

COMPANY POLICIES

**TECHNICAL
TRAINING
SOLUTIONS**

Introduction

Technical Training Solutions was formed in 2003 to satisfy customer requirements for Engineering Skills training. The business has developed well and is expanding successfully.

Technical Training Solutions' roots go back to 1980 at the EETPU (Electrical Electronic Telecommunications and Plumbers Union) training college at Cudham Hall in Sevenoaks. The union wanted their members to embrace the electronic technologies that were emerging and since government and academia seemed unable to meet the challenge a more radical solution was proposed: an engineering skills training college with a no-expenses-spared approach to training so that the delegates would learn useful, practical, up-to-the-minute skills and knowledge that would help them in their daily work.

Throughout mergers with other unions (AEU, MSF and TGWU) over the years this single premise has been the company's guiding light. The union membership became less and less engineering-based but we maintained our determination to ensure that the training that we provide is practical, interesting and taught by experts, leading to the legally competent performance of these skills in the workplace.

In 2003 the training college took on its own identity and became a separate business to the union - a Limited Liability Partnership with three partners continuing the tradition of providing no-nonsense engineering skills training aimed at blue-chip companies throughout the British Isles.

In 2011 we ceased trading as a Limited Liability Partnership and incorporated the business as a Limited Company.

In 2022 we transitioned the company into an EOT (an Employee Owned Trust) where the employees can be shareholders of the company.

We currently employ 10 staff and have a turnover circa £1m.

Our Director is Martin Smith, an MoD electronics design engineer and graduate engineer instructor with many years of experience in training.



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MISSION STATEMENT

"To provide the highest quality engineering skills training for industry; with safety, competence, relevance and understanding as our cornerstones."

HEALTH & SAFETY

H&S Policy Statement

Technical Training Solutions Ltd recognises its overall responsibility for Health and Safety. It is the policy of Technical Training Solutions Ltd to take all necessary steps to prevent personal injury and health hazards to employees and to seek to prevent damage to property. The Health and Safety policy includes protection to learners, contractors and members of the public.

Technical Training Solutions is responsible for bringing the policy to the notice of all staff and for ensuring that employees at all levels of the organisation strictly observe the policy. The health and safety of learners is a fundamental value for Technical Training Solutions Ltd. We believe that learners are entitled to learning that takes place in a safe, healthy and supportive environment. In addition, we consider that safe learning is essential to maximise learners' experience and achievement.

The allocation of duties for Health and Safety and the particular arrangements which Technical Training Solutions Ltd will make to implement the policy are set out in this document.

All employees of the Technical Training Solutions Ltd have a general duty to ensure that Health and Safety Policy is adhered to and to take reasonable care of their own health and safety and that of others who may be affected by their actions at work and to co-operate with the organisation in meeting its responsibilities.

This statement will be reviewed as necessary and a copy must be made available to all Technical Training Solutions Ltd employees and be displayed at Norwich House Rochester.

The Health and Safety at work poster is displayed at Norwich House Rochester.



General Arrangements

Technical Training Solutions Ltd is responsible for the management of health and safety matters which will include the following duties:

- Risk assessment, safety inspections and reports covering staff and all users of our services
- Inform staff and learners about fire safety, fire precautions and fire drills
- First aid
- Investigation, reporting and recording of accidents and near misses
- Communicating health and safety information to staff and students as necessary
- Ensuring Health and Safety is a standing agenda item at Quarterly General Meetings.

Everyone visiting, attending courses or carrying out work related duties at Norwich House, Waterside Court should read the 'Essential Information to Visitors' leaflet.

The Director of Technical Training Solutions Ltd may delegate the day to day duties of health and safety to an appointed staff member.

The Director will undertake to provide to staff members all the necessary training to carry out the duties as delegated.

The Director is responsible for the overall resources for health and safety in the organisation as far as is reasonably practicable. Policy Review will be included as an QGM/ AGM Agenda item and the Director will approve updates at this time.


The Director will undertake to address any special Health and Safety requirements specific to learners with disabilities.

The Director will carry out a quality audit for safety, timed to occur before the AGM. If improvements are identified, the Director will agree an Improvement Plan with agreed time-scales and the necessary resources allocated.


The Director must ensure risk assessments are carried out and should assess any findings or action items as soon as is reasonably practicable.

Welcome to Technical Training Solutions

Providing Practical Engineering Skills
Training For Industry



Essential Information for Visitors



This leaflet contains rules, instructions and information designed to protect everyone on site from injury as well as the quality of our training equipment.

Please take time to read the leaflet and refer any questions you have to your Technical Training Solutions host.

Staff Employees

Staff must regularly inspect their own work areas to ensure adequate Health and Safety precautions have been undertaken. Whenever any employee notices a health and safety problem, which they are not able to correct, it is their duty to inform the appointed member of staff for Health and Safety, or the Director.

Training Advisors/Instructors

Training Advisors/instructors must

- a) regularly inspect their own work areas to ensure adequate Health and Safety precautions have been undertaken
- b) ensure information is given to students as appropriate to ensure safe working practice within training areas. Where appropriate, staff will adhere to these guidelines.

Risk Assessments

An appointed member of staff will arrange for accident reports and risk assessments to be completed, the data analysed and the Director to be advised on action required to ensure the health and safety of staff and learners.

Regular risk assessments of the following must be carried out annually or whenever a significant change takes place:

- Buildings – internal and external
- Electrical equipment
- Fire safety
- Hazardous Substances
- Manual Handling
- Personal Protective Equipment
- Personal Safety
- Working at Height.

Fire Equipment and Arrangements

The Director has the overall responsibility for ensuring fire safety within Technical Training Solutions Ltd. The Waterside Court Management Company has overall responsibility for Fire Safety at Norwich House Rochester

The Director is responsible for organising equipment testing and maintenance at Norwich House, Rochester.

Alarms and Emergency lights: Weekly test and log kept (fire logbook) is managed by Waterside Court Management Company.

Detection Systems: Quarterly test and log kept (fire logbook) is managed by Waterside Court Management Company.

Extinguishers: Annual maintenance contract must be in place, regular visual check to be undertaken by a nominated member of staff to check tampering

Fire Routes and Exits: Daily check to be undertaken by a nominated member of staff

Fire Drills

These are organised by the Waterside Court Management Company.

The fire alarm is tested every Thursday morning. This consists of two/three short periods of the sounders and lasts up to five seconds. If the sounder continue for longer than ten seconds the instructors will lead their candidates to the nearest fire escape and assemble at the muster point near the railing along the waterfront. Stopping to collect belongings is inadvisable and the candidates are reminded that they should move swiftly without running. The lift should not be used. The building should not be re-entered until permission is given by the fire marshall.

Fire Risk Assessment

A fire risk assessment must be organised by the nominated member of Technical Training Solutions Ltd staff on an annual basis.



Electricity

Fixed Installations and Hard Wiring

CPS, as landlord, carries responsibility for the safety of installations at Norwich House Rochester. Maintenance and installation amendments are organised through CPS Property Department.

Testing and Certification of installations are organised on a 5 year ongoing planned maintenance agreement for buildings and on an annual basis through CPS Property Department.

Portable Electrical Appliances

- a) Technical Training Solutions Ltd Owned Equipment: New equipment must be checked by Technical Training Solutions Ltd competent staff prior to use. All items are to be Portable Appliance Tested (PAT), as necessary, by Technical Training Solutions Ltd competent staff.
- b) Technical Training Solutions Ltd Staff Owned Equipment: Staff owned equipment must be checked and tested prior to use.
- c) Learners' Equipment: Learner owned equipment must be checked and tested prior to use.

Monitoring and Auditing

A review of PAT procedures will be carried out periodically.

Control of Substances Hazardous to Health (COSHH)

Purchase and Supply

Any substances or materials to be used on Technical Training Solutions Ltd premises must have appropriate Data Sheets supplied with each substance.

Storage

Appropriate storage arrangements must be provided for any hazardous substances or materials.

Risk Assessment for Use

Trainers are responsible for the safe use and the provision of appropriate information to those people who may be affected by the substances (eg: learners). Risk assessment for processes and tasks must be carried out prior to use of the substance.

Disposal

Risk assessments must include arrangements for disposal of waste materials.

Records

Data Sheets should be held centrally and updated periodically.

Review

COSHH materials and procedures will be a part of the Monitoring and Auditing Standard requirement.

Risk Assessment for Use

Users of work equipment (trainers) are responsible for the safe use and the provision of appropriate information to those people who may be affected by the equipment (eg: learners). Risk assessment for processes and tasks must be carried out prior to use of the equipment.

Maintenance Programmes

Work equipment may require regular maintenance. The Director must ensure maintenance of equipment is organised and completed at the recommended intervals. Maintenance programmes must comply with the equipment manual or insurance assessment standards. Maintenance records must be kept.

Review

A review of maintenance procedures will be carried out periodically.

Workplace Safety

Trainers

Trainers must carry out workplace inspections at the beginning of each class.

Personal protective Equipment (PPE)

The Director will ensure that sufficient quantities of PPE is available. The instructors encourage all learners to understand the benefits of their use.

All candidates must as appropriate make use of the eye protection and gloves provided by Technical Training during their course attendance whenever handling machinery, tools and substances likely to endanger health. Technical Training Solutions Ltd will inform candidates when PPE must be worn.

All courses undertaken in the workshops of Technical Training Solutions Ltd require protective footwear to be worn. This footwear must be supplied by the candidates.

Manual Handling Operations

Avoidance

Manual handling operations must be avoided wherever possible by the provision of mechanical aids or other devices. Delivery of heavy items must, as far as possible, require the suppliers to deliver to storage points to avoid Technical Training Solutions Ltd staff having to carry out manual handling tasks resulting from deliveries.

Regular Operations

Manual handling operations which are regularly undertaken at training venues or Norwich House eg: deliveries, furniture movement, movement of training rigs, must be risk assessed prior to the task being undertaken. Movement of heavy items should not be undertaken alone.

Day to Day Tasks

Individual members of staff must make their own judgement on whether they are able to undertake a manual handling task safely. If in any doubt, the member of staff must not carry out the task and must refer to one of the Directors. The Director may want to carry out a risk assessment of the task, or assess how the task could be carried out differently.

Food Consumption

Food may be consumed in designated areas only. This includes the kitchen area on the second floor and the main cafeteria on the first floor. Food must not be consumed in the workshop.

First Aid

Trained First Aiders

There will be one fully trained first aider at Norwich House, Rochester at all times during normal operating hours.

Supplies

The Director will ensure that adequate supplies of first aid equipment is available at all times. Supplies will be regularly checked for missing items and expiry dates.

Personal Protective Equipment

The Director will ensure that adequate use of aids such as gloves and mouthpieces are available for first aiders to use.

Accidents

Reporting

All accidents and incidents must be reported and recorded in line with the Health and Safety Executive requirements as well as the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). The accident book is held at Norwich House, Rochester and contains full information on who to inform and when and what to do if an accident or incident is reported.

Investigation

Accidents must be investigated by a nominated member of staff within 24 hours of a report. A review of workplace safety and operating procedures for the affected area must be carried out as part of the investigation. Appropriate remedial action must be implemented immediately.

Near Misses

Any near misses should be recorded in order to prevent future accidents.

Reporting of Serious Incidents

If a RIDDOR report to the Health and Safety Executive is applicable this will be completed and sent by a Directors.

Lone Working

Avoidance of Lone Working

The Director must, as far as possible, timetable work to avoid any individual working on their own at any time within the premises of Norwich House. Where this is impossible a risk assessment must be undertaken by the member of staff wishing to work alone in the building.

Safety Procedures

Where lone working is unavoidable, individuals must have access to a working two-way communication system (telephone, mobile phone, walkie-talkie etc). A 'buddy' system must be instigated whereby lone workers must make contact with another member of staff on a regular basis during the lone working period to report they are safe and well.

When a member of staff leaves the building following a period of lone working, they should contact their buddy to confirm that they have left the building safe and well.

Young Persons

Definition of Young Person

A young person employed or mentored under the age of 19 would be classed as young person.

Young Person Induction

All young persons will be given an induction into the safe working practices of the organisation. The young person will be made aware of any potential hazards and instructed on evacuation procedures.

Safety Procedures

The nominated supervisor will assess all work activities and ensure risk assessment are carried out and safe working practices are observed.

Regular Review

Whilst the young person is employed or mentored regular reviews and checks will be made to ensure safe working practices are being observed.

Classroom Checklist and Risk Assessment

The following pages depict the checklist used for determining if it is safe to proceed with a training event in a classroom. The associated risk assessment form follows; this would require completion to evidence the control measures that have been applied - quantifying and justifying the residual risks (if any).

A separate set of forms are used to perform periodic risk assessments in and around the building, This is located in:

\\TTSCloud\Share\Share\Administration Folders\TTS Forms and Paperwork\Forms\Risk Assessment Forms.docx.

Specific forms are employed for the risk assessment of each individual location.



CLASSROOM CHECKLIST

The purpose of this risk assessment is to ensure that the environment is as free as is 'REASONABLY PRACTICABLE' of any hazard that has the potential to cause harm. **From September 2005 all venues must be accessible and fit for purpose and compliant with DDA Part 4.**


Note: These are only guidelines; there may be other relevant issues that need attention. Please mark with a '✓' where you are satisfied with the standards. Any items with **X** are a potential hazard and must be dealt with. **Therefore complete the TTS Ltd risk assessment form H&S/RA1.** Any items not relevant mark as n/a.

NORWICH HOUSE	DATE	ASSESSOR
ROCHESTER BUILDINGS & GROUNDS Location of Venue <input type="checkbox"/> Easy to locate - adequate, clear signs outside <input type="checkbox"/> Appropriate and safe parking <input type="checkbox"/> Can it be reached by public transport? <input type="checkbox"/> Access for emergency vehicles <input type="checkbox"/> Adequate external/functional lighting including security lights <input type="checkbox"/> Any potholes in walkways, roadways or car parks? <input type="checkbox"/> Any displaced or damaged paving/uneven surfaces? <input type="checkbox"/> Any loose/damaged steps? <input type="checkbox"/> Any faulty or missing handrails? <input type="checkbox"/> Windows - look for broken/loose panes/sashes <input type="checkbox"/> Are walls/fences/walkways free from any projections - loose wires/overhanging branches? <input type="checkbox"/> External fire escape clear and in good repair <input type="checkbox"/> External H&S signs - assembly point in the event of an evacuation, fire doors - do not obstruct etc <input type="checkbox"/> General condition of building - adequate? <input type="checkbox"/> Level access from the road <input type="checkbox"/> Contrast markings on steps etc <input type="checkbox"/> Entry doors - do they open easily? <input type="checkbox"/> Is there an entry point wide enough for a wheelchair?	ROOM USE INSIDE - COMMON AREAS/ROOMS <input type="checkbox"/> Appropriate and visible internal signage/directions <input type="checkbox"/> Information on notice boards easy to read and clearly displayed <input type="checkbox"/> Is there a written Health & Safety Policy? - When was it reviewed? <input type="checkbox"/> Seating area near entrance <input type="checkbox"/> Walkways and corridors clear of obstructions <input type="checkbox"/> No trailing wires/torn carpets, cracks, lifting or lumps, holes or other hazards <input type="checkbox"/> Adequate/functional lighting - well lit stairways, corridors, rooms, <input type="checkbox"/> Security lighting - functional <input type="checkbox"/> Adequate ventilation <input type="checkbox"/> Adequate heating <input type="checkbox"/> Doors and framework secure <input type="checkbox"/> Secure light switches/plug sockets <input type="checkbox"/> Coat hooks and similar units secure <input type="checkbox"/> Toilets - accessible to all, clean and functioning <input type="checkbox"/> Common areas - accessible to all - DDA? <input type="checkbox"/> Fire escapes/routes/call points/assembly point clearly marked <input type="checkbox"/> Evacuation Procedure displayed	<input type="checkbox"/> Fire fighting equipment available - extinguishers (showing annual service date), fire blankets <input type="checkbox"/> Visible warning notices for safe/appropriate use of equipment <input type="checkbox"/> Fire extinguishers should be wall mounted if possible <input type="checkbox"/> Emergency exits clear from obstructions <input type="checkbox"/> Fire doors open freely <input type="checkbox"/> Are good standards of housekeeping evident? - rooms clean and tidy/ rubbish bins clear and clean <input type="checkbox"/> No heavy objects stored above head height <input type="checkbox"/> Any damp patches/flaking plaster/peeling paint work <input type="checkbox"/> Any areas overcrowded <input type="checkbox"/> Condition of furniture - safe and clean <input type="checkbox"/> Safe, correct storage and easy access to furniture, equipment and materials <input type="checkbox"/> Access to first aid box (green and white), clean, properly stocked (external venues only) <input type="checkbox"/> Arrangements in place when first aider not present <input type="checkbox"/> Fixed equipment - evidence of maintenance contract <input type="checkbox"/> Corgi safety check on all gas appliances <input type="checkbox"/> Evidence of testing of portable appliances

H&S/RA1

Technical Training Solutions Ltd Risk Assessment Action Plan

To be completed for all items marked with an 'X' on the venue Checklist/Risk Assessment

Study Location Norwich House GROUND FLOOR – TB4 WORKSHOP STORE ROOM 1,2,3				Date of Assessment			
Hazard Identified	Risk Identified	Risk to Who	Risk Level L-M-H	Action to be Taken	Timescale (as below)	Action By	Date Completed
Risk Level: Likelihood of a risk occurring and the potential severity of that risk Low: Highly unlikely/effect will be minimal Medium: Could happen/ could cause injuries High: Is likely/could be fatal				Timescale A: Completed B: ASAP C: One month D: Within 6 months			



Driving Safely whilst at Work

Use of Personal Vehicles

TTS Ltd staff may be required to use their private motor vehicle on Technical Training Solutions Ltd business. The Director must ensure risk assessments are carried out on all staff, particularly where either goods or passengers are to be carried. The following must be taken into account when carrying out this risk assessment:

- The suitability and roadworthiness of the vehicle, both in general terms and in relation to the task it is to perform (eg: current MOT certificate)
- Competence of the driver and their qualification to drive that particular vehicle (appropriate licence)
- Appropriate insurance for the vehicle and driver – policies must cover business use
- Consider medical fitness for the task involved.

Mobile Phones

The following should be observed:

- It is preferable for all mobile phones to be switched off whilst driving
- Where possible the phone should be set to 'Answerphone' and calls answered when safe to stop and do so
- Do not dial out on the phone while driving or otherwise in charge of a vehicle - park in a safe place, exit the vehicle and then make the call
- When making a call to a mobile phone be prepared to hang up if it is not answered within six rings or make use of message facilities.
- Where it is essential to respond to an incoming call a hands-free system must be used.

BRIBERY POLICY

1 What does the Policy Cover?

1.1 This anti-bribery policy exists to set out the responsibilities of Technical Training Solutions Ltd and those who work for us in regards to observing and upholding our zero-tolerance position on bribery and corruption.

1.2 It also exists to act as a source of information and guidance for those working for Technical Training Solutions. It helps them recognise and deal with bribery and corruption issues, as well as understand their responsibilities.

2 Policy Statement

2.1 Technical Training Solutions is committed to conducting business in an ethical and honest manner and is committed to implementing and enforcing systems that ensure bribery is prevented. Technical Training Solutions Ltd has zero-tolerance for bribery and corrupt activities. We are committed to acting professionally, fairly, and with integrity in all business dealings and relationships, wherever in the world we operate.

2.2 Technical Training Solutions will constantly uphold all laws relating to anti-bribery and corruption in all the jurisdictions in which we operate. We are bound by the laws of the UK, including the Bribery Act 2010, in regards to our conduct both at home and abroad.

2.3 Technical Training Solutions recognises that bribery and corruption are punishable by up to ten years of imprisonment and a fine. If our company is discovered to have taken part in corrupt activities, we may be subjected to an unlimited fine, be excluded from tendering for public contracts, and face serious damage to our reputation. It is with this in mind that we commit to preventing bribery and corruption in our business and take our legal responsibilities seriously.

3 Who is Covered by the Policy?

3.1 This anti-bribery policy applies to all employees (whether temporary, fixed-term, or permanent), consultants, contractors, trainees, or any other person or persons associated with us.

3.2 In the context of this policy, third-party refers to any individual or organisation our company meets and works with. It refers to actual and potential clients, customers, suppliers, distributors, business contacts, agents, advisers, and government and public bodies – this includes their advisors, representatives and officials, politicians, and public parties.

3.3 Any arrangements our company makes with a third party is subject to clear contractual terms, including specific provisions that require the third party to comply with the standards outlined in The Bribery Act 2010 - Guidance.



4 Definition of Bribery

4.1 Bribery refers to the act of offering, giving, promising, asking, agreeing, receiving, accepting, or soliciting something of value or of an advantage so as to induce or influence an action or decision.

4.2 A bribe refers to any inducement, reward, or object/item of value offered to another individual in order to gain commercial, contractual, regulatory, or personal advantage.

4.3 Bribery is not limited to the act of offering a bribe. If an individual is on the receiving end of a bribe and they accept it, they are also breaking the law.

4.4 Bribery is illegal. Employees must not engage in any form of bribery, whether it be directly, passively (as described above), or through a third party (such as an agent or distributor). They must not bribe a foreign public official anywhere in the world. They must not accept bribes in any degree and if they are uncertain about whether something is a bribe or a gift or act of hospitality, they must seek further advice from the company's compliance manager.

5 What is and what is NOT Acceptable?

5.1 This section of the policy refers to 4 areas: gifts and hospitality; facilitation payments; political contributions; charitable contributions.

5.2 Gifts and hospitality: Technical Training Solutions accepts normal and appropriate gestures of hospitality and goodwill (whether given to/received from third parties) so long as the giving or receiving of gifts meets the following requirements:

- a. It is not made with the intention of influencing the party to whom it is being given, to obtain or reward the retention of a business or a business advantage, or as an explicit or implicit exchange for favours or benefits
- b. It is not made with the suggestion that a return favour is expected
- c. It is in compliance with local law
- d. It is given in the name of the company, not in an individual's name
- e. It does not include cash or a cash equivalent (eg: a voucher or gift certificate)
- f. It is appropriate for the circumstances (eg: giving small gifts around Christmas or as a small thank you to a company for helping with a large project upon completion)
- g. It is of an appropriate type and value and given at an appropriate time, taking into account the reason for the gift
- h. It is given/received openly, not secretly
- i. It is not selectively given to a key, influential person, clearly with the intention of directly influencing them
- j. It is not above a certain excessive value, as pre-determined by the company's compliance manager (usually in excess of £100)
- k. It is not offered to, or accepted from, a government official or representative or politician or political party, without the prior approval of the company's compliance manager.

5.3 Where it is inappropriate to decline the offer of a gift (ie: when meeting with an individual of a certain religion/culture who may take offence), the gift may be accepted so long as it is declared to the compliance manager, who will assess the circumstances.

5.4 Technical Training Solutions recognises that the practice of giving and receiving business gifts varies between countries, regions, cultures, and religions, so definitions of what is acceptable and not acceptable will inevitably differ for each.

5.5 As good practice, gifts given and received should always be disclosed to the compliance manager. Gifts from suppliers should always be disclosed.

5.6 The intention behind a gift being given/received should always be considered. It must be made clear that the gift is a 'Thank You' for past business.

5.7 Facilitation Payments and Kickbacks: Technical Training Solutions does not accept and will not make any form of facilitation payments of any nature. We recognise that facilitation payments are a form of bribery that involves expediting or facilitating the performance of a public official for a routine governmental action. We recognise that they tend to be made by low level officials with the intention of securing or speeding up the performance of a certain duty or action.

5.8 Technical Training Solutions does not allow kickbacks to be made or accepted. We recognise that kickbacks are typically made in exchange for a business favour or advantage.

5.9 Technical Training Solutions recognises that, despite our strict policy on facilitation payments and kickbacks, employees may face a situation where avoiding a facilitation payment or kickback may put their/their family's personal security at risk. Under these circumstances, the following steps must be taken:

- Keep any amount to the minimum
- Ask for a receipt, detailing the amount and reason for the payment
- Create a record concerning the payment
- Report this incident to your line manager.

5.10 Political Contributions: Technical Training Solutions will not make donations, whether in cash, kind, or by any other means, to support any political parties or candidates. We recognise this may be perceived as an attempt to gain an improper business advantage.

5.11 Charitable Contributions: Technical Training Solutions accepts (and indeed encourages) the act of donating to charities – whether through services, knowledge, time, or direct financial contributions (cash or otherwise) – and agrees to disclose all charitable contributions it makes.

5.12 Employees must be careful to ensure that charitable contributions are not used to facilitate and conceal acts of bribery.

5.13 We will ensure that all charitable donations made are legal and ethical under local laws and practices, and that donations are not offered/made without the approval of the compliance manager.

6 Employee Responsibilities

6.1 As an employee of Technical Training Solutions you must ensure that you read, understand, and comply with the information contained within this policy, and with any training or other anti-bribery and corruption information you are given.

6.2 All employees and those under our control are equally responsible for the prevention, detection, and reporting of bribery and other forms of corruption. They are required to avoid any activities that could lead to, or imply, a breach of this anti-bribery policy.

6.3 If you have reason to believe or suspect that an instance of bribery or corruption has occurred or will occur in the future that breaches this policy, you must notify the compliance manager.

6.4 If any employee breaches this policy, they will face disciplinary action and could face dismissal for gross misconduct. Technical Training Solutions has the right to terminate a contractual relationship with an employee if they breach this anti-bribery policy.

7 What Happens if I Need to Raise a Concern?

7.1 This section of the policy covers 3 areas: how to raise a concern; what to do if you are a victim of bribery or corruption; protection.

7.2 How to raise a concern: If you suspect that there is an instance of bribery or corrupt activities occurring in relation to Technical Training Solutions, you are encouraged to raise your concerns at as early a stage as possible. If you're uncertain about whether a certain action or behaviour can be considered bribery or corruption, you should speak to your line manager, or any of the directors.

7.3 Technical Training Solutions will familiarise all employees with its whistleblowing procedures so employees can vocalise their concerns swiftly and confidentially.

7.4 What to do if you are a victim of bribery or corruption: You must tell your compliance manager as soon as possible if you are offered a bribe by anyone, if you are asked to make one, if you suspect that you may be bribed or asked to make a bribe in the near future, or if you have reason to believe that you are a victim of another corrupt activity.

7.5 Protection: If you refuse to accept or offer a bribe or you report a concern relating to potential act(s) of bribery or corruption, Technical Training Solutions understands that you may feel worried about potential repercussions. Technical Training Solutions will support anyone who raises concerns in good faith under this policy, even if investigation finds that they were mistaken.

7.6 Technical Training Solutions will ensure that no one suffers any detrimental treatment as a result of refusing to accept or offer a bribe or other corrupt activities or because they reported a concern relating to potential act(s) of bribery or corruption.

7.7 Detrimental treatment refers to dismissal, disciplinary action, treats, or unfavourable treatment in relation to the concern the individual raised.

7.8 If you have reason to believe you've been subjected to unjust treatment as a result of a concern or refusal to accept a bribe, you should inform your line manager or the compliance manager immediately.

8 Training and Communication

8.1 Technical Training Solutions will provide training on this policy as part of the induction process for all new employees. Employees will also receive regular, relevant training on how to adhere to this policy.

8.2 Technical Training Solutions' anti-bribery and corruption policy and zero-tolerance attitude will be clearly communicated to all suppliers, contractors, business partners, and any third-parties at the outset of business relations, and as appropriate thereafter.

8.3 Technical Training Solutions will provide relevant anti-bribery and corruption training to employees etc where we feel their knowledge of how to comply with the Bribery Act needs to be enhanced. As good practice, all businesses should provide their employees with antibribery training where there is a potential risk of facing bribery or corruption during work activities.

9 Record Keeping

9.1 Technical Training Solutions will keep detailed and accurate financial records and will have appropriate internal controls in place to act as evidence for all payments made. We will declare and keep a written record of the amount and reason for hospitality or gifts accepted and given and understand that gifts and acts of hospitality are subject to managerial review.

10 Monitoring and Reviewing

10.1 Technical Training Solutions is responsible for monitoring the effectiveness of this policy and will review the implementation of it on a regular basis. They will assess its suitability, adequacy, and effectiveness.

10.2 Internal control systems and procedures designed to prevent bribery and corruption are subject to regular audits to ensure that they are effective in practice.

10.3 Any need for improvements will be applied as soon as possible. Employees are encouraged to offer their feedback on this policy if they have any suggestions for how it may be improved. Feedback of this nature should be addressed to the compliance manager.

10.4 Technical Training Solutions' policy does not form part of an employee's contract of employment and may amend it at any time so as to improve its effectiveness at combatting bribery and corruption.



USE OF COMPUTERS, EMAIL AND THE INTERNET: IT POLICY

General

To help you do your job, we (Technical Training Solutions Ltd) may give you access to computers, computer files, an email system, and software. You should not password protect any file without authorisation. To make sure that all employees follow this IT Policy, we may monitor computer and email usage. All Technical Training Solutions email is the property of Technical Training Solutions.

We try hard to have a workplace that is free of harassment and sensitive to the diversity of our employees. Therefore, we do not allow employees to use computers and email in ways that are disruptive, offensive to others, or harmful to morale.

At Technical Training Solutions you may not display, download, or email sexually explicit images, messages, or cartoons. You also may not use computers or email for ethnic slurs, racial comments, off-colour jokes, or anything that another person might consider to be harassment or disrespectful.

If you know about any violations to this policy, notify one of the Directors. Employees who violate this policy are subject to disciplinary action, up to and including termination of employment.

Technical Training Solutions may provide you with internet access to help you do your job. Internet usage is intended for job-related activities but short, occasional personal use is allowed as long as you keep to reasonable limits.

All internet data that is written, sent, or received through our computer systems is part of official Technical Training Solutions records. That means that we can be legally required to show that information to law enforcement or other parties. Therefore, you should always make sure that the business information contained in internet email messages and other transmissions is accurate, appropriate, ethical, and legal.

The equipment, services, and technology that you use to access the internet are the property of Technical Training Solutions. Therefore, we reserve the right to monitor how you use the internet. We also reserve the right to find and read any data that you write, send, or receive through our online connections or that is stored in our computer systems.

You may not use the internet to write, send, read, or receive data that contains content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content include (but are not limited to) sexual comments or images, racial slurs, gender-specific comments, or other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

If you use the internet in a way that violates the law or Technical Training Solutions' policies, you will be subject to disciplinary action, up to and including termination of employment. You may also be held personally liable for violating this policy.

Prohibited Activities

The following are some examples of prohibited activities that violate this IT Policy:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organisation's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorisation
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organisation
- Violating copyright law
- Failing to observe licensing agreements
- Engaging in unauthorised transactions that may incur a cost to the organisation or initiate unwanted internet services and transmissions
- Sending or posting messages or material that could damage the organisation's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organisation or person
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Using the internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardising the security of the organisation's electronic communications systems
- Passing off personal views as representing those of the organisation
- Sending anonymous email messages
- Engaging in any other illegal activities.

PRIVACY NOTICE FOR COLLECTING PERSONAL INFORMATION

Personal Information

This privacy notice tells you what to expect when Technical Training Solutions Ltd (TTS) collects personal information. It applies to information we collect about:

- Visitors to our websites / Google Analytics
- Security and performance
- People who call our offices
- People who email us
- Customers who book TTS training
- Learners who attend TTS courses
- People who purchase books via our website
- Job applicants, current and former TTS employees
- Complaints or queries
- Access to personal information
- Links to other websites.

Visitors to our Websites / Google Analytics

When someone visits our website we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it. TTS use cookies associated with Google Analytics to allow us to track visitor actions on our website, there will be no direct effect on the visitors - the tracking gives us a general overview of trends, such as:

- How visitors entered/exited our website
- Pages viewed during visits
- Type of browser versions accessing our site
- Geographical breakdown on visitors.

Using the in-depth information available from Google Analytics we can increase our knowledge on visitor trends within our website, which will be helpful in the planning of any changes within the site.

Security and Performance

To help maintain the security and performance of the TTS website we track the IP addresses of visitors. This information is not processed or used in any other way.

People who Call our Offices

When you call the TTS offices we collect Calling Line Identification (CLI) information. We use this information to help improve our efficiency and effectiveness. We track outbound numbers called but do not record or monitor calls made to or from any of our offices.

People who Email us

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

Customers who Book Training

We deliver training courses to learners on behalf of their employers. To understand the requirements of the learners we record and store the following data:

- Name and address of the learner to identify the learner and supply certificates and joining instructions
- Dates of birth are sometimes required for external awarding bodies (like City & Guilds) to issue certificates and when coupled with the individual's name helps to form a unique personal identifier
- Information on disabilities, learning difficulties, ethnicity is required to enable us to arrange the necessary support and/or dietary arrangements.

Where required we may share this information with third parties such as City & Guilds and other external training associates

Learners who Attend TTS Courses

We collect and store contact details of our learners in the form of email addresses and mobile phone numbers to allow us to contact the learner direct for the following reasons:

- To send Joining Instructions to the learner direct
- To gather feedback on events and programmes that have been attended by the learners
- To send text reminders and email reminders of upcoming training
- To send email reminders for qualifications coming up to their expiry
- To enable the learner to inform us of any reasonable adjustments they require with the course or training centre
- To email copies of attendance certificates to the learner direct.

People who Purchase Books via our Website

People who purchase either "The Electricians Guide to Good Practice" or "The Electricians Guide to Test and Inspection" via our websites' on-line book shop will have to use Sagepay to make the necessary payment. Address, telephone and email data is then sent to our email address to enable the goods to be despatched. Once books have been despatched the purchasers' details are deleted after a period of 21 days.

Job Applicants, Current and Former TTS Employees

When individuals apply to work at TTS, we will only use the information they supply to us to process their application and to monitor recruitment statistics. Where we want to disclose information to a third party, for example where we want to take up a reference or obtain a 'disclosure' from the Criminal Records Bureau we will not do so without informing them beforehand.

Personal information about unsuccessful candidates may be held for 12 months after the recruitment exercise has been completed, it will then be destroyed or deleted. We retain de-personalised statistical information about applicants to help inform our recruitment activities, but no individuals are identifiable from that data.

Once a person has taken up employment with TTS, we will compile a file relating to their employment. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's employment. Once their employment with TTS has ended, we will retain the file in accordance with the requirements of our retention schedule and then delete it.

Complaints or Queries

We try to meet the highest standards when collecting and securing personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures. All enquiries should be made to: The Admin Department, Technical Training Solutions Ltd, Norwich House, Waterside Court, Rochester, Kent ME2 4NZ.

Access to Personal Information

We try to be as open as we can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' - an 'SAR' under the General Data Protection Regulations. If we do hold information about you, we will:

- give you a description of it
- tell you why we are holding it
- tell you who it could be disclosed to, and
- let you have a copy of the information in an intelligible form.

To make a subject access request for any personal information we may hold, you should contact us, either by email, letter or telephone. If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone. This will be completed within one month, unless the request is 'manifestly excessive' or 'repetitive', as defined in the GDPR.

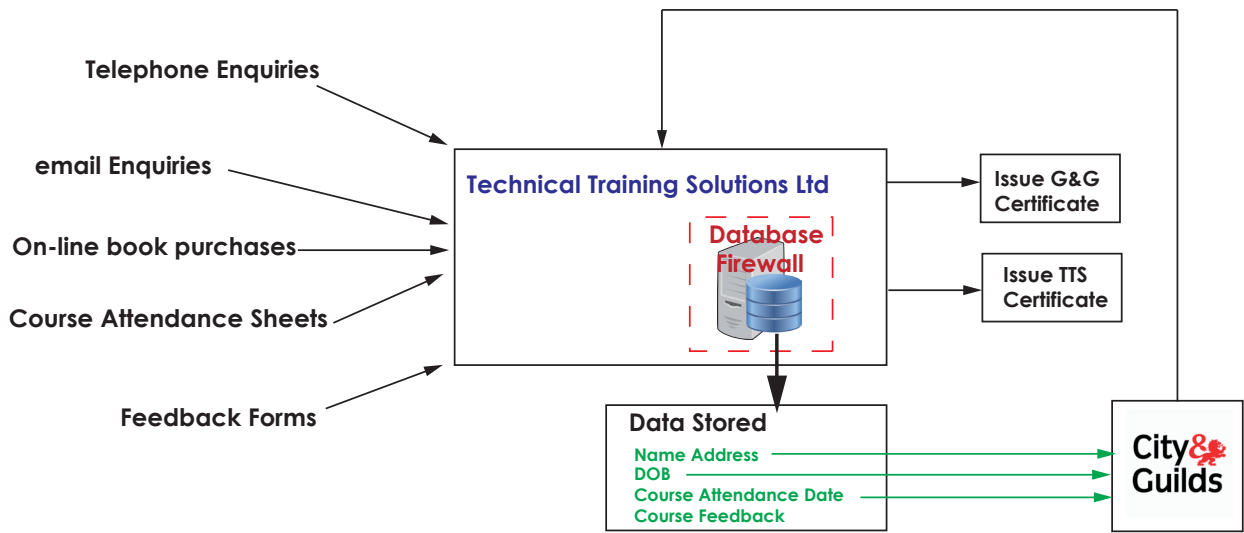
If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting us. There are no charges for SARs - they are free.

'SAR dress rehearsals' - where a simulated SAR request is received and staff practice the correct responses - are scheduled to help ensure that the aforementioned procedures are effective.

Links to other Websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Technical Training Solutions - Information Sources



COMPLAINTS AND APPEALS PROCEDURE

Introduction

Technical Training Solutions Ltd [TTS] is committed to providing the highest quality service to all candidates. However, TTS recognises that candidates may sometimes be dissatisfied and to improve the candidate experience we welcome feedback. If a candidate wishes to make a complaint they should follow the three step procedure outlined below. It is recognised that making a complaint is a serious matter and it is treated as such by TTS. We can reassure any candidate making a complaint that we treat all complaints confidentially and that making a complaint will not influence the progress of a candidate's study.

Objective of this Procedure

We, through this procedure, aim to resolve any complaints or problems quickly, fairly and simply. Therefore we encourage resolution at the informal stage (stage one) with the members of staff directly involved.

Who Can Make a Complaint?

Any current candidate can make a complaint.

Scope of this Procedure

This procedure covers but is not limited to:

- Candidate administrative support services and life-cycle issues, such as registration, examination entry, and examination arrangements
- Issues affecting the quality of the candidate learning experience, for example, programme materials
- Appeals against the application of the regulations.

Candidate Complaint

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or the standard of service provided by Technical Training Solutions.

Stage One: Informal Stage

Resolution within the training room where the complaint arose.

1.1 Complaints or feedback on any aspect of the student experience should be raised initially with the Instructor with whom the candidate has been dealing.

1.2 Dealing with a complaint at this stage may involve escalation to the Director. It is the responsibility of the Director to ensure that complaints relating to a Technical Training Solutions course are resolved in a fair and expeditious manner.

Stage Two: Formal Complaint

If a complaint is not resolved at stage one, you should refer the matter in writing to the Director of Quality [Martin Smith].

2.2 You should provide details of the case in a clear and succinct statement together with any available and relevant evidence.

2.3 It is at the discretion of the Director how the case is investigated and determined.

2.4 The Director may nominate a member of staff to carry out an investigation.

2.5 You will normally receive an acknowledgement of receipt of the case by email within three working days.

Stage Three: Review Stage

Stage three is used when the following criteria are satisfied:

3.1 That the policies and procedures outlined above were not followed by Technical Training Solutions;

3.2 That evidence which could not reasonably have been made available during stage one or stage two has come to light;

3.3 An unsatisfactory outcome was produced at stage two.

Academic Appeal

We will only consider academic appeals relating to:

- Circumstances which the assessor was not aware of when making the assessment decision
- Procedural irregularities in the conduct of assessment
- Evidence of prejudice or bias on the part of one or more of the assessors.

Work submitted to City & Guilds for assessment purposes can be re-assessed although this will incur additional fees.

TTS cannot consider an appeal against the academic judgement of the C&G. The relationship between the candidate and C&G is a purely private one. However, TTS will provide information that will allow individuals to contact the C&G Enquiries and Appeals department directly.

For the full C&G appeals procedure please see the Joint Council for Qualifications documents on Instructions for the Conduct of Examinations (the JCQ ICE) and the C&G Exam Conditions documents.

BULLYING AND HARASSMENT POLICY

Technical Training Solutions is an equal opportunities organisation and we try hard to have a workplace that is free of harassment and sensitive to the diversity of our employees.

As an employee you may not engage in behaviour that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person.

Examples of unacceptable behaviour include (but are not limited to) sexual comments or images, racial slurs, gender-specific comments, or other comments or the display of images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

ENVIRONMENTAL POLICY STATEMENT

Technical Training Solutions Ltd is committed to ensuring that its operations have as little negative effect on the environment as is reasonably practicable.

Technical Training Solutions aims to achieve its Environmental Policy by instructing all employees and visitors to:

- sort and dispose of waste into the appropriate bin (eg: paper and card, general etc)
- avoid intentional or unintentional discharges of environmentally unfriendly substances into the waste water system
- avoid printing out emails where possible
- avoid intentional or unintentional discharges of environmentally unfriendly gas, dust or vapour into the air
- re-use, recycle and generally minimize the use of materials where ever practicable
- waste as little energy as possible (eg: switch off, turn down etc)
- install low energy lighting in offices and workshops.

Performance is periodically reviewed and policy and procedures adapted as required.

EQUAL OPPORTUNITY POLICY STATEMENT

Technical Training Solutions Ltd is committed to ensure the talents and resources of employees and learners are utilised to the full and that no applicant or employee receives less favourable treatment on the ground of sex, disability, marital status, sexual orientation, creed, social class, colour, race or ethnic origins or is disadvantaged by conditions or requirements which cannot be shown to be relevant to performance.

Technical Training Solutions recognises and reflects the positive contributions of men and women of different social backgrounds, cultures, religions, abilities and sexual orientation.

Technical Training Solutions aims to achieve its Equal Opportunity Policy by:

- Fulfilling its social responsibility towards its employees and learners and the communities in which it operates
- Recognising its legal obligations under the Race Relations Act 1976; Race Relations Act Amendment 2000; the Rehabilitation of Offenders Act 1974; Disabled Persons Acts 1944 & 1958; Disability Discrimination Act 1995; Human Rights Act 1998; Sex Discrimination Act 1975 & 1986 (including the Sex Discrimination (Gender Re-assignment) Regulations 1999) and the Equal Pay Act 1970 (& 1986); Special Education Needs & Disability Act 2001 – amended 2002
- Reviewing periodically its selection criteria and procedures to maintain a system where individuals are selected promoted and treated solely on the basis of their merits and abilities, which are appropriate to the job
- Seeking to give all Equal Opportunity and encouragement to progress within the organisation by implementing an ongoing action programme
- Distributing and publicising this policy statement throughout the Association and elsewhere as is from time to time appropriate
- Providing facilities for any employee or learner who believes that inequitable treatment has been applied to him or her within the scope of this policy to raise the matter through the appropriate grievance procedure
- Where found necessary training will be provided for employees which will enhance their understanding of the need for an equal opportunity programme
- If after applying the Company procedures anyone found committing an act of discrimination or harassment as explained above will be subject to Disciplinary Action.

Scope of the Policy

This policy relates to: Advertising; Recruitment and Selection; Training and Development; Managing; Promoting; Discipline & Grievance; Redundancy.

The policy also extends to the conduct of employees when attending work related functions and courses. Employees need to be aware that they are representatives of Technical Training Solutions at social events which are related to work.

Employees' Harassment Procedures

Sexual Harassment

Sexual harassment can happen to males and females: it includes behaviour of a sexual nature, which is unwelcome to the receiver. Repeated, unreciprocated and unwanted verbal or physical approaches, sexually explicit and derogatory statements which are found objectionable and offensive and make the employee towards whom they are addressed feel threatened or humiliated, are likely to constitute sexual harassment. Sexual harassment includes:

- unnecessary and unwelcome physical contact, touching or patting
- suggestive and unwelcome comments or gestures emphasising the sexuality of an individual or of a group
- unwelcome or derogatory remarks regarding the sexual orientation or preference of an individual or of a group
- unwelcome requests for social-sexual encounters and favours
- display of pornographic pictures
- criminal acts such as indecent exposure or sexual assault.

The above are considered by Technical Training Solutions to be particularly offensive when they involve intimidation, which creates an offensive, hostile working environment; prevents an individual's full enjoyment of professional opportunities or induces conformity, stress, anxiety, fear or sickness on the part of the harassed person.

Racial Harassment

Racial harassment includes racial abuse and racially derogatory statements which are found objectionable and offensive and make the employee towards whom they are addressed feel threatened or humiliated. Offensive jokes of a racial manner used in communication, which are not used with other employees, are likely to constitute racial harassment. Racial harassment includes:

- Ridicule of an individual for cultural differences
- Exclusion from normal study activities or social events
- Unfair allocation of work or responsibilities
- Racist graffiti or insignia
- Verbal abuse or threats
- Physical attack.

Differences of attitude or culture and the misinterpretation of social signals can mean that what is perceived as racial harassment by one person may not seem so to another. The defining features, however, are that the behaviour is offensive or intimidating to the recipient and would be regarded as racial harassment by any reasonable person.

Other Forms of Harassment

There are other forms of harassment which can equally cause misery for those who suffer them. Such harassment may occur in any working environment used by Technical Training Solutions staff, including the telephone and electronic communication. It may be:

- bullying, intimidation, haranguing, threats, abuse or venting your anger on others
- insults or ridicule about a person's work, attitudes, character or personal life
- derogatory remarks concerning personal or physical characteristics or appearance
- persistent teasing
- constant unfounded criticism of the performance of work tasks
- offensive and continued use of inappropriate terminology (See Table 1).

Responsibility

Any employee who suffers harassment will have the support of management in putting a stop to it. Anyone who experiences or witnesses an incident of harassment should not wait until the situation reaches an intolerable level. Action taken at once can be quickly effective.

You are strongly advised to take action as early as possible because memories of incidents may fade. A lapse of time may mean that it is unreasonable for a complaint to be pursued. It is in everyone's interests for a complaint to be dealt with as quickly as possible.

All complaints will be handled with the utmost confidentiality.

What Technical Training Solutions will do in response to a complaint

Informal action

Any member of staff who is approached informally by a complainant is expected to:

- act speedily
- respond sensitively to the complaint
- provide advice, including information about the procedure if a formal complaint becomes necessary
- take up the matter informally with the person against whom the complaint has been made and involve their supervisor or manager if requested to do so. In this event, the complainant should be asked for permission to give his/her name and a copy of the complaint, if in writing, to the person against whom the complaint has been made. Anonymous complaints can be pursued only in general terms and are less likely to bring about the desired change in behaviour. The person against whom the complaint has been made will be advised of the nature of the complaint, be given a copy of any statement of the complaint and be given the opportunity to respond. Any written responses will be made available to the complainant.

Both the complainant and the person against whom the complaint has been made should also be advised of the procedure to be followed if a formal complaint were to be made.

Formal Complaints

Any formal complaint shall be brought to the attention of a senior manager who must arrange for the complainant to be interviewed within five working days. In the case of sexual harassment the interview will, if possible, be conducted by a member of senior staff of the same sex as the complainant to minimise any feeling of embarrassment. Complainants may be accompanied by a fellow employee in whom they have confidence. If the interviewer's report indicates that the matter should be pursued the senior manager may exercise powers according to the disciplinary procedure.

These procedures are designed so that Technical Training Solutions can fulfil its obligations:

- to the complainant - to take the matter seriously, to investigate the allegation thoroughly and if it is proved to take swift and effective action to prevent a recurrence
- to the person against whom the complaint is made – to investigate impartially, to make sure that the person has the opportunity to be represented, and to give a clear account of the allegation so that a case can be stated and witnesses can be called or cross-examined.

Subsequent Action

The disciplinary procedures allows a senior manager to exclude member(s) of staff from the company for good cause, and serious cases of harassment would be such a cause. In other cases, warnings about future conduct would be appropriate. If a formal complaint is lodged and written records are made, Technical Training Solutions will need to take these matters into account in considering:

- whether to recommend that a member or members of staff should be excluded from future attendance at Technical Training Solutions
- whether the appointment of a member of staff should be continued; or whether further disciplinary action should be taken
- whether and at what stage disciplinary proceedings should be initiated against a member of the full-time staff.

Nothing in this policy will prevent members of staff from exercising their legal rights.

Record of Informal Action

Where a complaint is found to have substance, no record will be kept unless the individual against whom the complaint has been made asks for a record to be made.

Where it is accepted by the person against whom the complaint has been made that there is substance, a record will be kept within their personnel file (as appropriate) for twelve months, including correspondence relating to the informal complaint and the outcome. At the end of this period, provided no further accusations of harassment have been made and found to have substance, the record will be removed and may not be referred to again.

Where, after investigation, it is not possible to decide whether there is any substance to the complaint, either party may request an appeal to the directors.

Record of Formal Action

A record of formal action will be held in accordance with the appropriate disciplinary procedures.

Table 1: Terminology

INAPPROPRIATE	APPROPRIATE
Disabled	Learners with disabilities
Registered disabled Green card holder	No longer used
Spastic	Person with cerebral palsy
Wheelchair bound Confined to a wheelchair	Learner who uses a wheelchair or wheelchair user
Mental handicap	Learners with learning difficulties
Mental disability Mentally ill	Learners with mental health problems
Special needs	Learners who require additional support
Invalid Cripple	Learner with a disability
Epileptic	Learner with epilepsy
Victim of... Suffering from... Afflicted...	Learner with...
Deaf	Hearing impaired
Deaf aid	Hearing aid
Mongol	Learner with Downs Syndrome
Handicapped	Learner with a disability
Ethnics Ethnic learners	Learners from minority ethnic groups
Coloured people	Persons of colour

QUALITY ASSURANCE POLICY

1 The Policy

This Quality Assurance Policy relates to the full range of our activities.

This quality assurance policy exists to help us to achieve sustained, profitable growth by providing goods and services which consistently satisfy the needs and expectations of our customers.

This level of quality is maintained through the adoption of a system of procedures that reflect the competence of the company to existing customers, potential customers, and independent auditing authorities.

These policies apply to all employees of the company. Each employee is individually responsible for the quality of their work, and is encouraged to help improve the working environment for all. This policy is available to all employees.

The Quality Assurance Director is responsible for ensuring that all procedures are, with the assistance of the employees that use them, regularly reviewed and where possible, improved.

2 The Objectives

The objectives of the Quality Assurance Policy are:

- a) to achieve and maintain a level of quality which enhances the company's reputation with its clients and customers
- b) to ensure compliance with relevant standards, statutory instruments and codes of practice
- c) to endeavour, at all times, to maximise customer satisfaction with the goods and services provided by Technical Training Solutions.



3 Definitions

Most of the terms and descriptions used in this policy are generally defined within ISO9001 - Quality Systems. The following additional definitions also apply:

- Bespoke**

A course designed to a customer's specification.
- Site**

Any location, other than the company's established premises, where work is undertaken as part of a formal contract.

4 The Quality Assurance System

The Quality Assurance System applies to all employees and activities of the company and has been developed in accordance with best practice. The Quality Assurance System is fully documented and structured in two levels:

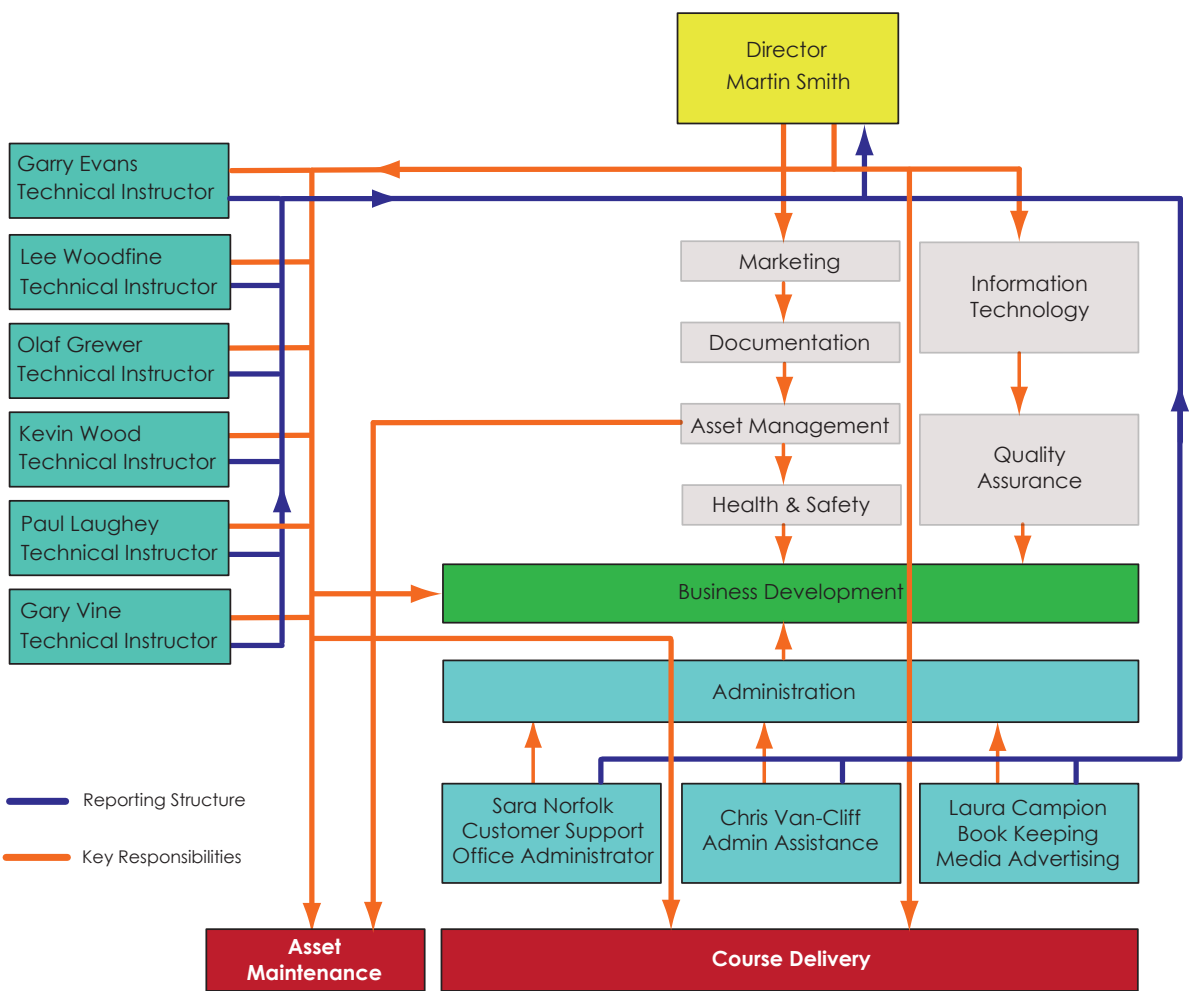
- **Level 1 : The Quality Assurance Policy** - this document details the corporate quality strategy, the structure of the company (including designated responsibilities) and references appropriate Operating Procedures
- **Level 2 : Operating Procedures** - these documents describe the actual processes and controls applied to specific company activities.



5 Organisation

The size of the organisation dictates that a high level of individual responsibility and accountancy driven from personal self-motivation is required by all staff. This tends to mean that all staff find themselves partaking in almost every conceivable activity that might occur, with the exception of management decisions. However, there are various roles and responsibilities that various staff have naturally migrated towards, either due to their individual skills or interests or because the nature of the responsibility in question is more suited to one person than another.

The organisational chart that follows describes the relationship between the staff members and the company activities.



6 Documentation

All documents which are used by the company and which are subject to change, whether in printed or electronic form, are controlled. This is to ensure that the most current and up to date versions are available to anyone that needs them. To facilitate this, every controlled document must have in the footer of each page a four digit issue number representing the month and year that it was issued (eg: September 2010 would be 0910).

Any controlled document stored in electronic form must also include the issue number at the end of its file name and must be saved in the appropriate folder of the Network Drive. Any older versions must be moved to a folder that includes the word Archive in its file name. If a file needs to be revised and reissued within a calendar month, a version number must be added to the issue number eg: v1, v2 etc.

Controlled documents would typically include:

- Specifications
- Forms
- Plans/ Drawings
- Policy Documents
- Operating Procedures
- Course Documentation.

Examples of uncontrolled documents would include:

- Letters
- Emails
- Memos
- General Information (eg: printed from the internet).

It is the responsibility of the Quality Assurance Director to ensure that the appropriate documents, at the correct revision levels, are issued to all who need them within the company. To facilitate this, it shall be the duty of any employee that is involved in the changing of a controlled document to make sure that any changes have been seen and approved by all personnel affected by the change. This is achieved using a circulation list, initiated by the person making the changes which each person that will be affected is required to sign and date upon receipt of the document attached to it.

7 Purchasing

Suppliers of products, materials and services, where unspecified by a customer contract, are selected on their ability to meet the company's requirements given due consideration to quality, statutory obligations, timescale and cost. A list of preferred suppliers and sub-contractors is held on the Network Drive. Other than for unique one off purchases, anyone making a purchase should consult the suppliers list. If the person placing the order believes that they have found a better supplier than the ones on the list, they should add the details of the new supplier above the suppliers already listed.

It is the responsibility of whoever is making a purchase to make sure that a record of that purchase (including method of payment), either a receipt or an order confirmation, is passed on to either the office administrator or the financial administrator for filing.

Any purchases in excess of £1000 must be authorised by the Director.

8 Customer Supplied Items

Goods received from customers (eg: free issue items or equipment intended to be used / demonstrated on a course) are visually inspected at the receipt stage, with any undeclared non-conformity being immediately reported to the customer.

9 Process Control

All routine work activities are carried out to the guidelines specified by the relevant company operating procedure. Any work carried out that is not covered by a procedure shall be carried out with due regard to best practice.

10 Items Received

All items received by the company are inspected to confirm that the order has been completed satisfactorily. Some form of documentation (ideally a delivery note) must be passed on to either the office administrator or the accounts administrator. Whenever possible this should be done by the person that originated the order.

11 Asset Care & Portable Appliance Testing

It is the responsibility of all employees to look after the assets of the company. Any asset removed from storage must be returned to its correct location in a condition fit for purpose.

If an item is borrowed from a course kit box, a note must be left in the kit box explaining what has been borrowed and by whom. The person borrowing the item must ensure that it is returned before it is needed for the next course.

The equipment used on the courses is routinely maintained by the instructors teaching the course and any broken items replaced as necessary. A more structured longer-term overhaul of each set of equipment is also carried out to ensure that the equipment is up to the required standards of the course in question, suitably located in the building, PAT tested (if required) with its weight recorded and used to ensure that its position is suitable for the weight in question. (For example a very heavy box couldn't be stored on the ground.) In addition all the equipment is properly labelled to reflect these facets with the date of the overhaul being recorded. Software systems are used to generate the next overhaul date for each set of equipment and this allows an overview of the overhaul status to be quickly analysed - as well as generating evidence that the equipment is being maintained as safe to use - thereby complying with the appropriate UK Regulations and HSE Guidance Notes.

Overhaul Checklist

Next Overhaul Due

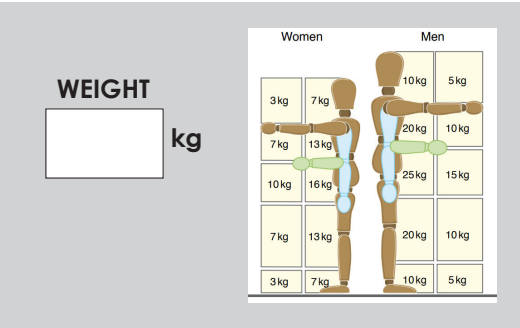
PAT Tested

Weight Checked

Position on Shelf OK

Initials

Date



Overall responsibility for both asset care and portable appliance testing lies with the Director. All inspection and testing of portable appliances is carried out in compliance with the appropriate operating procedure.

12 Maintaining the Quality of the Courses


All the courses have a detailed course programme which lists the learning outcomes intended to be achieved in each and every session of the course. Instructors follow this, using it as a 'lesson plan' to ensure that the courses cover all the required material in the approved way and at the required depth.

In addition, the course notes provided to the candidates (which are written in their entirety by Technical Training Solutions) contain all the information that they are expected to learn and also guides them through the practical exercises. The course notes therefore form a template upon which the various objectives of the course are navigated. Instructors have a more elaborate set of course notes which include guidance notes, background information, answers to tests and practical exercises and timing at various way-points in the course.

New instructors attend the course that they intend to teach as a student at least once to familiarise themselves with the course content, but no instructor is ever expected to teach a course for which they do not already possess the necessary technical background that the course in question requires.

A custom-designed feedback form is used to collect comments from every candidate. Every form is scrutinised and corrective action taken as necessary.





FEEDBACK FORM

Evaluation of a Course Provided by
Technical Training Solutions

This questionnaire will help Technical Training Solutions judge how well the course has met your training needs. It has been designed to help you to think back over the content and give you the opportunity to discuss its effectiveness.

Your Name															
Course Title															
Provider / Tutor															
Date of Course															
Your Company															
What additional skills or knowledge have you gained and will you be able to apply them in your workplace?															
How could the course be improved? <i>(We welcome your suggestions for future courses)</i>															
What did you enjoy most about the course?															
What did you enjoy least about the course?															
Please Rate the Following:															
	<table><tr><td>Good</td><td>Average</td><td>Poor</td></tr><tr><td></td><td></td><td></td></tr></table>	Good	Average	Poor					<table><tr><td>Good</td><td>Average</td><td>Poor</td></tr><tr><td></td><td></td><td></td></tr></table>	Good	Average	Poor			
Good	Average	Poor													
Good	Average	Poor													
Pace / Intensity of Course			Handouts												
Visual Aids			Method / Style of Tutor												
Joining Instructions			Standard of Room												
Please comment on your overall assessment of the course:															
<div><div>facebook</div><div>Find us on Facebook, add your comments and stay in touch</div></div>															
PLEASE RETURN THIS FORM TO YOUR INSTRUCTOR BEFORE LEAVING															

13 Compliance with External Bodies

The only external body that requires compliance is City & Guilds. This is for 3 courses that lead to a C&G certificate being issued upon successful completion of the associated examinations (IET Wiring Regulations, Inspection & Testing of electrical Installations and Design of Electrical Installations). All the other courses are internally monitored for quality as described above.

The C&G nomenclature for the 3 C&G qualifications are: 2382-22, 2391-52, and 2396.

C&G perform routine external verification and reports are made and recommendations issued as necessary. Inspection of the internal verification (IV) process is made to ensure that it is being conducted correctly. C&G check that the IV, the instructors and the assessors are suitably qualified. The Internal Verification process is conducted in compliance with C&G guidelines and incorporating all the advice and instruction made available to approved centres by C&G.

14 Records, Data & Backups

All computer files, data, records, etc which need to be accessed by the employees and need to be safely stored must be saved to the Network Drive. The IT director is responsible for ensuring that the Network Drive is backed up at least once every week.

Hard copy records such as accounts, invoices, etc are stored and maintained as per the appropriate operating procedure.



ELECTRICAL SAFETY POLICY

Technical Training Solutions (the company) is fully committed to ensuring that all of its employees, students, clients, customers and visitors are kept safe from the dangers associated with the use or proximity of our electrical systems and electrical equipment. These dangers include electric shock, electrical burn, arcing, electrical explosion, fire initiated by electrical energy and explosion initiated by electrical energy.

It is the company's policy that:

- a) Only authorised persons are allowed to access distribution boards and consumer units
- b) All portable appliances must be periodically inspected and tested at intervals stated in the equipment overhaul schedule
- c) Fixed electrical equipment and the electrical installations shall be periodically inspected and tested to BS7671
- d) Emergency lights shall be tested as per BS5266
- e) Fire alarms shall be tested as per BS5839
- f) All accidents, incidents and near misses must be reported, as soon as possible, to the Senior Authorised Person
- g) Whenever practicable, work on electrical systems and equipment should only begin once the supply has been safely isolated
- h) Live working should only be performed by nominated persons, where it is unreasonable in all the circumstances for it to be dead and suitable precautions (including where necessary the provision of suitable protective equipment) are taken to prevent injury
- i) If any of our systems or equipment catch fire, the nearest manual call point should be operated and the building evacuated. Trained fire marshals are permitted to use the CO2 extinguishers provided
- j) Fire extinguishers should be annually tested and certificated
- k) External contractors, unless electrically competent shall not modify, remove or replace any electrical equipment relating to Technical Training Solutions Ltd.

WORKSHOP & MANUAL HANDLING SAFETY POLICY

Technical Training Solutions (the company) is fully committed to ensuring that all of its employees, Students, clients, customers and visitors are kept safe from the dangers associated with the use of tools, machinery, and equipment. This policy covers the General Maintenance of builds and equipment. Training activities are covered by a separate risk assessment and safe system of work.

The Manual Handling Operations Regulations 1992, as amended in 2002 ('the Regulations') apply to a wide range of manual handling activities, including lifting, lowering, pushing, pulling or carrying. The load may be either animate, such as a person or an animal, or inanimate, such as a box or a trolley.

It is the company's policy that:

- a) Only authorised persons are allowed to access tools equipment and powered hand tools belonging to Technical Training Solutions Ltd
- b) During routine office and workshop maintenance, employees are expected to use PPE where ever practical to do so
- c) It shall be the responsibility of all employees to maintain house keeping and put tools and equipment away after use
- d) All accidents and near misses must be reported as soon as possible to the senior authorised person
- e) If a hazard is identified during the use of tools, equipment or handling activities work must stop until the hazard is made as low as reasonably practicable
- f) Large items should never be moved by individuals. Planning, preparation and the assistance of other must be considered
- g) All employees must take care to make sure their activities do not put themselves or others at risk.

RISK ASSESSMENT FOR COVID-19 AT CUSTOMERS' SITES

As a training organisation delivering practical engineering skills it has become necessary to change the class sizes and seating arrangements in communal areas to comply with the current UK government guidelines. These guidelines are changing almost on a daily basis Technical Training Solutions [Tech Training] will monitor and adapt its training methods accordingly.

During the training periods on customer sites Tech Training staff will follow the additional rules put in place as a result of the Covid19 epidemic by the customer. These customer rules must form a part of the normal induction process before training begins. Any specialised PPE in addition to that outlined in the on-site risk assessment and method statement [RAMS] must be supplied by the customer.

Method Statement

- 1 Tech Training reserves the right to carry out its own risk assessment to ensure the training facility is suitable for the number of candidates in attendance. Training areas should have fresh air ventilation in preference to air-conditioning. If AC is the only option then it should be adjusted to prevent air re-circulation
- 2 Training rigs to be placed on benches/tables where there is adequate room to provide social distancing from other candidates. Tech Training rigs were designed for couples to work in pairs during practical exercises. Where this is prohibited by customer Covid19 rules, candidates must take equal turns and step away to a separate area. Hands must be sanitised regularly between users and assistance by Tech Training instructors
- 3 Tech Training staff will wear face masks during an approach and within the social distancing space of candidates. Candidates should also wear their own mask at this time also
- 4 Upon completion of practical assessments, training rigs will be wiped over with sanitised cloths and packed away
- 5 At the end of each course/day, table tops will be wiped and waste placed in bins provided.

What are the hazards?	Who might be harmed	Controls Required	Additional Controls	Action by who?	Action by when?	Done
Spread of Covid-19 Coronavirus	Staff Visitors	Hand Washing Hand washing facilities with soap and water in place. Stringent hand washing taking place. See hand washing guidance. Drying of hands with disposable paper towels.	Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.	TTS TTS	Beginning Break times	
		Staff encouraged to protect the skin by applying emollient cream regularly		Customer	Daily	
		Gel sanitisers in any area where washing facilities not readily available. Sanitised wipes may also be used		Customer	Daily	

[illegible]

MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT

Introduction

Modern slavery is a crime and a violation of fundamental human rights. It takes various forms, such as slavery, servitude, forced and compulsory labour and human trafficking, all of which have in common the deprivation of a person's liberty by another in order to exploit them for personal or commercial gain. We are committed to improving our practices to combat slavery and human trafficking.

This statement is made pursuant to section 54(1) of the Modern Slavery Act 2015 and constitutes Technical Training Solutions' slavery and human trafficking policy.

Organisational Structure

We are a provider of engineering training in the private education sector and operate as a private limited company.

Our Supply Chains

Our supply chains include: RS components, Amazon, Cromwell, Dominion etc.

Our Policies on Slavery and Human Trafficking

We are committed to ensuring that there is no modern slavery or human trafficking in our supply chains or in any part of our business.

In light of the obligation to report on measures to ensure that all parts of our business and supply chain are slavery free, we have reviewed our workplace policies and procedures to assess their effectiveness in identifying and tackling modern slavery issues.

Our workplace policies and procedures demonstrate our commitment to acting ethically and with integrity in all our business relationships and to implementing and enforcing effective systems and controls to ensure slavery and human trafficking is not taking place anywhere in our supply chains.

Due Diligence Processes for Slavery and Human Trafficking

As part of our initiative to identify and mitigate risk we always prefer to use, so far as is reasonably practical, reputable suppliers or local suppliers that we can check ourselves. We have in place systems to:

- Identify and assess potential risk areas in our supply chains
- Mitigate the risk of slavery and human trafficking occurring in our supply chains
- Monitor potential risk areas in our supply chains
- Protect whistle blowers.


Supplier Adherence to Our Values

We have zero tolerance to slavery and human trafficking. To ensure all those in our supply chain and contractors comply with our values we have in place a supply chain compliance programme. This programme includes, as required, checks, visits, audits and written assurances.



APPROVAL SIGNATURE

I, the undersigned hereby declare that the forgoing policies and procedures in this document have been examined by me and that we, as a company will comply with their requirements.

Name	Signature	Date	Position in Company
Martin Smith		11/5/23	Director



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