACE SMOKING POLICY

MEAT has a duty in common law to take reasonable care to protect the health of employees.

Section 2 (2) (e) of the Health and Safety at Work etc Act (1974) places a duty on employers to provide a working environment for employees:

“Provide and maintain a safe working environment which is, so far as is reasonably practical, safe, without risk to health and adequate as regards to facilities and arrangements for welfare at work.”

Under the Health and Safety at Work Act 1974 employees have duties to take reasonable care for the health and safety of themselves and others and to co-operate with MEAT as far as is necessary to enable MEAT to comply with the requirements of the Health and Safety at Work Act.

This smoking policy seeks to guarantee all employees the right to work in air free of tobacco smoke. All premises have been designated smoke-free since **1st July 2007** with adequate signage to inform employees and visitors of the smoke-free status of the building.

Common Areas

Smoking is not permitted in the following areas:

- Corridors
- Stairways
- Rest rooms
- Meeting rooms
- Training rooms
- Toilets
- Reception areas
- Entrances
- Car parks

Work Areas

Smoking is not permitted in any work area. This applies to all offices and work areas, whether occupied by one person, or shared by two or more.

Policy on smoking and rest areas

The Workplace (Health, Safety and Welfare) Regulations 1992, Regulation 25 (3) states: “Rest rooms and rest areas shall include suitable arrangements to protect non-smokers from discomfort caused by tobacco smoke”. This means that where there is a single rest area, it will be non-smoking.

Facilities for disposal of smoking refuse etc

Smoking may be permitted as appropriate on company land, but will not be permitted inside the buildings. Where smoking is permitted on land owned by MEAT, receptacles will be provided for the disposal of cigarette ends and other waste smoking materials



Vehicles

Smoking is not permitted in company vehicles. The policy of no smoking will apply to the car park.

Informing staff of the policy

MEAT has informed staff 60 days in advance and will provide all members of staff with a copy of this policy upon their request.

Visitors and temporary staff

Visitors and temporary staff are expected to abide by the terms of this policy. The following arrangements have been made for informing them of its existence:

Adequate signage

Receptionist/person greeting will inform the person of the policy, to be reinforced via the invitation letter or email if required.

Recruitment procedures

Job advertisements, job descriptions and interviews will include reference to this policy. On their appointment, all new staff members will be given a copy of this policy.

Help for those who smoke

This policy recognises that second-hand smoking adversely affects the health of all employees. It is not concerned whether anyone smokes, but where they smoke and the effect that this has on non-smoking colleagues. However, it is recognised that the smoking policy will impact on smokers' working lives. In an effort to help individuals adjust to this change, the following help is being provided:

For free help and support to stop smoking please contact the Suffolk Stop Smoking Service on 0800 0856 037

Enforcement of the policy

Breaches of this policy will be subject to the normal disciplinary procedures.

Signed:

A handwritten signature in blue ink that reads "Jane Dale". The signature is written in a cursive, flowing style.

JANE DALE,

Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



SAFEGUARDING YOUNG PERSONS AND VULNERABLE ADULT POLICY

Corona Virus - It is agreed we must take every reasonable step to reduce risk to the lowest possible level for staff and learners by taking preventive measures in order of priority. Coronavirus Policies and procedures to be followed during these uncertain times.



M.E.A.T
(Ipswich) Limited



Policy Summary

MEAT has a statutory obligation to safeguard and promote the welfare of its learners (under the Children Act 1989 and Section 175 of the Education Act 2002).

The policy covers:

Learners under the age of 18

Learners over the age of 18 who have learning or physical disabilities or suffer from mental ill health

Learners who have concerns regarding their siblings or offspring

Child/Vulnerable Adult abuse can involve any one or more of the following:

Neglect

Physical injury/violence

Sexual abuse

Emotional abuse

Financial abuse

Discriminatory abuse

This policy includes how we:

- Have a legal responsibility to fulfil the prevent duty statement
- Will protect apprentices and employees from radicalising influences
- Will ensure apprentices and employees are resilient to extreme narratives
- Will identify changes in behaviour of apprentices and employees
- Will deal with any issues raised by apprentices or employees

See our Prevent Policy for more information.

MEAT implements the policy in the following ways:

Staff must make it clear that they cannot guarantee confidentiality if a young person wishes to disclose a situation of abuse.

Staff must refer the young person to a designated member of staff.

The 5 Rs of Safeguarding – For All Staff

Recognise – Ability to recognise behaviour which may indicate abuse

Respond – Promptly, appropriately and sensitively to the learner and the situation

Report – Report concerns to a Safeguarding Officer

Record – Record precisely and promptly what has been alleged, ensuring details are accurate and factual

Do not ask questions and do not investigate

Do not record yours or others opinions as your report may be used as legal evidence

Give notes to the Safeguarding Officer



Refer - The Safeguarding Officer will decide if referral is appropriate and to which agency referral is made

Designated Staff

The **Senior Nominated Person** is:

Elaine Wright.

Introduction

Everyone in the training and education sector shares an objective to help keep children and young people safe by contributing to: Providing a safe environment for children and young people to learn in a training and education setting. Identifying children and young people who are suffering or likely to suffer significant harm and taking appropriate action with the aim of making sure they are kept safe both at home and in the training and education setting

Achieving this objective requires systems designed to:

- Prevent unsuitable people working with children and young people
- Promote safe practice and challenge poor and unsafe practice
- Identify instances in which there are grounds for concern about a child's welfare and initiate or take appropriate action to keep them safe
- Contribute to an effective partnership working with all those involved in providing services for children and young people (Safeguarding Children and Safer Recruitment in Education' DfES 2007)

For local authorities, schools, Training Providers and FE colleges, safeguarding therefore covers more than the contribution made to child protection in relation to an individual child/young person.

Safeguarding and promoting the welfare of children is defined as:

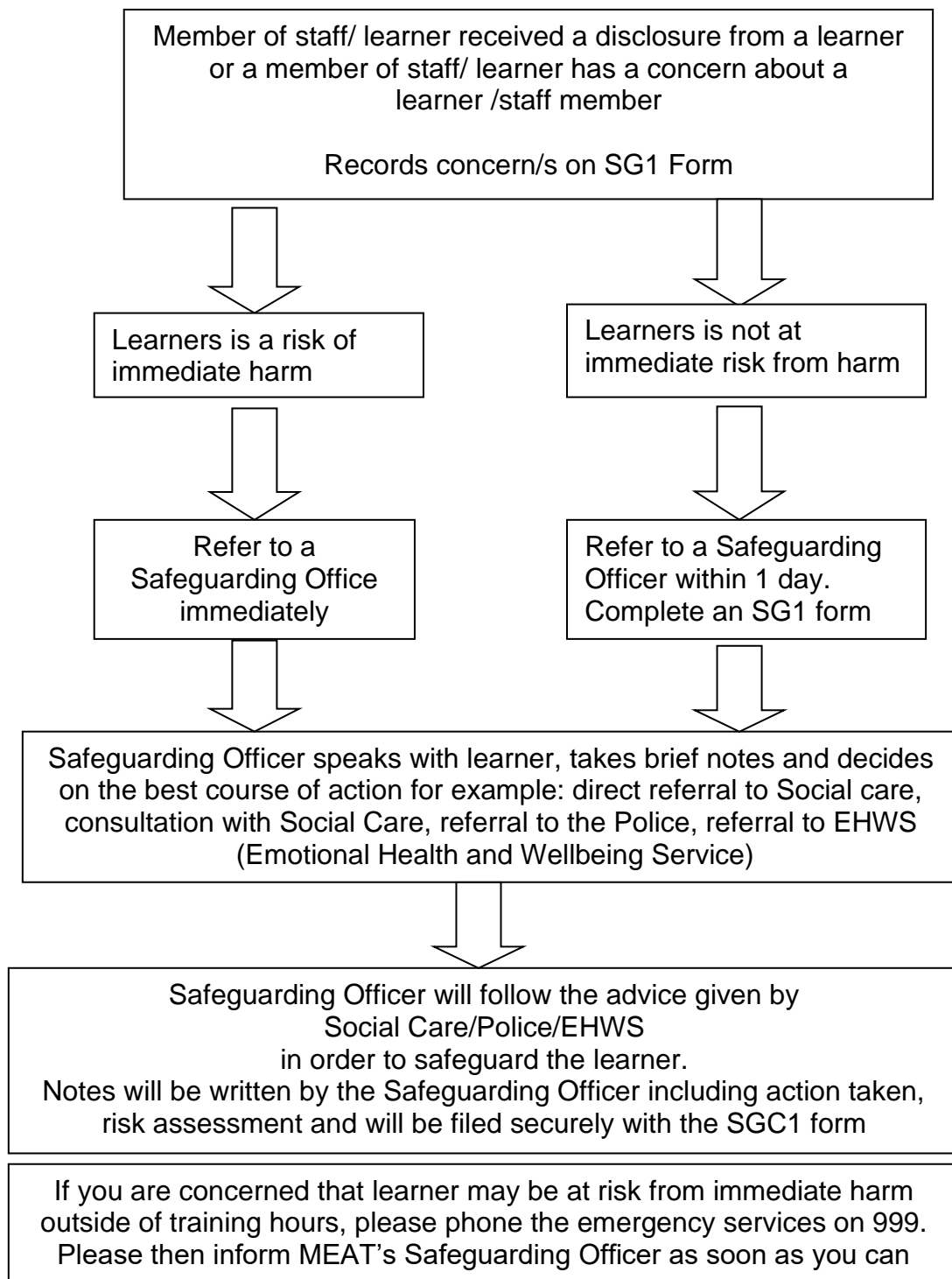
- Protecting a child from maltreatment
- Preventing the impairment of a child's health or development
- Ensuring that a child is growing up in circumstances consistent with the provision of safe and effective care
- Undertaking that role so as to enable a child to have optimum life chances and to enter adulthood successfully (Safeguarding Children and Safer Recruitment in Education' HM Gov 2007)

The policy aims to safeguard the interests of individual learners and outline the legal framework in which MEAT operates in relation to Child Protection issues. MEAT believes that young people attending training are usually mature enough and have a right to make important decisions about their own lives. In supporting our learners, there are occasions where a hasty response may not be in the best interests of the young person concerned. It is therefore intended that this policy and procedure be applied with sensitivity and respect.



Once an issue has been identified and raised by a learner relating to the protection of a child or vulnerable adult, MEAT will refer the case to the relevant Social Services Department as promptly as possible.

Flow Chat – Staff referral to a Safeguarding Office





Once the Safeguarding Officer receives the SGC1 form/details of concern from the member of staff learners /third party the Safeguarding Officer depending on the nature of the concern may inform Suffolk County Council Social Care by telephone. The referral may need to be followed up in writing either on an FORS (Family Operations Request for Support Form) (children) or SET SAF 1 (Adults).

The Safeguarding Officer will require the information below to make a referral:
learner's name, address, date of birth, family composition;

- other agencies involved with the learner;
- reason for referral;
- name of person receiving the referral and any advice given;
- name and contact details of referrer.

A written record of concerns about learners must be kept even where there is no need to refer the matter immediately.

All notes and documentation relating to the safeguarding and child protection are to be kept locked in the Safeguarding filing cabinet and not in the learner's educational file.

Suffolk Children's and Adult's Social Care (**Customer First 08088004005**)

Suffolk Children's and Adult's Social Care out of hours – (**Customer First 08088004005**)

Mental Health Service up to 18 years of age – (Mariner House) 01473 341100

Mental Health referrals for 18 years plus can only be made by a Health Professional i.e.: GP

Emotional Health Wellbeing 03031231503 www.wellbeing.nasds.go.uk

Police – Non emergency 101

Emergency 999

NHS – Non emergency advice 111

Emergency 999

General Principles

MEAT recognises that it has a statutory obligation under the Children Act 1989 and Section 175 of the Education Act 2002, to safeguard and promote the welfare of its learners. This document offers guidance and outlines procedures that should be followed in all cases of suspected abuse and situations of serious risk. It applies to all learners under the age of 18 or those over 18 who are considered to be "vulnerable adults". A Vulnerable Adult is a person aged 18 yrs or over who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to care for him or herself, or unable to protect him or herself against significant harm or exploitation.' (Lord Chancellor Dept. 1997 and 'No Secrets' DoH 2000).

MEAT also recognises its responsibility to safeguard children and vulnerable adults in the wider community, for instance, if a learner has younger siblings, offspring or a vulnerable adult within their family.

What is Abuse?

Abuse can involve inflicting harm or failing to act to prevent harm and can include any one or more of the following:

Physical abuse; Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child.

M.E.A.T

Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

Emotional Abuse; Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual Abuse; Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts.

They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Neglect; Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to provide adequate food and clothing, shelter including exclusion from home or abandonment, failing to protect a child from physical and emotional harm or danger, failure to ensure adequate supervision including the use of inadequate care-takers, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs. (Working Together to Safeguard Children, HM Gov 2006)

The Children Act 1989 places a duty on local authorities to take steps to protect children and gives certain powers to the Police so that they can take action to protect them where necessary. The Act defines a child as a person under the age of 18. **The Police and Social Services have the primary legal responsibility to protect children and investigate allegations of abuse.**

In relation to vulnerable adults, the Government sets out key principles in its guidance document 'No Secrets' (DOH, 2000), which says 'the protection of vulnerable adults should always receive a high priority and that all agencies should be able to clearly demonstrate they are able to respond to abuse with prompt, timely and appropriate action'.

This document outlines two forms of abuse, in addition to those previously mentioned, that may occur in relation to vulnerable adults. These are: -



Financial Abuse; including theft, fraud, exploitation, the misuse of possessions or benefits and pressure applied in relation to financial transactions

Discriminatory Abuse; that is based on a person's disability, including harassment

MEAT Policy

MEAT's duty of care, has a responsibility to act if there is a cause for concern and to notify the appropriate agencies so that they can investigate and take any action. However, it is not MEAT responsibility to investigate allegations or suspicions of abuse.

MEAT has a responsibility to provide information to Social Services about a learner or family, if required for a protection assessment.

In addition, MEAT may also provide help or a specific service to a learner as part of a protection plan agreed at a Child Protection Case conference and could also contribute to reviewing a learner's progress in this regard.

MEAT response to its role in safeguarding the welfare of its learners concerning abuse is:

- To ensure a risk assessment is undertaken in admitting a learner who may pose a threat to others
- To ensure the person who discloses abuse is offered all possible support
- To refer the learner to Social Services or other appropriate agency e.g. the Police or NSPCC, when the young person requests it or the situation necessitates it
- To appoint a nominated Senior Staff member and designated staff members with responsibility for child protection
- To provide appropriate staff training to ensure staff are aware of the issue of protection from abuse and the procedures to follow
- To raise awareness of issues relating to abuse within MEAT
- To work together with the Local Safeguarding Children's Boards

To review and monitor the policy and its procedures as set out below

Procedure

When a learner discloses to a member of MEAT staff that abuse has taken place, the Individual staff member should:

- Listen
- Stay calm
- Take him/her seriously
- Ask clarification questions only (if necessary). Remember that it is not your duty to



investigate

- Inform him/her that they will need to tell someone else

Remember staff cannot make guarantees of confidentiality. **If possible, they should warn the learner about this before (s)he discloses the abuse.** If the learner, then does not wish to continue (s)he should be encouraged to access support from specialist organisations.

A member of staff should not question the learner in depth. This is because asking leading questions or attempting to investigate the allegations could jeopardise any criminal investigation that may follow, the member of staff should re-assure the learner that they are doing the right thing in telling, but avoid making comments or judgements.

1. If the young person wishes to continue to disclose the abuse, the member of staff should:
 - Refer the learner to the Designated Person as soon as possible
 - Inform the young person of the action that would follow the conversation and assure them that they will be kept informed of developments
 - Write down what the learner has told them as soon as they can, using the learner's own words, including the time, the setting and names of those present and give this to the Designated Person
 - If the learner volunteers the information, it is useful to record the general nature of the allegation, where and when it occurred, who was involved and if any other persons were present.
 - This written account should be signed, timed and dated by the member of staff

If the disclosure is made by a parent/guardian/carer, **the member of staff should follow the same procedure and refer them to the Designated Person.**

Individual staff should never deal with abuse disclosures in isolation and should always refer to a Designated Person with responsibility for child/vulnerable adult protection. These are the only people who should make the decision of whether or not to report suspected abuse to Social Services or the Police.

2. Once a referral is made to the Designated Person, they will undertake to ensure that the learner is not in any immediate danger and seek medical attention if needed.
3. **The learner will be asked to repeat the disclosure they have made.** Every effort will be made to communicate with the learner in a way that is appropriate to their age, understanding and preference. This is especially important for learners with a disability or those whose preferred language is not English. The learner will be asked if there are younger children or any vulnerable adults who might also be at risk. However, the Designated Person will avoid asking leading questions and will not attempt to investigate the allegations. A written account will be made of the disclosure and the



context.

4. If the learner wishes to take the allegation forward, the Designated Person should support the learner in contacting Social Services, the Police, and the NSPCC.
5. When a learner is not sure about taking the allegation forward, the Designated Person can, without necessarily identifying the person in question, discuss concerns with Social Services or the Police, so that an informed decision can be reached.
6. Following consultation, the Designated Person will ask for the learner's views, if it is clear that they can understand the significance and consequences of a referral to Social Services or the Police. However, it remains the responsibility of the Designated Person to take whatever action is necessary to ensure the learner's safety and that of any other children or vulnerable adults who may be at risk. The Designated Person will always discuss cases and referrals with the Senior Nominated Person before taking action.
7. Where practicable, concerns will be discussed with a parent or guardian unless this may, either by delay or the behavioural response it prompts, place the learner at risk of harm. The learner's view will also be considered in deciding whether to contact their parent/guardian. A written record will be made of any discussion with parents or guardians.
8. In the event of a decision to report, the Designated Person should inform the learner of the proposed action and the reasons for the decision. Ideally this should happen before the appropriate agency is informed, unless doing so would place the young person at greater risk.
9. The Designated Person should contact the Social Services Department of the appropriate Local Authority by telephone in the first instance and record the date and time that this took place. The Designated Person will agree with the recipient of the referral what the learner and parents will be told, by whom and when. The Designated Person will make a confirmation of the referral in writing.
10. Where a learner decides not to take the matter further (and the designated person agrees), the learner will be asked to sign a written statement to that effect.
11. All concerns, discussions, decisions made and reasons for those decisions will be recorded. Written records will be kept in a securely locked location where unauthorised persons cannot access them.
12. The Designated Person will be the contact if Social Services or the Police require further information about the learner and if necessary, represent MEAT (Ipswich) Ltd at multi-agency strategy discussions or protection conferences.
13. There may be instances where more than one member of the designated staff will be



involved in a particular Disclosure. On occasions, designated staff may work collaboratively to deal with a case.

14. On an annual basis, the designated person will undertake a review of protection cases that have been recorded and review the procedures to ensure that they are kept up to date. It will also include details of any staff training undertaken by staff on the issue of Child Protection.

Support and guidance

Support and guidance are an essential part of the two weekly telephone tutorials when dedicated members of staff cover the whole range of equality and diversity issues. A list of support agencies is contained within the learner's induction workbook. There is also support and guidance on our website. We are easily accessible via email or telephone.

Allegations Against Staff

These should be referred immediately to the designated person who will then inform and involve other agencies and Managers as and where necessary. This would then move in to MEAT's Disciplinary Procedures, taking account of any current DfES guidelines 'Safeguarding Children and Safer Recruitment in Education', Chapter 5 – DfES 2007).

Designated Staff

The Designated Staff are:	Elaine Wright	01473 270757
	Jane Dale	01473 270757



You can find additional information on all listed below at

<http://www.suffolkscb.org.uk/safeguarding-topics/child-safety/>

- [Child Safety](#)
- [Child Sexual Exploitation \(CSE\)](#)
- [Child Trafficking](#)
- [Children in Need](#)
- [Domestic Abuse and Violence](#)
- [e-Safety](#)
- [Emotional Health and Wellbeing](#)
- [Fabricated Illness](#)
- [Female Genital Mutilation \(FGM\)](#)
- [Forced Marriage](#)
- [Gangs](#)
- [Honour Based Abuse and Violence](#)
- [Missing Children](#)
- [Modern Slavery](#)
- [Neglect](#)
- [Prevent and Vulnerable to Radicalisation](#)
- [Safeguarding in Sport](#)
- [Safer Recruitment](#)
- [Safer Sleep](#)
- [Self-Harm](#)
- [Substance Misuse](#)



Links to advice and Information

Disclosure and Barring Service Guidance

<https://www.gov.uk/disclosure-barring-service-check/overview>

<https://www.gov.uk/government/organisations/disclosure-and-barring-service>

Keeping children safe in education – September 2016

[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/550511/Keeping children safe in education.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/550511/Keeping_children_safe_in_education.pdf)

NSPCC

[Http://www.nspcc.org.uk/](http://www.nspcc.org.uk/)

Email: help@nspcc.org.uk

Telephone: 0800 800 5000

ChildLine

<https://www.childline.org.uk/Pages/Homes.aspx>

Telephone: 0800 1111

Ofsted Common Inspection Framework: education, skills and early years

[https://www.gov/government/uploads/system/uploads/attachment_data/file/461767/The common inspection framework education skills and early years.pdf](https://www.gov/government/uploads/system/uploads/attachment_data/file/461767/The_common_inspection_framework_education_skills_and_early_years.pdf)

Suffolk County Council - Child Protection and Suffolk Safeguarding Children and Adult Board

<http://www.suffolkscb.org.uk/contact-us/>

Email: lsbccommunication@suffolk.gov.uk.

Telephone: 01473 265359.



SAFEGUARDING

PROTOCOL FOR STAFF

Introduction

As an employee of MEAT and any other organisation working with learners, staff are required to demonstrate high standard in their exercise of authority, their management of risk and in the active protection of learners from discrimination and avoidable harm. This document is designed both to be useful to staff in avoiding situation that might lead to allegations against them and to reassure other parties, e.g. parents, schools, the Ofsted, DFE, LEA, and ESFA, that a strategy exist to safeguard learners

The vast majority of adults who work with learners in education settings act professionally. They seek to provide a safe and supportive environment, which secures the wellbeing and very best outcomes for children, young people and vulnerable adult learners in their care. It is recognised that achieving these aims is not always straightforward. Much relies on learners and staff interactions where tensions and misunderstanding can occur. It is here that staff behaviours can give rise to allegations being made against them. Allegations may be genuine, malicious or misplaced. They may arise from differing perceptions of the same event, but when they occur, they are inevitably distressing and difficult for all concerned.

Staff need to be prudent about their own conduct and vigilant about the conduct of others, so that their relationships with learners remain, and are seen to remain entirely appropriate and professional. Staff working with learners often feel vulnerable and require advice on what constitutes acceptable behaviours and what might be considered misconduct. This document addresses this and seeks to ensure that the duty of care towards learners and staff is promoted by raising awareness of unacceptable, unsafe and unwise behaviour.

Underpinning Principles

- The welfare of the learner is paramount.
- Staff must promote the general progress and wellbeing of individual learners and of any class or group of learners assigned to them.

Confidentiality

Members of staff may have access to confidential information about learners in order to undertake their everyday responsibilities. In some circumstances staff may be given additional highly sensitive or private information. They should never use confidential or personal information about a learner or his/her family for their own, or others' advantage (including that of partners, friends, relatives or other organisations). Information must never be used to intimidate, humiliate, or embarrass the learner.

Confidential information about a learner must never be used casually in conversation or shared with any person other than on a strictly need to know basis. In circumstance where



the learner's identity does not need to be disclosed the information should be used anonymously.

There are some circumstances in which a member of staff may be expected to share information about a learner, for example when abuse is alleged or suspected. In such cases, individuals have a duty to pass information on without delay to a Safeguarding Office or Designated Lead.

If a member of staff is in any doubt about whether to share information or keep it confidential, he or she should seek guidance from the Designated person. Any media or legal enquiries should be passed to senior management.

This means that staff:

- Are expected to treat information they receive about a learner in a discreet and confidential manner.
- In any doubt about sharing information they hold or which has been requested of them should seek advice from their Manager.
- Need to be cautious when passing information to others about a learner.
- Must never give an undertaking of absolute confidentiality. If staff do give an undertaking of absolute confidentiality, this could be regarded as an act of misconduct which would be addressed under Meat's disciplinary procedure.

Propriety and Behaviour

All staff have a responsibility to maintain public confidence in their ability to safeguard the welfare and best interest of learners. 'they must adopt high standards of personal conduct in order to maintain the confidence and respect of their peers, learners and the public in general.

An individual's behaviour should not compromise her/his position with the work setting.

This means that staff must not:

- Behave in a manner which would lead any reasonable person to question their suitability to work with learners or act as a role model.
- Make sexual remarks to a learner via any means (including email, text messages, phone or letter). Remarks about a learner's physical appearance or clothing are only justified in the context of the requirements of curriculum of health and safety. Learners may find any other such remarks intrusive or offensive.
- Discuss their own sexual relationships with or in the presence of learners.
- Discuss a learner's sexual relationship in inappropriate settings or contexts.
- Make (or encourage others to make) unprofessional personal comments which scapegoat, demean or humiliate, or might be interpreted as such.

Dress and Appearance

A person's dress and appearance are matters of personal choice and self-expression. However, staff must consider the manner of dress and appearance appropriate to their professional role which may be different to that adopted in their personal life. Staff must ensure they are dressed decently, safely and appropriately for the tasks they undertake. Those who dress or appear in a manner which could be considered as inappropriate could render themselves vulnerable to criticism or allegations

This means that staff must wear clothing which:



- Promote a positive and professional image.
- Is appropriate to their role.
- Is not likely to be viewed as offensive, revealing, or sexually provocative.
- Does not distract, cause embarrassment or give rise to misunderstanding.
- Is absent of any political or otherwise contentious slogans.
- Is not considered to be discriminatory.

Gift and money

It is against the law for public servant to take bribes. Staff need to take care that they do not accept any gift that might be construed as a bribery by others, or lead the giver to expect preferential treatment.

There are occasions when learners or parents wish to pass small tokens of appreciation to staff e.g. at Christmas or as a thank you and this is acceptable. However, it is unacceptable to receive gifts on a regular basis of any significant value.

Similarly, it is strongly inadvisable to give personal gifts or money (loan or given) to learners. This could be misinterpreted as a gesture either to bribe, or single out a learner. It might be perceived that a 'favour' of some kind is expected in return.

This means that staff must:

- Ensure gifts received or given in situations which may be misconstrued are declared.
- Generally, only give gifts to an individual learner as part of an agreed reward system.
- Ensure, that when giving gifts other than those above, that these are of insignificant value and given to learners equally.
- Ensure that you managers are made aware of gifts received.
- Ensure that they do not lend or give money to learners.

Infatuations

Staff need to be aware that it is not uncommon for learners to be strongly attracted to a member of staff and/or develop heterosexual or homosexual infatuation. As situations must be responded to sensitively to maintain the dignity of all concerned. Staff must also be aware that such circumstances always carry a high risk of words or actions being misinterpreted and for allegations to be made against staff.

A member of staff who become aware that a learner may be infatuated with themselves or a colleague must discuss this at the earliest opportunity with their manager so that appropriate action can be taken. In this way, steps can be taken to avoid hurt and distress for all concerned.

This means staff must: -

Report to management and indications (verbal, written or physical) that suggest a learner may be infatuated with a member of staff.

Social Contact

Staff must not establish or seek to establish social contact with learners for the purpose of securing a friendship or to pursue or strengthen a relationship. Even if a learner seeks to establish social contact, or if this occurs coincidentally, the member of staff must exercise



his/her professional judgement in making a response and be aware that such social contact could be misconstrued.

The use of social networking sites such as Facebook, Twitter and Instagram has raised new challenges for staff working with learners. Individuals are encouraged to post information of a personal and, sometimes, intimate nature, which in former times, would have been considered private and only accessible to close confidants. By posting this information it is now available to a wider public, including learners, and can no longer be valid to hold that, because the activity takes place outside the place or work, it is personal and private and nothing to do with third parties such as employers or the authorities. Where the information is potentially compromising – for example, when it touches upon aspect of a member of staff's private life in the areas of sexual behaviour, alcohol or drug misuse, activity that may be construed as being violent or illegal etc. – there is a real danger that it will become common knowledge and, as a result, seriously impact upon the member of staff's professional relationship with learners and the will become compromised.

This means that staff must:

- Always approve any planned contact with learners outside of MEAT with their manager, for example, when it is part of an award or pastoral care.
- Advise manager of any regular contact they have with a learners which may give rise to concern from any other person – work colleague, manager, other learners, or the public generally.
- Record and report to their line manage any situation which they fee might compromise the college or their own professional standing.
- Be aware of the potential ramification of posting private information onto a social networking site.
- Not invite/follow learners to “be their friend” or follow them on Social Media or access the learner pages/social media account

Physical Contact

As a general principle, staff should not engage in physical contact with their learners. However, there may be occasions when it is appropriate for staff to have physical contact with learners but it is crucial that they only do so in ways appropriate to their professional role.

When physical contact is made with learners this should be in response to their needs at the time, of limited duration and appropriate given their age, stage or development, gender, ethnicity and background. It is recognised, for example, that some learners may require physical assistance, where feasible, staff should seek the learner's permission before imitating contact. Staff should listen, observe and take not of the learner's reaction or feelings and so far as is possible, use a level of contact which is acceptable to the learner for a minimum time necessary.

Physical contact must never be secretive or for the gratification of the member of staff, or represent a misuse of authority. If a member of staff believes than an action could be misinterpreted, the incident and circumstance must be reported to a manager as soon as possible.

It is not possible to be specific about the appropriateness of each physical contact, since an action that is appropriate with one learner in on set of circumstances may be in appropriate in



another, or with a different learner. Staff should therefore use their professional judgement at all times.

Extra caution is required where it is known that a learner has suffered previous abuse or neglect. In the learner's view, physical contact might be associated with such experiences and lead to staff being vulnerable to allegation of abuse. It is recognised that many such learners are extremely needy and seek out inappropriate physical contact. In such circumstances staff must deter the learner sensitively by helping them to understand the importance of personal boundaries.

The general culture of 'limited touch' must be adapted, where appropriate, to the individual requirement of each learner. As mentioned, learners with high needs may require more physical contact to assist their everyday learning. The arrangements must be understood and agreed by all concerned, justified in terms to the learner's needs, consistently applied and open to scrutiny.

This means that staff must:

- Be aware that even well-intentioned contact may be misconstrued by the learner, an observer or by anyone to whom this action is described. Staff must not assume that because a learner does not react adversely to physical contact that they either want or welcome it. Teenagers, in particular, may dislike physical contact from an adult but be too embarrassed to say so.
- Never touch a learner in a way which may be considered indecent.
- Always be prepared to explain actions and accept that all physical contact will be open to scrutiny
- Never get involved in horseplay, tickling or fights.
- Be aware that any form of physical punishment of learners is unlawful as is any form of physical response to misbehaviour unless it is by way of restraint. It is particularly important that staff understand this, both to protect their own position and that of the organisation.

There may be occasions where it is necessary for a member of staff to physically restrain a learner to prevent him/her from inflicting injury to himself/herself or others. In such circumstances, only the minimum force necessary must be used and any action taken must be to restrain the learner. Where the member of staff has taken action to restrain a learner, he/she must report the matter to management without delay.

Activities which require Physical Contact

Some staff are likely to come into physical contact with their learners from time to time in the course of their training activities, for example when showing a learner how to use a knife or a piece of equipment. Staff must be aware of the limits within which such contact should properly take place and must consider the possibility of such contact being misinterpreted by the learner.

This means that staff must:

- Consider alternatives, where it is anticipated that a learner might misinterpret any such contact, perhaps involving another member of staff, or a less vulnerable learner in the demonstration.



- Always explain to a learner the reason why contact is necessary and what for that contact will take.

Behaviour Management

All learners have a right to be treated with respect and dignity. Staff must not use any form of degrading treatment to punish a learner. The use of humour can help to defuse a situation. The use of sarcasm, demeaning or insensitive comments towards learners is not acceptable in any situation.

This means that staff must:

- Not use force as a form of punishment
- Try to defuse situations before they escalate
- Keep parents informed of any sanctions
- Adhere to the discipline procedures

Physical Intervention

Physical intervention can be defined as ‘the reasonable application of the minimum necessary force to overpower a learners with the intention of preventing them from harming themselves or others, or from causing serious damage of property’.

Physical intervention must not be used as a form of punishment or, in normal circumstances, to enforce compliance with instructions. It must not be attempted where the member of staff is put at undue risk.

The circumstances which staff can intervene with a learner is covered by the 1996 Education Act. Staff may legitimately intervene to prevent a learner from committing a criminal offence, injuring themselves or others, causing damage to property, engaging in behaviour prejudicial to good order and to maintain good order and discipline. Staff must have regard to the health and safety of themselves and others.

Under no circumstance should physical force be used as a form of punishment. The use of unwarranted physical force is like to constitute a criminal offence.

Incident of physical intervention must, where appropriate, be subject to de-briefing for staff involved and lead a reviews of strategies for managing the behaviour of learners.

Staff must always seek to defuse situations. Where physical intervention is deemed necessary, it is advised that two staff be involved. Minimum force must be used for the shortest period necessary.

In all cases where physical intervention is deemed necessary, the incident and subsequent actions must be document and reported. All physical intervention should be recorded and submitted to the manager within one working day of the physical intervention.

One-to-one situations

Staff working in one to one situation with learners may be more vulnerable to allegations. Trainers/assessors and others must recognise this possibility and plan and conduct such meetings accordingly. Every attempt must be made to ensure the safety and security needs of both staff and learners are met.



Managers must ensure that risk assessments are undertaken in relation to the specific nature and implication of one to one work for each member of staff. In addition, each assessment must take into account the individual needs of each learner. Any arrangements must be reviewed on a regular basis. Managers must hold risk assessment in document for; any verbal coverage for the risk assessment must be known by the staff member's manager.

Pre-arranged meeting with learners away from the college must not take place unless approval is obtained for their parent if under 18 years or age and in all cases management.

This means that staff must:

- Avoid meeting with learners in remote, secluded areas.
- Ensure there is visual access and/or an open door in one to one situations.
- Inform other staff of the meeting beforehand, assessing the need to have them present or close by.
- Avoid use of 'engaged' or equivalent signs wherever possible. Such signs may create an opportunity for secrecy or the interpretation of secrecy.
- Always report any situation where a learner becomes distressed or any to management.
- Consider the need and circumstance of the learners involved.

Transporting Learners

In certain situations, e.g. out of college activities and visits, staff may be required to transport learners. A designated member of staff must be appointed to plan and provide oversight of all transporting arrangement and respond to any difficulties that may arise.

It is advisable that transport is undertaken in roadworthy vehicles which are appropriately insured and that the maximum capacity is not exceeded.

This means that staff must:

- Plan and agree arrangements for transport with all parties' parents/carers (for under 18 year olds) in advance.
- Carry out a risk assessment for the transport/journey.
- Ensure that they are alone with a learner for the minimum time possible.
- Be aware that the safety and welfare of the learner is their responsibility.
- Report the nature of the journey, the route and the expected time of arrival
- Ensure that their behaviour and all arrangements ensure vehicle, passenger and driver safety.
- Take into account any specific need that the learner/s may have.

In exceptional circumstances it may be necessary for a staff member to transport learner/s alone and/or in their own vehicle. The staff member and management must:

- Gain the written consent from the learners' parents – if the learner is under 18 years or up 25 years if they have SEN.
- Gain the written consent of the learner if they are over 18 years old.
- Record with management, the reason for the journey.
- Be aware of potential concerns which may arise from transporting a learner using their own vehicle.
- Ensure that their private vehicle is road worthy and has relevant insurance.



- Be aware that the safety and welfare of the learner is their responsibility until this is safely over to a parent/carer.
- Plan and agree arrangements with all parties in advance, responding sensitively and flexibly to disagreements.
- Ensure that they are alone with a learner for the minimum time possible.
- Report the nature of the journey, the route and the expected time of arrival.
- Ensure that their behaviour and all arrangements ensure, vehicle passenger and driver safety.
- Take into account any specific needs that the learner may have.

Educational visit/s and residential

Staff must take particular care when supervising learners in the less formal atmosphere of a residential setting or educational visits.

During college activities that place off the college site or out of college hours, a more relaxed discipline or informal dress and language code may be acceptable. However, staff remain in a position of trust and need to ensure that their behaviour cannot be interpreted as seeking to establish an inappropriate relationship or friendship.

Where out of college activities include overnight stays, careful consideration needs to be given to sleeping arrangements. Learners, staff and parent must be informed of these prior to a start of the trip.

Health and Safety arrangements require members of staff to keep colleagues/employers aware of their whereabouts, especially when involved in out of college activity. Staff must be aware of and follow guidance.

This means that staff must:

- Always have another adult present in out of college activities, unless otherwise agreed with management.
- Undertake risk assessments.
- Have parental consent to the activity if the learner is under 18 years of age.
- Ensure that their behaviour remains professional at all times.

First Aid and Administration of Medication

If a learner complains of injury or sickness, a judgement must be made as to whether she/he should be referred to a person qualified in First Aid or advised to see her/his own doctor. MEAT has trained first aiders who are responsible for administering first aid to learners and staff. These first aiders are not permitted to administer medication.

Staff who have to administer first aid are advised that, wherever possible, another adult is present, if they are in any doubt as to whether necessary physical contact could be misconstrued.

Medical Advice treatment or Transfer to Hospital

If the learner is under 18 the parent/guardian must be contacted. Wherever possible, the person should be accompanied to the hospital. If the learner has learning difficulties, parents, guardian or a carer must be contacted and the learner must be accompanied to hospital.



In both cases this is the responsibility of management.

A casualty may be transported to the hospital by ambulance or taxi, depending upon the severity and nature of the injury.

If the learner is under the age of 18 and requires further medical advice/treatment, for example from GP or Walk in Centre, the First Aider attending must advise the relevant tutor so they can determine whether or not they need to be accompanied.

If a learner need to be accompanied this is the responsibly of management to arrange.

Some learners may need medication during college hours. In circumstance where learners need medication regularly, the relevant manager must ensure that information is on file to ensure the safety and protection of learners and staff. With the permission of the parents, learners must be encouraged to administer the medication themselves.

Provision of wellbeing support

Staff may from time to time be approached by learners for advice. Learners may also appear distressed and staff feel the need to ask if all is well. In such cases staff must judge whether is appropriate for them offer advice or whether to refer to the safeguarding team who have experience or responsibility for welfare or safeguarding.

Staff are advised never to stop a free-flowing account/disclosure of abuse but to make sure that an appropriate point they inform the learner that they cannot keep such information confidential and they must tell someone else to get help.

A learner may ask a member of staff to 'keep secret' or to promise not to tell other people what they are about to tell them or have told them; where this happens, the member of staff must explain that they are not able to promise confidentiality as they may need to tell someone else if they are to help the learner.

Staff must never give an undertaking of absolute confidentiality. If staff do give an undertaking of absolute confidentiality, this could be regarded as an act of misconduct which would be addressed under MEAT's disciplinary procedure.

Structure of learning

Areas of the curriculum can include or raise subject matter which is sexually explicit, or of an otherwise sensitive nature. For example, discussions around radicalisation. Care must be taken to ensure that resource materials cannot be misinterpreted and clearly relate to the learning outcomes identified by the lesson plan. This plan must highlight particular areas of risk and sensitivity. The curriculum can sometimes include or lead to unplanned discussion about subject matter of a sexually explicit or otherwise sensitive nature. Responding to learners' questions can require careful judgement.

Care must be taken to abide by MEAT's Equality and Diversity policy.

This means that staff must:

- Have clear written lesson plans.
- Be aware and sensitive to learners who may be affect by these topics and discussion and refer the learner to safeguarding for additional support.



Marketing Photography and Videos

Many college activities involve recording images. These may be undertaken as part of the curriculum, for marketing and publicity, or to celebrate achievement.

Staff need to be aware of the potential for these aspects for teaching to be misused for pornographic or 'grooming' purposes. Careful consideration must be given as to how these activities are organised and undertaken. Learners particular regard needs to be given when they are involve with young or vulnerable learners who may be unable to question why or how the activities are taking place.

Learners who have been previously abused in this way may feel threatened by the use of photography, filming etc. in the teaching environment.

Staff must remain sensitive to any learners who appear uncomfortable and recognise the potential for misinterpretation.

Using images of learners for publicity purposes will require the age-appropriate consent of the individual concerned and their legal guardians. Image must not be displayed on websites, in publications or in a public place without such consent. The definition of a public place includes areas where visitors to the college have access.

It is recommended that when using a photograph, the following guidance must be followed:

- If the photograph is used, avoid naming the learner
- If the learner is named, avoid using the photograph
- MEAT should establish whether the image will be retained for further use
- Images should be securely stored and used only by those authorised to do so

This means staff must:

- Be clear about the purpose of the activity and about what will happen to the photographs when the lesson/activity is concluded.
- Ensure management is aware that the photography/image equipment is being used and for what purpose.
- Ensure that all images are available for scrutiny in order to screen for acceptability.
- Be able to justify images of learners in their possession.
- Avoid making images in one to one situations

This means: -

- Take, display or distribute image of learners unless they have consent to do so.

Internet Use

Under no circumstance should MEAT access inappropriate images. Accessing child pornography or indecent image of children on the internet, and making, storing or disseminating such material, is illegal and, if proven, will invariably lead to the individual being barred from working with children and young people.



Using MEAT equipment to access inappropriate or indecent material, including adult pornography, is likely to give cause for concern particularly if as a result learners might be exposed to inappropriate or indecent material.

This means: -

- Follow MEAT policy on IT. There will be a new IT infrastructure from December 2021 which will monitor IT usage.

Access to the Policy

All staff must be familiar with all policies and procedures relating to safeguarding, these are held at MEAT.

Signed:

JANE DALE
Managing Director

Reviewed: October 2021

To be Reviewed: October 2022



Safeguarding Concerns 1 Record Form

MEAT IPSWICH LTD

Trainers and others must recognise this possibility

To be completed by the staff member who has a concern or received a disclosure of concern from a learner/third party

When should I complete this form?

This form should be completed when you have a Safeguarding Concern about a learner or have received a disclosure and the learner is **not** at risk from immediate harm.

This form must be submitted to Safeguarding **within one working day** of the disclosure/concern.

Submitting the form

If the learner is at immediate risk from harm, please contact MEAT immediately. Once the Safeguarding Officer is handling the case and the learners is safe you will be asked to complete this form.

Please submit this form to MEAT:

By phone Safeguarding can be contacted on 01473 270757 9.00am – 5pm Monday - Friday, if learner is at risk please call the emergency services on 999.

Details of Concern/Disclosure Date	
Time	
Name of Learners /s	
Learner Number	
Learner D.O.B	
Learner Age	
Learner Course	
Staff Member Name:	



Details of concern/disclosure: (Please attach extra further sheets if required)
Record the following factually using the learner's words:

Who? What? When (date and time of any incident/s), Any Witnesses?

What has been done to ensure the immediate safety of the learner?

Signature of Staff Member:



ANTI-BULLYING POLICY

Statement of Intent

MEAT is committed to providing a caring, friendly and safe environment for all of our employees, learners and visitors so they can work and/or learn in a relaxed and secure atmosphere. Bullying of any kind is unacceptable. If bullying does occur, all employees, learners and visitors should be able to report this in a non-threatening environment and know that incidents will be taken seriously and dealt with promptly and effectively. We are a *TELLING* training provider. This means that anyone who knows that bullying is happening is expected to tell any member of staff.

What Is Bullying?

Bullying is the use of aggression with the intention of hurting another person either physically or emotionally. Bullying results in pain and distress to the victim.

Bullying can be:

- Emotional being unfriendly, excluding, tormenting (e.g. hiding books, threatening gestures)
- Physical pushing, kicking, hitting, punching or any use of violence
- Racist racial taunts, graffiti, gestures
- Sexual unwanted physical contact or sexually abusive comments
- Homophobic because of, or focussing on the issue of sexuality
- Verbal name-calling, sarcasm, spreading rumours, teasing
- Cyber All areas of internet, such as email & internet chat room misuse
Mobile threats by text messaging & calls
Misuse of associated technology, i.e. camera & video facilities

Why is it Important to Respond to Bullying?

Bullying hurts. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect and to learn or work in a respectful environment. Pupils who are bullying need to develop different ways of behaving.

Training Providers have a responsibility to respond promptly and effectively to issues of bullying.

Objectives of this Policy

- All staff, employers, learners and parents should have an understanding of what bullying is.
- All teaching and non-teaching staff should know what the policy is on bullying, and follow it when bullying is reported.
- All learners and employees should know what the training school policy is on bullying, and what they should do if bullying arises.
- As a training organisation we take bullying seriously. Learners and parents should



be assured that they will be supported when bullying is reported.

- Bullying will not be tolerated.

Signs and Symptoms

A learner may indicate by signs or behaviour that he or she is being bullied. Adults should be aware of these possible signs and that they should investigate if a child:

- is frightened to attend training workshops
- changes their usual routine
- begins to truant
- becomes withdrawn anxious, or lacking in confidence
- starts stammering
- attempts or threatens suicide or runs away
- cries themselves to sleep at night or has nightmares
- feels ill in the morning
- begins to perform poorly in work
- has possessions which are damaged or "go missing"
- asks for money or starts stealing money (to pay bully)
- has unexplained cuts or bruises
- becomes aggressive, disruptive or unreasonable
- is bullying other children or siblings
- stops eating
- is frightened to say what's wrong
- gives improbable excuses for any of the above
- is afraid to use the internet or mobile phone
- is nervous & jumpy when a cyber message is received
- changes their behaviour

These signs and behaviours could indicate other problems, but bullying should be considered a possibility and should be investigated

Procedures

1. Report bullying incidents to staff
2. In cases of serious bullying, the incidents will be recorded by staff/employer and details taken of where this occurred
3. In serious cases employer/parent/guardian should be informed and will be asked to come in to a meeting to discuss the problem at the earliest possible convenience
4. If necessary and appropriate, police will be consulted
5. The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly
6. An attempt will be made to help the bully (bullies) change their behaviour



Outcomes

- 1) The bully (bullies) may be asked to genuinely apologise. Other consequences may take place.
- 2) In serious cases, suspension or even exclusion will be considered depending on employer's policy
- 3) If possible, the pupils will be reconciled
- 4) After the incident / incidents have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place.
- 5) M.E.A.T (Ipswich) Ltd will offer to assist learning in finding alternative employment

Prevention

- Equality of Opportunity training

HELP ORGANISATIONS:

Children's Legal Centre
Parent line Plus
Bullying Online

0845 345 4345
0808 800 2222
www.bullying.co.uk

Signed:

JANE DALE
Managing Director

Reviewed: October 2021
To be Reviewed: October 2022



ECM POLICY

Every child Matters (ECM) is a Government policy designed to improve the well-being and life chances of all children. It focuses on five interrelated key outcomes, which every child should be given the necessary support to achieve.

Outcomes

These are:

- be healthy
- stay safe
- enjoy and achieve
- make a positive contribution
- achieve economic well-being

For a Training Provider effectively, it must work towards of these outcomes, ensuring the welfare and happiness of all its learners so that they are able to learn and develop fully. Every Child Matters policy has been written to raise awareness of the ECM outcomes, and to enable all stakeholders (staff and those external to the organisation) to understand MEAT's aims and some of the steps it is taking to achieve these aims.

Provision

M.E.A.T (Ipswich) Ltd takes responsibilities to Every Child Matters seriously and all its learners in achieving ECM outcomes. MEAT endeavours to embed ECM within its provision.

All learners are treated as individuals, their needs, wants and aspirations are catered for whenever reasonably possible.

For example, if a learner would like to attend MEAT to learn butchery techniques not available at their workplace i.e. beef butchery – they work in pork processing. Training on the job, assessor/trainers will extend visiting time to complete one to one training in practical or/and theory.

Fast tracking due to change in personal circumstances for example Pregnancy, learner wishing to complete before baby is due.

ECM embedded in lesson plans.

Learners are given healthy food, snacks and drinks when attending MEAT.

Advanced Apprenticeships are offered 3-day taster sessions before commitment is made and learner is signed up.

Learners are encouraged to give something to communities by raising money for charities.

Trips and competition to learn through stimulation and challenging experiences are available.

Policies and Procedures



Supportive for all learners, resulting in excellent relationship between trainers/assessors, learners and employers.

Target Services

Tutorials
Sign post to access
Agency for specialist support

Celebrating Success

Learner of the Month and Year
National and Local competition winners (National recognition – via Butchers Hall)
Newsletters

Work with Employers/parents/guardians

Work is carried out to work with employer and parents/guardian to resolve issues
IAG (information, advice and guidance) is available
Information sessions and hands on practical experiences is offered
Newsletters
Questionnaires
Website

Conclusion

MEAT places high priority on the safety and well-being of its learners, believing that only health, happy learners can achieve. Many of our learners were non academic achievers with little esteem, therefore the ECM principles are essential in order learners fulfil their potential.

Signed:

A handwritten signature in blue ink that reads "Jane Dale".

JANE DALE
Managing Director.

Reviewed: October 2021
To be Reviewed: October 2022



POLICY ON BOMB THREAT

1 POLICY STATEMENT

Setting of explosive or other potential dangerous devices (bomb threats) is a potential hazard to the premises and surrounding area. The consequence of an incident could be potentially serious. The aim at all times must be to ensure that effective procedures are in place are clearly understood and followed to ensure, so far as it is reasonably practical, the safety of learners, customers, the general public and staff.

All staff have a legal responsibility to observe the Bomb Threat Policy and procedure at all times. It is imperative that all staff understand what to do in the event of a bomb threat to ensure the safety of their colleagues, customers, the general public and themselves.

2 RESPONSIBILITIES FOR BOMB THREATS PRECAUTIONS

Jane Dale the Managing Director has overall responsibility for managing all bomb threat situations throughout the business, in her absence, Elaine Wright the General Manager.

3 SENIOR MANAGER/NOMINATED DEPUTY

The Managing Director, or in her absence, the General Manager is responsible for the:

- Implementation of the procedures and precautions when dealing with bomb threats.
- Ensuring that all staff receive the necessary training and clearly understand the procedures for bomb threat.
- Co-ordinating and directing customers, the general public and staff in the event of bomb threat.
- Reporting all bomb threat incidents to the police.

4 STAFF

Staff have responsibility:

- **To know what to do in the event of a bomb threat and take appropriate action.**
- **To know what to do if a suspicious package/letter is discovered and take appropriate action.**
- **To participate in bomb alert training and evacuation.**
- **Never compromise the security of the building in any way (i.e. leaving doors insecure).**

Signed:

JANE DALE
Managing Director.

Reviewed: October 2021
To be Reviewed: October 2022



POLICY ON LONE WORKER

MEAT ensures the health, safety and welfare of lone workers in order to reduce the risks of lone working as far as is reasonably possible and practicable.

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Definitions

Lone Worker

A lone worker is anyone who works in isolation from their colleagues without close or direct supervision.

People working alone in butchers'/fishmongers premises

People who work from home

People working separately from others, e.g. in training establishments

Scope

Own Employees

This Policy applies to all employees permanent or temporary of MEAT or visiting professionals employed to provide services on their behalf.

Contractors

This Policy also applies to participating Independent Contractors and their employed staff.

Legal requirements

Applicable Laws

MEAT has an obligation under the Health and Safety at Work Acts 1974, to ensure the Health, Safety and Welfare of their employees. The Management of Health and Safety at Work Regulations (MHSWR) 1999 places a duty on employers, to identify significant risks within the organisation and implement suitable risk treatments, to reduce those risks so far as is reasonably practicable.

Places of Work

Where workers are on premises where someone other than their employer has control, their safety is the responsibility of the main occupier of those premises, provided that the occupier is also an employer or conducting an undertaking there.

Where an employer does not exercise control over the premises it is more difficult to ensure a safe and healthy environment. Regulation 10 of MHSWR requires employers (including self employed i.e. Independent Contractors) to provide comprehensible information on health and safety for others who are working on or visiting their premises.

Personal responsibility

Employees have a responsibility to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

This policy should ensure that such persons do not take short cuts or employ dangerous practices but that they are instructed to consider and identify potential hazards and to implement a form of risk assessment to ensure the safety of themselves and any of other persons they may be working with.

Working outside normal hours



Where a person is required or requests to work after normal working hours and alone, it is necessary to identify the degree of risk in assessing whether or not this is a safe practice. Meat must make a “suitable and sufficient” assessment of any risks to the health and safety of their employees. Any such risks identified are likely to be greater for lone workers.

Policy Aims

The aim of this policy is to ensure, so far as is reasonably practicable, that staff who work alone are not exposed to risks to their Health and Safety and to outline the steps to reduce and improve personal safety to staff who work alone.

The policy also aims to raise awareness of safety issues relating to lone working.

The Managing Director is available to provide advice to managers or staff on any aspect of the policy and procedure.

Objectives

The objectives of this policy are to ensure:

1. Lone workers are identified.
2. That risks inherent in lone worker situations are assessed and suitable precaution are measured and taken.
3. There is a local safe system of work which:
 - Records the whereabouts of lone workers
 - Tracks the movement of lone workers
 - Follows an agreed system for locating staff who deviate from their expected movement pattern.

Risk Assessment

Risk assessment is the overall process of performing a written risk assessment and evaluation to identify methods to control the severity of the risk.

Risks assessed during the process include:

Violence and Aggression

Isolated areas

Sudden illness

Building condition

Substances Hazardous to Health

Vehicle breakdowns

Weather hazards

Other risks may be identified during the assessment process.

Safe System of Work

A method of working which addresses risks that cannot be controlled in any other way. Safe systems of work are systems, which means they should be constantly monitored to identify weakness and improve methods of controlling the risk. A “buddy system” for safe working is considered and encouraged during induction periods and when necessary.

Systems of work is designed to reduce the need for lone working where possible. Where this is not possible, safe work practices are implemented, in line with the findings of a general risk assessment, to avoid or minimise the possibility of abuse. Personnel attack alarms, mobile phones and physical barriers can only be used in conjunction with safe practice.



Organisational responsibilities

Responsibilities for the health and safety of lone workers are allocated as follows:

Senior Management

1. Ensure the management of Lone Working within the Organisation is adhered to under the Health and Safety Policy.
2. Maintain a log of the locations of employees considered to be lone workers.
3. Maintain contact with staff that work alone, both internally and externally via telephone (daily).
4. Implement systems to identify those staff who do not report or return at the expected time – investigate if not telephoned office by 4.00 pm.
5. Ensure systems are in place to take action to contact / locate staff that have failed to make contact or return at the expected time.
6. Raise the appropriate level of alert / alarm and inform the manager on call if staff cannot be contacted / located within 2-3 hours after the expected time of contact or return.
7. If staff cannot be located, then contacting the police.
8. Monitoring feedback from the organisation on lone worker risk and seek to improve processes.
9. Monitor and update this policy as appropriate

The Managing Director and General Manager identify all staff who are likely to work regularly in isolation from their colleagues, to assess the risks that such lone working presents.

Having assessed the risks MEAT decide whether lone working is reasonable or not in these situations. Report to the General Manager any situation where the risks cannot be controlled.

If lone working is considered reasonable, then the manager must ensure that suitable precautions are in place, such as:

Mobile telephones

Team working

Giving information on known risks

Reporting in procedures

Recording identified risks on the local risk register.

1. To ensure all staff that work alone are made aware of this policy.
2. To support staff who are victims of violence and aggression

Employees

1. Identify any activity carried out by them which will involve them working alone for more than 3 hours.
2. Comply with any precautionary measures including guidelines laid down by managers such as a “buddy system”.
3. Provide any of the following information that may be needed to set up a safe system of work:

Working alone at the beginning and end of the normal working hours

Daily out of base work place



Detail of the make, model, colour and registration number of the vehicle being used.

Notifying any changes to the daily out of base work plan (i.e. ad-hoc or “spur of the moment” visits).

Informing key person (“buddy”) on return to base.

1. Report to their managers any unsafe or potentially unsafe situations, and to report incidents in which violence, aggression and or threats using the incident reporting procedure.
2. Take reasonable care for their own safety and not expose themselves to unnecessary risk.
3. To attend any training provided.

Health and Safety Management

Financial Implications

Costs associated with the Lone Worker Policy and its implementation is the responsibility of the Managing Director and General Manager:

Cost of monitoring and alerting systems

Mobile phone costs

Costs of safe parking

Training

Risk assessment

Doubling-up on staff where needed for appointments

Costs that MEAT does not meet include:

Parking fines

References to other policies within the Organisation

Health and Safety Policy

Risk Management Policy

Anti Bullying Policy

Signed:

JANE DALE

Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



POLICY ON INFORMATION, ADVICE AND GUIDANCE

The purpose of our Information, Advice and Guidance Service is to support enquirers considering learning with MEAT and to support learners in achieving their aspirations, including their learning and career goals through training with MEAT. In the delivery of Information, Advice and Guidance (IAG), we support enquirers and learners in making decisions about their learning and career planning based on their individual needs, circumstances and interests. We place an emphasis on opportunities for independent self-assessment and decision making by providing information and advice that is easy to access, clear, relevant and up to date. Our service is delivered in accordance with the principles of the nationally recognised **matrix** quality standard (www.matrixstandard.com) and the company's Data Protection Policy.

We contribute to the company's commitment to "deliver an outstanding learner experience".

Our Service aims to deliver IAG to enquirers and learners who are registered on, or considering registering for, a qualification or course with MEAT. Our objectives are to:

- empower enquirers and learners to achieve their learning and career goals and to develop independence in their decision making
- ensure that the delivery of IAG is responsive to changes and developments both internally and externally, including changes to our learner markets
- support the improvement of learners' completion and progression rates
- work proactively and collaboratively internally to enhance the effective delivery of IAG
- identify and work in partnership with external organisations to inform and enhance our service to our learners.

We will achieve these objectives by:

- raising awareness of the service so that enquirers and learners know what they can expect and how to access it
- producing and regularly reviewing an annual development plan to ensure we continually improve our service



- providing timely and targeted IAG to learners at key points along their journey that recognises and is responsive to diverse and distinct need
- ensuring our information and advice is personalised, accessible, accurate, up to date and applies innovative technology where appropriate
- providing opportunities for learners to access advice and guidance in a variety of ways including online discussion forums, email and telephone
- ensuring members of staff have the training, skills and knowledge appropriate to their roles
- encouraging and acting on learner and staff feedback
- identifying key internal and external stakeholders and agreeing processes by which we can work collaboratively.

Our staff work collaboratively to deliver IAG to enquirers and learners in line with service standards. A yearly IAG development plan outlines how the IAG policy is translated into services and actual practice.

We aim to provide IAG which respects the needs of the individual enquirer or learner and is in their best interests. We deliver a service that is targeted to the specific needs of enquirers and learners at different stages of their learner journey.

We are committed to developing the IAG service through continuous quality improvement and to ensure the expertise of staff using appropriate frameworks.

Signed:

JANE DALE
Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



Policy 35

POLICY ON GRIEVANCE

MEAT is committed to “Right First Time” but recognise there may be instances, when our high standards are not met; hence our grievance procedure is in place in order we can learn from our mistakes and improve any shortfalls in the operation of the company.

Signed:

A handwritten signature in blue ink that reads 'Jane Dale'.

JANE DALE
Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



Policy 36

PREVENT POLICY



M.E.A.T
(Ipswich) Limited

INTRODUCTION

MEAT IPSWICH POLICIES

October 2021

ISSUE 21



The threat to the UK from international terrorism is substantial. The terrorist threats that we now face are more diverse than ever before, dispersed across a wider geographical area and often in countries without effective governance. We therefore face an unpredictable situation.

The purpose of this policy is to:

- **Prevent violent and non-violent extremism and radicalisation**
- **Ensure an awareness of Prevent within MEAT**
- **Provide a clear framework to structure and inform our response to safeguarding concerns, including a supportive referral process for those who may be susceptible to the messages of extremism**
- **Embed British Values into learning**
- **Recognise current practice which contributes to the Prevent agenda**

Who does this policy apply to?

The Prevent Policy applies to everyone working at or attending MEAT. It confers responsibilities on directors, staff, learners, volunteers, contractors, visitors, consultants and those working under self-employed arrangements.

This policy includes how we:

- Have a legal responsibility to fulfil the prevent duty statement
- Will protect apprentices and employees from radicalising influences
- Will ensure apprentices and employees are resilient to extreme narratives
- Will identify changes in behaviour of apprentices and employees
- Will deal with any issues raised by apprentices or employees

Policy Statement

The aim of the Prevent Policy is to create and maintain a safe, healthy and supportive learning and working environment for our learners, staff and visitors alike. We recognise that extremism and exposure to extremist materials and influences can lead to poor outcomes for learners. We further recognise that if we fail to challenge extremist views we are failing to protect our learners from potential harm. As such the Prevent agenda, will be addressed as a safeguarding learners concern.

MEAT has adopted the Prevent Duty in accordance with legislative requirements. However, we will endeavour to incorporate the relevant duties so as not to:

- (a) Stifle legitimate discussions, debate or learners engagement activities in the local community; or
- (b) Stereotype, label or single out individuals based on their origins, ethnicity, faith and beliefs or any other characteristics protected under the Equality Act 2010.

Why do we need this policy?

Background information

Prevent is one of 4 strands of the Government's counter terrorism strategy – CONTEST. The UK currently faces a range of terrorist threats. Terrorist groups who pose a threat to the UK seek to radicalise and recruit people to their cause. Therefore, early intervention is at the heart of Prevent which aims to divert people away from being drawn into terrorist activity.



The national Prevent Duty confers mandatory duties and responsibilities on a range of public organisations, including Further Education Colleges, and seeks to:

- Respond to the ideological challenge of terrorism and aspects of extremism, and the threat we face from those who promote these views.
- Provide practical help to prevent people from being drawn into terrorism and violent extremism and ensure they are given appropriate advice and support.
- Work with a wide range of sectors where there are risks of radicalisation which needs to be addressed, including education, criminal justice, faith, the internet and health.

The Government has created a system of 'threat level' which represents the likelihood of a terrorist attack in the near future. The current threat level from international terrorism in the UK is severe (at time of issue), which means that a terrorist attack is highly likely.

Our Prevent Policy has five key objectives:

1. To promote and reinforce shared values, including British Values; to create space for free and open debate; and to listen and support the learner voice.
2. To breakdown segregation among different learners communities including by supporting inter-faith and inter-cultural dialogue and understanding; and to engage all learners in playing a full and active role in wider engagement in society.
3. To ensure learner safety and that MEAT is free from bullying, harassment and discrimination.
4. To provide support for learners who may be at risk of radicalisation, and appropriate sources of advice and guidance.
5. To ensure that learners and staff are aware of their roles and responsibilities in preventing violent and non-violent extremism.

British Values are detailed within the Prevent Duty and include democracy, the rule of law, Individual and mutual respect and tolerance of different faiths and beliefs.

Definitions

The following are commonly agreed definitions within the Prevent agenda:

An **ideology** is a set of beliefs.

Radicalisation is the process by which a person comes to support terrorism and forms of extremism that may lead to terrorism.

Safeguarding is the process of protecting vulnerable people, whether from crime, other forms of abuse or from being drawn into terrorism-related activity.

Terrorism is an action that endangers or causes serious violence, damage or disruption and is intended to influence the government or to intimidate the public and is made with the intention of advancing a political, religious or ideological.

Vulnerability describes factors and characteristics associated with being susceptible to radicalisation.



Extremism is vocal or active opposition to fundamental ***British Values***, including democracy, the rule of law, Individual and mutual respect and tolerance of different faiths and beliefs.



Aims

Leadership and Values

To create and maintain MEAT's ethos that upholds core values of shared responsibility and wellbeing for all learners, staff and visitors whilst promoting respect, equality and diversity and understanding.

This will be achieved through:

- Promoting core values of respect, equality and diversity, democratic society, learner voice and participation.
- Building staff and learner understanding of the issues and confidence to deal with them through mandatory staff training, specialist tutorials, awareness campaigns and community engagement activities.
- Deepening engagement with local communities and faith groups.
- Actively working with representation from Police, Local Authorities, Health, Education, Probation, and Fire & Rescue services.

Teaching and Learning

To provide learning that promotes British Values, knowledge, skills and understanding, to build the resilience of learners by undermining extremist ideology and supporting the learner voice.

This will be achieved through:

- Embedding British Values, equality, diversity and inclusion, wellbeing and community cohesion throughout their learning.
- Promoting wider skills development such as social and emotional aspects of learning.
- Learning adapted to recognise local needs, challenge extremist narratives and promote universal rights.
- Teaching, learning and assessment strategies that explore controversial issues in a way that promotes critical analysis and pro-social values.
- Encourage learner voice.

Learners Support

To ensure that staff take preventative and responsive steps, working with partner professionals, families and communities.

This will be achieved through:

- Strong, effective and responsive learner support services.
- Developing strong community links and being aware of what is happening in the locality, including within our own community.
- Implementing anti-bullying strategies and challenging discriminatory behaviour.
- Recognising factors that may increase risk to a learner i.e. vulnerability, disadvantage or hardship, and implementing early risk management strategies.
- Ensuring that learners and staff know how to access support at MEAT and/or via community partners.
- Supporting learners with problem solving and repair of harm.



- Supporting 'at risk' learners through safeguarding and crime prevention processes.
- Focusing on narrowing the attainment gap between the different groups of learners.
- Working collaboratively to promote support for learners across all areas, including those learners in off-site provision.

Roles and responsibilities

Whilst this is a standalone policy, it is integral to our Safeguarding Policy and should be applied as an extension to the MEAT's current and established safeguarding procedures.

Managing Director

The Managing Director have a legal responsibility under the Prevent Duty to make sure they have undertaken training in the Prevent Duty. Additionally, they must ensure that:

- all MEAT staff have undertaken training in the Prevent Duty;
- all MEAT staff are aware of when it is appropriate to refer concerns about learners, learners or colleagues to the Safeguarding Officer;
- all MEAT staff exemplify British Values into their values;
- policies and procedures to implement the Prevent Duty are in place and acted on where appropriate.

Prevent Lead for MEAT

The Managing Director and General Manager are the Prevent Leads and Designated Safeguarding Leads, with responsibility for ensuring that MEATs Prevent Strategy is implemented and that any concerns are shared with the relevant organisations, in order to minimise the risk of our learners becoming involved with terrorism.

A risk assessment is carried out in order to have an awareness and understanding of the risk of radicalisation in our area and organisation.

MEAT Safeguarding

The Safeguarding and Prevent personnel meets regularly and any concerns raised under the Prevent agenda or changes to the Duty that affect MEAT are discussed.

All staff at MEAT have a responsibility to:

Create and support an ethos that upholds the MEATs mission, vision and values including British Values, to create an environment of respect, equality and diversity and inclusion;

- attend Prevent training in order to have the skills to recognise those who may be vulnerable to radicalisation, involved in violent or non-violent extremism, and to know the appropriate action to take if they have concerns;
- report any concerns around extremism or radicalisation via the safeguarding reporting channels;
- report and remove any literature displayed around MEAT that could cause offense or promote extremist views;
- support the development of staff and learners understanding of the issues around extremism and radicalisation through activities such as training, awareness campaigns and tutorials;
- participate in engagement with local communities, schools and external organisations as appropriate.



Managing Risks and Responding to Events

MEAT will ensure that it monitors risks and is ready to deal appropriately with issues which arise through the following:

- Understanding the nature of threat from violent extremism and how this may impact directly and indirectly on MEAT.
- Identifying, understanding and managing potential risks within MEAT from external influences.
- Responding appropriately to events reported via local, national or international news that may impact on learners and communities.
- Ensuring plans are in place to minimise the potential for acts of violent or non-violent extremism within MEAT.
- Ensuring measures are in place to respond appropriately to a threat or incident within MEAT.
- Continuously developing effective ICT security and responsible user policies.
- Ensuring compliance with related policies.

Links to MEATs values and other policies

- This policy should be used in conjunction with the following policies and procedures:
- Safeguarding & Child Protection Policy
- Equality, Diversity and Inclusion Statement
- Health and Safety Policy
- Anti-Bullying and Harassment Policy
- E-Safety Policy
- Managing Learners Behaviour & Performance Policy
- MEATs Mission, Vision and Values
- Whistleblowing Policy
- Freedom of Information Policy
- Data Protection Policy
- IT Policy



Policy Summary

Our commitment to meeting the Prevent Duty can be summarised as follows:

P – Promotion of Equality and Diversity and positive relationships between staff and learners

R – Referral of any concerns via Safeguarding staff to relevant authorities

E – Embedding British Values and education for learners on all courses

V – Vetting guest speakers and removal of any posters or other materials of an extremist nature

E – Environment – a safe and secure site with CCTV, sufficient security procedures and online filters

N – News monitoring for any concerns in the locality

T – Training of staff to raise awareness of the signs and risks

Signed:

A handwritten signature in blue ink that reads 'Jane Dale'.

JANE DALE
Managing Director

Reviewed: October 2021

To be Reviewed: October 2022



Policy 37

POLICY ON CONFLICT OF INTEREST

All staff, customers, visitors, volunteers, and management of MEAT will strive to avoid any conflict of interest between the interests of the Organisation on the one hand, and personal, professional, and business interests on the other. This includes avoiding actual conflicts of interest as well as the perception of conflicts of interest. The purposes of this policy is to protect the integrity of the Organisation's decision-making process and assessment strategy, to have confidence in our integrity, and to protect the integrity and reputation of customers, visitors, volunteers and staff.

Examples of conflicts of interest include:

- 1 A member of staff/assessor who knows any member of staff or management at the workplace of an apprentice to receive test, known to him/her before a synoptic assessment.
- 2 A member of staff who is on the committee of another organisation that is competing for the same funding has a vested interest in a place and or business where a learner or employer works.
- 3 A Director who has shares in a business that may be awarded a contract to do work or provide services for the organisation.

All staff and assessors will make a full, written disclosure of interests, such as relationships, and posts held, that could potentially result in a conflict of interest. This written disclosure will be kept on file and will be updated as appropriate every time an individual is selected as a synoptic assessor.

In the course of meetings or activities, staff will disclose any interests in a transaction or decision where there may be a conflict between the organisations best interests and the staff, managers' best interests or a conflict between the best interests of two organisations that the Director/Managers is involved with.

*Option 1: After disclosure, I understand that I will not be able to contact and may not be able to take part in the decision depending on the judgement of the other staff, Managers or assessors present at the time.

*Option 2: After disclosure, I understand that I will be asked to leave the room for the discussion and will not be able to take part in the decision with standardisation meetings when there is a conflict of interest.

Any such disclosure and the subsequent actions taken will be noted in the minutes.

This policy is meant to supplement good judgment, and staff, visitors, volunteers and management should respect its spirit as well as its wording.

Signed:

JANE DALE
Managing Director.



Reviewed: October 2021

To be Reviewed: October 2022

Policy 38

POLICY AND PROCEDURES FOR THE RECOGNITION (ACCREDITATION) OF PRIOR LEARNING

1. INTRODUCTION

For the purpose of this document, the Accreditation of Prior Learning, or Recognition of Prior Learning, signifies the process by which MEAT gives recognition to learning achieved by an individual before entry to a programme of study at MEAT.

At MEAT, the term covers the following:

- a) Credit Transfer** - Where the credits or qualification have been awarded by a UK higher education institution as part of a formal qualification or by a non-UK institution as part of an equivalent qualification;
- b) Accreditation of Prior certificated Learning (APcL)** - prior learning (such as professional development awards or employment-based awards) which is at higher education level but which has not led to the award of HE credits or a qualification;
- c) Accreditation of Prior experiential Learning (APeL)** – where learning gained through experience is assessed and recognised.

2. GENERAL PRINCIPLES

Whether an Accreditation of Prior Learning claim is based on credit transfer, prior certificated learning or prior experiential learning, it is important to realise that it is the achievement of learning, or the outcomes of that learning, being recognised rather than the activity of learning itself.

It is the responsibility of a receiving institution, to decide how much specific credit to award an individual student via an Accreditation of Prior Learning, based on the level, extent and perceived relevance of the material (both knowledge- and skills-based) contained within the programme/qualification offered by the applicant when compared with his/her intended programme of study at MEAT.

Applications for Accreditation of Prior Learning should normally be made during the application stage – and prior to the student enrolling on the programme.

Accreditation of Prior Learning can be made only for a complete module, and not part of a module.

3. CREDIT TRANSFER

There must be an appropriate match in both level and content between the applicant's previous studies and modules for which they are seeking exemption. The Assessor must



ensure that the learning derived from these previous studies is equivalent to the learning that might otherwise have been achieved by following the full programme of study.

Applicants must note, however, that exemption from credits on their intended programme of study at MEAT is not guaranteed and may not necessarily directly reflect the value/level of the general credit assigned to their current/previous qualification by the validating body, i.e. it may be less. Exemption may not normally be granted where a student has previously registered for and failed part of an award and wishes to seek readmission to the same or a similar award.

Credits which have contributed to a full award will be accepted if the previous award is forfeited and the certificate returned to the awarding institution (wherever possible).

Application process

Applicants who are unsure whether or not their previous studies are a close enough match to the MEAT qualification towards which they are claiming credit are encouraged to contact the relevant programme Assessor for an informal discussion prior to submitting an application for Credit Transfer.

It is the responsibility of the applicant to submit evidence in support of their claim for Credit Transfer. Supporting evidence is likely to include an academic transcript and programme syllabus, but the relevant Admissions Tutor will advise the applicant of the specific documentation required.

4. ACCREDITATION OF PRIOR CERTIFICATED/EXPERIENTIAL LEARNING

APcL/APeL exemptions for programmes which are subject to professional statutory or regulatory requirements will have specific requirements. Applicants should consult the relevant assessor for further advice.

Application Process

Applicants who wish to make an APcL/APeL application are encouraged to contact the relevant programme Assessor for an informal discussion prior to submitting an application.

It is the responsibility of the applicant to submit evidence in support of their claim for Accreditation of Prior Learning.

APcL/APeL applications will be assessed individually. Applicants must demonstrate that relevant learning experience has been gained. This could be via one or more of the following, as determined by the relevant Admissions Tutor:

- a. undertaking one or more approved assessments for each module (this could be standard assessments or supplementary examinations; or specifically designed and approved assessments etc); or
- b. submitting a portfolio of evidence to demonstrate that they have met the learning outcomes of the module(s) and the applicant's personal reflection of how the experience has furthered his/her understanding of the relevant subject area: this may include confirmation from line managers of the job description/ responsibilities and applicant's abilities.

MEAT will make an initial assessment to determine if the applicant has sufficient relevant experience to complete a portfolio.

MEAT will ensure that APcL/APeL applicants who are allowed to produce a portfolio receive adequate guidance about what is required before starting work (structure, word length etc.)



They will support the applicant (within specified boundaries) with the production of their portfolio.

MEAT will notify APcL/APeL applicants and Admissions of any additional assessment tools to be used when assessing APcL/APeL claims (e.g. interviews, diagnostic tests, special assignments).

MEAT will ensure that applicants are fully aware of the demands of an APcL/APeL claim prior to application and that they understand that completion of a portfolio does not guarantee that exemption will be granted.

On submission of the portfolio MEAT will determine if the evidence provided demonstrates that an applicant has met learning outcomes of the modules for which exemption is sought and make an APcL/APeL recommendation to the Matriculation Sub-Committee.

5. APPEALS

MEAT will not review an Accreditation of Prior Learning decision where the grounds for requesting a review are simply that the applicant disagrees with the academic judgement that has been applied, and where there is no evidence that the correct procedures have not been followed. MEAT shall not be obliged to consider an appeal simply on the grounds that the applicant is unwilling to accept the original decision not to grant credit, and seeks to overturn that decision.

Applicants whose claims for Accreditation of Prior Learning are unsuccessful may request a review of the decision only on the basis of additional evidence that was unavailable at the time of the application or if there is evidence that the correct procedures have not been followed. For example, if the applicant subsequently obtains additional documentation pertaining to their prior certificated study which supports their claim. A request for a formal review of the decision should be made in writing and addressed to the General Manager.

Signed:

A handwritten signature in blue ink that reads "Jane Dale". The signature is fluid and cursive, with a long horizontal stroke extending from the end.

JANE DALE,
Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



POLICY ON ANTI-BRIBERY & CORRUPTION

Introduction

Whoever we may deal with, and wherever we may operate, we are committed to doing so lawfully, ethically and with integrity. As part of this commitment, all forms of bribery and corruption are unacceptable and will not be tolerated. We must not, and we must ensure that any third party acting on our behalf does not, act corruptly in our dealings with any other person.

This anti-bribery and corruption policy sets out policies to prevent acts of bribery and corruption. These policies and procedures have been designed to comply with legislation governing bribery and corruption.

This policy provides guidance on the standards of behaviour to which we must all adhere and most of these reflect the common sense and good business practices that we all work to in any event. This policy is designed to help you to identify when something is prohibited so that bribery and corruption is avoided, and provide you with help and guidance if you are unsure about whether there is a problem and you need further advice.

Who this policy applies to

The fundamental standards of integrity under which we operate do not vary depending on where we work or who we are dealing with. This policy applies to all employees (full and part time) and temporary workers (such as consultants or contractors) (together referred to as “employees” in this document) across the group no matter where they are located or what they do. It is the responsibility of each of us to ensure that we comply with these standards in our daily working lives. This policy sets out a single standard that all employees must comply with, regardless of whether local law or practices might permit something to the contrary. Commitment to prevent bribery and corruption is to ensure that the people acting on our behalf also do so in compliance with effective anti-bribery and corruption policies. Accordingly, where we engage third parties such as agents, distributors or joint venture partners, we have obligations to complete sufficient due diligence when entering into arrangements to ensure that they are not acting corruptly, and to periodically monitor their performance to ensure ongoing compliance. In short, if we can’t do it, neither can they.

Failure to comply with this policy, whether or not this is intentional, may lead to disciplinary action (up to and including dismissal), and criminal liability for the individual involved (up to and including imprisonment). Employees will be required to confirm that they have read and understood the policy and that they comply with its terms as part of their ongoing employment processes. In addition, relevant employees will be required to attend training to support the guidance in this policy.



What is bribery?

Bribery involves the following:

- when a financial or other advantage is offered, given or promised to another person with the intention to induce or reward them or another person to perform their responsibilities or duties improperly (it does not have to be the person to whom the bribe is offered that acts improperly); or
- when a financial or other advantage is requested, agreed to be received or accepted by another person with the intention of inducing or responsibilities or duties inappropriately (it does not have to be the person who receives the bribe that acts improperly).

It does not matter whether the bribe is:

- given or received directly or through a third party (such as someone acting on MEAT's behalf, for example an agent, distributor, supplier, joint venture partner or other intermediary); or
- for the benefit of the recipient or some other person.

Bribes can take many forms, for example:

- money (or cash equivalent such as shares);
- unreasonable gifts, entertainment or hospitality;
- kickbacks;
- unwarranted allowances or expenses;
- "facilitation" payments/payments made to perform their normal job more quickly and/or prioritise a particular customer;
- political/charitable contributions;
- uncompensated use of company services or facilities; or
- anything else of value.

A breach of bribery laws can result in fines for both the company and the individual involved and in some jurisdictions could also result in imprisonment.

How do I know if something is a bribe?

In most circumstances, common sense will determine when a bribe is being offered. However, here are some questions you should ask yourself if in doubt:

- am I being asked to pay something or provide any other benefit over and above the cost of the services being performed, for an example an excessive backhand, a lavish gift, a kickback or make a contribution to a charity?
- am I being asked to make a payment for services to someone other than the service provider?
- are the hospitality or gifts I am giving or receiving reasonable and justified? Would I be embarrassed to disclose them?
- when a payment or other benefit is being offered or received, do I know or suspect it is to induce or reward favourable treatment, to undermine an impartial decision making process or to persuade someone to do something that would not be in the proper performance of their job?

Policies and procedure



General prohibition

All forms of bribery and corruption are prohibited. We will not tolerate any act of bribery or corruption. Any breach of this policy or law could result in disciplinary action being taken and ultimately could result in dismissal.

A bribe does not actually have to take place - just promising to give a bribe or agreeing to receive one is prohibited.

Gifts, hospitality and expenses

Giving or receiving gifts or hospitality is often an important part of maintaining and developing business relationships. However, all gifts and hospitality should be for a genuine purpose, reasonable, given in the ordinary course of business and should comply with MEAT's policy and procedures.

Official for the purpose of influencing them in their official capacity is prohibited.

All employees will be required to confirm that they have understood and complied with the policy annually.

Whistleblowing

MEAT is committed to ensuring that employees can speak up with confidence if they have any concerns or need to ask for help. If you suspect or observe anything that you think might be in contravention of this policy, you have an obligation to report it. You should raise your concerns with General Manager and Managing Director in the first instance. Alternatively, you can report your concerns under the Whistleblowing Policy.

MEAT will not tolerate retaliation in any form against anyone for raising concerns or reporting what they genuinely believe to be improper, unethical or inappropriate behaviour. All reports will be treated confidentially.

Signed:

JANE DALE,
Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



POLICY ON GENDER EQUALITY

Goal and objectives

Goal

MEAT's gender equality policy is to support the achievement of equality between women and men to ensure sustainable development.

Objectives

- To reduce gender inequalities in access to and control over the resources and benefits of the business

Gender equity and gender equality

Gender equity means being fair to women and men. To ensure fairness, measures are often needed to compensate for historical and social disadvantages that prevent women and men from otherwise operating as equals. Equity leads to equality.

Gender equality means that women and men enjoy the same status and have equal opportunity to realise their full human rights and potential to contribute to national, political, economic, social and cultural development, and to benefit from the results.

Originally it was believed that equality could be achieved simply by giving women and men the same opportunities. Same treatment, however, was found not necessarily to yield equal results. Today, the concept of equality acknowledges that women and men may sometimes require different treatment to achieve similar results, due to different life conditions or to compensate for past discrimination.

Gender equality, therefore, is the equal valuing by society of both the similarities and the differences between women and men, and the varying roles they play.

Principles

MEAT 's Policy on Gender Equality is rooted in the following principles:

1. Gender equality must be considered as an integral part of all MEAT's policies, programs and projects. Addressing gender equality requires that women's views, interests and needs shape the development agenda as much as men's, and that the development agenda supports progress toward more equal relations between women and men.
2. Achieving gender equality requires the recognition that every policy, program and project affects women and men differently. Women and men have different perspectives, needs, interests, roles and resources-and those differences may also be reinforced by class, race, caste, ethnicity or age. Policies, programs and projects must address the differences in experiences and situations between and among women and men.



3. Achieving gender equality does not mean that women become the same as men. Equality means that one's rights or opportunities do not depend on being male or female.

Empowerment

Empowerment is about people — both women and men — taking control over their lives: setting their own agendas, gaining skills, building self-confidence, solving problems, and developing self-reliance. It is not only a collective, social and political process, but an individual one as well — and it is not only a process but an outcome too.

Outsiders cannot empower women: only women can empower themselves to make choices or to speak out on their own behalf. However, institutions, can support processes that increase women's self-confidence, develop their self-reliance, and help them set their own agendas.

1. Women's empowerment is central to achieving gender equality. Through empowerment, women become aware of unequal power relations, gain control over their lives, and acquire a greater voice to overcome inequality in their home, workplace and community.
2. Promoting the equal participation of women as agents of exchange in economic, social and political processes is essential to achieving gender equality. Equal participation goes beyond numbers. It involves women's equal right to articulate their needs and interests, as well as their vision of society, and to shape the decisions that affect their lives, whatever cultural context they live in. Partnership with women's organisation and other groups working for gender equality is necessary to assist this process.
3. Gender equality can only be achieved through partnership between women and men. When choices for both women and men are enlarged, all society benefits. Gender equality is an issue that concerns both women and men, and achieving it will involve working with men to bring about changes in attitudes, behavior, roles and responsibilities at home, in the workplace, in the community, and in international institutions.
4. Achieving gender equality will require specific measures designed to eliminate gender inequalities. Given ingrained disparities, equal treatment of women and men is insufficient as a strategy for gender equality. Specific measures must be developed to address the policies, laws, procedures, norms, beliefs, practices and attitudes that maintain gender inequality. These gender equity measures, developed with stakeholders, should support women's capacity to make choices about their own lives.
5. MEAT's, programs, and projects should contribute to gender equality. Gender equality results should be incorporated into all of MEAT's initiatives although application will vary among programs and projects.



Gender, gender roles and the gender division of labour

Gender refers to the socially constructed roles and responsibilities of women and men. The concept of gender also includes the expectations held about the characteristics, aptitudes and likely behaviors of both women and men (femininity and masculinity). These roles and expectations are learned, changeable over time, and variable within and between cultures. Gender analysis has increasingly revealed how women's subordination is socially constructed, and therefore able to change, as opposed to being biologically predetermined and therefore static.

Gender analysis is an essential tool for understanding the local context. It is particularly useful in project design as it helps planners identify constraints and structure projects so that objectives can be met and measured. The use of gender analysis, throughout the project cycle, provides information on:

- The differential perspectives, roles, needs, and interests of women and men in the project area, country, region, or institution, including the practical needs and strategic interests of women and men;
- The relations between women and men pertaining to their access to, and control over resources, benefits and decision-making processes;
- The potential differential impact of program or project interventions on women and men, girls and boys;
- Social and cultural constraints, opportunities, and entry points for reducing gender inequalities and promoting more equal relations between women and men;
- The differences among women and men and the diversity of their circumstances, social relationships and consequent status (e.g. their class, race, caste, ethnicity, age, culture and abilities).

Practical needs and strategic interests

Practical needs can be defined as immediate necessities (water, shelter, food, income and health care) within a specific context. Projects that address practical needs generally include responses to inadequate living conditions. Strategic interests, on the other hand, refer to the relative status of women and men within society.

These interests vary in each context and are related to roles and expectations, as well as to gender divisions of labor, resources and power. Strategic interests may include gaining legal rights, closing wage gaps, protection from domestic violence, increased decision making, and women's control over their bodies.

To ensure sustainable benefits, both practical needs and strategic interests must be taken into account in the design of policies, programs and projects.

Gender analysis provides information to determine the most effective strategies in a particular context and to identify results that support gender equality. For example, programs or projects may be identified whose principal objective will be to support gender equality, or entry points for the support of gender equality may be identified within programs or projects where gender equality is one of a number of objectives.



Good practices to promote gender equality

To support gender equality throughout MEAT's initiatives. Gender equality is more likely to be achieved if the following exist:-

- Senior management is committed to gender equality; There are sufficient resources and knowledgeable personnel, along with an enabling corporate environment to promote gender equality;
- There are accountability, which ensure that the gender equality policy is implemented;
- Gender equality is treated as an objective in and of itself.

In the planning process

- Gender equality is recognised as relevant to every aspect from macro- economic reform to infrastructure;
- Means are identified to ensure there is broad participation of women and men as decision makers in the planning process;
- Clear, measurable, and achievable gender equality results are developed in the earliest phases of the process;

Signed:

JANE DALE
Managing Director

Reviewed: October 2021

To be Reviewed: October 2022



POLICY ON PLAGIARISM AND OTHER ACADEMIC ASSESSMENT MALPRACTICE

POLICY OVERVIEW

Malpractice consists of those acts which undermine the integrity and validity of assessment, the certification of qualifications and/or damage the authority of those responsible for conducting the assessment and certification.

MEAT does not tolerate actions (or attempted actions) of malpractice by either learners or staff. Staff and learners found to be attempting to undermine the integrity of assessment shall be dealt with in accordance with disciplinary procedure. This policy on malpractice aims to:

- Define malpractice in the context of all programmes of study within MEAT;
- Set out the rights and responsibilities, with regard to malpractice, of the learner and MEAT.

WHAT IS LEARNER MALPRACTICE?

Attempting to or actually carrying out any malpractice activity is not permitted at MEAT. The following are examples of malpractice by learners. This list is not exhaustive and other instances of malpractice may be considered by MEAT at its discretion:

- Impersonation by pretending to be someone else in order to produce the work for another or arranging for another to take one's place in an assessment/examination/test;
- Fabrication of results or evidence;
- Failing to abide by the instructions or advice of an assessor, a supervisor, an invigilator, or awarding body conditions in relation to the assessment/examination/test rules, regulations or security;
- Misuse of assessment/examination material;
- Introduction and/or use of unauthorised material contra to the requirements of supervised assessment/examination/test conditions, for example: notes, study guides, personal organisers, calculators, dictionaries, personal stereos, mobile phones or other similar electronic devices;
- Obtaining, receiving, exchanging or passing on information which could be assessment/examination/test related (or attempt to) by means of talking or written papers/notes during supervised assessment/examination/test conditions;



- Behaving in such a way as to undermine the integrity of the assessment/examination/test;
- The alteration of any results document including certificates;
- Cheating to gain an unfair advantage.

WHAT IS STAFF MALPRACTICE?

The following are examples of malpractice by staff. The list is not exhaustive and other instances of malpractice may be considered by MEAT at its discretion:

- Failing to keep MEAT or awarding body marking schemes secure;
- Alteration of awarding body marking schemes;
- Alteration of awarding body assessment or grading criteria;
- Misusing the conditions for special learner requirements. For example, where learners are permitted support, such as amanuensis, this is permissible only up to the point where the support has the potential to influence the outcome of the assessment;
- Falsifying records/certificates, for example by alteration, substitution, or fraud;
- Fraudulent certificate claims, that is claiming for a certificate prior to the learner completing all the requirements of assessment;
- Failing to keep assessment/examination/test papers secure prior to the assessment/examination/test;
- Obtaining or giving others unauthorised access to assessment/examination/test material prior to an assessment/examination test;
- Failing to declare where a special relationship exists between themselves and a student and assessing that student's work;
- Accepting bribes from students or their families in order to influence the outcome of an assessment.

WHAT SHOULD STAFF DO IN THE EVENT OF SUSPECTED PLAGIARISM OR OTHER ASSESSMENT MALPRACTICE?

Learner Malpractice

Where it is suspected that learner malpractice has occurred, the Managing Director and the General Manager must be notified as soon as possible.

The Managing Director will report all incidents of malpractice to RSPH.

The learner must be made fully aware of the allegation and an investigation must be carried out in accordance with the procedure. During the investigation period, the release of results/certificates for the learner(s) concerned should be withheld.



Staff Malpractice

Where it is suspected that staff malpractice has occurred, the Managing Director and the General Manager must be notified. The Managing Director will report all incidents of

malpractice to RSPH. In the event that the suspicions involve the Managing Director, the General Manager must be notified.

The Managing Director (or General Manager) must deal with the allegation through the Staff Discipline procedures. The majority of cases of staff malpractice would be classified as gross misconduct but the Managing Director should discuss with the General Manager the most appropriate approach. In accordance with discipline procedures the member of staff will be notified immediately of the allegation and a full investigation will be carried out.

Signed:

JANE DALE

Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



POLICY ON PRIVACY NOTICE

Scope

This Privacy Policy only applies to M.E.A.T (Ipswich) Ltd's activities and its website.

Where links are provided from our websites to third party websites or partner websites, M.E.A.T (Ipswich) Ltd is not responsible for those websites and a link to them does not imply endorsement.

Information that M.E.A.T (Ipswich) Ltd collects

When you place an interest or enquiry, via telephone, referral or on our website, the information that we collect and store relating to you is primarily used to enable us to provide our services to you. This is to ensure that we can carry out our obligations arising from any contracts entered into between you and us and to provide you with the information and services that you request from us.

A contact name, Business name, Business Address, Business telephone, Business email and type of company will be collected; these details will be shared on to our Awarding Body partners (FDQ and Industry Qualification Awards) and to the Education and Skills Funding Agency only when a Student from the Company will be enrolled with M.E.A.T (Ipswich) Ltd. The only other time M.E.A.T (Ipswich) Ltd will share data is if M.E.A.T (Ipswich) Ltd are unable to provide a service to a Business, with consent, will pass on the information to a Learning Provider that will be able to provide a Business with the service that is required.

If information is provided to us about any person other than yourself, you must ensure that they understand how their information will be used and that they have given their permission for you to disclose it to us and for you to allow us to use it for the purposes discussed with you.

Information M.E.A.T (Ipswich) Ltd receives from other sources

We may also collect information about you from other sources, and combine such information with information we hold about you, including where:

- Our trusted partners have collected information about you, and you have consented to disclosure to us.
- Information is available about you publicly, or is aggregated or anonymised by a third party.
- You provide information to us through your use or interaction with our social media channels.

Why do we collect information and how do we use it?

Under the GDPR we must have a lawful reason for using (or 'processing') your personal information. One of the lawful reasons is 'legitimate interests'. Legitimate Interests means that we can process your personal information if we have a genuine and legitimate reason and we are not harming any of your rights and interests in doing so.

So, what does this mean? When you provide your personal details to us, we use your information for our legitimate business interests to ensure we can provide you with the best service possible and help us ensure you only receive relevant information from us.

Before doing this, though, we will also carefully consider and balance any potential impact on you and your rights.



Some typical examples of when we might use the approach are for preventing fraud, direct marketing, maintaining the security of our system, data analytics, enhancing, modifying or improving our services, identifying usage trends and determining the effectiveness of our advertising.

We will process the personal information you have supplied to us to conduct and manage our business to enable us to give you the most appropriate marketing, information and services and provide the best and most secure experience. These are what we consider our 'Legitimate Interests'.

Our interest

Direct Marketing: If you have expressed training needs or had training from us prior to the 9th May 2018 and have not unsubscribed from receiving marketing information, we will send you emails and postal marketing, which relates to relevant promotions and offers that we feel will be of interest to you.

If you have expressed training needs or had training from us after the 9th May 2018 we will only send you email and post marketing which relates to relevant promotions and offers that we feel will be of interest to you if you have actively consented to receiving it.

We will continue to process your information in this way until you advise otherwise. You can opt out of this processing activity at any point by sending an email, telephone and by using the contact us function on our website.

We will never sell your details to other companies so that they can market to you.

Customer Service surveys: When you receive training from us, your name and contact details are shared with the ESFA who may contact you on our behalf to conduct Customer Service surveys by email and telephone. These surveys allow us to review the customer experience and allow us to provide improved customer service and are not marketing. These surveys contain no promotional material or marketing messages.

Analytics: We process your personal information for the purposes of customer analysis, assessment, profiling and direct marketing, on a personalised or aggregated basis, to help us with our activities and to provide you with the most relevant information as long as this does not harm any of your rights and interests.

When we process your personal information for our legitimate interests, we will consider and balance any potential impact on you and your rights under data protection and any other relevant law. Our legitimate business interests do not automatically override your interests – we will not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).

How do we store your data?

Any personal data that is provided to us is stored on our secure servers. Any download of information relating to any transactions entered into on our site that will be encrypted to help ensure its safety.

By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to make sure that your data is treated securely and in agreement with this Privacy Policy.

M.E.A.T (Ipswich) Ltd will only retain personal data for as long as is necessary to provide the products and fulfil the transactions you have requested, or for other essential purposes such as complying with our legal obligations. If you have any questions relating to our retention or destruction of your data, please contact us.



In accordance with the General Data Protection Regulations (EU 2016/679), we employ strict physical, electronic and administrative security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage both on-line and off-line. The transmission of information via the internet is, however, not secure and therefore we cannot guarantee the security of data sent to us electronically by you. Any transmission of such data is therefore entirely at your own risk. If you have any questions relating to security of your data, please contact us.

Legal Obligations

You should be aware that if we are requested by the police or any other regulatory or government authority investigating suspected illegal activities to provide your personal information, we may be obliged to do so.

Where we sell part or all of our business to a third party, in which case we may disclose your personal data to the prospective or actual seller or buyer of such business or assets.

Where we are legally required to disclose your information or in order to enforce or apply our terms and conditions or other agreements; or to protect our rights, property, or safety or those of our customers or other third parties.

Third Party Links

You may find links to third party websites on our site. The operators of those websites will apply their own privacy policies and you should check them before you use them or submit any data to them.

We are not responsible for their policies or the way they use your data or cookies, and we will not be liable for any loss, damage or distress you may suffer of incur as a consequence.

Access to information and other rights

You have the right to access information we hold about you. If you wish to exercise your right of access, you must submit a written request and provide proof of your identity before we supply the information to you.

You also have the right to:

- Ask us to prevent processing that is causing - or is likely to cause - you substantial damage or distress;
- Require us not to make certain decisions automatically if they significantly affect you;
- Ask us to make any necessary changes to the personal data we hold about you in order to ensure that it is accurate and up to date;
- Ask us to have your personal data erased and to prevent processing in specific circumstances:
 - Where the personal data is no longer necessary in relation to the purpose for which it was originally collected/processed.
 - When the individual withdraws consent.
 - When the individual objects to the processing and there is no overriding legitimate interest for continuing the processing.
 - The personal data was unlawfully processed (i.e. otherwise in breach of the GDPR).
 - The personal data has to be erased in order to comply with a legal obligation.
 - The personal data is processed in relation to the offer of information society services to a child.



We may refuse to comply with a request for erasure when personal data is processed for the following reasons;

- To exercise the right of freedom of expression and information;
- To comply with a legal obligation for the performance of a public interest task or exercise of official authority.
- For public health purposes in the public interest;
- Archiving purposes in the public interest, scientific research historical research or statistical purposes; or
- The exercise or defence of legal claims.

Signed:

JANE DALE

Managing Director.

Reviewed: October 2021

To be Reviewed: October 2022



Policy 43

ENGLISH & MATHS POLICY (APPRENTICES)



M.E.A.T
(Ipswich) Limited



ENGLISH AND MATHS (APPRENTICES)

Literacy and numeracy skills are fundamental because they;

- Are vital to the success of apprentices being able to acquire and apply vocational skills in the workplace
- Are necessary to secure and develop skilled employment and progression to higher learning
- Are vital to working as a professional in the meat industry
- Support apprentices add value to their employer

We will support all stakeholders recognise the importance and value of literacy and numeracy skills through conversations and case studies.

“... ensuring that young people and adults have good English and maths skills is the single most important thing that education can do for them. If they don’t, doors everywhere shut in their faces and it is extraordinarily hard for them to come back into education, do well in training programmes, start businesses, win promotions, lead successful lives, manage their affairs”

Alison Wolf, Review of Vocational Education 14 – 19

Initial Assessment

All students undertake initial assessment of literacy and numeracy skills through;

- Discussion and interviews
- Application forms
- Diagnostic and initial assessment testing
- Employer information gathered through recruitment, induction and supervision
- Learning Record Service of prior achievement
- Observation in the workplace

The results of the initial assessment are recorded in the Learning Plan and discussed with the student, employer and parent /carer where appropriate. Where entry requirements are not met, alternative pathways onto an apprenticeship are discussed and agreed. Where a support plan can be put in place to allow access to an apprenticeship – this will be agreed with all stakeholders.

Exemptions

Where a student wishes to study for an apprenticeship, they may meet the minimum requirements for literacy and numeracy skills from their prior achievement. This will be checked in all instances and then a discussion with the student to encourage further study in these areas where it meets the aspirations of the student and their employer (such as potential promotion and development of responsibilities).



Where an exemption is used, the training team will follow the awarding body requirements to evidence this and make the claim for exemption.

Teaching and Learning

We recognise not all students may come to us with a positive prior experience of learning literacy and numeracy. Key to our success is embedding English and maths into all teaching and learning – so it is seen as integral to the apprentice's success and provides meaning and context.

All staff delivering teaching and learning in the workplace and off the job will be trained and confident embedding English and maths into the context of the meat industry.

Apprentices without exemption, or studying towards higher level English and maths skills, will have timetabled sessions at the appropriate level.

Assessment

Where English and/or maths assessment is required, we will follow the awarding organisation requirements – including local verification and external moderation. We aim to use on-screen assessment wherever practicable. Any identified learning needs will be discussed with the awarding organisation to ensure we make reasonable adjustments to provide fair access.

Quality Assurance

English and maths will be embedded into all teaching and learning – both face to face and distance learning. Lesson observations and reviews (from apprentices, employers and teaching staff) will include reference to the effective development and application of English and maths skills. Any areas for improvement will be designed into future teaching and learning sessions and resources.

Responsibility

All staff designing, delivering and quality assuring teaching and learning are responsible to embed English and maths. The Training Manager has overall responsibility for how effectively we do this.

Signed

A handwritten signature in blue ink that reads 'Jane Dale'.

JANE DALE
Managing Director

Reviewed: October 2021

To be Reviewed: October 2022



EMPLOYER ENGAGEMENT POLICY

1. Purpose

The purpose of this policy is to set out our commitment and processes about how we provide training solutions which respond to current and future needs of employers in the Meat Industry, and their staff. We believe it is through ensuring training has a purpose and is of value to both employer and individual that we can best support the industry continue to develop and modernise.

2. Scope

This policy covers all training and development services offered by us, including apprenticeships, pre-apprenticeship activity, commercial courses and higher level vocational qualifications.

3. Objectives

This policy will be our primary method of supporting employers further develop their business through the skills, knowledge and behaviour of their staff. We will make a positive contribution to the future of individuals, companies, local communities and the overall Meat Industry.

3.1 Strategy

- We will define aims and approaches, communicate to stakeholders
- We will conduct analysis of the market, key customer groups and sectors
- We will agree specific, measurable and time-bound objectives – communicated with stakeholders

We do this by: We are proud to publicise our company mission through our company literature, website and in person. We are in close contact with butchers across the country to ensure we understand relevant and current issues facing the industry and align our services to these. We build on our strong reputation by consistently engaging with the Meat Industry trade bodies as well as employers, and promote the opportunities through Apprenticeships by working with the National Apprenticeship Service and the Finding Apprenticeship Training service. We use company literature, careers events, trade shows, open days, demonstrations, one day courses, our website and social media activity to ensure employers and potential apprentices are aware of the opportunities and value of high quality vocational education.

3.2 Resources

- We ensure our staff arranging training solutions are reviewed regularly for performance and capability
- We regularly check the availability and quality of the resources we use to deliver training solutions
- We ensure employers are made aware through appropriate channels of the range of training solutions



We do this by: The Training Manager is responsible for the resources used in the delivery of Apprenticeships and other training services. All staff take an active part in our CPD process where each December we complete a skills audit and use the results to plan the staff development programme for the next 12 months. This is reviewed quarterly. All premises and training resources are risk assessed. Feedback from trainers, apprentices and employers is used, alongside our own internal quality monitoring, to identify any improvements in the training resources we use. We use face to face meetings, social media campaigns, email updates, and our website to keep employers aware of the range of training solutions.

3.3 Responsive

- We will ensure an employer's enquiry is handled promptly and reviewed against standards of customer service
- We will ensure employer's wants are established and underlying business needs identified to shape solutions tailored to their requirements
- When we cannot meet an employer's needs, we will provide a referral to alternatives whenever possible
- We will ensure proposals for the delivery of a solution are based on specific and realistic outcome targets reflecting the employer's business needs
- We will present proposals in a way which recognise the employer's preferences and circumstances

We do this by: Our dedicated team of administration support are trained to handle an employer enquiry to our main office and follow a procedure to maintain a high standard of customer service. All staff who attend an employer's premises are also trained in dealing with an enquiry and shaping a tailored solution. Where help is needed, staff involve senior management in tailoring and discussing employer needs. We use a contract or formal agreement in all instances of providing a training solution and work collaboratively with employers to shape this. Our reputation is built on the personal service we offer and will use face to face meetings across the country wherever possible.

3.4 Delivery

- All staff delivering training solutions are briefed fully on the requirements and background of the employer before they start working with them
- We will ensure the employer and its employees are given appropriate briefing before delivery of training begins
- All training solution delivery is reviewed regularly for quality and customer service, and the employer is informed of progress made
- We seek employer's feedback on training solution delivery is sought and acted upon promptly where appropriate

We do this by: We record all training needs as part of creating a training plan, which is used by everyone involved to ensure clarity and consistency. All training starts with an induction and provide pre-course information where appropriate. We have a strong Quality Assurance process including lesson observations, self-assessment, delegate and employer feedback. We use an eight week review process with all apprentices



and employers, and provide written records of these in triplicate (1 for MEAT, 1 for employer and 1 for learner).

3.5 Relate

- We will ensure all outcome targets agreed at the proposal stage are reviewed upon delivery to identify and address the employer's unmet business needs
- We will manage and develop the relationship with an employer, with contact maintained at appropriate intervals

We do this by: Regular face to face and remote reviews take place on all training courses and apprenticeships to ensure we take stock of the original objectives and any new or emerging employer and apprentice needs. Wherever possible, these are responded to within the arrangements, or can lead to discussion about further tailoring and commissioning. Every employer and apprentice will have a named member of staff who they will work with regularly and can contact easily.

3.6 Performance

- We will strive to ensure indicators and outcomes of performance against strategic objectives show an improving trend or a sustained high level of performance
- Employers' (and their staff) satisfaction with services will show an improving trend or a sustained high level of performance
- Employers' assessment of impact on business needs will show an improving trend or high level of performance

We do this by: Planning key milestones in the tailored solutions to take stock of progress and agreed outcomes. The Senior Management team will monitor for trends to identify performance and communicate success and areas for development. We will encourage employers to share their reflection on business impact and use this as part of our performance management.

3.7 Improve

- We review performance against strategy and in satisfying and impacting employers at an appropriate level, and as a result, improvements are implemented
- We continuously evolve and improve the range and content of training solutions

We do this by: The senior management team consider improvements in both strategic and operational planning – informed through feedback and quality assurance monitoring of the employer and staff experience. We benchmark our services against competitors and implement new ideas and approaches when they align to the needs of employers, their staff and our company values.

4 Monitoring and Reviewing

This policy is monitored by the Senior Management Team during monthly meetings and will be formally reviewed annually.

5. Related Policies and Procedures



This policy links to the procedures in the following:

- Quality Assurance
- Teaching & Learning
- Enrolment and Initial Assessment
- Careers Advice and Guidance
- Company Planning
- Continuous Professional Development

6. Management Responsibility

This policy is owned by all staff. The Managing Director has overall responsibility for its content, monitoring and continuous development.

Signed

A handwritten signature in blue ink that reads "Jane Dale". The signature is written in a cursive style with a long horizontal line extending from the end of the name.

JANE DALE
Managing Director

Reviewed: October 2021

To be Reviewed: October 2022



Policy 45

INITIAL ASSESSMENT POLICY



M.E.A.T
(Ipswich) Limited



INITIAL ASSESSMENT POLICY

We will accurately identify the starting point of each student and the skills, knowledge and experience they already bring to their studies. From this we will identify what each student needs to learn to meet the requirements of their employer, their personal goals and any qualification requirements. We will also clarify any support requirements that they may have prior to starting their learning programme. We will develop effective Learning Plans that reflect each person's specific needs, enables them to achieve their qualification and employer development goals and ensures that each person gets the most out of their learning programme.

Initial Interview

Initial interviews will be conducted with each prospective student (and employer, parent or carer where appropriate). This can take place in the workplace, away from the workplace, or in one of our training locations during careers events and open days. The initial interview will be conducted by a trained member of staff and will identify the learning objectives the student wishes to undertake, previous qualifications achieved, financial support eligibility, and any learning difficulties and support needs. If a potential student has additional needs, or has involvement with any external agencies, we will work with all appropriate bodies to accommodate these and make all reasonable adjustments.

Once a Learning Plan has been discussed and agreed with all parties, the student will be informed of the induction process and a start date will be agreed.

Prior Learning and Achievement

Our initial assessment should be a positive experience for students, where we aim to capture their current skills, knowledge and behaviours and use this to identify learning content and needs to meet personal, employer and qualification outcomes. As part of this process we use the Learning Records Service as an authoritative online record of qualifications and achievements. By checking the Personal Learning Record, students no longer have to show copies of different certificates.

Induction

The Induction process provides each learner with an overview of what they can expect throughout their training with us. Information is collated on each person's career goals and aspirations, their qualifications and prior achievements, literacy, numeracy and digital skills results, personal circumstances and any other circumstances which may affect learning.

When identifying the student's needs the following issues are considered:

- Results of literacy, numeracy and digital skills assessments
- Results of workplace assessments, observations and tests
- Any learning needs identified through discussion and supported documentation
- Personal aspirations
- Employer aspirations
- Development and career opportunities within the Meat Industry



2. Implementation

When conducting Inductions, we will ensure that:

- Students are fully involved in the entire initial assessment process
- Students understand the benefits of what they are being asked to do and how information will be used
- The purpose of each stage of the assessment
- Any employer, parent or carer is kept up to date
- Outcomes are recorded in the student file and also all relevant training staff have access to the Learning Plan
- The Training Manager will liaise with the appropriate staff regarding viewing relevant sections of the documentation received from external agencies to enable the teacher(s) to best support the young person
- Constructive feedback is given on the results of all assessments.

3. Review

This policy, its compliance to our Equality and Diversity Policy, and the implementation of the initial assessment process will be reviewed annually by the Training Manager.

Signed

A handwritten signature in blue ink that reads "Jane Dale". The signature is written in a cursive, flowing style.

JANE DALE
Managing Director

Reviewed: October 2021

To be Reviewed: October 2022



M.E.A.T Ipswich Ltd has 45 different policies which are located in the Policies, Procedures and Forms folder held in the main office along with electronic copies.

If there is a particular policy that you would like to see and discuss please see any member of M.E.A.T Ipswich Ltd's staff.

M.E.A.T Ipswich Ltd revises policies and procedures on an annual basis or sooner if deemed necessary with regards to changes with legislation and updates within the company. Hard copies will not print off annually; however, these will be changed, amended/updated and kept electronically.

Signed:

A handwritten signature in blue ink, reading "Jane Dale".

JANE DALE
Managing Director



Safeguarding Concerns 1 Record Form

MEAT IPSWICH LTD

Trainers and others must recognise this possibility

To be completed by the staff member who has a concern or received a disclosure of concern from a learner/third party

When should I complete this form?

This form should be completed when you have a Safeguarding Concern about a learner or have received a disclosure and the learner is **not** at risk from immediate harm.

This form must be submitted to Safeguarding **within one working day** of the disclosure/concern.

Submitting the form

If the learner is at immediate risk from harm, please contact MEAT immediately. Once the Safeguarding Officer is handling the case and the learners is safe you will be asked to complete this form.

Please submit this form to MEAT:

By phone Safeguarding can be contacted on 01473 270757 9.00am – 5pm Monday - Friday, if learner is at risk please call the emergency services on 999.

Details of Concern/Disclosure Date	
Time	
Name of Learners /s	
Learner Number	
Learner D.O.B	
Learner Age	
Learner Course	
Staff Member Name:	



Details of concern/disclosure: (Please attach extra further sheets if required)
Record the following factually using the learner's words:

Who? What? When (date and time of any incident/s), Any Witnesses?

What has been done to ensure the immediate safety of the learner?



COMPLAINTS POLICY

Introduction

MEAT is committed to providing the best possible service that we can. We recognise that sometimes customers will feel that they have cause to complain about the service they have received.

We encourage all feedback from customers, including complaints, and have developed a Complaints Policy and an associated complaints Procedure. Our Complaints Policy explains our broad approach to handling all complaints. Our Complaints procedure provides clear information on how individual complaints will be handled.

Reports relating to complaints will be responded to in accordance with our Policies and Procedures. If you are not satisfied with the way we have handled your complaint, this will be dealt with as a failure of service under the terms of our Complaints Policy.

Aims

MEAT aims to resolve complaints quickly, fairly and effectively. We will:

- Aim to put things right quickly for our customers when they go wrong
- Keep our customers informed of the progress of their complaint and the results of any investigations
- Seek to learn from each complaint to improve future performance
- Set performance targets for responding to complaints and monitor our performance against these targets
- Advise our customers of their right to appeal if they remain dissatisfied after their complaint has been through all stages of the internal Complaints Procedure.

What is a complaint?

A complaint is when a customer tells us that they are not happy with something that we have done or not done, and we have not put things right.

Who is a customer?

A customer is anyone who contacts MEAT to request a service, or is in receipt of a service.

How can a complaint be made?

Any customer wishing to make a complaint can do so, by phone, email, website or letter.

What is the process for making a complaint?

The process for making a complaint is detailed in the Complaints Procedure. This is a single document for use by MEAT and customers.

Monitoring

MEAT is committed to continuous improvement in service delivery.



Our Service Standards for Complaints are:

- We will make it easy and straightforward for you to make a complaint
- We will endeavour to respond to your complaint within the published timescales and keep you informed
- We will ensure you have a full explanation to your complaint in your preferred format
- We will tell you if changes have been made to services following your complaint
- We will review our Complaints Policy at regular intervals

Responsibilities

All staff are responsible for developing and encouraging good customer care handling practice.

Compliance with Customer Complaints Policy is the responsibility of all members of the Company.

Communication

Our customer Complaints Policy is available in hard copy. Please contact us if you would like a copy.

Training will be provided for staff to ensure awareness is raised and that staff have a clear understanding customer complaints and their responsibilities.

Equality & Diversity

Customers have a right to express dissatisfaction with the services they receive from MEAT. Customers using this policy can expect to be treated fairly and without discrimination.

The company has an Equality & Diversity Policy that covers all aspects of equality.

Procedure

If you are unhappy with the service provided by us – whether it is the learning experience assessment, the support you are receiving or about staff or the organisation itself – we promise to take your complaint seriously and treat it as confidential. We also aim to resolve your complaint as quickly as possible.

If you have a complaint about a decision that we have made that affects you, for example, if you feel that you have received the wrong grade for an assessment, or you disagree with an examination result, you should use the relevant awarding organisation's appeals procedures in your induction book. For all other issues and grievances, use this Complaints Procedure.

We are always pleased to receive compliments and complaints because they help us improve the service we provide, both for you and other learners. We're also interested in your ideas for improving our services. We use the information you give only to improve things. Passing on persona information about you is protected by the Data Protection Act.



If you want to complain, here's what you can do:

It helps if you complain straight away to the people involved, as they may be able to put things right immediately. You should make your complaint within 3 months of the event or problem occurring. At any stage, you can register a formal complaint by telephone, email, website or letter. Give as much information as you can, including times, dates, places and names. Contact MEAT by email: admin@meatipswich.co.uk.

You will get a first response within one week of receipt of your complaint, and a further response within four weeks.

If you are not satisfied with the outcome of your complaint you can appeal the outcome.

Signed:

A handwritten signature in blue ink that reads 'Jane Dale'.

JANE DALE
Managing Director



Forms part of Policy 46

COMPLAINT FORM

COMPLAINT INFORMATION

Name:	Telephone Number:
	Mobile:
Address:	Email address/Other contact

COMPLAINT INFORMATION

Date Received:	Information taken by:
Details of complaint:	

Date received by Jane/Elaine	Information given by:
Suspected Cause:	
Corrective Action: (including telephone calls, emails etc. sent date and by whom)	
Correct Action persons(s):	
Corrective Action follow-up:	
Outcome of Corrective action from complainant's view:	
Procedure to prevent recurrence of problem causing complaint:	

Signature (on completion of complaint procedure)

Date _____



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