



BEP Group



BEP Academy
Student & Parent Handbook

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Introduction

This handbook is intended as a useful guide for you. You will find information about the programme, what you can expect, your rights, and responsibilities, Health & Safety, your code of conduct arrangements for work experience.

What is the Vocational Inclusion Programme (VIP)

The Vocational Inclusion Programme is an alternative education route for students aged 14 or over. Students undertake a combination of vocational work experience and education as part of their week. The VIP Programme can provide extra support with English, Maths, ICT and employability skills. Employability skills training such as team working, job search, job application and communication will enhance your chances of gaining employment.

You will also have access to a VIP Key worker who will provide:

- Regular progress reviews
- Your own action plan with regular meetings to help you to access the right training and assistance with finding work
- Work Placements and/or voluntary work
- Assistance with applying for college, a job or an apprenticeship

Whilst on the programme

Programme arrangements

So that you get the most out of the programme, an initial and regular assessments will be carried out between the Centre, VIP Key worker and yourself. You will discuss issues such as:

- Prior learning and achievements
- Your hobbies jobs/career you would like
- The music you like
- Your views on college/university
- Sports
- Your Literacy & Numeracy ability
- Things that you are doing now
- Your ambitions
- Places of interest
- Things that you are good/not good at
- Your friends

After discussing these and other issues, both you and the Key Worker will have a clear idea of what you hope to achieve. All prior learning and achievements will be taken into consideration. You will then set out and maintain an action plan; the action plan will show how you will achieve your goals.

Review of progress

You will have a review of progress at least once every month (sometimes more often). This is an important meeting where everyone involved in your development will be invited to share information about your progress. These people may be your work placement supervisor, your parents/carer, tutors and your Key Worker. You will play an important part in this meeting, so it is essential that you attend, to put forward any ideas or concerns that you may have. It is also important to let your VIP Key Worker know if there is anybody that you feel should be invited to your review.

Behaviour

You are expected to behave in a responsible manner at all times. This includes being polite, responsible and reliable. The way that you behave, and the attitudes you display, will affect the way that people respond towards you. BEP wants to ensure high standards of behaviour and respect for both students and staff. A copy of the full BEP Group Behaviour Policy is available on request.

- Threatening, abusive, or inappropriate behaviour will not be tolerated.
- Unacceptable behaviour includes, but is not limited to, threatening staff and other students, as well as racial, sexual, gender, and age discrimination

You will be asked to sign a Student Agreement that identifies the student code of conduct at your assessment meeting with your Key worker.

Screening

In the interests of BEP Group's duty to manage the safety of staff, student's, and visitors, BEP Group can require students to undergo screening by a walk-through or hand-held metal detector (arch or wand) even if they do not suspect them of having a weapon and without the consent of the student.

If a student refuses to be screened or searched, BEP Group may refuse to have the student on the premises. In all cases the student's school and parents will be informed of the student's refusal to be screened or searched and the disciplinary process will be put in place. BEP Group reserves the right to refuse entry to the premises until such time as the student agrees to be screened.

Searching

BEP Group staff has the authority to search students or their possessions, without consent, where they have reasonable grounds for suspecting that the student may have a prohibited item. Prohibited items are:

- knives or weapons
- alcohol
- illegal drugs or drugs paraphernalia
- stolen items
- tobacco and cigarette papers
- fireworks
- pornographic images
- any article that the member of staff reasonably suspects has been, or is likely to be, used to commit an offence, or
- to cause personal injury to, or damage to the property of, any person (including the student).

If a member of staff suspects a student has a prohibited item in his/her possession, they can instruct the student to turn out his or her pockets or bag and if the student refuses, the staff member can apply the BEP Group disciplinary procedure.

The member of staff can use their discretion to confiscate and retain any item found as a result of a search so long as it is reasonable in the circumstances. Where any article is thought to be a weapon it will be passed to the police. The Senior Management team may decide to destroy any item confiscated, except where the item has the potential to be linked to criminal activity. Where staff find controlled drugs or drugs paraphernalia, these will be delivered to the police as soon as possible but may be disposed of if the Senior Management Team (SMT) thinks there is a good reason to do so.

By signing the parent and student consent forms you agree to BEP Group's Screening and Searching Student's Policy, a copy of which can be obtained upon request.

Complaints about screening or searching should be dealt with through the normal complaints procedure which can be found in the useful information section of this handbook.

Restraint

The Education Act allows staff to use reasonable force to restrain a student from doing, or continuing to do, any of the following:

- Committing any offence (or, for a student under the age of criminal responsibility, what would be an offence for an older student);
- Causing personal injury to, or damage to the property of, any person (including the student him/herself); or
- Prejudicing the maintenance of good order and discipline at the centre or among any students receiving education at the centre, whether during a teaching session or otherwise.

We have the following in place in order to reduce the likelihood of any member of staff using force:

- A calm, orderly and supportive centre climate
- Strong and effective relationships between students and staff
- An effective staff development programme that develops the skills of positive behaviour management
- Identifying when an incident is going to happen.
- Using effective strategies to manage all incidents that occur
- Informing a disruptive student that force may be used before using it.

Attendance & Timekeeping

You are expected to attend regularly and to be on time. If you know you are going to be late, for whatever reason, you must let your VIP Key worker know. If you are unable to contact your Key worker, telephone BEP Group on the number on the back of this booklet.

Your attendance and timekeeping will be recorded and reported to your centre on a daily basis. Punctuality and reliability are essential skills for your future.

Sickness

If you are sick and unable to attend your training or work placement, you must inform your Key worker and or employer as soon as possible.

- You should explain what your sickness is.
- You should state when you expect to return.
- If on the stated date of return, you are still unwell, and then repeat the list above
- If you are unable to phone, please ask a relative, friend or neighbour to do so.

Dress Code

Our dress code enables students to be comfortable whilst enabling students to have their own individuality. Students should ensure that they are dressed appropriately for practical lessons and work placements, wearing protective footwear when required.

Boys

- Trousers to be no lower than hip level
- No offensive logos on t-shirts
- No hoods are allowed in class rooms at BEP Group (training providers may vary)

Girls

- Skirts and dresses are to be of an acceptable length
- No low cut tops
- No offensive logos on tops
- No hoods are allowed in class rooms at BEP Group (training providers may vary)

Personal Belongings, Mobile Phones and MP3 players

All personal items including iPods and MP3 players (including headphones) are to be used during break times ONLY.

Mobile phones must be switched off and handed in to the Duty Key Worker at the start of the day. They will be returned during the lunch break ONLY, handed in again to the Duty Key Worker after lunch and returned to students at the end of the day. Failure to hand in your mobile phone will result in a formal disciplinary meeting which may in turn result in removal from VIP.

Smoking, Drugs and Offensive Weapons

BEP Group operates a No Smoking Policy. Students should not bring cigarettes and/or lighters to their allocated provision. If they are found smoking, these items will be confiscated, not returned to the student and parents will be informed. BEP Group has a Zero Tolerance Policy of both drugs, drugs paraphernalia and weapons. Police will be informed in all cases of failure to adhere.

Safeguarding

Child Protection Guidance for Parents/Carers

Staff at BEP and other professionals have a responsibility to contact Social Services if they believe that any child may be at risk. We may contact Social Services without your consent if we are really concerned that a child may be at risk of injury or emotional or physical harm. A copy of the full BEP Group Safeguarding Policy, which is in line with the Pan London Child Protection Procedures, is available on request.

Why would BEP Group contact Social Services?

- Parents may want advice or support about caring for children.
- Children or young people may want help or support if they are having problems at home, at centre or in other circumstances.
- People who come into contact with families, like centre teachers, doctors, health visitors, may be worried about a child's care or development.

What is Child Abuse?

Child abuse can take different forms, all of which can cause long term damage to a child: physical abuse, emotional abuse, neglect and child sexual abuse. Bullying and domestic violence are also forms of child abuse.

A child may be experiencing abuse if he or she is:

- Frequently dirty, hungry or inadequately dressed
- Left in unsafe situations or without medical attention
- Constantly "put down", insulted, sworn at or humiliated
- Seems afraid of parents or carers
- Severely bruised or injured
- Displays sexual behaviour which doesn't seem appropriate for their age
- Growing up in a home where there is domestic violence
- Living with parents or carers involved in serious drug or alcohol abuse

Remember, this list does not cover every child abuse possibility. Abuse is always wrong and it is never the young person's fault. It is BEP Group's vision that every child and young person, including those who are vulnerable and disadvantaged, should have the greatest possible opportunity to be the best they can be. That includes being safe from harm.

It is important to know:

- Protecting children is everybody's business
- Adults have a moral responsibility to report abuse

How BEP Group Deal with Disclosure

Disclosure is when a child or young person tells someone or lets you know in some other way that she or he has been, or is being abused. Disclosure can be direct, indirect, or a third-party disclosure. If a young person makes a disclosure, staff at BEP Group follow the procedure below:

1. **STOP:** We ensure that the young person understands that we are unable to keep information confidential if we are concerned for their safety and well being. We never promise to keep a secret, even if this means the young person is no longer willing to disclose. We might say something like 'I'm sorry, but if you tell me anything that makes me worried for your safety, I will have to pass that information on.' We explain what would happen next.

If at this point, the young person decides not to continue with the disclosure, what has already been disclosed is discussed with a BEP Group manager and details logged on an 'Incident Report'. The Child Protection Officer is informed, reviews the record and decides if further action is required. The young person is informed that this will happen.

We never press the young person for details.

2. **LOOK:** We are alert to signs of abuse or neglect with the young person. This may include marks on a young person, changes in behaviour or mood, or a decline in their physical presentation.
3. **LISTEN:** We listen carefully to what we are being told. We do not ask any leading questions (These are questions in which we suggest a possible answer e.g. "Did A do this to you?" rather than "What happened to you?") This is especially important as it could affect the outcome of any investigation. We reassure the young person that all information will be kept in confidence unless they are at risk of harm, and even then, information will only be disclosed to those who need to know to support them.
4. **DISCUSS:** We ask the young person if they have any specific outcomes they want to achieve. Go through possible options (including specialist advisers) and talk through next steps and what could happen.
5. **RECORD:** The Safeguarding Log is securely kept electronically by the Child Protection Officer. Even if no action has been taken, all concerns are recorded. All records are factual in terms of what was said and do not contain opinion. It may not be appropriate to complete an incident form at the time. In this case, we will take notes if possible and then as soon as possible complete the Incident Report, clearly marking it 'Safeguarding'.

The following areas will be covered where possible:

- The young person's personal details (name, age, ethnicity, special needs, if any communication difficulties etc)
- The date, time and place of any incident and our factual observations
- The nature of the suspected abuse
- What was observed, e.g. marks, injuries, unusual behaviours
- What was said by the young person
- Whether any other person was involved
- What was said to the young person
- What was said by any other person, e.g. parent, sibling, other child or young person, or colleague
- The referrer's professional relationship to the family
- Action taken at the time
- Nature of discussion with manager
- Subsequent action taken

BEP Group will always pass on this information on the day of disclosure.

E- Safety

The main areas of risk for our learning community can be summarised as follows:

Content

- exposure to inappropriate content, including online pornography, ignoring age ratings in games (exposure to violence associated with often racist language), substance abuse
- lifestyle websites, for example pro-anorexia/self-harm/suicide sites
- hate sites

Contact

- grooming
- cyber-bullying in all forms
- identity theft (including 'frape' - hacking Facebook profiles) and sharing passwords

Conduct

- privacy issues, including disclosure of personal information
- digital footprint and online reputation
- health and well-being (amount of time spent online - internet or gaming)
- sexting (sending and receiving of personally intimate images) also referred to as SGII (self generated indecent images)
- copyright (little care or consideration for intellectual property and ownership – such as music and film) (Ref Ofsted 2013)

All BEP Group staff are informed of our E-safety and Information Security Policies and sign an Acceptable Use of Digital Technologies agreement at the start of their employment and are updated on changes regularly through ongoing training.

All students are required to read and sign an E-safety agreement at their initial assessment meeting and are reminded of the expectations regularly by staff.

Students have a responsibility to:

- have a good understanding of research skills and the need to avoid plagiarism and uphold copyright regulations
- to understand the importance of reporting abuse, misuse or access to inappropriate materials
- to know what action to take if they or someone they know feels worried or vulnerable when using online technology
- to know and understand centre policy on the use of mobile phones, digital cameras and hand held devices
- to know and understand centre policy on the taking / use of images and on cyber-bullying.
- to understand the importance of adopting good e-safety practice when using digital technologies out of centre and realise that the centre's E-Safety Policy covers their actions out of centre, if related to their membership of the centre
- to take responsibility for learning about the benefits and risks of using the internet and other technologies safely both in centre and at home

Parents / Carers have a responsibility to:

- to support BEP Group in promoting e-safety and endorse the Students' E-safety Acceptable Use Agreement which includes the pupils' use of the internet and the centre's use of photographic and video images
- to read, understand and promote the centre Student Acceptable Use Agreement with their children
- to consult with BEP Group if they have any concerns about their children's use of technology

Handling complaints:

BEP Group will take all reasonable precautions to ensure e-Safety. However, owing to the international scale and linked nature of Internet content, the availability of mobile technologies and speed of change, it is not possible to guarantee that unsuitable material will never appear on a BEP Group computers or mobile devices. BEP Group cannot accept liability for material accessed, or any consequences of Internet access.

- Staff and students are given information about infringements in use and possible sanctions. Sanctions available include:
 - interview/counselling by tutor / Key worker / Child Protection Officer;
 - informing parents or carers;
 - removal of Internet or computer access for a period, [which could ultimately prevent access to files held on the system, including examination coursework];
 - referral to Local Authority / Police.

E-safety complaints

Our Child Protection Officer acts as first point of contact for any complaint. Any complaint about staff misuse is referred to the Deputy CEO.

Complaints of cyberbullying are dealt with in accordance with our Anti-Bullying Policy. Complaints related to child protection are dealt with in accordance with child protection procedures. See our complaints procedure under the useful information section of this handbook.

Anti-bullying

BEP Group is fully committed to working to eradicate bullying and has a full anti-bullying policy which is available to you on request. This information is designed to help students and parents / carers of students at BEP Group who are affected by bullying; either through their experiences of being bullied, knowing someone who is being bullied or actually bullying someone themselves. A copy of the full BEP Group Anti-Bullying Policy is available on request.

What is bullying?

Bullying is when people deliberately hurt, harass or intimidate someone else. Every year more than 20,000 young people call ChildLine; these are some of the ways they describe bullying:

- Being called names
- Being teased
- Being punched, pushed or attacked
- Being forced to hand over money, mobile phones or other possessions
- Getting abusive or threatening text messages, e-mails or MSM comments
- Having rumours spread about them
- Being ignored or left out
- Being picked on because of their religion or gender

Children accused of bullying may need help just as much as those being bullied. Their behaviour may be connected to hidden personal and social problems. They may be manipulated by other children, or they may be falsely accused.

What to do if you're being bullied

Those who bully like to think that they have power over their targets, so you need to remove that power. There are things you can do to deflect people who bully:

- Act more confidently
- Hang around with friends or an adult at times when you're most in danger of being bullied
- Don't fight back. It can make the situation worse
- Tell someone!

Breaking the silence is the most important part in fighting back against bullying. If you've kept a diary of when the bullying has been taking place, this can help you when you tell a teacher or parent what's been going on.

Online or mobile phone bullying

If you're being targeted by mobile phone, always tell someone you trust at centre Please do not feel too scared to tell because of the repercussions and being called a "snitch", we will ALWAYS deal with your reports extremely sensitively.

Please also consider:

- Contacting your service provider with details of the calls or texts that are causing you concern.
- You may also want to change your SIM card in your mobile. It's not fair that you have to do this, but it is an easy solution. You still need to tell somebody what's going on.
- If you're being targeted online or by email, contact your internet service provider and also the company who provides your email.
- If you can produce written evidence of what's been going on, it may be possible to block the bully's account.
- Never give out your email address or mobile number in chat rooms.

What to do if someone you know is being bullied

It's hard to see your friend being picked on, and although you feel powerless to act, there are things you can do to help.

- Be a friendly ear.
- Tell someone - go to Tutors /Key worker / Staff
- Don't encourage the bullies by laughing or smiling at the things they say or do
- If you can, tell the bullies that you don't accept what they're doing and try to get them to stop
- Don't ditch your friend; stand by them
- Don't get into fights with the bullies.

Your friend may be reluctant to tell somebody what's going on; try and be there for them and encourage them to speak out. If you and your friend ignore what is happening, the person who is bullying is winning. It may be worth having a word with a parent or staff on your friend's behalf.

Who can I talk to?

- Your parents or anyone at home
- Any adult at BEP Group or any student you trust.

What to do if you're bullying other People

If you feel you are acting in a bullying way, you need to talk to someone you can trust and try to explain why you do it. There's probably something going on in your life that's making you take it out on somebody else.

Some things to think about if you're bullying somebody:

- Think about the pain and upset you are causing to the person you're picking on. It could be seriously affecting their day-to-day life
- Imagine how scared you would feel if the bullying were happening to you
- Is it worth getting into trouble?
- You'll probably be much happier in yourself and more popular if you stop bullying.
- Be mature enough to stop and think about what you are doing
- Bullying won't win you any friends; it just makes people scared of you.

If you think you're bullying others, try and get to the bottom of why you're acting that way. Is there a reason you're taking out your anger or frustration on someone else? Talk to someone you trust and try to work things out.

Bullying is wrong and nobody deserves to be bullied. One day, you could be in a different position as the target of bullying. You need to stop before you get into trouble.

Information for parents/carers - Spotting the Signs

There is no certain way of spotting that a child is being bullied or is bullying others. Things such as a change in attitude, an unexplained illness, not wanting to go to centre, bruising or torn clothes may all have a simple explanation, or they may be the result of something more serious.

Children can go to very great lengths to hide from adults the fact that they are being bullied. They may be afraid that they will be seen as cowardly or weak. They may not want to tell tales or "grass" on others in their class. They may even be afraid that talking to an adult will lead to even more problems or more trouble for them or that the adult will be unable or unwilling to help them.

The best advice is to trust your instincts - if you are worried discuss your worries openly and honestly with your child.

BEP Group Procedures for dealing with bullying

The **FIRST** time there is an incident of bullying it should be dealt with by the tutor or key worker, (who is initially made aware of the bullying incident). We will wish to try and establish the cause for the bullying (why the alleged bully did what they did) and try and deal with those issues. We will also issue a verbal reprimand (by the end of the same day if at all possible). Details will be copied to the Child Protection Officer.

For a **SECOND** incident, the key worker should refer to the disciplinary procedures and the parent/carer informed. The Child Protection Officer should also be informed.

THIRD incidents will be referred to the CP Officer and put on report and the parent/carer informed. An interview with parents may well be appropriate and a Personal Support Plan may be written. The incidents should be clearly logged on the Central Log via the Child Protection Officer and Key worker.

Any further incidents could result in disciplinary procedures taking place.

However, any incident deemed serious enough at any point may be directed to a Senior member of staff and the above process fast tracked. Your child's school will be informed and kept up to date with the situation and may be called to attend meetings.

Listening to and talking with your child

Here are some things to remember if you are talking to a member of your family who you think may be being bullied:

- Be patient - make time to listen to your child.
- Ask questions but do it sensitively - don't interrogate.
- Show your child that you care. Be careful not to say or do anything which could make an already anxious or lonely child feel even more alone.
- Do not take any action before you discuss with your child what you could do, and what he or she could do. It may take a little longer for you to agree the best course of action than if the decision is taken by the adult alone, but this is time well spent. But make sure you do something. If bullying goes on for a long time it can cause serious damage to a child's educational and personal development.
- Do not make promises you can't keep. It is very important that your child knows that he or she can trust you. For example, if your child is reluctant to talk to you do not promise confidentiality in an effort to make it easier for the child to speak. And remember that if you discover that a child is in serious danger, whether that danger comes from an adult or another child, you must act even if the child wants you to do nothing.
- Tell your child that he or she has done the right thing by talking about what has happened, that bullying is wrong, and that those who are doing the bullying must change their behaviour.

Talking with your key worker

If someone in your family is being bullied at BEP you can talk to your child's key worker

- If the bullying is serious you may be upset when you speak to the key worker so here is a checklist of things to remember.
- Speak to the key worker as soon as possible. Say if the bullying has been going on for a long time.
- Do not exaggerate. Be honest and stick to the facts as you know them. Key workers need to know how serious the bullying is if they are to make judgements about the best course of action.
- Make a note of everything you know about the bullying before you speak to the Key worker so that you do not forget to mention any important points.
- Remember that this may be the first time that the key worker has heard about the bullying and remember that your child may not have told you all the facts.
- Find out what action the key worker intends to take.
- Arrange to contact the key worker again so that you can discuss any action that has been proposed.
- If you are not happy with the action proposed, make an appointment to see the key worker.

Disciplinary Process

Attendance Letter

If you fail to attend provision more than three times in a month, an attendance letter will be sent to parents/guardians and a copy will go to the school. This will be a warning that unless steps are taken to improve attendance than you will be asked to attend a meeting with us and your school.

Refocusing Meeting

If you do not follow the Student Code of Conduct despite support from your Key Worker, a refocusing meeting will be called. This will involve you, your parent/guardian, your Key Worker and a representative from your school. It is an opportunity to address issues, look at what is going wrong, look at ways you can be supported, put in preventative measures to stop things going wrong in the future and set measurable goals that will be reviewed. A date for reviewing those goals will be set at the meeting and if they have not been met then students may face a disciplinary.

Verbal Warning

This is the first stage of the disciplinary process, which could lead to students being removed from the programme. This route is usually taken when students are not prepared to work with us to improve their progress, or an incident occurs which warrants it e.g. not returning to training for the afternoon session. The school will be informed if a verbal warning is given to a student.

Written Warning

Two written warnings will be issued before students are taken off the programme. Copies of the letters will be sent to the school. If an incident warrants it, a written warning maybe issued before a verbal warning. It is highly likely that a refocusing meeting would occur as a result of you receiving a written warning.

Removal from VIP

After two written warnings or a serious incident it is highly likely that you will be removed from the programme. A meeting will take place with your Key Worker and the school and a decision will be taken over your future on the programme. If since you received your written warning you have taken significant steps to improve, you may be given a last chance if you achieve goals, which will be set for you.

In the event of a gross misconduct, such as stealing or violent behaviour, you may be dismissed from the programme regardless of whether you have had previous warnings or not. Once you are dismissed from VIP you will be expected to return to school full time.

What is work experience?

As part of your individual programme you may be allocated a work placement to help you gain experience of the workplace and improve your personal and employability skills. Whilst on work experience you will be regarded (and will be treated) as an employee of the company - although you will not be paid.

Work experience is also an opportunity for you: -

- to deal with different people and situations
- to learn new skills and gain new experiences
- to make more informed decisions about your future
- show an employer your capabilities and potential as an employee
- increase self confidence

Interview arrangements

You may or may not have an interview for your work experience placement but you will certainly attend interviews when you apply for jobs. The interview is an opportunity for you to meet the employer and see the environment that you will be working in. The date and time of your interview will be organised by your Key worker. They will contact you to go through the arrangements and in the case of work experience they may accompany you to the interview.

Make sure you are dressed smartly and appropriately for an interview. If you are unsure what you should wear that you should discuss it with your Key worker.

At the interview

When you arrive at your interview you should introduce yourself and shake hands with your interviewer. Try to keep good eye contact when people are talking to you, be polite and smile. You should speak clearly when answering or asking questions, and try to give a full response rather than just answering yes or no.

Questions you might be asked

The employer may be interested in why you have chosen this type of placement, what your career plan are and discuss any prior experience with you. Spend some time preparing responses before your interview.

Questions you might want to ask

Examples of questions you might ask your employer would be:

- What work would I be doing?
- What time do I need to be here?
- What should I wear to work?
- Will I need to bring any equipment with me?
- Who will I be working with?

It would be a good idea to prepare some questions to ask your employer, it is your opportunity to find out all you need to know about your placement.

Appearance and equipment

- Dress sensibly - wear the appropriate clothing for the placement including clean shoes
- Dress smartly - minimum jewelry and make up
- Clean, well groomed hair
- Clean hands, teeth and nails
- Have a pen that works, sharp pencil and try to wear a watch
- Have any items of equipment you have been asked to take

Confidentiality

In almost all work experience placements, you may see information that is confidential (customer information, internal letters or memos etc). You must not discuss anything you see with friends or anyone else outside of the company. If you do discuss or share confidential information, your employer may dismiss you from the placement.

Telephone techniques

If you answer the telephone at your work placement:

- Have a pen and paper ready
- Get all the information
- Who is calling (both company name and name of caller)?
- Ask if there is a message?
- What is their telephone number?
- Is there an extension number/department?
- Repeat the name, number and message to the caller to check that you have written it down correctly
- Write it all down and give the message to your employer/supervisor. (If you have time, keep a copy of the message on your desk.)
- If asked to make a call, remember to follow the same routine of having names, messages and numbers written on a pad in front of you.

What to do if you have a problem at work experience

If you feel you cannot talk to your employer supervisor contact your Key worker or centre and they will help you deal with this appropriately. You need to write the telephone number for your VIP Coordinator, work experience provider and centre in the 'Contact details' section at the back of this booklet.

Health and Safety

Health and Safety is of the greatest importance to you and those around you. You and people around you have legal responsibilities regarding Health & Safety. Your Key worker and staff at BEP will ensure that the BEP Group premises comply with all Health and Safety regulations. A copy of the full BEP Group Health and Safety Policy is available on request.

In an Emergency

Fire procedure

- Raise the alarm
- Evacuate the building by following the green signs
- Meet at the assembly point
- Do not return until told to do so

Accidents

- If you have any accident, however small, please tell a member of staff.
- A first-aider may wish to look at you to make sure you are okay.
- Accidents must be reported to a member of staff and recorded in the accident book.

Your first day

On your first day at the placement, your supervisor / employer will ask you to go through an induction session. This will include a tour of the placement so you know your way around, and what to do in the case of an emergency (ie where the first aid kit is and who to report to, what to do in the event of a fire etc). You should also familiarise yourself with 'Fire Exits' 'Fire Alarms' and 'Fire Drills'

Personal Protective Equipment (PPE)

If your workplace requires that you wear protective clothing, these will be provided by the employer. It is your responsibility to follow the Health & Safety instructions given to you.

Equal Opportunities

BEP Group is fully committed to Equal Opportunities both in principle and practice. If you feel you have been discriminated against whilst on the Vocational Inclusion Programme then you should raise the matter with the VIP Key Worker. It is also expected that you will abide by our Equal Opportunities Policy, and treat others the way you wish to be treated. A full copy of the BEP Group Equality and Diversity Policy is available on request.

Complaints

How to make a complaint

You may be able to resolve the complaint by taking it up immediately with the individual with whom you have been dealing, or with their immediate manager. A full copy of the BEP Group Complaints Policy is available on request.

Stage 1

If you cannot resolve the problem there and then, you can write to: Jo Green, Deputy CEO, 10 Bridge Close, Romford. RM7 0AU or you can telephone on 0845 2732 226 although you may be asked to set out the details of your complaint in writing.

What should I include in my complaint?

Please include: your name and address; copies of any correspondence or documents about your complaint; the name of the person to whom you first wrote or spoke, and when, to help us find the relevant information; details about what has gone wrong or has not been handled properly; and how you would like us to resolve your complaint.

What will happen next?

We will try to give a full written reply to your complaint within 10 working days of receiving it. If this is not possible we will send you a written acknowledgement within 5 working days, explaining why and telling you when you can expect a full reply. We recognise that each complaint is different and must be dealt with in a way appropriate to the circumstances.

What if I am not satisfied with the initial response? - Stage 2

If you are not satisfied with the initial response to your complaint, you should write to: The Deputy CEO at the address above. By then you should have been given their details, but if not you can find the contact details by telephone or e-mail.

What can I expect?

We aim to give a high standard of service but unfortunately there may be occasions when we make a mistake. If this happens, you can expect any or a combination of the following: an apology; an explanation; an assurance that the same mistake will not happen again; details of the action taken to put things right.

Users' views

One of the best ways we can continue to improve our service is by listening and responding to your views. As well as learning from your complaints, we welcome any comments or suggestions you may have on how we can improve. Equally, we would like you to tell us when we get it right to ensure we can maintain our good practices.

More information

Statistics about complaints received can be obtained by writing to the Office Manager at the above address. Complaints are monitored by the Deputy CEO to ensure that standards in dealing with complaints are met and that necessary improvements are identified. Our Steering Board reviews the operation of the complaints process.

Your Suggestions

Try and think of 3 things that YOU can do to make your time on the programme worthwhile.

1) _____

2) _____

3) _____

BEP Group Term Dates

Please see below for our term dates for academic year 2018/19.

Autumn Term:	First Day of Term: Tuesday 4 th September 2018 Half Term: 22 nd October 2018 – 26 th October 2018 Last Day of Term: Wednesday 19 th December 2018
Spring Term:	First Day of Term: Thursday 3 rd January 2019 Half Term: 18 th February 2019 – 22 nd February 2019 Last Day of Term: Friday 5 th April 2019
Summer Term:	First Day of Term: Tuesday 23 rd April 2019 Half Term: 27 th May 2019 – 31 st May 2019 Last Day of Term: Wednesday 24 th July 2019 (Year 11 leaving date – 28 th June 2019)

Holidays: We ask that parents do not book holidays during term time as this affects student learning.

Severe Weather: During instances of severe weather we ask that parents check our web site www.bepgroup.net which will be updated by 8am. Notices will be posted here to advise you of our opening arrangements in such instances. In addition, your Key Worker will try and contact you to notify you if we are closed.

Staff Training: BEP Group will always inform you in writing of any closures for staff training.

Contacts

Key worker Details

Key worker's name _____

Work mobile _____ office 01708 446440

Employer details

Company name _____

Address _____

Supervisor's name _____

Telephone number _____

BEP Group Child Protection contacts

Jo Green (Principal)
Child Protection (Lead) Officer
01708 436440

Debbie Jennings (Safeguarding and Welfare Manager)
Deputy Lead Officer
01708 436440



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