

The Gatehouse



Employment ■ Enterprise ■ Education

Learner Handbook for all HWV Programmes

In the interests of the environment please view this document on computer wherever possible.

This document gives you an outline of:

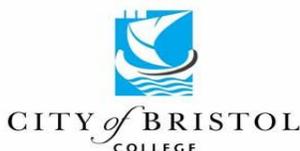
Training and facilities offered by HWV, and details of responsibilities and procedures to be followed during your time with us.

Office hours are 8.30am – 5.00pm and an answer phone service is available out of hours.

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Hareclive Road
Bristol
BS13 9JN

Tel: 0117 9781708

Web: www.hwv.org.uk



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Welcome from the Chair

Hi,

I would like to welcome you as a new learner to HWV and the Gatehouse Centre.

Staff, Volunteers and Trainees have worked hard over many years to make HWV what it is today and we are proud of the results that our students achieve.

We would like to wish you the very best for your future and are pleased to be a part of it.

Best Wishes

Teresa Anstey, Chair HWV.

HWV's Purpose

Our reason for being –

To increase the choices and opportunities for local people so that they have a better quality of life and a higher standard of living.

Information, Advice & Guidance (IAG)

Our staff at HWV want to support Learners to gain the best outcome/results that they can from their course or programme. They offer Information, Advice & Guidance throughout the course to ensure that this happens.

The “outcome” or “results” of an effective Information, Advice & Guidance service include

- Being able to make an informed choice
- Choosing the right course or programme
- Gaining a qualification
- Improved self confidence
- Achieving set goals
- Staying on course
- Moving on to the best destination for you, for example gaining employment, developing your career, or moving into volunteering
- Knowing where to turn for extra support

Learning at the Gatehouse	Who
Computer Courses for beginners to Level 2	Amanda/Debbie
Improving Literacy & Numeracy skills. Entry to Level 2	BEST Team
Support for young people aged 16-19 not yet ready to progress to employment and/or training.	Andy Murray-Smith A2A Team
Work Club (19+) – Support with getting back into work & training. CV's, job applications, interview techniques & job search	Caroline Stewart
Work Club Plus – Support with preparation for work including work experience placement.	Julie Macdonald
Parents Time For Change – Supports parents towards making a return to work	Julie Watts
Knowing Me Knowing My Child – a first step course, meeting with other parents exploring the rewards and challenges of parenting.	Julie Watts
Community Drop-In Point – help to access Universal Job Match account.	
Move-On Team – One to one support, advice and information.	

**For more information on all of the courses and programmes
Please telephone 0117 9781708**

Services and Goods Available @ The Gatehouse

Artistic Fabrications	Structural Steel Work	07769905199	mrweld@btconnect.com
BASF	Bristol Area Stroke Foundation	0117 9647657	office@basf.uk.com
C.E. Plumbing	Plumbing/Heating	0117 9044447	mail@ceplumbingandheating.co.uk
Electroserve	Electricians	0117 9781678	
Englands	Hairdressers	0117 9647730	Margaret
Food Co-op	Community Food Shop	0117 9647228	foodforallcoop@yahoo.co.uk
HHEAG	Hartcliffe Health & Environment Action Group	0117 9465285	info@hheag.org.uk
K9 Cuts	Dog Grooming	0117 9647649	fugazi9866@aol.com
MP Tool Repairs	Tool and Equipment Repairs	0117 3293391	
N.F.M.E Ltd	Wholesale Refrigeration	07973561638	marcus.whitticombe@blueyonder.co.uk
N°10 Peoples Kitchen	Community Kitchen	0117 9645285	www.hheag.org.uk
Positive Minds	Mental Wellbeing Support	0117 9644670	helen.gunson@hheag.org.uk
Slimming World	Healthy Eating Club	07999617075	Vicky
SMP Flooring	Carpet and Rug Shop	0117 9783770	
Studio 9	Dance and Keep Fit Area	0117 9781708	
WISH	Help with Domestic Violence (11-24 project)	0117 9038632	sian@wishforabrighterfuture.org.uk

Other Local Services

CATT Community Bus 0117 3773451
Teenage Parents Project 0117 9784401
www.teenageparents.org.uk

General Advice

Citizens Advice Bureau 0844 4994718
South Bristol Advice Centre 0117 9851122

Accommodation Advice & Support

Bristol City Council www.bristol-city.gov.uk
0117 9096000
Shelter Housing Aid Centre 0844 5151380

Aids / HIV

National Aids Helpline 0800 5671234
Terence Higgins Trust 0808 8021221

Alcohol & Drugs

Alcoholic Advisory Centre www.acad.org.uk
Bristol Drugs Project 0117 9876000
HAWKSpring 0117 9800370

Benefit Enquiries

Housing Benefit and Council Tax Benefit 0117 9222300

Crisis

Samaritans www.samaritans.org.uk
0845 7909090

Crime

Police (Bristol Headquarters) 0117 9277777
Police (Non Emergency) 101
People who are deaf, hard of hearing or speech impaired can textphone 18001 101
Victim Support Bristol 0845 4566099

Dyslexia

British Dyslexia Association 01656 724585

Bristol City Council

Customer Service 0117 9222000

Learning Support

Learning support is available to all learners.

The type of support available includes: -

- ✓ access to childcare funds (in certain circumstances);
- ✓ access to aids and adaptations to assist with your learning;
- ✓ access to specific diagnostic assessment;
- ✓ access to travel funds (in certain circumstances);
- ✓ support if you have an impairment that affects your learning.

If you feel that you need support with your learning please inform your tutor. If appropriate, an informal interview will then be arranged to discuss your needs in more detail.

Working in Partnership

HWV offers many courses in a working partnership with City of Bristol College (CoBC), and is sub-contracted by the College to deliver the courses. Therefore, along with HWV's enrolment paperwork you will also be required to complete a CoBC enrolment form to participate in learning at the Gatehouse Centre. This partnership brings many benefits to our learners including access to a College student I.D. card. This will entitle you to discounts at certain leisure activities such as bowling and the cinema and also at some shops. You should ask at individual shops/activities if discount is given before purchase. The College will send you information on how to apply for your student card.

Code of Conduct Procedures

During your time at HWV and on placement you are required to adopt a responsible attitude and not place yourself or colleagues at risk at any time. Any behaviour found unacceptable by staff or fellow learners may result in the following procedures:

Verbal warning;

First written warning;

Second written warning;

Dismissal from course.

Serious misconduct may result in instant dismissal from the course or programme. This includes any kind of violence, the carrying of an offensive weapon, theft and deliberate damage to property.

You have the right to appeal against dismissal by using the Complaints Procedures as laid out below.

Complaints Procedure

If at any time you feel you have been treated unfairly there are certain things you can do:

Speak to your tutor and ask them to go through the situation with you.

If you still feel that you have been treated unfairly you can ask to see the Programme Manager who will listen to the problem and try to assist you in resolving the issue.

If you are still dissatisfied, you can ask to speak to the Chief Executive, Pat Mundy and ultimately to HWV's Chair of the Board of Directors.

Health & Safety

It is the Company's policy to provide a safe and healthy working environment for all its employees and users of the Gatehouse Centre.

You are reminded of your responsibilities under the Health & Safety at Work Act 1974, which includes the duty to take reasonable care to avoid injury to yourself and others and co-operate with the Company's Health & Safety Policy.

Listed below are some easy ways you can carry out your responsibilities –

- Inform your tutor of any medical conditions you might have that you feel we should be aware of.**
- Ask for any aids or equipment that you might need**
- Bring or wear appropriate glasses**
- Immediately report any hazardous situations**
- Report any accidents or near misses**

Any hazardous situations should be reported immediately to your tutor. Any accidents or incidents should be recorded on the appropriate forms, available at reception.

First Aid

In the event of an accident:

Inform a member of staff if you are able;

A named First Aider will be contacted;

First Aid boxes are located in designated areas;

All incidents / accidents to be recorded in the accident book on the day of injury located in Main Reception at The Gatehouse.

Fire Drill

There will be fire drills in which all occupants in the building are required to participate. On hearing the fire alarm, please leave the building quickly and quietly by the nearest fire exit which is clearly marked. Please read the fire procedures, which are situated around the building.

IF THE FIRE ALARM HAS SOUNDED – DO NOT USE THE LIFT AT THE GATEHOUSE CENTRE

On leaving the building, make your way to the assembly point at the rear of the car park at the Gatehouse Centre.

If you have any disability please talk to your tutor as it may be necessary to devise an individual evacuation plan to meet your needs.

Safeguarding

Safeguarding is designed to ensure that all young people and vulnerable adults are protected from any form of abuse or neglect and have the opportunity to enjoy a safe and secure environment in which to learn or work. This is a statutory requirement for all Training providers and Employers who are required to take measures to ensure that this group is protected.

HWV is fully committed to Safeguarding which is reflected throughout our policies and practice and we expect a similar commitment from the employers we work with.

We encourage any organisation we work with to share good practice across the areas of Health & Safety, Equality and Diversity and Safeguarding. Our policies are available on request.

If any learner feels they have an issue or concern in this area we would encourage them to share this with their Tutor or Manager as a first step.

No Smoking Policy

The Gatehouse Centre is a NON SMOKING building. There is a smoking point at the rear of the Centre.

Alcohol and Drugs

Alcohol is not allowed in the training rooms during working hours and anyone found under the influence or in possession of alcohol during these times will be asked to leave the training areas immediately.

Illegal drugs and chemical stimulants are not allowed on the premises under any circumstances. If anyone is found to be under the influence or in possession, they will be asked to leave the premises immediately.

Close Down at Christmas

The Gatehouse Centre does close down for a period over Christmas. You will be informed of these dates in good time.

Equality & Diversity

HWV is committed to an Equal Opportunities policy and practice so that no learner, volunteer or service user receives less favourable treatment.

HWV intends that its Equal Opportunities policy is not just a paper commitment and it will implement a programme of positive action that is reviewed regularly.

Directors, trustees, staff and others involved actively promote and follow the policy.

The Gatehouse Centre is fully accessible. If you have any specific needs please let us know.

Discrimination

Discrimination is treating someone less fairly than others. Discrimination is unacceptable and in many cases unlawful.

Bullying & Harassment

Bullying and harassment are words, pictures or actions that are unwelcome, threatening or offensive.

Forms of bullying and harassment include physical abuse, verbal abuse, comments/jokes about appearance, offensive/pornographic pictures, unwanted touching or other physical contact, written abuse and demands for sexual favours many of which increasingly may take the form of cyber-bullying through the use of modern technologies.

Harassment can be in relation to ethnicity, sex/sexual orientation, disability and religion/culture.

We believe that any form of bullying and/or harassment to any individual is unacceptable and where identified we will take measures to ensure it doesn't happen.

What to do about it?

No one should have to suffer discrimination, bullying or harassment. Anyone working for or learning with HWV, either paid or voluntary should immediately tell their manager, tutor, assessor or training advisor. Victims should refrain from retaliation and also retain any evidence of bullying that they can. Any customer or visitor should contact Pat Mundy through reception at the Gatehouse Centre or telephone (0117)9781708. HWV has procedures that will be implemented if a complaint is made.

Internet Usage Policy

All computers at HWV give access to the internet. Bristol City Council filters should stop you straying onto offensive and illegal sites. If you happen to come across one of these sites please inform a member of staff who will ensure that these sites are blocked in the future. We would also ask you to not use the internet for the purpose of accessing sites or sending and receiving emails that involve –

- **pornography or sexually explicit material**
- **discrimination of any type**
- **promotion of threatening or violent behaviour, including games**
- **illegal activities**
- **gambling**
- **voice or text chat**
- **breach of copyright**
- **any other unacceptable subjects**

A full copy of the policy is available on request. If you do not use the internet responsibly we will use the Code of Conduct procedure (stated clearly in this booklet).

How to access this document

Thank you for taking the time to read through the handbook. We hope you found this useful and would welcome any comments, suggestions or questions.

We wish you well and look forward to working with you throughout the duration of the course or programme.

A copy of this handbook will be kept in the training rooms for reference and is also available at reception. Please ask your Tutor or their Manager if you wish to have your own paper copy of the handbook. They will also be happy to discuss and explain any aspect of it with you.

The document can also be accessed on our website at –

www.hwv.org.uk

If you do not have access to the internet at home you are welcome to view it here at the Gatehouse Centre. Your Tutor/Assessor can help with this. Alternatively internet access is available at all Bristol Libraries.