

**THE**

**ROCK**

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ACADEMY**

# Child Safeguarding Policy

## **Definition**

Safeguarding means protecting children from maltreatment. Maltreatment includes any behaviour that can impair a child's health or development. Safeguarding entails ensuring that children are growing up in circumstances consistent with the provision of safe and effective care. The Rockworks is committed to adhering to working practices that ensure that all children and young people are protected from deliberate or unintentional behaviour that could potentially lead to the risk of any physical, emotional or psychological harm.

## **Legal Framework**

This policy has been drawn up in accordance with all relevant and applicable legislation and guidance available to the Charity in the jurisdictions it operates within in the United Kingdom. Chiefly, this policy operates in accordance with the:

- Children Act 1989
- United Nations Convention on the Rights of the Child
- Children Act 2004
- General Data Protection Regulation
- Data Protection Act 2018

This policy is intended to protect children and young people who receive any service from us, including those who are the children of adults who may receive services from us. The Rockworks Academy believes that no child or young person should experience abuse or harm and are committed to the protection of children and young people and this policy is intended to provide guidance and overarching principles to those who represent us as volunteers or staff, to guide our approach to child protection and safeguarding.

## **The Risks to Children**

Nearly every child grows up in a safe and happy environment and it is important not to exaggerate or overestimate the dangers. Nevertheless, there are situations where children need protection including but not limited to:

- Sexual abuse;
- Grooming;
- Physical and emotional abuse and neglect;
- Domestic violence;
- Inappropriate supervision by staff or volunteers;
- Bullying, cyber bullying, acts of violence and aggression within our schools and campuses;
- Victimisation;
- Self-harm;
- Unsafe environments and activities;
- Crime and Exploitation.

## **Universality of Protection**

The Rockworks Academy recognises that:

- The welfare of the child is paramount.
- All children regardless of race, gender, religious belief, disability, age, sexual orientation or identity have a right to equal protection from harm.
- Some children are more vulnerable to harm as a result of their circumstances, prior experiences, communication needs or level of dependency.
- Working with children, young people, their parents and/or guardians, carers or other agencies is essential to protecting their wellbeing.

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The Rockworks will meet its commitments by reinforcing positive working practises such as:

- Listening to children and respecting them.
- Appointing a child-protection lead who takes lead responsibility for safeguarding at the highest level in the organisation.
- Writing and reviewing detailed safeguarding and child protection procedures
- Making sure all staff and volunteers understand and follow the safeguarding and child protection procedures.
- Ensuring children, young people and their families know about the organisation's safeguarding and child protection policies and what to do if they have a concern.
- Building a safeguarding culture where staff, volunteers and children know how they are expected to behave and feel comfortable about sharing concerns.

### **Prevention of Bullying**

We will not tolerate the bullying of children either by adults or by other children. If any incident of child-on-child bullying should arise at The Rockworks Academy. Those involved will be separated immediately and the parents of the children involved will be asked to deal with the matter. The Rockworks Academy will review all incidents of child-on-child bullying and assess the likely future risk to children. If appropriate, The Rockworks Academy will consider banning a child from future events, but only in full accordance with the rules and procedures of the organisation. Allegations of adults bullying children will be dealt with in accordance with this Policy.

### **Photographing Children**

People may expect to have their photograph taken at many of our events. However we shall only publish photographs of children aged under 18 after having agreed permission with the subject's parent, guardian or care-giver.

### **Managing Behaviour, Discipline and Acceptable Restraint**

- Adults supervising children at The Rockworks Academy must never use any form of corporal punishment. If physical restraint is absolutely necessary to prevent injury to any person or to prevent serious damage to property, then the minimum necessary restraint may be used — but for that purpose only.
- Unacceptable behaviour at The Rockworks Academy for unaccompanied children will generally be stopped by separating the children from each other and from the group. The miscreants will be suitably supervised and will be returned as soon as possible to the care of their parents.
- The Rockworks Academy may apply a further disciplinary sanction; namely the banning of the child from one or more future events over the following 18 months. Any such sanction would be determined and applied by the Directors.

### **Process for Reporting Safeguarding issues:**

If staff or volunteers at the Rockworks witness instances or incidents that have compromised the safety and wellbeing of a child or young person, or are concerned that a child or young person is at risk of harm there is a clear process of reporting and documenting that must be adhered to:

1. Report the issue to the Rockworks lead contact at the earliest opportunity.
2. If there is any difficulty in reaching the Rockworks' Lead, contact the safeguarding team at Dewi Cymru and report the issue.
3. Document the occurrence in the Rockwork's Incident Report book. Be sure to include dates, times and location.
4. It is the duty of the Lead to report to the appropriate contact, be it the Local Authority Safeguarding Team, Police, Teacher, Parent, Support Worker or Care-Giver.

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## **Rockworks Lead Contact**

Michael Harmina

Tel: 07764561333

Email: [rockworksdj@outlook.com](mailto:rockworksdj@outlook.com)

## **Wrexham CBC Contact:**

Dewis Cymru

Emergency Duty Team: [0845 0533116](tel:08450533116)

Email: [SPOAchildren@wrexham.gov.uk](mailto:SPOAchildren@wrexham.gov.uk)

## **Adult Safeguarding Policy**

The Rockworks Academy staff and associated personnel must not:

- Sexually abuse or exploit at risk adults
- Subject an at risk adult to physical, emotional or psychological abuse, or neglect

## **Protection from sexual exploitation and abuse**

The Rockworks Academy staff and associated personnel must not:

- Exchange money, employment, goods or services for sexual activity. This includes any exchange of assistance that is due to beneficiaries of assistance
- Engage in any sexual relationships with beneficiaries of assistance, since they are based on inherently unequal power dynamics

Additionally, The Rockworks Academy staff and associated personnel are obliged to:

- Contribute to creating and maintaining an environment that prevents safeguarding violations and promotes the implementation of the Safeguarding Policy
- Report any concerns or suspicions regarding safeguarding violations by an [NGO] staff member or associated personnel to the appropriate staff member

## **Enabling reports**

The Rockworks Academy will ensure that safe, appropriate, accessible means of reporting safeguarding concerns are made available to staff and the communities we work with.

Any staff reporting concerns or complaints through formal whistleblowing channels (or if they request it) will be protected by [NGO]'s Disclosure of Malpractice in the Workplace (Whistleblowing) Policy.

The Rockworks Academy will also accept complaints from external sources such as members of the public, partners and official bodies.

### **How to report a safeguarding concern**

Staff members who have a complaint or concern relating to safeguarding should report it immediately to their Safeguarding Focal Point [as appropriate] or line manager. If the staff member does not feel comfortable reporting to their Safeguarding Focal Point or line manager (for example if they feel that the report will not be taken seriously, or if that person is implicated in the concern) they may report to any other appropriate staff member. For example, this could be a senior manager or a member of the HR Team.

### **Response**

The Rockworks Academy will follow up safeguarding reports and concerns according to policy and procedure, and legal and statutory obligations (see Procedures for reporting and response to safeguarding concerns in Associated Policies).

The Rockworks Academy will apply appropriate disciplinary measures to staff found in breach of policy.

The Rockworks Academy will offer support to survivors of harm caused by staff or associated personnel, regardless of whether a formal internal response is carried out (such as an internal investigation). Decisions regarding support will be led by the survivor.

### **Confidentiality**

It is essential that confidentiality is maintained at all stages of the process when dealing with safeguarding concerns. Information relating to the concern and subsequent case management should be shared on a need to know basis only, and should be kept secure at all times.

## **Disclosure and Barring Policy**

### **Purpose**

This policy sets out The Rockworks Academy's approach to using Disclosures & Barring Service (DBS) Checks and implications arising from their use for Directors, volunteers and employees. It relates to checks carried out upon recruitment and during the lifetime of their tenure with The Rockworks Academy.

### **Introduction**

The DBS check searches personal details provided by applicants and employees or workers against criminal records and other sources. The DBS check will either confirm that the person named either doesn't have a criminal record, or it will list any relevant convictions, cautions, reprimands, warnings and, if applicable, whether they have been barred from working with vulnerable groups. The police can also include non-conviction information, for example, fixed penalties, that may be relevant.

A DBS check uses a range of different information sources, including the records of the Police National Computer (PNC), and other data sources appropriate to the level of check requested.

All of our activities require that staff, volunteers and directors to undergo DBS and/or police checks under the Safeguarding Vulnerable Groups Act 2006. The required level of checking (if any) will broadly reflect the degree and frequency of unsupervised access given to other people's children.

- The Rockworks Academy will take very seriously any allegation of impropriety on the part of any member staff, volunteer or director. A member of The Rockworks Academy who discovers anything amiss should get in touch immediately with the following:

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- Allegations will be appropriately reviewed and the likely risk to children and, if appropriate, will consider banning the member from future events or revoking his or her membership or both, but only in full accordance with the rules and procedures of The Rockworks Academy.
- A parent who is aggrieved by this ban may appeal to The Rockworks Academy who will hear the views of all relevant persons. The decision of the organisation is then final. Any such appeals should be made to, and will be determined by any Director of The Rockworks Academy.

## Equal Opportunities Policy

The Rockworks Academy has adopted an equal opportunities policy for the following reasons:

- It is a fundamental principle of our social enterprise.
- It ensures as far as possible that there is no unlawful direct or indirect discrimination.
- It enables us to mainstream equality of opportunity into our aims, objectives and work plans.

The Rockworks Academy Limited is an equal opportunity employer. We are committed to ensuring equal opportunities, fairness of treatment, dignity, work-life balance, and the elimination of all forms of discrimination in the workplace for all staff and job applicants. We aim to create a working environment in which all individuals are able to make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit. Therefore, we have adopted this policy as a means of helping to achieve these aims.

A key objective of the policy is so that we can provide a working environment in which people feel comfortable and confident that they will be treated with respect and dignity.

It is our stated policy to treat all workers and job applicants equally and fairly irrespective of their sex, marital status, civil partnership status, trans-gender status, sexual orientation, race, colour, nationality, ethnic origin, national origin, culture, religion, religious belief, age, or disability.

Discrimination by or against an employee is generally prohibited unless there is a specific legal exemption. Discrimination may be direct or indirect and it may occur intentionally or unintentionally.

### The Protected Characteristics

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race
- Religion or Belief
- Sex
- Sexual Orientation

### Direct discrimination

Direct Discrimination occurs when someone is treated less favourably than another person because of a protected characteristic they have or are thought to have, or because they associate with someone who has a protected characteristic. Direct discrimination is generally an obvious and easily identifiable form of discrimination.

### Discrimination by association

Discrimination by association applies to age, race, religion or belief, sexual orientation, disability, gender reassignment, and sex. This is direct discrimination against someone because they associate with another person who possesses a protected characteristic.

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### **Perception discrimination**

Perception discrimination applies to age, race, religion or belief, sexual orientation, disability, gender reassignment, and sex. This is direct discrimination against an individual because others think they possess a particular protected characteristic. It applies even if the person does not actually possess that characteristic.

### **Indirect discrimination**

Indirect discrimination applies to age, race, religion or belief, sex, sexual orientation, marriage and civil partnership, disability and gender reassignment. Indirect discrimination can occur when you have a condition, rule, policy or even a practice in your company that applies to everyone but particularly disadvantages people who share a protected characteristic. Indirect discrimination can be justified if you can show that you acted reasonably in managing your business, i.e. that it is 'a proportionate means of achieving a legitimate aim'. A legitimate aim might be any lawful decision you make in running your business or organisation, but if there is a discriminatory effect, the sole aim of reducing costs is likely to be unlawful. Being proportionate really means being fair and reasonable, including showing that you've looked at 'less discriminatory' alternatives to any decision you make.

### **Dignity at Work Policy**

It is in everyone's interests for the environment in which we work to be harmonious and respectful. Although we would like to think that this is always the case, this policy recognises that inappropriate behaviour, which may include harassment, can and does take place. This policy aims to ensure that, if inappropriate behaviour does occur in the workplace, it is dealt with in a serious, sensitive and confidential manner so that the matter can be resolved as quickly as possible for all concerned.

The Rockworks Academy Limited is committed to tackling incidents of inappropriate behaviour swiftly and decisively. A strong stand is needed on this issue to enable people of all backgrounds to have dignity at work, and enable them to progress in our social enterprise and fully contribute to our success.

### **Harassment**

Harassment is "unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual".

Harassment applies to all protected characteristics except for pregnancy and maternity and marriage and civil partnership. Employees will now be able to complain of behaviour that they find offensive even if it is not directed at them, and the complainant need not possess the relevant characteristic themselves.

Employees are also protected from harassment because of perception and association.

### **Sexual Harassment**

Sexual harassment can include verbal behaviour such as inappropriate and unwelcome sexual comments, suggestions, jokes or pressure for sexual favours, non-verbal behaviour such as suggestive looks or leering and physical behaviour such as touching, squeezes or hugs, or repeatedly brushing against someone's body. These types of behaviour are sexual harassment when:

- they are part of a Manager's decision to hire or dismiss;
- they are used to make any other employment decisions like pay increases, promotion or job assignments;

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- they create an intimidating, hostile, or offensive working environment. Sexual harassment does not refer to casual conversation or compliments of a socially acceptable nature. It refers to behaviour which is not welcome, and which is personally offensive, interfering with an individual's effectiveness in the workplace or creating discomfort. If you are uncertain about whether certain sexually oriented behaviour is sexual harassment, think about whether you feel this behaviour would be inappropriate or uncomfortable for members of your family to see or be subjected to. If you do, then the behaviour may be perceived as sexual harassment.

### **Harassment by others**

Harassment by others applies to age, disability, gender reassignment, race, religion or belief, sex, and sexual orientation. The Equality Act makes you potentially liable for harassment of your employees by people who are not employees of your company, such as customers or clients. You may be liable when you are aware that harassment has taken place, and have not taken reasonable steps to prevent it from happening again.

### **Preventing Harassment**

We all have a responsibility to discourage harassment and prevent it from taking place by:

- being aware of the problems that harassment can cause, and ensuring that our behaviour does not cause others to feel harassed
- making our colleagues aware that certain conduct or behaviour is causing concern or offence to ourselves or to others.

Managers have a particular responsibility to prevent harassment taking place by:

- being alert to the possibility that harassment may be happening in their area
- using their judgement to correct behaviour that could be considered offensive, and reminding employees of **The Rockworks Academy** policy on this matter
- taking prompt action to stop harassment as soon as it is identified
- dealing with all incidents quickly, seriously, sensitively and in confidence.

### **Dealing with Harassment and/or Bullying**

We will deal with all complaints of harassment promptly, fairly, sensitively and in confidence.

Wherever possible, the emphasis should be on resolving issues of harassment and bullying informally without resorting to the formal procedure. However, if you are being harassed or bullied, it is important that you keep a record of all alleged instances as soon as practicably possible after the incident has taken place. You should make detailed notes of any alleged instances of harassment or bullying and keep them. The notes should be signed and dated and contain the following:

- date, time and place of the incident(s)
- name of the person(s) carrying out the harassment/bullying
- full details of what actually happened and what was said
- names of any witnesses
- any other relevant information.

Most people who complain that they are being harassed simply want the behaviour to stop. Where appropriate, they can be encouraged to take charge of the situation themselves by informing the harasser that his or her behaviour is unacceptable and that it must stop.

If you feel that you are unable to deal with a particular situation without support, you should ask the Board of Directors to explain to the person causing offence that his/her behaviour is unwelcome and must stop.

Whichever approach is used to confront the person(s) concerned, you should record the action taken and the outcome as evidence of your attempt to deal with the situation.

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If this initial approach fails to resolve the problem, you may use the formal grievance procedure. Disciplinary action will be considered in all cases where a claim of harassment is upheld.

If the complaint is not upheld, there may still be a need to consider whether you and the individual who is the subject of the complaint can continue to work effectively in your respective roles as a consequence of the complaint having been made. Management action, whether or not the complaint is upheld, may include:

- monitoring the situation for a defined period of time;
- counselling and/or training as appropriate to the circumstances;
- delaying either or both parties returning to work where suspended until all appropriate arrangements are in place.

The Rockworks Academy will ensure that all employees are aware of the Equal Opportunities Policy and their responsibility for implementing it, and that all staff having direct contact with the public or having supervisory duties will have undertaken training in Equal Opportunities.

All staff have a duty to act in accordance with this policy and treat colleagues with dignity at all times, and not to discriminate against or harass other members of staff, regardless of their status.

Employees will be expected to conduct themselves in a proper manner whilst engaged in business for and on behalf of Bringing Equality & Sport Together in Wales Limited. Those who act contrary to the letter or spirit of the Equal Opportunities Policy will be regarded as having committed a serious disciplinary offence and may render themselves liable to summary dismissal. A copy of the Disciplinary and Grievance procedures will be issued to all employees. The implications of the above will be outlined to staff in the induction period.

The Rockworks Academy Limited recognises that the standard terms and conditions of employment and normal working hours may disadvantage certain applicants/employees and will develop work practices, subject to the needs of the organisation, to accommodate the needs of such employees. These will include job share, flexible working days, and flexible working time and a positive approach to family friendly working.

It is intended that proper access and facilities for people with disabilities be provided at premises used by the organization and that efforts are made to ensure that special needs are met including the provision of adapted equipment and changes of working practices.

We will adopt a minimum, below which no paid employee remuneration will be set.

The principles of non-discrimination and equality of opportunity also apply to the way in which staff treat visitors, clients, customers, suppliers and former staff members.

The employer is also committed to ensuring that no policy, procedure, provision, rule, requirement, condition or criterion will be imposed on any worker or job applicant without justification if it would be likely to put that person at a disadvantage on any of the above grounds.

This Equal Opportunities policy applies to all stages of the recruitment and selection process, as well as throughout individuals' employment. All staff who have responsibility for recruitment, selection and promotion, or who supervise other staff, will receive equal opportunities training. Other staff will have the opportunity to attend awareness training in equality and the avoidance of discrimination.

We will continue to review the effectiveness of this policy to ensure it is achieving its objectives and as part of this process will monitor the composition of job applicants and the benefits and career progression of staff.

If you or any other employee feels the letter or general intent of the policy is breached, please report it to your manager. If the matter is not resolved satisfactorily you may raise a grievance through the organisation's grievance procedures.

The Board of Directors has overall responsibility for the policy. However, the staff have regulated responsibility for the practical use and implementation of the policy. The Rockworks Academy Limited is committed to a programme of action to implement the policy in all aspects of its work, recruitment and publicity. The Board of Directors will ensure that a review of the policy and its implementation takes place annually and that the Board of Directors receive reports.

### **Training in Relation to our Equal Opportunities Policy**

The Rockworks Academy will ensure that all people involved in the staff selection process will receive Equal Opportunities training related to selection and recruitment.

All employees involved with management, supervisory or personnel functions will be given Equal Opportunities training.

The Equal Opportunities Policy will be included in all training courses, where appropriate, e.g. induction, appraisal, communication skills, supervisory/management development courses.

All employees who come into contact with job applicants and members of the public will be given Equal Opportunities training.

Member organisations should be offered the opportunity to undertake Equal Opportunities training.

### **Equal Opportunities in Recruitment and Selection**

All posts will be publicly advertised, with the object of encouraging applications from as wide a cross section of the public as possible.

Advertisements should contain a standard Equal Opportunities statement e.g. The Rockworks Academy Limited is an equal opportunities service provider.

Advertisements should not be worded to suggest requirements that are unnecessary for the job and should be worded in a clear and unambiguous way so that candidates can assess their own suitability.

The same people will, as far as possible, be involved in the shortlisting and interviewing of applicants and efforts will be made to ensure a balance of representation on the interviewing panel.

All panel members will undergo Equal Opportunities training relating to selection and recruitment to ensure that selection is made on an objective basis.

Interview settings and procedures will be organised so as to minimise discomfort or disadvantage on the part of any applicant. Appropriate arrangements will be made to ensure access to the interview for people with disabilities and family commitments.

Acceptance of the principle and practical implementation of Equal Opportunities employment practice and service provision will be a condition of employment.

All candidates will be interviewed on their ability to further the objectives of the Equal Opportunities Policy and an applicant's expressed opposition to any aspect of it will represent sufficient grounds for non-selection.

All promotion opportunities will be advertised within the organisation initially and if no suitable candidate applies the post will be advertised externally. (The guidelines in this section of the policy shall not be applicable concerning a direct promotion of an employee).

### **Recruitment and Selection Guidelines**

To support equal opportunities in Recruitment and Selection, before a post is advertised, a job description and person specification will be drawn up or reviewed if the post already exists. The criteria used in the specification will be strictly relevant to the attributes that a person needs for the job. These will not be unnecessarily restrictive; so as to exclude particular groups as this would constitute unfair indirect discrimination.

These specifications will be used for short listing purposes and later selection. Criteria for short listing will be derived from the job description and person specification and will be applied to all applicants. The same people will be involved in the shortlisting and interviewing of applicants.

Unsuccessful interviewees will be notified in writing as soon as possible and will be informed that someone will be designated to provide feedback to them if required.

### **Service Delivery: Guidelines**

We will ensure equality of opportunity in our service provision by:

Applying the principles of equality when setting our priorities.

Maintaining data and initiating research that will enable services to be prioritised from primary information.

Using accessible venues and times for all service delivery.

Timing meetings, events, training courses in a family friendly way.

Where possible organising meetings, events etc. within easy access of community need.

All job descriptions and subsequent person specifications should include an Equal Opportunities aspect (e.g. these duties must at all times be carried out in compliance with the organisation's Equal Opportunities Policy).

Prior to writing an advertisement, full-time posts should be assessed to see whether they are suitable for job-share, and if so, should be advertised as such.

All posts should be open to job share unless a case is upheld that job-share would not work.

- Candidates will be invited to contact the organisation for details of the post to be filled stating where they saw the advertisement. CVs will not be requested at this stage, as candidates will not yet be aware of the full job or person specification.

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- When they respond to enquiries, each candidate will be sent a job pack consisting minimally of job description and person specification, an application form, a copy of the Equal Opportunities Policy and an Equal Opportunities Monitoring Form (gender, ethnic origin, age, disability, marital status and source of advertisement).
- Application forms should be agreed by the Board of Directors and will only request information that is strictly relevant to the post.
- CVs will be requested if deemed applicable to the skills required of the post.
- Further information will be sent to short listed candidates including arrangements for interview and directions to the location.

### **Equality & Diversity**

The success of a business depends on people. Capitalising on what is unique about individuals and drawing on their different perspectives and experiences will add value to the way we do business. By accessing, recruiting and developing talent from the widest possible talent pool, we can gain an insight into different markets and generate greater creativity in anticipating customer needs. We will constantly strive to create a productive environment, representative of and responsive to different cultures and groups, where everyone has an equal chance to succeed. The Organisation has a responsibility to embrace and support this vision and must continue to challenge behaviour and attitudes that prevent us from achieving this. Using fair, objective and innovative employment practices, our aim is to ensure that:

- All employees and potential employees are treated fairly and with respect at all stages of their employment.
- All employees have the right to be free from harassment and bullying of any description, or any other form of unwanted behaviour, whether based on sex, trans-gender status, marital status, civil partnership status, pregnancy, race, disability, age, political or religious belief or sexuality.
- All employees have an equal chance to contribute and to achieve their potential, irrespective of any defining feature that may give rise to unfair discrimination.

The diversity of the communities we serve is reflected at all levels within our workforce.

### **Cultural Diversity Strategy Aims & Objectives**

- to increase knowledge of the different cultural communities in the surrounding areas.
- to increase understanding of cultural diversity and its benefits to local communities. Action Plan
- to participate and support, for example, diversity days, Welsh language days, working with under-represented groups, etc.
- to promote equality of opportunity to those in minority communities.
- to employ more ethnic minority staff including Welsh speakers.

Policy Development

To reach our objectives we will increase consultation with communities, use alternative marketing strategies, train our front of house staff and continually monitor and evaluate our cultural strategy.

### **Recruitment and Selection Policy**

- All posts will be publicly advertised, with the object of encouraging applications from as wide a cross section of the public as possible.
- Advertisements should contain a standard Equal Opportunities statement . The Rockworks Academy is striving to be an equal opportunities employer.

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- Advertisements should not be worded to suggest requirements that are unnecessary for the job and should be worded in a clear and unambiguous way so that candidates can assess their own suitability.
- The same people will, as far as possible, be involved in the shortlisting and interviewing of applicants and efforts will be made to ensure a balance of representation on the interviewing panel.
- All panel members will undergo Equal Opportunities training relating to selection and recruitment to ensure that selection is made on an objective basis.
- Interview settings and procedures will be organised so as to minimise discomfort or disadvantage on the part of any applicant. Appropriate arrangements will be made to ensure access to the interview for people with disabilities and family commitments.
- Acceptance of the principle and practical implementation of Equal Opportunities employment practice and service provision will be a condition of employment.
- All candidates will be interviewed on their ability to further the objectives of the Equal Opportunities Policy and an applicant's expressed opposition to any aspect of it will represent sufficient grounds for non-selection.

All promotion opportunities will be advertised within the organisation initially and if no suitable candidate applies the post will be advertised externally. (The guidelines in this section of the policy shall not be applicable per se the selection for promotion).

Before a post is advertised, a job description and person specification will be drawn up or reviewed if the post already exists.

The criteria used in the specification will be strictly relevant to the attributes that a person needs for the job.

They will not be unnecessarily restrictive; so as to exclude particular groups as this would constitute unfair indirect discrimination.

These specifications will be used for short listing purposes and later selection.

Criteria for short listing will be derived from the job description and person specification and will be applied to all applicants.

The same people will be involved in the shortlisting and interviewing of applicants

Unsuccessful interviewees will be notified in writing as soon as possible and will be informed that someone will be designated to provide feedback to them if required.

## **Environmental Policy**

The Rockworks Academy and our employees / volunteers have a duty to act responsibly towards customers, staff, volunteers, suppliers and the public with regard to the effect that business operations may have on the environment and will endeavour to achieve its responsibilities through the following objectives:

### **Energy Consumption**

- Lighting and other energy consuming equipment will be switched off when not in use.
- All new electrical items that are purchased will be chosen for energy efficiency wherever possible.
- Ensure proper maintenance of all equipment to ensure efficiency.
- When considering constructing a new building or the renovation of an older property we will ensure low energy usage.

### **Transport**

- All car usage is private, however we will ensure that any vehicles hired are able to operate on either electric, unleaded petrol or diesel.
- Staff will always work towards reducing fuel consumption by combining journeys to sites via planning and vehicle sharing.

### **Natural Environment and Nature**

- We will not purchase tropical hardwoods from unsustainable sources and will instead use local grown hardwoods where available or wood from sustainable temperate sources.
- COSHH regulations for the use of chemicals will be upheld.

### **Recycling**

- The Rockworks Academy Limited will adopt a basic strategy of reducing, reusing and recycling waste, general waste will be disposed of through the domestic waste stream.
- All paper purchased, and promotional materials created will contain a good proportion of recycled fibre and be as low a grade as possible.
- All waste paper, glass, metal and polythene will be sorted and recycled.
- All electrical products to be disposed of as commercial waste and a waste note obtained.
- All used photocopy toners will be returned to the supplier and a waste note obtained.
- All used fluorescent tubes will be returned to the wholesaler for a like for like replacement
- All batteries of a domestic type will be recycled through the local supermarket

## Health & Safety Policy

The Rockworks Academy is committed to removing, reducing or mitigating health & safety risks faced by its staff and others who carry out work on its behalf. This commitment extends to all workplaces, employees, volunteers and others affected by our activities.

We consider health and safety to be an integral aspect of our capability and performance. All relevant statutory provisions will be complied with and all reasonably practicable measures will be taken to ensure there is continual improvement in health and safety performance.

The Board of Directors of The Rockworks Academy is accountable for implementing procedures which ensure health and safety risks, created by the work of their organisations, are known and controlled and that health and safety procedures meet the requirements set out in this policy which cover:

- Office work and work related travel
- Using computers
- Fire and emergencies

All employees, volunteers and contractors are expected to support the implementation of this Policy and ensure that their own work, so far as is reasonably practicable, is carried out with minimum risk to themselves and others. Employee, volunteer and contractor consultation will play a key role in the continual improvement of health and safety arrangements.

This Policy Statement will be communicated to all new employees, volunteers and contractors and displayed in all workplaces. It is reviewed annually but further amendments may be necessary to reflect legislative changes or changes in working practices.

### **Health and Safety Procedure**

#### **Fire**

Most fires, accidents and occupational ill health can be prevented. Our health and safety procedures are as follows:

- Ensure that you know what to do if a fire breaks out or you hear the fire alarm
- Fire doors, which are clearly marked, must be kept closed at all times
- Please make sure you are aware of where fire extinguishers are located and how to operate them

#### **First Aid / Accident Reporting**

- The First Aid box and accident book are located in the kitchen of the Penyffordd War Memorial Institute, or in the vehicle of the director delivering the session outside of the PWMI . The name of our qualified first-aider is posted on the first aid box.
- If you do have an accident, seek treatment as soon as you can from The Rockworks Academy first-aider and ensure that it is recorded in the accident book.

#### **Electrical Equipment**

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June 2023***  
*Policies are reviewed every 12 months*

- Ensure that all equipment cables are not obstructing gangways as people can trip
- Do not tamper with electrical equipment in the building
- Ensure that all equipment is working as prescribed and report any machine fault, however minor, to an Administrator
- At the end of the working day, please ensure that any electrical equipment you have been using is turned off and unplugged
- The Rockworks Academy is obliged to test all of its electrical equipment annually and employees are required to make all equipment available for testing (e.g. portable computers) when necessary.

### **General**

- Never leave obstructions on stairs, gangways or where people normally walk
- Never rush when using stairs
- Do not pull/push open doors suddenly. There may be someone on the other side about to do the same
- Close all filing cabinet drawers immediately after use and never have more than one drawer open at a time or the cabinet may tip over
- Please ensure that the stepladders provided are used when storing or retrieving items which are kept above normal reachable height
- From 1 July 2007 it is a criminal offence for a person to smoke in a smoke free place. All employees and visitors who do smoke are required to do so off the premises
- If you are the last to leave the building please ensure that:
  - - All lights are turned off
  - - All windows and doors are locked
  - - All blinds are closed
  - - The burglar alarm is switched on
  - - The printers and heaters are turned off and
  - - The answer machine is set and night service is switched on.

Finally, any suggestions that you may have to improve the standard of health and safety within The Rockworks Academy would be most welcome.



## **Data Protection Policy**

**The Rockworks Academy** is committed to protecting the privacy of the Personal Data of individual clients, staff, volunteers and service users. This document sets our Policy and the principles which guide the collection and processing of Personal Data and how we protect it.

This Policy abides by the General Data Protection Regulations 2016 (GDPR).

### **Why we collect Personal Data**

The Rockworks Academy collects only the Personal Data only needed to fulfil its contractual and legal obligations. This includes passport and national insurance details, CVs, addresses, phone numbers and other contact information. It is collected, held and used by The Rockworks Academy for the following purposes:

- Accounting and payroll
- Grant applications and sale proposals
- Recruitment and volunteering
- Invoicing and payments
- Safety and security
- Safeguarding
- Statutory reporting

Principle 1 The Rockworks Academy will ensure that we have explicit consent from individuals for us to store and process their Personal Data.

Unless there is a legal requirement, The Rockworks Academy will not collect personal data relating to an individual's race or ethnic origin, political opinions, religious or similar beliefs, trade union membership, physical or mental health, sexual life or criminal record. If an individual wishes to provide us with such information for any reason, The Rockworks Academy will collect it only with the individual's explicit consent to use that information in the ways described in this Policy or as described at the point where the individual chooses to disclose it.

If an individual provides The Rockworks Academy with information about other persons, for example a referee's details, the individual must show that the other persons have agreed to their details being provided to us.

If an individual chooses not to disclose their Personal Data The Rockworks Academy may not be able to fulfil contractual obligations, such as payment of an individual's salary or fees.

### **Use and Disclosure of Personal Data**

Principle 2: An individual's Personal Data will only be used only for the intended purposes stated at the time of collection.

The Rockworks Academy will not disclose any Personal Data unlawfully and does not sell or share any Personal Data for related or unrelated purposes to unlicensed third parties, unless otherwise stated at the time of collection or required by law.

If at any time The Rockworks Academy decides to use Personal Data in a manner different from that stated as the time it was collected, the individual will be notified and given a choice as to whether or not the Data can be used in this way. However, no notification and choice will be sought for an individual's Personal Data if: (i) The Rockworks Academy is compelled or required to provide it by applicable law, statute, regulation, ordinance or court order; (ii) another business merges with or acquires The Rockworks Academy; or (iii) the individuals are professional advisors, contractors or sub-contractors that The Rockworks Academy may appoint from time to time.

### Information Security and Integrity

Principle 3: The Rockworks Academy will put in place appropriate and proportionate physical, electronic and managerial security procedures to safeguard all Personal Data to prevent unauthorised access, maintain accuracy of data and ensure proper use of information.

The Rockworks Academy operates an 'electronic only' storage system, whereby Personal Data is held electronically on password protected cloud storage applications. Any hard-copies are rendered into an electronic format via scanning.

All electronic copies are only accessible to designated users including the Directors, Financial Controller and Service Delivery Manager. No additional access is assigned to The Rockworks Academy staff or volunteers unless it is approved by a Director.

The Rockworks Academy will not process the individual's Personal Data in a way that is incompatible with what is outlined in this Policy and will take all reasonable steps to ensure that data are accurate, complete, current and reliable for its intended use.

If a breach of the security measures occurs with regards to any Personal Data arising from an act or omission of The Rockworks Academy the individual(s) concerned will be informed within 72 hours of The Rockworks Academy becoming aware of it.

Principle 4: Personal Data will be held for as long as is necessary, legally or otherwise, for the purpose for which it has been provided.

Personal Data will be destroyed after termination of an individual's contract (if there are no legal obligations to keep said data) or when it is no longer necessary for the purposes for which the Personal Data is processed, whichever is sooner.

### Material Changes to this Policy

The Rockworks Academy reserves the right to modify or amend this Policy at any time and for any reason. If there are material changes to the Policy, we will inform all stakeholders as soon as is reasonably possible.

### The Individual's Rights with regards to their Personal Data

Principle 5: An individual has the right to request a copy of the Personal Data that The Rockworks Academy holds on them and to have any inaccuracies corrected. Requests should be sent to our Financial Controller at vicstudiosaccounts@yahoo.com. If appropriate, we will provide the individual with a readable, electronic copy of the Personal Data without any change within a week. To do this, we may require proof of the individual's identity.

The Rockworks Academy will provide the following information when requested:

- The purposes of the processing
- The categories of Personal Data involved
- The recipients or categories of recipient to whom the Personal Data has been or will be disclosed
- Where possible, the envisaged period for which the Personal Data will be stored, or, if that is not available, the criteria used to determine that period
  
- The existence of the right to request rectification or erasure of Personal Data or restriction of processing of Personal Data relating to the individual or to object to such processing
- The right to lodge a complaint with a supervisory authority
- Where the Personal Data is not collected from the individual directly, any available information as to their source

Principle 6: The Rockworks Academy will challenge the Personal Data that The Rockworks Academy holds about them.

Where appropriate, the individual may have the data:

- Erased, only if there are no legal grounds to the Personal Data and the Personal Data is no longer necessary in relation to the purposes for which it was collected or otherwise processed
- Rectified or amended to ensure that data records are kept accurate
- Restricted, where:
  - - The accuracy of the Personal Data is contested by the individual, for a period enabling The Rockworks Academy to verify the accuracy of the Data
  - - The processing is unlawful and the individual opposes the erasure of the Personal Data and requests the restriction of its use instead
  - - The Rockworks Academy no longer needs the Personal Data for the purposes of the processing, but we are required to make it so by the requesting party for the establishment, exercise or defence of legal claims.

# Drugs and Alcohol Policy

## Introduction

We are committed to providing a safe, healthy, and productive environment for all service-users, customers and visitors involved in its operation.

This policy sets out our aims in reducing and managing alcohol and drug problems in the workplace, and in how The Rockworks Academy will manage instances of substance use by Young People.

Alcohol and drug problems are associated with a wide variety of costs for employees and service users. These costs include ill-health sickness absence, reduced work performance, accidents and instances of unacceptable behaviours.

Consumption of drugs and alcohol (including prescription and over the counter drugs) or intoxication during working hours implicates the health and safety of the individual and others, since these substances impair coordination, judgement, and decision making. Irresponsible behaviour resulting from the misuse of drugs and/or alcohol may damage our reputation and/or business, and as such, is a policy matter.

## Policy Objectives

- I. To state our position on alcohol and drugs within the workplace.
- II. To ensure we comply with appropriate legislation.
- III. To minimise the creation of risks caused by or associated with alcohol and drugs in the workplace.
- IV. To have clear rules regarding substance misuse in the workplace.
- V. To have clear methods for dealing with instances of substance misuse with Young People.
- VI. To provide employees with training on the adverse health effects of alcohol and drugs.
- VII. To encourage the early identification of substance misuse.
- VIII. To report all instances of drug or alcohol use to the appropriate supervisor.

## Definitions

**Alcohol abuse** – we define alcohol abuse as any drinking, either intermittent or continuous, which interferes with health and/or social functioning and/or work capability or conduct.

**Drug** – we define drugs as illegal, prescribed and over the counter medicines and solvents. In the case of prescribed and over the counter drugs, we recognise that their possession and use by the director, employee or service-user is legitimate.

**Drug abuse** – we define drug abuse as the use of illegal drugs, the deliberate misuse of prescribed or over the counter drugs, and the use of solvents, either intermittent or continuous, which interfere with health and/or social functioning and/or work capability or conduct.

## Legal

Under the **Health and Safety at Work Act 1974**, we recognise the duty to protect the health, safety, and welfare of employees and others who are (or may be) affected by their activities, as far as is reasonably practicable, and we are committed to taking measures to ensure this safety.

Under the **Management of Health and Safety at Work Regulations 1999**, we will carry out a risk assessment to identify workplace hazards and put measures in place to minimise these risks.

Under the **Misuse of Drugs Act (1971)**, it is illegal for anyone to produce, supply or be in possession of illegal drugs.

Employers may be liable if they knowingly allow an employee, customer, or service user to dispense, manufacture, possess, use or sell drugs on their premises.

## Policy Rules

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***June 2023***

*Policies are reviewed every 12 months*

We require all staff, directors and service users to come to work free from the effects of alcohol and drugs. Working under the influence of alcohol or drugs, or consuming alcohol or drugs during hours of work, including paid and unpaid breaks, is unacceptable behaviour.

Directors or employees found in possession of illegal drugs or using illegal drugs while at work will normally be reported to the police.

If the legitimate use of prescribed drugs is likely to affect job performance and safety, employees should inform their line manager immediately.

### **Education**

We are committed to promoting health and welfare at work. We will provide employees with information on safe and sensible drinking and the risks associated with drug use.

We will disseminate this information via written materials and email communication.

We are committed to providing suitable and sufficient training to help managers enforce this substance misuse policy and support any employees with a problem. Additional support can also be sought from Human Resources.

New managers will be made aware of their responsibilities in relation to this policy via the The Rockworks Academy induction programme. New staff will be made aware of this policy during the induction and will be sent a copy with their contract of employment.

This policy will be sent to all staff during induction and will thereafter be available on local drives.

### **Identifying a problem**

Substance misuse may become apparent through a number of signs. The following list of signals (particularly in combination) could indicate an issue. This list is not exhaustive.

- Persistent short-term absence.
- Frequent unauthorised absence.
- Recurrent small accidents.
- Poor time keeping.
- Inconsistency in work performance.
- A breakdown in working relations.
- Paranoia/aggression.
- Deterioration in physical appearances, such as dental problems/weight loss.

Substance misuse may become apparent through a number of signs. The following list of s  
These factors can have a number of other causes, and we encourage managerial staff to use all the information at their disposal and intellectual discretion to identify a potential problem.

Colleagues may be the first to notice when an employee is misusing substances. If a member of staff suspects an alcohol or drug problem in a colleague they should either:

### **Young People under the influence of Drugs and Alcohol**

The safety and wellbeing of Young People within the tutelage of The Rockworks Academy is paramount.

As such it is the duty of the company to monitor and report any suspected instances of drug or alcohol use before or during any activities delivered by our tutors. The Rockworks Academy adopts consistent measures to ensure that any such incidents are dealt with in the safest and most effective manner, whilst adhering to the priorities laid out in our Safeguarding Policy:

- Staff will carry out First Aid checks on any Young People suspected to be under the influence of drugs or Alcohol.
- Staff will make contact with the appropriate Contact and report to the appropriate authority: School, Parent, Key Worker or Police.
- Where appropriate, staff will conduct a follow-up meeting with the service-user(s) and relevant authority.

### ***Complete Policies and Procedures***

***June 2023***

*Policies are reviewed every 12 months*

## **Misconduct**

- Encourage the person to seek help from support agencies.

Report the matter to a manager (particularly if the person is involved in a safety critical job).

Persistent short-term absence

Our policy is principally concerned with ongoing issues of substance misuse. We class these as 'capability issues' as the problem will primarily impact how the individual performs their job.

In circumstances where an employee breaches the policy on an individual case, such as reporting for work drunk or being under the influence of drugs at work, we will class this behaviour as a conduct issue and handle it via the normal disciplinary procedures.

If an employee, for example, is violent at work while under the influence of any substance or deals illicit substances at work or any other very serious incident, we will consider this serious misconduct and are justified in summary dismissal.

If an employee admits to having a substance misuse problem, the disciplinary process may be held in abeyance. This will be subject to the successful outcome of treatment and improvement of performance/job capability.

If the employee subsequently admits to a substance misuse problem following an instance of serious misconduct, we may carry out the support route and the disciplinary route in tandem.

## **Voluntary Referral**

Employees who suspect or know they have a drug or alcohol problem are encouraged to seek support at an early stage.

In such instances, we recognise that it is up to the discretion of individuals regarding informing their line managers.

## **Referral by Management**

Managers will offer support to employees who are suspected of having an alcohol or drug problem.

If the problem has become apparent because of a decline in work performance, management will place the employee on a performance improvement plan where the employee will be required to demonstrate improvement and satisfactory completion of the support programme. If performance does not improve, disciplinary action will be taken.

We will give employees the opportunity to attend treatment within work time. If an employee is absent, normal sick pay arrangements will apply.

## **Confidentiality**

All appropriate staff, such as occupational health and human resources, must maintain confidentiality for any employee who is experiencing problems with drugs and alcohol.

Appropriate staff must not divulge information regarding individual cases to third parties.

Information can only be divulged in cases where safety would be compromised by not doing so.

## **Relapse**

We acknowledge that relapse is common with alcohol and drug problems and, in normal circumstances, we will support employees through two relapses after treatment.

We will treat subsequent relapses on a case-by-case basis. During any review, we will take into account the needs of the department and the business needs of the organisation.

Managers should make sure that employees are aware that disciplinary procedures may begin following subsequent relapses.

## **Return to Work**

After the successful completion of treatment, The Rockworks Academy will try to make sure that the employee returns to their existing role. However, if the employee is unable to fulfil their required duties, we will consider alternative duties.

The completion of treatment will not affect promotional prospects into account the needs of the department and the business needs of the organisation.

Managers should make sure that employees are aware that disciplinary procedures may begin following subsequent relapses.

#### **Equal Opportunities**

This policy applies equally to all staff regardless of grade, experience, or role within The Rockworks Academy.

#### **Monitoring and Review**

This policy will be subject to monitoring to review how the policy works in practice. We will review this policy in twelve months.

In compliance with the **Employment Protection (Consolidation) Act (1998)**, we will give all staff twelve weeks' notice of any changes to this policy.

## **Sickness Absence Policy & COVID 19**

### **Introduction**

We recognise the importance of ensuring that employees are supported through any periods of absence and their subsequent return to work. The Rockworks Academy recognises that a certain level of absence may be necessary due to sickness. It is The Rockworks Academy's policy to offer security of employment during such periods, subject to operational requirements and the conditions below. This procedure is designed to ensure that all such absences are dealt with fairly, supportively and consistently. This policy does not form part of your employment contract, and we may update it at any time.

### **Sickness**

#### **Notification of sickness**

If an employee is unable to come to work for any reason, they must inform their Line Manager as soon as possible on the first day of absence. Employees should speak to their Line Manager personally i.e. calls on the employee's behalf from a friend/partner/parent and texting or emailing the manager will only be acceptable in exceptional circumstances.

The employee should indicate the reason for their absence, its likely duration and when the illness started. In the event that the employee's absence continues for a number of days or weeks, they must maintain regular contact with the The Rockworks Academy to keep us informed of the reasons for their ongoing absence and the date when they expect to be able to return to work. In such cases the employee should specify how we can contact them if necessary, ideally leaving a landline number on which they can be contacted.

#### **Certification of sickness**

All periods of absence through sickness must be certified by the sickness self-certification form. The completed form should indicate actual days of sickness, even if they include days when the employee would not normally have worked (e.g. weekends and public holidays).

For sickness absences of up to 7 calendar days, the self-certification form should be completed by the employee upon their return to work.

For sickness absence of more than 7 calendar days, the employee must also provide a medical certificate also referred to as a 'fit note'. This will provide us with more information about your condition, and let us know whether your GP or medical provider considers that you are not 'fit for work', or 'may be fit for work taking account of the following advice'. Subsequent medical certificates must be produced as necessary to cover the total duration of the period of absence. As a minimum, employees should contact their manager on a weekly basis to provide an update on the injury or illness.

### **Long-term and persistent absence**

We will treat as long-term absence any period of extensive absence due to serious or significant illness over a prolonged period. Persistent absence may consist of a series of unconnected short-term illnesses. Where The Rockworks Academy is of the opinion that a period of absence is long-term, it will inform the employee of such and:

- require that the employee keep in regular contact with the business, at such intervals as agreed between us and the employee; and
- ensure that the employee is kept informed as to any possible threat to their employment.
- The employee must contact us (in person and by telephone if possible) as soon as they know that there will be a period of incapacity during the holiday; and
- Any requests for replacement holiday must be made in agreement with their Line manager, should try to take the replacement holiday in the holiday year in which it was accrued. Where this is not possible, we will allow the employee to carry forward the leave into the next holiday year.
- We may require the employee to take all or part of their replacement holiday on particular days to be specified by the business.

### **Disability**

If the employee has or contracts a condition that means he or she might be considered disabled, The Rockworks Academy will consider making reasonable adjustments to his or her job to accommodate his or her short-term or long-term requirements. The employee will be fully consulted at all times. If reasonable adjustments or alternative employment prove not to be viable options, and there is no likelihood of a return to work in the near future, a decision to dismiss may be the inevitable outcome.

### **Infectious Diseases**

Where employees suspect that they are suffering from, or have come into contact with, an infectious disease, they must consult their medical advisor immediately, and inform the employer. Those employees who have been unwell with sickness and/or diarrhoea should refrain from work for 48 hours.

An employee in close contact with German measles should report the fact to the Employer as this could be particularly dangerous to women in the early stages of pregnancy.

### **Reporting sickness absence due to coronavirus (Covid-19)**

Employees with symptoms of coronavirus should stay at home and get a coronavirus test. Medical advice in Wales is available from NHS Direct Wales.

Any member of staff (not on furlough leave) who is unwell and is experiencing symptoms which indicate a need to self-isolate, should tell their line manager by email or phone. The same applies if the employee has been informed by an NHS contact tracer that they have been in close contact with someone who has tested positive and needs to self-isolate.

The manager should be kept updated and if any circumstances related to the sickness absence changes.

A Medical Certificate will still be required for any period of sickness absence over seven days; however, this may not be available immediately. Employees should obtain a certificate as soon as reasonably practicable.

If an employee is self-isolating (with coronavirus symptoms), they should not attend the workplace. If they feel well and are able to work at home, then with their manager's agreement they can continue



to do so. If the employee is in a role which requires physical presence at work and an employee is not available for work due to self-isolation, the absence will be treated as sick leave and The Rockworks Academy's standard Sickness Absence Policy and pay arrangements outlined in this policy will apply. If not working from home employees should obtain a self-isolation note from NHS Inform in these circumstances.

Employees can currently self-certify for the first seven days. Employees who contract the virus or who are self-isolating for more than 7 days can now apply for an isolation note through a new online service. For those isolating for 14 days following notification from the test and trace service will give employers a copy of the notification in order for them to reclaim the SSP.

### **SSP during Coronavirus**

Employees who have coronavirus or cannot work because they are self-isolating are entitled to Statutory Sick Pay (SSP) from day one. This includes individuals who may be a carrier of COVID-19 but may not have symptoms and people in the same household as those who display COVID-19 symptoms, and those who have been told to self-isolate by the test and trace service.

### **Annual Leave during absence due to Covid-19**

Annual leave should be taken as planned, even if the employee is working remotely or on furlough leave. It is important that employees are well-rested and can still achieve a good work-life balance.

Emergency government regulations enable employees to carry holiday forward where the impact of coronavirus means that it has not been reasonably practicable to take it in the leave year to which it relates. Where it has not been possible for the employee to take some or all of the 4 weeks' holiday due to the effects of coronavirus, the untaken amount may be carried forward into the following two leave years. When calculating how much holiday a worker can carry forward, the employer will give workers the opportunity to take any leave that they cannot carry forward before the end of the leave year. This applies to all employees, whether working remotely, at the workplace or placed on furlough leave.

### **Arrangements if quarantining**

Anyone who is asked to quarantine must comply unless they are exempted from the rules. This means they must return to their home immediately after entering the UK. Anyone who doesn't report for work must follow this absence reporting procedure. The absence will be recorded as "authorised" unless the employee is actually sick.

Those that can work from home will be asked to do so. Those employees who should be quarantined and cannot work from home must not return to the workplace and will immediately be sent home. Anyone who doesn't self-isolate will commit a criminal offence and can be fined £1,000.

If someone cannot return to work and they can't work from home, they are not entitled to be paid. Anyone who self-quarantines and does not have coronavirus symptoms is not entitled to statutory sick pay. However, the line manager will talk to anyone affected and consider if the annual leave policy can be relaxed in these circumstances in order to allow employees required to stay at home to do so whilst taking holiday entitlement.

## **CoronaVirus: The Safety of Students and Customers**

The Rockworks Academy is well equipped to keep abreast of developments relating to the spread of [Coronavirus \(COVID-19\)](#) in Wales. We are routinely monitoring developments, reviewing our protocols, and preparing appropriate responses as the situation evolves. The Rockworks Academy is committed to ensuring all steps are taken to protect the health and wellbeing of all our colleagues and customers. As with any virus, the best way to prevent infection and spread is to avoid being exposed to it. The Rockworks Academy aims to prevent the spread of any respiratory outbreak by doing the following:

- Regularly washing our hands often with soap and water for at least 20 seconds, and encouraging all visitors to do the same
- Using hand sanitiser gel before and after interacting with any piece of equipment/ instrument, encouraging all visitors to do the same.
- Respiratory hygiene will be maintained by providing fresh tissues and a clean bin during all sessions. Bins will be regularly emptied.
- In order to reduce the risk of transmission, the number of individuals visiting the project simultaneously will be limited to three. The doors will remain open whenever possible to allow for airflow.
- Cleaning and disinfecting frequently touched objects and surfaces.
- By obeying the rules set out by the Welsh Government regarding the use of face-coverings encouraging all visitors to do the same.
- Respecting safe distance by staying at least 2 metres apart – or 1 metre with a face covering or other precautions whenever possible.
- If a member of staff has a positive confirmed diagnosis of coronavirus The Rockworks Academy staff will prepare a list of all service-users and staff the affected person has been in contact with for at least the previous 48 hours. We will fully cooperate with local test and trace services and contact service-users or their representatives where this is appropriate.

# Welsh Language Policy

## Introduction

The Rockworks Academy has adopted the principle that in the conduct of its business in Wales it will treat the English and Welsh languages on the basis of equality. We believe that offering services which respect an individual's choice of language can make a significant difference to the experience of the individual. We wish to encourage people who have dealings with us to feel comfortable using their preferred language. We will aim to provide our services bilingually wherever it is practical and appropriate.

We believe that the Welsh Language is an integral part of the culture and community inheritance and the social and business life in Wales. We recognise the profound importance of the Welsh language to the heritage of Wales, and wholly support linguistic equality which makes a positive commitment to the continued maintenance of a bilingual policy. However as a small company careful consideration must be given to resourcing these procedures and careful consideration must be given to best use of funds. Funds and grants will be sought from relevant bodies to support this measure.

## Delivery of Service

- The Rockworks Academy is committed to setting standards relating to provision of services and dealings with the public in Welsh and English.
- The commitment to working to an equally high standard of service in both Welsh and English will be confirmed in our business plan.
- New projects and policies will be consistent with the scheme and The Rockworks Academy aims to implement the principle of equality at every opportunity.
- We will ensure that the principle of language equality is considered in all aspects of our work with children in our care.

## **Written Communication (letters and emails)**

- The Rockworks Academy is working towards and seeking funding to be able to welcome correspondence from the public in the language of their choice be it Welsh or English and that all letters or emails received in Welsh will receive a signed reply in Welsh whenever a reply is required.
- Targets for response times to written communications will be equal for both languages.

## **Telephone Communication**

- Telephone callers and visitors will be greeted bilingually.  
“Bore da *The Rockworks Academy*” or “Prynhawn *The Rockworks Academy*”

If a member of staff is unable to provide a bilingual service, they will explain the situation to the individual and offer a Welsh language service from another volunteer/member of staff. If no Welsh speakers are available the caller may choose to have a Welsh speaker phone them back; submit the request in writing (hard copy/email); or continue the conversation in English.

The Rockworks Academy will provide an internal directory of Welsh speakers in the organisation to whom calls may be transferred.

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***June 2023***  
*Policies are reviewed every 12 months*

Following a telephone conversation in Welsh, all subsequent communications, whether written or verbal, will be in Welsh or bilingually at the request of the caller.

### **Our Identity**

- The Rockworks Academy is committed to a fully bilingual identity and to equal status for Welsh and English.
- We will adopt a completely bilingual corporate image. Written material, logos and slogans will all be bilingual with both languages equal in terms of format, size, clarity and prominence.
- All general and public notices and job advertisements issued to the media in Wales will be bilingual. Display material and information used in exhibitions and events in Wales will be bilingual
- Where possible our identity features, website public signs etc. will be bilingual. In the layout of publications, Welsh and English text will be given equal prominence.
- We will consider how to make the best use of voluntary assistance in preparing bilingual publications. At the same time we will ensure that the Welsh text is of a high standard and in the correct register and is mindful of the target audience.

### **Advertising and Publicity**

- Funds will be sought to support bilingual versions of some publicity materials.
- It is understood that occasionally, in an emergency, it will be necessary to issue press releases in English only, but in all other circumstances the translation process will be incorporated into the planning timescales.

### **Website**

- Material published on The Rockworks Academy's website will appear in English and Welsh and will be placed at the same time wherever possible.
- When planning or redeveloping websites or any other Information Technology service, we will consider the Welsh Language Commissioner's guidelines: 'technology, websites and software: Welsh language considerations'.
- In order to help staff and volunteers work through the medium of Welsh, IT software such as the Cysgliad dictionary and spell checker will be available on computers

### **Welsh Language Training**

- We are keen to work bilingually and would encourage staff and volunteers to pursue Welsh language training.
- Dictionaries and other Welsh Language reference books will be available in the office.

### **Recruitment of employees and volunteers**

- Before vacancies are advertised the Manager will consider the Welsh Language requirements of each post.

- We will endeavour to ensure that staff and volunteers can provide a service for Welsh speakers where we have contact with the public.
  - All office and project posts will be reviewed to establish where the need for oral Welsh and/or written Welsh is essential or desirable. Any such requirements will be included in job descriptions and person specifications. Criteria for assessing the requirement will be established, including the nature of the post and frequency of contact with Welsh-speaking members of the public.
- Non-Welsh speaking staff will receive training on how to answer the telephone bilingually and how to refer Welsh language enquiries as well as how to pronounce and spell Welsh names. Support and training will be provided to staff and volunteers in the use of Welsh so that they may gain new skills and improve current skills.

### **Monitoring**

- The Directors of The Rockworks Academy will oversee and monitor the implementation and operation of these procedures.
- The whole policy will be reviewed regularly at annual intervals.

Among the factors to be monitored closely will be:

- All aspects of service delivery
- Identity, forms, signs, the website etc.
- The application of the procedures to new tasks ➤ The nature and frequency of complaints
- Whether the public image in publications etc. demonstrate equality ➤ How well the internal arrangements to implement the scheme work

# Behaviour Policy

## Policy statement

The Rockworks Academy is committed to creating an environment where exemplary behaviour is at the heart of productive learning. Everyone is expected to maintain the highest standards of personal conduct, to accept responsibility for their behaviour and encourage others to do the same. Our behaviour policy guides us to teach self-discipline not blind compliance. It echoes our core values with a heavy emphasis on respectful behaviour, a partnership approach to managing poor conduct and dynamic interventions that support staff and learners.

## Aim of the policy

- To create a culture of exceptionally good behaviour: for learning, for community, for life.
- To ensure that all learners are treated fairly, shown respect and to promote good relationships.
- To refuse to give learners attention and importance for poor conduct.
- To help learners take control over their behaviour and be responsible for the consequences of it.
- To build a community which values kindness, care, good humour, good temper and empathy for others.
- To promote community cohesion through improved relationships.
- To ensure that excellent behaviour is a minimum expectation for all.
- To promote and develop working relations with partnering and referral organisations.

## Purpose of the policy

To provide simple, practical procedures for staff and learners that:

- Recognise behavioural norms.
- Positively reinforces behavioural norms.
- Promote self esteem and self discipline .
- Teach appropriate behaviour through positive interventions.
  
- Promote thorough communication and effective working practises with partnering and referral organisations.

## Definitions

The Health & Safety Executive (HSE) defines work-related violence as “any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. This can include verbal abuse or threats as well as physical attacks”.

While there is no universally accepted definition of ‘unacceptable behaviour’, in our view examples are those given below:

- - Offensive or abusive language, verbal abuse and swearing including specific references to homophobia, biphobia and transphobia (whether aimed at or conducted by either customers or staff)

- - Any physical violence towards any member of staff or other customers such as pushing or shoving
- - Racial abuse and sexual harassment
- - Loud and intrusive conversation
- - Persistent or unrealistic demands that cause stress to staff. Requests will be met wherever possible and explanations given when they cannot
- - Unwanted or abusive remarks
- - Negative, malicious or stereotypical comments
- - Invasion of personal space
- - Brandishing of objects or weapons
- - Near misses ie. Unsuccessful physical assaults
- - Threats or risk of serious injury to a member of staff or visitors
- - Unsubstantiated, vexatious or defamatory allegations about our employees
- - Bullying, victimisation or intimidation
- - Stalking
- - Spitting
- - Alcohol or drug fuelled abuse
- - Unreasonable behaviour and non-cooperation such as repeated disregard of company policies
- - Any of the above which is linked to destruction of or damage to property

It is important to remember that such examples of behaviour set out above can be either in person, by telephone, letter or email or other form of communication such as graffiti. This policy applies throughout our premises, including any car park and grounds. It also applies to any director, employee or volunteer away from our premises but only insofar as it relates to the business of The Rockworks Academy.

### **Responsibilities**

Directors, employees and volunteers have responsibility for their own safety and that of their colleagues at work and as such we urge all employees to be familiar with policies and procedures and precautions to reduce the risk of physical or verbal abuse. We encourage directors, employees and volunteers to participate in relevant training where provided and to both report all incidents or abuse (threatened or actual) and record details of any incidents. Directors, employees and volunteers should also contribute to reviewing incidents in which they have been involved and suggest precautionary measures including changing to working practices that might reduce risks. It is the responsibility of the directors of The Rockworks Academy to report all instances of unacceptable behaviour to the relevant support provider or referring agent.

### **Service User Conduct**

All service users admitted onto the premises are expected to abide by a *Behaviour Contract* designed to prevent any unacceptable behaviours – as specified above.

In the event of any such incident The Rockworks Academy will:

- Contact and report to the appropriate authority: School, Parent, Key Worker or Police.
- Conduct a follow-up meeting with the service-user(s) and relevant authority.
- Agree on a suitable outcome or consequence for the unacceptable behaviour.

### **Management responsibilities**

Directors of The Rockworks Academy will carry out appropriate risk assessments, identify any 'at risk' situations and take steps to reduce or remove risks where practicable. Directors will develop policies and procedures for dealing with abuse and record any incidents and take any remedial action to ensure similar incidents are prevented.

The Rockworks Academy takes a serious view of any incidents of aggression or abuse against its employees and will support them if assaulted, threatened or harassed. Directors will provide appropriate support, debriefing and where necessary counselling support for affected employees. Managers will also assist victims of violence with the completion of the formal record of the incident and where appropriate will report the incident to the police.

### **Recording instances of abusive or aggressive behaviour**

If a service-user has a history of unpredictable, challenging or aggressive behaviour or if an incident occurs then it is important for that to be recorded accurately and factually in notes accessible whenever other members of staff are likely to come into contact with that customer. It should be borne in mind that such a record must be kept securely for data privacy reasons and could be accessible by the individual in question through a subject access request under data protection regulations.

### **Preventing aggressive and abusive behaviour**

Across a range of public and consumer services, there are predictable triggers of abusive or aggressive behaviour and it is important that these are minimised where possible. For instance, if service-users feel they are being made to wait unreasonably, do not know who to speak with, encounter poor communications, poorly planned conversations or other decisions that they regard as unreasonable. Not all such triggers can be avoided, especially where firms are needing to communicate difficult decisions or information that will be unwelcome by a customer. Any efforts that a member of staff can reasonably make to relay that they are endeavouring to resolve a customer's problems should help to reduce the risks of frustration or aggression. But sadly from time to time customers may behave unreasonably and regardless of efforts made by the firm to assist.

The appropriate response to an incident will depend on the individual circumstances of each case. Action should be taken where aggressive or abusive behaviour is likely to prejudice the safety of staff, where a staff member fears for their safety, where other staff or customers safety may be prejudiced or where there is a risk of damage or harm to persons or property.

### **Taking action: what to do**

If violence and aggression is encountered:

- In the first instance a member of staff should ask the perpetrator to stop behaving in an unacceptable way. Sometimes a calm and quiet approach will be all that is required. Staff should not in any circumstances respond in a like manner.
- Staff must inform the accompanying support-worker or parent of any inappropriate behaviour.



- Should the person not stop their behaviour a director should be asked to join the conversation and the member of staff should explain calmly what has taken place, preferably within hearing of the perpetrator.
- If the person is acting in an unlawful manner, causes damage or actually strikes another then the police should be called immediately.
- If a caller behaves in a rude, offensive, abusive or intimidating manner then our staff have the right to terminate the session.

### **Procedure following an incident**

Following an incident the line manager of the member of staff will review the matter to determine severity, including calling the police, involving legal advice, determining if the service-user should no longer be communicated with or if correspondence should be entered into, for example, issuing a letter.

The Rockworks Academy is committed to do everything possible to protect staff and service-users from unacceptable behaviour and there will be zero tolerance of incidents causing hurt, alarm, damage or distress. While staff at The Rockworks Academy have a duty of care for service-users, this does not include accepting abusive behaviour.

## Attendance Policy

The aim of this policy is to standardise our practices when dealing with instances of non-attendance. It sets out how The Rockworks Academy aims to recoup any losses incurred due to non-attendance and also explains how service-users are reimbursed when staff are unable to fulfil their obligations.

The Rockworks Academy seeks to promote and open, inter-organisational dialogue when reporting attendance figures with schools, referring agents and community organisations

### Referral, School and Community Sessions

- A notice period of 24 hours is required by all referring agents and community organisations. Instances of late cancellation or non-attendance will be invoiced at the full amount.
- All instances of non-attendance will be reported by The Rockworks Academy to the referring agent, school, support organisation or care provider.
- Where appropriate, The Rockworks Academy will contact the referring organisation to confirm the attendance of all participants.
- Where appropriate, The Rockworks Academy will contact the referring organisation to report the absence of any participant.
- Instances of school-based non-attendance must be reported to the primary contact at the school as soon as possible.
- Recording and sharing of school-related attendance must be shared with the primary contact at the school.
- Any instances of leaving the site without permission must be promptly reported to the appropriate authority: School, Parent, Key Worker or Police
- During any instance in which a staff member is unable to attend a session (such as illness or emergency), the referring agent/ community organisation will be contacted by The Rockworks Academy and offered an alternative appointment.

### Music Lessons

- Music lessons are invoiced at the beginning of each school term and cover one lesson per week.
- This fee covers each academic week and does not account for half-term and other holidays.
- Any instances of non-attendance by staff members will be refunded or rescheduled at the discretion of the payee.
- Instances of non-attendance by the student are non-refundable.

### Music Studio / Rehearsal Spaces

- Music Studio bookings are invoiced / chargeable upon booking
- Any instances of non-attendance by the booking party will not be refunded
- Cancellations made by the booking party can be made over 24 hours in advance and will be refunded
- Cancellations made by The Rockworks Academy will be refunded
- A deposit may need to be taken in advance of bookings at management discretion
- All equipment provided should be used with due care and any damages will be charged to the booking party

- Noise is permitted until the 10.30pm booked time, then the space should be vacated, lights and heaters switched off and blinds pulled down before locking the building and replacing the key.
- Any misuse or theft of equipment will be reported to the Police as part of our agreed insurances.

## **Learning and Assessment Policy**

The Learning and Assessment Policy covers all the qualifications delivered by the Rockworks. All assessment processes within the project are subject to Internal Quality Assurance and External Quality Assurance review and must comply with any specific requirements from the awarding organisations. Where appropriate, each academic area will have its own assessment strategy imposed by the relevant awarding organisation and contained within the qualification handbook for the programme being assessed.

In order to comply with the Regulatory Arrangements for the Qualification and Credit Framework (2008) and in line with Awarding Organisation Quality Assurance Requirements, the Internal Quality Assurance process will evaluate and monitor the quality, consistency and integrity of our assessment processes.

### **Roles & Responsibilities**

#### **Assessor**

The recommended process of assessment involves; planning and learner preparation (initial assessment), assessment using a variety of methods appropriate (formative assessment), analysis and decision making, and recording of assessments (summative assessment). Giving appropriate feedback during the process of assessment and engagement with quality assurance processes should also occur throughout the learner journey.

The assessor should be vocationally competent and hold the necessary qualifications to assess within their occupational area. For those who join the Rockworks as unqualified assessors, during the process of obtaining the relevant assessor award, the trainee assessor should be supported by a qualified assessor and IQA. The IQA should ensure that any decisions are countersigned whilst the trainee assessor is in the process of qualifying.

#### **Initial assessment process**

The Assessor should make an accurate initial assessment of each learner, using diagnostic testing, skills scans or interviews to establish learner needs and support requirements. At this stage any opportunities for Recognition of Prior Learning (RPL) can be considered. Within the QCF, it is recommended that an holistic approach to assessment should be considered wherever possible.

#### **Formative & Summative Assessment**

The assessor is responsible for the planning of assessments. Assessments should be conducted in line with the Awarding Organisations Assessment Strategy and be transparent to those involved. The assessor should consider the following factors when planning assessments with learners:

- standards/criteria to be assessed
- how the assessment will be communicated to the learner and others involved in the process
- location and resources required
- time and duration of assessment
- specific learner needs/extra support requirements
- how the assessment decisions will be recorded
- when feedback will be given to the learner.

The assessor is responsible for understanding and applying the standards the learner is working towards and communicating the requirements of assessment to the learner.

Access to assessment must be available to all learners and assessment arrangements adapted to support the learner to demonstrate their competence in the most appropriate way. A flexible approach to assessment should be adopted and consideration for alternative methods of generating and collecting evidence to support learner needs where appropriate, e.g. use of technology.

Recognised Methods of Assessment are as follows:

- Observation of performance
- Examination of products of the learner's work
- Questioning the learner
- Discussion with the learner
- Use of others (witness testimony)
- Looking at learner statements

The recording of assessments must also be transparent and leave an audit trail clearly defined for the internal quality assurance process. The rules of evidence must also be followed to ensure validity, reliability, authenticity, currency and sufficiency and fairness within the assessment process. The principles of open access and fair assessment are central to qualification delivery. The assessor must make the records available to the learner, IQA and EQA where appropriate.

The assessor should demonstrate transparency within the assessment process, so the learner understands throughout the learner journey what is expected of them. They should access their portfolio of evidence whether it is assessed in paper-based format or electronically.

### **Potential Conflict of interest**

Should a situation arise where there could be a potential conflict of interest with regards to delivery, the Centre Manager and Lead IQA should be informed, and appropriate professional conduct should be followed.

### **Equality & Diversity**

Learners should have access to the Centre's Equality and Diversity policy and assessors must ensure this is applied to all assessments throughout the learner journey. All learners should also have access to the appeals procedure, which should be applied in the event of an appeal against an assessment decision. Assessors should monitor learner wellbeing on assessment and review visits.

## **Bilingual Provision**

Where possible, those learners who wish to be assessed through the medium of Welsh will be assigned a Welsh speaking assessor and Welsh materials where possible. Translation should be made available if no Welsh speaking assessor is available. The centre will liaise with other learning providers to ensure that Welsh speaking learners are not disadvantaged where no Welsh speaking assessor is available.

## **Continuous Professional Development**

All assessors must take responsibility for their own CPD in accordance with the awarding organisation requirements to ensure that they maintain occupational competence within their own sector. They must also ensure that their assessment practice meets legal, organisational and best practice requirements. They will need to keep up to date with changes in technology, working practices and standards within their own sector.

Assessors will also be encouraged to attend relevant courses when they are made available to encourage personal development.

## **Appeals Policy**

All Learners have the right to challenge the outcomes of their assessment, if they consider the assessment has not been carried out properly.

Learners might appeal on a variety of issues listed below:-

- Conduct of the assessment
- Adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements
- The opportunities offered in order to demonstrate competence of attainment
- Access to assessment
- Process of assessment
- Access to Internal Quality Verification
- The handling of an appeal
- Administrative issues e.g. failure to register/apply for certification

If a Learner wishes to appeal, the appeal is to be lodged with the Centre Coordinator within 20 days of the Learner being notified of the assessment decision.

The Centre Co-ordinator will then attempt to find a solution with the Learner, Training Consultant/Tutor and Internal Quality Verifier.

Failing this, the relevant director will:

- Set a date for the appeal to be considered by the appeals panel.
- Notify the External Quality Verifier that an appeal has been lodged and give detail of how it will be heard, including the composition of the appeals panel.
- The appeals panel will meet to consider the appeal within 30 working days of the centre co-ordinator receiving the appeal .

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***June 2023***  
*Policies are reviewed every 12 months*

- No-one involved in the original assessment will be on the panel.

## **Plagiarism**

The Rockworks is required by Awarding Organisations to publish procedures on dealing with plagiarism. The Rockworks is committed to ensuring that its codes of practice enable all learners to be treated fairly.

Plagiarism refers to a specific form of cheating which applies to all forms of assessment. Plagiarism involves an individual using someone else's intellectual property, without reference, and presenting it as one's own work.

### **Duties:**

Rockworks staff will reduce opportunities for plagiarism wherever possible by adopting appropriate methods of working. As such Rockworks staff will:

- Ensure that all learners are required to confirm that evidence submitted for assessment is their own work.
- Develop and implement procedures to confirm authenticity of evidence as part of the assessment and internal verification process.
- Operate systems that ensure learners cannot access other learners' work held electronically or on networked computers.
- Monitor learners' work via assessment and internal verification processes to ensure that the Plagiarism Policy is being adhered to.
- Apply their appeals procedure, with which learners are familiar and which is applied to all learners using units and qualifications from Awarding Organisations.

### **Process :**

If plagiarism is suspected, The Rockworks will appoint an impartial assessor or responsible person to look at the suspected Plagiarism. The impartial assessor will

Impartial assessor or responsible person will keep a record of all  
Inform the learner of action and their right to appeal

The Impartial Assessor will:

- Review all evidence relating to the incident.
- Inform the learner of action and their right to appeal.
- Interview everybody involved.
- Make a decision based on their findings.
- Present a transparent and considered opinion to the Rockworks.

In the event that plagiarism is confirmed, the Rockworks will:

- Submit an audit trail to the Awarding Organisation
- Adjust the outcome of assessment.
- Withhold accreditation until done until the learner resubmitted the plagiarised assessments.

If plagiarism is found, the Awarding Organisation will have the final decision on any action taken.

### **Internal Quality Assurance**

Internal Quality Assurers (IQAs) must keep accurate written records of the outcomes of the following steps:

#### **1. Pre-course delivery review of units and/or qualifications**

The IQA checks the validity and suitability of the units and/or qualifications selected by assessors.

#### **2. Pre-course delivery internal quality assurance**

The IQA reviews all assessment materials, tasks and methods to ensure they are fit for purpose.

#### **3. Internal quality assurance**

The IQA develops a sampling plan linking to the assessment plan.

The IQA selects a sample of learners' assessed work to check that assessors are assessing learners' work accurately, fairly and consistently.

The IQA also checks the consistency of assessment decisions across units and/or qualifications.

#### **4. Internal quality assurance of assessment decisions**

The IQA regularly reviews assessors' assessment judgements.

Mid-course internal verification identifies any issues and provides the opportunity for corrective action to be taken before the award of credit is compromised.

The IQA reviews assessors' judgements with reference to the Agored Cymru's principle of assessment:

<https://www.agored.cymru/Centres/Assessment/Principles-of-Assessment>

#### **5. Internal quality assurance of practical activities**

The IQA observes practical assessments where appropriate (i.e. where there is no written or tangible evidence generated by the learner) to observe, monitor and assess learners' response.

## Complaints Procedure

Complaints may be submitted by participants, teachers, referring agents, parents and guardians. Complaints can be submitted verbally (via telephone or in person) or in writing. Complaints will be dealt with urgently but may require up to two weeks collating the relevant information before responding to the complainant.

If the Rockworks receives a complaint alleging abuse of a vulnerable person or if making a complaint and abuse of a vulnerable person is suspected, the Local Authority policy safeguarding team will be contacted and their procedure will take priority. The person making the complaint will be told that the safeguarding policy and procedure will now be followed at this point.

Process:

- Complaints are logged in the Rockworks Complaint Book and forwarded to an appropriate director. If a complaint surrounds the conduct or performance of a specific Rockworks director, then the complaint will be handled and investigated by a different director.
- The allocated director will meet the person, or organisational representative making the complaint and will decipher the details and circumstances surrounding the complaint.
- The allocated director will decide what further action will take place following an investigation.
- The allocated director will contact the person or organisation making the complaint in writing detailing the findings of their investigation, as well as a detailed response regarding any follow-up action that will transpire as a result.
- The complainant will be offered the opportunity to respond and discuss the findings of the investigation.



## Reasonable Adjustments and Special Considerations

### Policy Statement

This policy provided for Rockworks staff members and learners to ensure they deal with all reasonable adjustment and special consideration requests in a consistent manner.

### Statement of Principles

The Rockworks is committed to complying with all current and relevant legislation in relation to the development and delivery of qualifications. Rockworks learners will have fair access to assessments where practicable.

A reasonable adjustment may be required where a learner has a permanent disability of specific learning need (s).

A special consideration may be required where a learner has a temporary disability, medical condition or learning needs or is indisposed at the time of the assessment.

### *Definition of Reasonable Adjustments*

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the learner at a substantial disadvantage during an assessment.

Reasonable adjustments may involve:

- changing usual assessment arrangements, for example allowing a learner extra time to complete the assessment activity
- adapting assessment materials, such as providing materials in Braille
- providing assistance during assessment, such as a sign language interpreter or a reader
- re-organising the assessment room, such as removing visual stimuli for an autistic learner
- providing and allowing different coloured transparencies.

Reasonable adjustments are approved or set in place by an awarding organisation before the assessment activity takes place; they constitute an arrangement to give the learner access to the assessment.

### Requesting Reasonable Adjustments

Support staff/ referral agents must make Rockworks staff members aware of any reasonable adjustments they require. The Rockworks is responsible for applying to awarding organisations for reasonable adjustment requests (when appropriate).

### Definition of Special Considerations

Special consideration can be applied after an assessment, if there was a reason the learner may have been disadvantaged during the assessment. Any requests to an awarding organisation for Special Considerations, must be made by a Rockworks staff member within the set time frame required of the awarding organisation.

Special consideration, if successful, may result in a small post-assessment adjustment to the mark of the learner. The size of the adjustment will depend on the circumstances and reflect the difficulty faced by the learner.

All documents relating to reasonable adjustments and special considerations must be saved and stored securely. The awarding organisation must be given access to any information or documents regarding reasonable adjustments and special considerations, when requested.

## **Conflict of Interest Policy**

Conflicts of interest situations arise where an individual's professional, personal or family interests and/or loyalties could have, or could be viewed by others as having, the potential to influence decisions they have to make in relation to the activities that they carry out, notwithstanding that there is no reason to believe that the individual would not act with integrity.

Any perceived, potential or actual conflicts of interest must be identified and effectively managed, including, whether or not they may have an adverse effect on an individual. This is with a view to ensuring that, once a conflict of interest has been identified, the Rockworks is able to consider any possible adverse effect that may arise from the conflict and to take steps to prevent or minimise these.

All staff, volunteers, and directors of the Rockworks will strive to avoid any conflict of interest between the interests of the Rockworks 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 purpose of this policy is to protect the integrity of the Rockworks' decision-making process, to enable our stakeholders to have confidence in our integrity, and to protect the integrity and reputation of volunteers, staff and director.

Examples of conflicts of interest include:

- A Director who is also a user may be faced with a decision in a committee meeting regarding whether fees for users should be increased.
- A Director who is related to a member of staff and there is a decision to be taken on staff pay and/or conditions at a committee meeting.
- A Director who is also on the committee of another organisation that is competing for the same funding.

Upon appointment each Director 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 annually or as appropriate.

In the course of meetings or activities, Directors will disclose any interests in a transaction or decision where there may be a conflict between the organisations' best interests and the Director's best interests or a conflict between the best interests of two organisations that the Director is involved with. If in doubt the potential conflict must be declared anyway and clarification sought. In the case of a conflict of interests arising for a Director because of a duty of loyalty owed to another organisation or person and the conflict is not authorised by virtue of any other provision in the

memorandum or the articles, the unconflicted directors may authorise such a conflict of interests where the following conditions apply:

- The Director who has declared the conflict of interest withdraws from the part of the meeting at which there is discussion of any arrangement or transaction affecting that other organisation or person;
- The Director who has the conflict of interest does not vote on any such matter and is not to be counted when considering whether a quorum of Directors is present at the meeting;
- The other Directors who have no conflict of interest in this matter consider it is in the interests of the charity to authorise the conflict of interest in the circumstances applying.
- Any such disclosure and the subsequent actions taken will be noted in the minutes.

## **Malpractice and Maladministration Policy**

Malpractice is defined as deliberate corrupt, illegal or unethical professional behaviour or neglect of professional duties. Such activity may adversely affect participants or the integrity of lessons, workshops, assessment processes and/or the validity of certificates.

Maladministration is defined as ineffective management, lack of care, poor judgement, dishonesty, neglect, inattention and or incompetence. The behaviour may be unintentional but it may adversely affect the integrity of the assessment process and/or the validity of certificates. Recurrence of maladministration may be treated as malpractice.

Malpractice and maladministration may be perpetrated by participants, support staff or anyone else involved in the delivery of activities including Rockworks staff. Examples may include failure to follow Rockworks procedures or failure to act when necessary, providing false or fraudulent information, failing to address any conflict of interests, breach of security.

In the event of any suspected malpractice or maladministration, the Rockworks will:

- Effectively and thoroughly investigate the allegations, employing the services of third-parties with no personal interest if necessary.
- Takes steps to prevent malpractice and maladministration and establish systems of risk reduction.
- Use the available evidence to make a judgement on each case of suspected or alleged malpractice and maladministration about whether there are or there are not reasonable grounds for suspicion or allegation.
- Will notify any relevant partner agencies and/or support staff of the suspicion or allegation.
- Validate all evidence collected during an investigation.
- Keep written records and documents relating to the incident and investigation securely for an appropriate period, in case of subsequent appeals and/or legal challenge.
- Report all cases involving alleged, suspected or actual malpractice and maladministration to the appropriate body, including the police if fraud is suspected.
- Make all records relating to alleged, suspected or actual malpractice and maladministration available to the regulator as required.