



training and recruitment



## Welcome to Smart Training and Recruitment

We are here to make sure that your life long learning is a worthwhile and meaningful experience.

For all learners on our training programmes, we offer a flexible approach to education and training to suit your lifestyle, home and working commitments and working hours. Even after your training has been completed, our door is always open for you to come back for advice and guidance on career opportunities, assistance with recruitment and job search or indeed further education and training opportunities

All of us at **Smart Training and Recruitment** are very proud of our training programme with access to all our resources. We are committed to your training and will support you throughout your journey with us. If you would like full details of any of our policies and procedures then do not hesitate to ask any member of staff or see the intranet portal under our website.

Finally, whatever you choose to do, remember my team and I are always here to help. I wish you every success in achieving your goals - remember, life's only limitations are the ones we make!

*Jan Hopkinson*

JAN HOPKINSON MANAGING DIRECTOR

# Mission statement Working together to enrich life

www.smarttar.co.uk telephone 0330 088 0888

## Health & Safety

A safe and healthy working environment is essential for nurturing excellence and the wellbeing of our staff and learners.

Smart Training and Recruitment is committed to progressive improvement in health and safety performance leading to standards beyond legal minimum requirements. To achieve this, we will ensure that health and safety is integrated with other core management functions and that all our employees and learners are equipped to carry out their responsibilities.

The company recognises the importance of, and has made arrangements for:

- i. managing health and safety issues arising from our activities by:
  - maintaining safe and healthy working conditions
  - providing adequate control of health and safety risks
  - providing and maintaining safe equipment
  - ensuring safe handling and use of substances
- ii. consultation with staff, learners and employers on health and safety matters;
- iii. information and training in respect of health and safety, risk assessment and precautionary measures;
- iv. regular monitoring and reviewing of accidents and incidents;
- v. reviewing and revising the Health & Safety policy as necessary at regular intervals (at least annually).

## Equality & Diversity

Smart Training and Recruitment value a diverse learner and employee base and the individuality and creativity that everyone potentially brings to the workforce. We recognise that people from diverse backgrounds can bring new ideas and perceptions that help increase organisational efficiency and improve services.

We will strive to create a positive, inclusive atmosphere, based on respect for peoples differences, in which learners and staff are actively encouraged to reach their full potential. All staff and learners have rights and responsibilities in relation to the promotion of equality.

We are committed to equality, diversity, social inclusion and social justice. We oppose discrimination in any form, including inappropriate conduct, bullying, harassment, discrimination and the disregard of dignity.

The Directors and all those in management and leadership roles will, through their defined responsibilities, be proactive in promoting diversity and equal opportunities, and in tackling unlawful discrimination. Further, they will ensure that our employees, learners, customers, clients and employers are aware of the policy and that they understand they are responsible for observing it.

## Safeguarding

Smart Training and Recruitment, have a primary responsibility for the care, welfare and safety of the learners in our charge.

We believe that it is always unacceptable for anyone to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all learners, particularly children and vulnerable adults, by a commitment to a practice which protects them.

We recognise that:

- The welfare of our learners is paramount
- All learners have the right to equal protection from all types of harm or abuse
- Where appropriate, working in partnership with learner's parents, carers and other agencies is essential in promoting individual's welfare.

We will carry out our responsibilities through, amongst other policies, our Safeguarding Policy, which aims to provide a caring, supportive and safe environment and values individuals for their unique talents and abilities - an environment in which all our learners can learn and develop to their full potential.

This policy also provides advice to staff on their responsibilities in relation to child and vulnerable people protection, including the action to be taken to enable cases of suspected abuse to be properly considered and pursued.

## Anti-Bribery

Smart Training and Recruitment is committed to the highest standards of ethical conduct and integrity in its activities. This Policy outlines the Company's position on preventing and prohibiting bribery, in accordance with the Bribery Act 2010.

We do not tolerate any form of bribery, whether direct or indirect, by, or of, its employees, employers, learners, temporary workers and sub-contractors, or any persons acting for it or on its behalf.

Senior management is committed to implementing effective measures to prevent, monitor and eliminate bribery.

## Complaints

If you experience problems with any aspect of the Company's training or administrative services you should draw them to the attention of your Training Advisor or Internal Quality Assurance staff as soon as possible so that we can take appropriate remedial action without delay.

It is essential that you act immediately if there is a possibility that your training will be adversely affected by any problem you have encountered. If your Training Advisor and/or our Quality Assurance team cannot resolve your complaint or you do not wish to go to them then contact our Director of Learning, Moya Hannon on 01983 475003 or moya@smarttar.co.uk

## Principals of Information, Advice and Guidance

Smart Training and Recruitment has been accredited with Matrix Standard since 2004 and adheres to the principles of delivery of this service as agreed by the National Information Advice and Guidance Board.

Our Advisors will seek to give clients from all age groups and backgrounds impartial information and advice on any training or career issues and guidance in a range of industries, including the hospitality, customer service, business administration, retail, cleaning services, management and I.T.

SMART TRAINING AND RECRUITMENT HAS THE FOLLOWING PRINCIPLES IN THE DELIVERY OF THIS SERVICE:

- **Accessibility** During office hours, wherever possible, there will be trained Advisors available. If none are available, Smart will guarantee an interview within 48 working hours of contact. The central location of our Training Centres and easy accessibility for clients with mobility problems will ensure that clients receive the service with minimum disruption to themselves.
- **Professional Approach** All Advisors have been trained to identify the needs of our clients quickly and efficiently. Where the referral cannot be addressed by Smart they will be signposted to alternative provision.
- **Local Knowledge** All Advisors are aware of local services and provision and have links to support clients if they are signposted elsewhere.
- **Quality of Delivery** Advisors are informed of local and national priorities which may impact on the individual needs of the clients.
- **Diversity** All Information, Advice and Guidance given will reflect the diversity of the clients' needs.
- **Impartiality** The service will support clients to make informed decisions about learning and work opportunities based on their needs and circumstances.
- **Responsive** Information, Advice and Guidance provided will reflect the clients' present and future needs.
- **Approachable** All Advisors will support clients to engage with the service.
- **Encouraging** The service will encourage and support clients to become lifelong Learners by enabling them to access a range of information in the planning of their future learning and careers.
- **Awareness** All clients can expect to be made aware of the service available to them and to meet their expectations.

## Confidentiality and Data Protection Statement

Smart Training and Recruitment is registered under the Data Protection Act 1998. As part of our Management Information System, Learner details are recorded on our computerised database from the point at which a Learner first enquires and throughout their time as a Learner with us. Some paper-based records also exist (for example, application forms, interview records and review records) which are held in a secure environment.

Our main use of personal information is to support a Learner's personal development and progression through their qualification while at Smart Training and Recruitment and afterwards to provide information to persons or organisations that may provide future progression opportunities.

Smart Training and Recruitment may use data provided by learners, and other data records generated by Smart Training and Recruitment relating to their time at Smart, to inform persons or organisations who have a legitimate interest in an official capacity, of a Learner's progression, performance and attendance, unless they have asked us not to do so.

TYPICAL PERSONS OR ORGANISATIONS THAT WE MAY COMMUNICATE INFORMATION TO INCLUDE:

- Potential employers
- Employers
- Learners
- Other organisations supporting learning programmes e.g. Awarding Bodies, Ofsted.
- Our funding bodies
- Parents or guardians for learners aged under 19 and living in the parental or guardians home.

We do not sell or reveal details to any commercial companies for their marketing purposes.

Only authorised staff can access the information held in our systems and we are bound and abide by the Data Protection Act 1998 and its 8 principles, which require that data must be;

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate and up-to-date
- Not kept longer than necessary
- Processed in accordance with the individual's rights
- Secure
- Not transferred to countries outside the European Economic area, unless there is adequate protection.

Learners can opt out of any or all of the above, but by doing so it may impact our ability to support their personal development. Learners should discuss, with their Training Advisor or the Business Development Team, the implications of any opt out they are considering. If Learners wish to exercise their right to opt out, they should let us know by the means most convenient to them.