

Providing Security Services Apprenticeship

Employment Rights & Responsibilities Information and Questions Workbook

Contents:

• Introduction	3
• Useful Information	
- Workplace Regulations	4
- Employment Conditions	6
- Equal and Fair Treatment Regulations	10
- Information about your job	11
- Getting Information and Advice about your Rights and Responsibilities	15
- Understanding your Job Role and Occupation	17
- Careers in the Providing Security Services Sector	17
• Questions	

Introducing the Employment Rights and Responsibilities Information and Questions Workbook

Dear Apprentice

Welcome to the Providing Security Services Apprenticeship Employment Rights and Responsibilities (ERR) Information and Questions Workbook. This workbook forms part of your apprenticeship; it covers important aspects of your work, and helps you understand your rights and responsibilities as a person employed in the Providing Security Services sector.

The purpose of the ERR

There are many laws which protect us at work and ensure we are treated fairly by an employer. At the same time, everyone who works has to take care that they behave well in work, looking out for their own and other people's safety and are reliable and trustworthy. Because this is so important, all Apprentices, whatever job they are doing, have an element of Employment Rights and Responsibilities (ERR) study during their apprenticeship.

PLTS (Personal Learning and Thinking Skills)

The Providing Security Services Apprenticeship states that PLTS must be assessed as part of the framework achievement. In order to show how the PLTS have been achieved, it is suggested that Assessors use the PLTS Matrix document listing where the evidence can be found. Most of the PLTS are covered within the mandatory units of the Level 2 Certificate in Providing Security Services. The remaining PLTS are covered within this ERR workbook as follows:

PLTS	Skills	Questions
Independent Enquirers	2. Plan and carry out research, appreciating the consequences of decisions	28, 32
Creative Thinkers	3. Connect their own and others' ideas and experience in inventive ways	29
	6. Adopt ideas as circumstances change	33, 34
Reflective Learners	5. Evaluate experiences and learning to inform future progress	32
	6. Communicate their learning in relevant ways for different audiences	31
Team Workers	1. Collaborate with others to work towards common goals	29, 31
	2. Reach agreements, managing discussions to achieve results	29
	3. Adapt behaviour to suit different roles and solutions, including leadership roles	31
	4. Show fairness and consideration to others	29
	5. Take responsibility, showing confidence in themselves and their contribution	30
	6. Provide constructive support and feedback to others	30
Self Managers	4. Anticipate, take and manage risks	33, 34
	5. Deal with competing pressures including personal and work related demands	33, 34
	7. Manage their emotions and build and maintain relationships	33, 34
Effective Participants	N/A all covered	

How you can complete the ERR Workbook

The ERR workbook is part of your apprenticeship framework. You need to fully complete this in order to complete the full apprenticeship. You can complete the workbook:

- by using the guidance in this workbook
- by using other resources such as your HR Department

You will find web addresses which will guide you to sources of further information.

When you have finished the programme

Your employer will sign the question booklet to confirm completion. This will then be returned to your provider for assessment. On completion of the assessment, if no further work is required then your booklet will be kept on your file at your provider as evidence towards the completion of your apprenticeship.

We are sure you will find the information in this workbook of great interest, and that by completing it you will learn many important things that will help you be successful in your work.

We wish you every success - both with the ERR workbook and every other part of your apprenticeship.

WORKPLACE REGULATIONS

Health and Safety

www.hse.gov.uk

Getting hurt at work or becoming ill through work is not a pleasant subject to think about. The reality is that around 156,000 injuries are reported each year, and an estimated 2.3 million people suffer from ill health caused or made worse by work. The following legislation has been developed to protect you and other people at work.

Health and Safety at Work Act (1974)

This is a key piece of health and safety law. Under this Act it is your employer's duty to make sure that you are protected from any risks and dangers which could occur in your workplace. As an employee, you must avoid taking any unnecessary risks, use any protective equipment or clothing that you are provided with and follow any training or instructions you are given. All employers and self-employed people have to do a careful examination of what in their work, could harm people so that they can weigh up whether they have taken enough precautions or should do more to prevent harm. This is called a risk assessment. Incidents at work involving death, serious injury and some diseases have to be reported to the Health and Safety Executive. All establishments with 5 or more employees must have a Health and Safety Policy which is accessible to employees and must record risk assessments and arrangements.

If you are under 18, you have further protection through:

The Health and Safety (Young Persons) Regulations (March) 1997

These Regulations are based on the view that young workers are particularly at risk in the workplace for a variety of reasons, such as:

- a general lack of experience
- their lack of awareness about occupational risks to their health and safety
- their possible immaturity

Because of this an employer must carry out an assessment of the risks to a young person of working in their workplace, before any young person starts working for them. If an employer decided there were particular risks, they must reduce the risks to their lowest practical level and make sure that the young person is carefully supervised while doing their job.

Control of Substances Hazardous to Health Regulations (COSHH)(2002)

Quite ordinary products that we use in the workplace can be a danger to our health if we don't take care when we use them. For example, glues and bleach can harm you.

Under these regulations your employer must know what substances in your workplace could be harmful. They must also then reduce the risk of them causing harm by providing good ventilation, or protective clothing such as aprons and gloves, to protect you. They must also have procedures for dealing with any hazardous substances.

As an employee you have a responsibility to follow your employer's procedures and to use any protective clothing provided. You must also behave sensibly when using anything which might be a risk.

The Manual Handling Operations Regulations (1992) (as amended in 2002)

There may be times in your job when you have to lift heavy or awkward objects.

Under these regulations, your employer must make sure that you are trained in the correct methods of lifting so that you are not injured by doing this. If you need to lift something you must do this in the way in which you have been trained and, where necessary, you must use any special equipment that your employer provides for you.

You must always follow work practices.

The Health and Safety (First-Aid) Regulations 1981

These regulations require employers to provide adequate and appropriate equipment, facilities and personnel to enable first aid to be given to employees if they are injured or become ill at work.

They apply to all workplaces including those with five or fewer employees and to the self-employed.

The Health and Safety Offences Act 2008

The Health and Safety Offences Act 2008 will increase penalties and provide courts with greater sentencing powers for those who break health and safety law.

Data Protection

The Data Protection Act (1998) (Guidance published in 2002)

www.ico.org.uk

Modern computer technology makes it possible for organisations to hold large amounts of information about people. This Act, which came into force in 2000, protects the personal information that organisations hold about people, whether that is in paper records or on computers. The Act says that information like this:

- must be correct;
- must not be used for any reason except the reason it was collected for (unless permission has been given);
- must not, usually, be passed on without permission; and
- must not be kept for longer than necessary.

Personnel Records: At work, this means that you have a right to see what information is held about you in your personnel record, and your employer must ensure that these records are accurate, stored securely and only accessible to those who have a legitimate need to do so. They cannot be released to a third party without your consent. Your employer will probably have had to register as a Data Controller, and must have policies for making sure they are not breaking the law when storing information. It is very important that you follow your organisation's procedures when dealing with information.

Confidentiality

What is confidentiality? Confidentiality means not passing on information about a person, organisation, or situation to anyone who has who does not have a right or need to know it. There are many situations in which you should think about confidentiality. Personal information about anyone - parents, other staff members – should in general never be discussed with anyone else unless you have that person's permission, or there is a very good reason why someone else needs to know. Even then, sensitive information should not be passed on unless it is essential. For instance, it may be necessary to pass on the information that someone is sick, but not to say what their illness is. Information about contact details should never be passed on without permission, as to do so could place someone in danger

The dangers of gossip. Confidentiality can be broken deliberately, or by accident - for instance by leaving written information around where it can be seen. Probably the most common way of breaking confidentiality, however, is gossip – idle conversation about other people.

EMPLOYMENT CONDITIONS

You can learn more about this on the website for the Advisory and Conciliation Service:

www.acas.org.uk

The Employment Rights Act 1996 (as amended by the Employment Relations Act 1999 and the Employment Act 2002)

This is a large and complicated law that covers many of the rights and responsibilities of employers and employees. Including:

Particulars (contracts) of employment: a Contract of Employment comes into force as soon as a firm offer of employment has been made and accepted, even if agreement is only verbal e.g. at an interview. All employees are entitled to a written statement of the key terms and conditions of their employment within two months of starting work, providing the contract is to last for more than one month. Employment contracts may be open-ended (permanent), for temporary periods of employment or for fixed terms. They may be for full or part-time work. Any changes to employment contracts must be made following procedures which are designed to protect the employee from unfair treatment and ensure consultation on the nature of any changes proposed. Termination of a contract is governed by procedures which are designed to protect the employee from unfair treatment.

Right to an itemised pay statement and not to suffer unauthorised deductions: Employees have a right to a pay statement This will give you information about how much you are being paid and how much is being taken from your pay (deducted).

Right to time off work: for public duties (e.g. if you are a Local Councillor, JP or for jury service), for duties as a trades union representative, for ante-natal care, to look for work or arrange training if you have been made redundant

Right to time off work for sickness. There is a statutory right to a prescribed level of sick pay which all employers must abide by. Some employers go beyond this and pay additional entitlements if employees are unwell. There are rules as to who can claim Statutory Sick Pay that relate to how old the employee is, how much they earn and whether they have or are claiming any other form of statutory benefit e.g. maternity pay or incapacity benefit

Maternity Rights

Maternity rights fall into four main categories:

- time off for antenatal care;
- maternity leave;
- maternity benefit (Statutory Maternity Pay or Maternity Allowance); or
- protection against unfair treatment or dismissal.

There are also rights for parents which include fathers and rights to flexible working hours for parents

Paternity Rights

To qualify for Statutory Paternity Leave you must be an employee. You must be taking the time off to support the mother or career for the baby and intend to be fully involved in their upbringing. Rights to Statutory Paternity Leave are extra to your normal holiday allowance. To qualify for Statutory Paternity Leave, you must have been with your employer for at least 26 weeks by either:

- the end of the 15th week before the start of the week when the baby is due
- the end of the week you are notified you are matched with your child

You must also be either the:

- biological father of the child
- mother's husband or partner (including same-sex relationships)
- child's adopter
- husband or partner (including same-sex relationships) of the child's adopter

If you are a worker you will not qualify for Statutory Paternity Leave but may qualify for Statutory Paternity Pay. If you are an agency worker, office holder or subcontractor, you will not normally have the right to Statutory Paternity Leave. However, you may be eligible for Statutory Paternity Pay.

You may qualify for Additional Paternity Leave and Pay if either:

- you are the father of a child due on or after 3 April 2011
- your wife, partner or civil partner is pregnant and due to give birth to a child on or after 3 April 2011
- you and your partner receive notification that you are matched with a child for adoption on or after 3 April 2011
- your spouse, civil partner or partner (including same-sex relationships) is adopting a child from overseas and the child enters Great Britain on or after 3 April 2011

Additional Paternity Leave is for a maximum of 26 weeks. If your partner has returned to work, the leave can be taken between 20 weeks and one year after your child is born or placed for adoption. You may be entitled to receive Additional Statutory Paternity Pay during your partner's Statutory Maternity Pay, Maternity Allowance or Adoption Pay period.

Additional Statutory Paternity Pay is paid if you either:

- take Additional Paternity Leave
- are not working for the purposes of caring for your child, during your partner's Statutory Maternity Pay, Maternity Allowance or Statutory Adoption Pay period

Termination of employment

Both the employer and employee are normally entitled to a minimum period of notice of termination of employment. After one month's employment, an employee must give at least one week's notice; this minimum is unaffected by longer service. An employer must give an employee:

- at least one week's notice after one month's employment
- two weeks after two years
- three weeks after three years and so on up to 12 weeks after 12 years or more.

However, the employer or the employee will be entitled to a longer period of notice than the statutory minimum if this is provided for in the contract of employment.

Unfair Dismissal

The law on unfair dismissal gives employees a legal right to be treated in the way which is fair and reasonable. Employees who feel that they have been dismissed or otherwise treated unfairly have the right to take their case to an independent Employment Tribunal providing certain rules are met about how long they have been Employed.

Redundancy Rights.

Redundancy is where an employee is dismissed because:

- the employer closes down the business, or
- the employer closes down the employee's workplace, or
- there is a diminishing need for employees to do work of a particular kind.

If an employee is dismissed because of redundancy, he/she has the right to a payment from the employer provided that the individual has 2 or more years of continuous service. Service below the age of 18 does not count.

National Minimum Wage Act (1998)

From 1st October 2014 all apprentices in the UK should be paid at least £2.73 an hour. The new legislative rate applies to apprentices under 19, or aged 19+ but in the first year of their Apprenticeship. On the basis of a full time week (37.5 hours) this equates to £102.38

Workers are entitled to be paid at least the level of the statutory National Minimum Wage (NMW) for every hour they work for an employer.

From October 2014, National Minimum Wage rates are:

- £6.50 per hour for low paid workers aged 21, and
- £5.13 per hour for 18-20 year olds, and
- £3.79 per hour for 16-17 year olds

Check current rate at www.direct.gov.uk

Working time directive and working time regulations

A young worker is someone under 18 but over school leaving age. Young workers may not normally work more than eight hours a day or 40 hours a week. The hours can't be averaged out for young workers.

There is no opt-out for young workers.

Adult workers cannot be forced to work more than 48 hours a week on average - this is normally averaged over 17 weeks. You can work more than 48 hours in one week, as long as the average over 17 weeks is less than 48 hours per week.

Your working week is not covered by the working time limits if you have a job:

- where you can choose freely how long you will work (e.g. a managing executive)
- in the armed forces, emergency services and police - in some circumstances
- as a domestic servant in private houses
- as a sea transport worker, a mobile worker in inland waterways or a lake transport worker on board sea going fishing vessels

Equal Pay Act (1970/1983)

The Equal Pay Act 1970 gives you the right to the same pay, benefits and conditions of employment as someone of the opposite sex where you are both doing the same or similar work.

The Right to Time Off for Study or Training Regulations (2001)

If you are 16 or 17 you have the right to paid time off work to study or train for approved qualifications to achieve a level 2 qualification for the first time. If you are 18 you also have this right so that you can complete study or training that you began when you were 16 or 17.

This does not mean that you necessarily have to go to another place, such as a college, for this training. Study or training can be undertaken in your workplace, on the job or elsewhere on the site; or it could take place in a college, with an approved training provider, or through open or distance learning.

How much time you can have will also depend on the circumstances in your organisation, and the effect for your employer of you having "time off" on the running of the business. It should be what is reasonable taking into account the requirements of the course or training as well as the situation and needs of the workplace.

You need to remember that some people are self-employed. They have different rights and responsibilities with regard to their entitlement to a range of statutory benefits. If they offer a service, they enter into a different kind of contract with the person or organisation for which they carry out any work and this is governed by different legislation.

EQUAL AND FAIR TREATMENT REGULATIONS

www.acas.org.uk

The Acts and regulations in this section are important for you in two ways. Firstly, as a trainee or employee in a workplace, the following legislation lists your legal rights and responsibilities. Secondly, as someone working with young children, it is very important that you are aware of the importance of treating all the children and the people that you work with equally, fairly and with respect. If you do not do this you may find that you are contravening the United Nations Convention on the Rights of the Child. By discrimination, we mean that you might treat someone unfairly because of limited or inaccurate information you have about them.

Equality Act (2010)

The Equality Act 2010 was introduced to bring together the complicated various Acts and Regulations which make up anti-discrimination law. It requires equal treatment in access to employment as well as private and public services.

Human Rights Act (1998)

The Human Rights Act 1998 applies to all public authorities. It makes it unlawful for bodies like the police, government departments, local councils etc. to violate the rights contained in the European Convention on Human Rights. Any existing laws which go against the Convention have to be changed.

The Sex Discrimination Act (1975)

Under this Act an employer must not treat men and women that they employ differently if they cannot show a good reason for doing so and if either the men or women suffer because of being treated differently. The law also applies to treating married people and single people differently. Some exemptions from the Sex Discrimination Act exist to cover very specific situations.

The Race Relations Act (1976). Amendments (2000) and Regulations (2003)

www.equalityhumanrights.com

Taken together, these laws and regulations make it unlawful for anyone to discriminate against anyone else because of their race, colour, nationality (including citizenship), or ethnic or national origin. They apply to a wide range of situations, including:

- jobs
- training
- housing
- education
- the provision of goods, facilities and services

So for example, your employer must not treat you in any way differently on grounds of race or ethnic or national origin. However, there are some situations when this is permissible where being of a particular race or ethnic or national origin is a genuine occupational requirement. The circumstances in which this would apply are identified in the Act.

Under new legislation in 2003, your employer or work placement provider must also not discriminate against you, or harass you, because of your religion or belief, or because of your sexual orientation (e.g. because you are gay or lesbian, bisexual or heterosexual).

The Disability Discrimination Act (1995)

www.equalityhumanrights.com

This Act gives disabled people rights in the areas of:

- employment
- access to goods, facilities and services
- buying or renting land or property.

Employers have a responsibility to make reasonable adjustments to working practices and the workplace in order that the needs of disabled employees can be met, for example by altering doorway and toilet arrangements. (A disabled employee is someone with a physical or mental impairment) The employer may be able to justify discrimination against a disabled person if there are good reasons why the person's disability would prevent them from doing the job and it is not possible to make reasonable adjustments.

INFORMATION ABOUT YOUR JOB

Contract of Employment

When an employer offers you a job, and you accept it, you make a contract with each other (even if at this stage the agreement is only verbal). By law, this contract must be written down (unless you are working for fewer than 8 hours a week). It is an important document, and you should make sure you have seen and understood your own contract.

New employees must be given the following information in writing in one document within two calendar months of starting work:

- names of employer and employee
- date when employment began
- scale and rate of wages
- how often wages are paid
- hours of work and any conditions related to them
- holiday entitlements including any right to holiday pay
- length of notice of the termination of the contract by employee and employer
- job title or brief job description
- where employment is not permanent, the period for which it is to continue
- place of work
- grievance procedures
- any collective agreements (i.e. agreements which have been made through the discussions of a trade union with an employer) which directly affect terms and conditions of the employee.



The following information must also be provided but the employee may be referred to an easily accessible document such as a Staff Handbook or Policy Manual:

- sickness, injury and sick pay
- pensions and pension schemes
- terms relating to notice of termination of the contract
- disciplinary rules and procedures

Information for candidates

As a candidate for a qualification, you should also be given information about how you will be assessed, and what to do if you are unhappy with an assessment decision and want to appeal it.

Disciplinary and Grievance Procedures

Disciplinary and Grievance procedures are designed to ensure that problems at work can be solved fairly. Although most working people do their best to ensure a happy and harmonious work place, there are occasions when things don't go smoothly.

What is a disciplinary procedure?

If you fail to comply with your contract/code of conduct or follow your job description, you could find yourself facing disciplinary proceedings. Perhaps you have been consistently late in arriving at work or the way that you dress has been inappropriate.

The purpose of a disciplinary procedure is to investigate whether you actually did break a rule, whether it was your fault (for instance, you may not have been given information about the rule in the first place), and, if so, what action should be taken.

A disciplinary procedure should be available in writing. It may describe informal action then a formal disciplinary procedure which should tell you:

- why the disciplinary action is being taken
- who will be involved
- what support or advice you can seek or expect
- your right to be accompanied by a fellow worker or trade union official
- what opportunity you will have to speak for yourself
- what will be written down
- what the outcome could be
- how long each stage will last
- how you can appeal

What is a grievance procedure?

Anybody working in an organisation may, at some time, have problems or concerns about their work, working conditions or relationships with colleagues that they wish to talk about with management. If so, you should be able to follow a grievance procedure. The grievance procedure should be in writing, and should tell you:

- who you should complain to first (often, you are asked first of all to try to resolve the problem with the person concerned)
- whether or not the complaint must be in writing
- how soon after the incident you must make it
- which people will be involved in dealing with it
- what the outcome could be, and
- how long each stage will last

If you are taking out a grievance, it is important that you have as much evidence as possible to back up your complaint.

In certain very serious cases, particularly if you have lost your job as a result of a disciplinary procedure which you felt was unfair, or you have resigned because a serious situation was not dealt with properly through the Grievance Procedure, you may be able to take a case to an Industrial Tribunal. You would probably find it necessary to seek advice from a professional (such as a Trade Union representative or the Citizens Advice Bureau) if you needed to do this.

Bullying and harassment in the workplace

www.bullyonline.org

Employers have a duty of care to protect their employees from being bullied or harassed in the workplace, and your organisation should have policies which you should know and follow if this happens to you.

Anyone who genuinely feels that they are being singled-out for unfair treatment by a boss or colleague(s) is probably being bullied or harassed. **Harassment** may be related to age, sex, race, disability, religion, nationality or any personal characteristic of the individual, and may be persistent or an isolated incident. The key is that the actions or comments are viewed as demeaning and unacceptable to the recipient.

Harassment can also have a specific meaning under certain laws (for instance if harassment is related to sex, race, disability, religion or belief, or sexual orientation, it may be unlawful discrimination).

Bullying may be offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power intended to undermine, humiliate, denigrate or injure the recipient. Bullying and harassment may be face-to-face, or by telephone, letter or e-mail. It may be passed off as a joke, or something that everyone should expect, but if it makes you unhappy you have a right to expect it to stop.

If you feel you are being harassed, bullied, or dealt with unfairly, you should first find out what your company procedures are, and who to contact. You may wish to get the support of a friend or manager; it is always a good idea to collect and keep evidence if possible. In some cases, you may wish to speak to a trade union official. There are also Internet and telephone help lines, and the Citizen's Advice Bureau, where you can get support and advice.

! REMEMBER ! Make sure that you are not the one who is doing the bullying. Always think about the effect that your behaviour may have on other people. If you have a problem, try and talk it through with the person concerned. If you do not feel that this is possible, talk to your supervisor or another neutral person.

Taking time off

It is your responsibility to yourself and your co-workers, to be at work for the hours you are paid to do, unless there is very good reason not to.

However, sometimes you may be genuinely too ill to go to work. When this happens, you have a right to take time off, (though you will have to get proof of illness if you are off for more than a few days), and you have a responsibility to inform your employer as quickly as possible if you will not be in work.

You also have a right to paid leave (holiday). Employers cannot manage their workplace if everyone takes this right whenever they want to, without notice, and perhaps all together. Most employers have procedures for applying for paid leave, and may have rules to ensure there is always enough staff on duty.

Understanding a pay slip

If you are an employed apprentice, another important work document is your pay slip. (Even if you are not yet employed, you might find it helpful to read through this section, so that you will understand a payslip when you receive one.) This will give you information about how much you are being paid, and how much is being taken from your pay (deducted). Pay slips should contain the following information:

a. Payments

The payment boxes will show how much you have been paid for that week, or month (depending on how often you are paid), before any money has been taken off. This is known as the “gross” pay. It will also show how much you will actually get, once deductions have been made. This is known as the “net” or take-home pay.

The payslip may also show you how much you have earned so far this year (for these purposes, a year usually starts in April!)

b. Deductions



Why is money taken from your earnings?

By law, every employee has certain amounts of money taken (deducted) from their wages. This is to cover **National Insurance and Income Tax**. Your employer may also agree with you to make other deductions from your wages such as **pension contributions**.

If you are a trainee these deductions will not be made from your training allowance, but as soon as you become employed you will find that some or all of these deductions will apply to you too, so it's worth taking this opportunity to find out more about them.

National Insurance is a compulsory insurance scheme for people in work. The employee and the employer both contribute and in return, employees have a right to treatment under the National Health Service, to a basic retirement pension, and to benefits when they are sick, disabled, unemployed, or pregnant or looking after a new baby. Each person has a National Insurance number, which appears on their National Insurance Card, and on their payslip.

Taxes are also compulsory. Part of each person's earnings is collected by the government, and then used to pay for the things that we need as a country, such as schools, roads, defence and hospitals. When you start working you will be given a **Tax Code** that will indicate to your employer how much tax you should pay. Each year you will receive a **P60 form**, which will show how much you have earned, and how much tax you have paid, that year. When you leave a job your employer must give you a form called a **P45**, which you must give to your new employer, or keep safe for future use if you do not go at once into another job.

Pensions are the savings we make when working, that will give us an income (a pension) to live on when we are past working age. **The Basic State Pension** is based on the amount of National Insurance a person has paid. **Occupational and Stakeholder Pensions** are additional schemes which the employer and employee pay in to in order to pay an additional pension on retirement.

Getting Information and Advice about your Rights and Responsibilities

We have looked at the most important laws which set out your rights and responsibilities as a worker in an Early Years setting. There are many organisations whose job it is to make sure laws and regulations are known and understood, and to take action if they are not obeyed.

In general, if you have queries, concerns, or problems regarding any of the laws which affect your work, your first responsibility is to discuss them with your supervisor or employer. However, it is often useful to know where you can turn if you need further advice or information.

Internal Policies and Procedures

In your workplace there is information on how the organisation is run. These will include policies, Staff Manuals, Guidelines, and Records. Your Induction Officer/ or Workplace Manager will be your first point of contact if you have any queries.

Safeguarding

Your company has a legal responsibility to safeguard the welfare of all young people and vulnerable adults, by a commitment to practice which protects them from harm. Whatever your background or circumstances, you should feel happy, health, fairly treated and supported, and you have the right to feel safe at all times; at work, at college, travelling to and from work or college, when you are out and about, or at home. If you have something that is troubling you and you need help, you can ask your employer about the safeguarding procedures that are in place.

External Sources of Information

The following is a list of organisations available to help and advise you or your manager at work:

Health and Safety Executive (HSE)

www.hse.gov.uk

Britain's Health and Safety Commission (HSC) and the Health and Safety Executive (HSE) are responsible for the regulation of almost all the risks to health and safety arising from work activity in Britain. Its mission is to protect people's health and safety by ensuring risks in the changing workplace are properly controlled. The HSE lays down regulations, and provides guidance, on all issues concerned with health and safety at work. You will know who the enforcing authority for health and safety in your organisation is from the poster in your workplace, and your first point of call for health and safety is your Health and Safety Representative.

Equal Opportunities Commission (EOC)

www.equalityhumanrights.com

The EOC runs campaigns to change public opinion as well as the law – for example on equal pay, the rights of pregnant women at work, and rights to flexible working. It publishes research and statistics about women and men in Great Britain today, to show clearly where change is still needed. It also uses its legal powers to investigate organisations or areas of life where sex discrimination is persistent or happens frequently, and takes cases to court under the Sex Discrimination Act and the Equal Pay Act to improve the situation for women and men in the future. It also provides guidance, legal advice, and a helpline. If you need information about Equal Opportunities the first person you should talk to is the Equal Opportunities Officer in your workplace.

Commission for Racial Equality (CRE)

www.equalityhumanrights.com/

The Commission for Racial Equality is a publicly funded, non-governmental body set up under the Race Relations Act 1976 to tackle racial discrimination and promote racial equality. It works in both the public and private sectors to encourage fair treatment and to promote equal opportunities for everyone, regardless of their race, colour, nationality, or national or ethnic origin and provides information and advice to people who think they have suffered racial discrimination or harassment.

Disability Rights Commission

www.equalityhumanrights.com/

The Disability Rights Commission (DRC) is an independent body, established by Act of Parliament to eliminate discrimination against disabled people and promote equality of opportunity. The DRC works with disabled people, employers and service providers to achieve practical solutions that work for everyone. Many disabled people are still not aware that their disability entitles them to rights and assistance in their daily lives. And employers and service providers are often unsure how to implement best practice. The DRC is there to advise. Disability covers everyone who has a physical, sensory or mental impairment which seriously affects their day-to-day activities - including people with heart disease, diabetes, severe disfigurement, depression, schizophrenia, dyslexia, epilepsy, downs syndrome and many other types of impairment.

Environmental Health

Each area of the country has a local authority department responsible for many environmental issues including:-

- Food Safety & Hygiene
- Health & Safety

They can therefore inspect premises where food is provided to the public, and workplaces to ensure that Health and Safety regulations are being followed, and they can investigate complaints and accidents involving food hygiene and health and safety.

Trade Unions

www.tuc.org.uk

A trade union is an organisation which represents employees in discussions about terms and conditions of service, such as pay, working hours etc. There are different trade unions for different types of work. An employee has the right to join a trade union but no one has to belong. Trade unions and their representatives will be able to give advice, and if necessary support, to individual employees about their rights and responsibilities

The Citizen's Advice Bureau

www.citizensadvice.org.uk

The Citizens Advice Bureau Service offers free, confidential, impartial and independent advice. Citizens Advice Bureaux help solve nearly six million new problems every year which are central to people's lives, including debt and consumer issues, benefits, housing, legal matters, employment, and immigration. Advisers can help fill out forms, write letters negotiate with creditors and represent clients at court or tribunal.

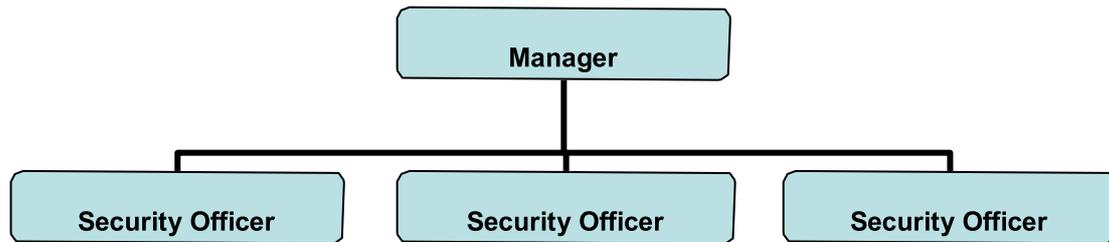
Many bureaux provide specialist advice, often in partnership with other agencies such as solicitors and the probation service. To find out where your local Citizen's Advice Bureau is, check out the national website at the address above, or look in your local Yellow Pages.

You should also be able to get advice from your manager and your training provider.

Understanding your Job Role and Occupation

Organisation Structures and Organisation Charts

It's important in any workplace that we know what our job role is and how it fits in with the work and the responsibilities that other people have. We can show who is more senior than others by drawing up an organisation chart (a bit like a "family tree") of an organisation, with the most senior person at the top. Organisation charts usually look something like this. The black lines link people to show who each person's manager is.



Careers in the Security Sector

Possible careers within the Security sector are: Progression to another level , Expert Witness, Assessor, Supervisor, Manager and become Self Employed.

Finding out about Qualifications and Career Opportunities

There are a number of organisations that can help you find out more about the qualifications and training available for you to make progress in a career in this sector.

These include:

Awarding Bodies

There are a number of awarding bodies that make available a wide range of qualifications for people working in this sector. You can contact any of them for more information, or visit their websites. Some of the awarding bodies offering qualifications in early years are:

EDEXCEL

www.edexcel.org.uk

City & Guilds Affinity (C&G)

www.city-and-guilds.co.uk

LCCIEB

www.lccieb.com

Distance Learning Providers

Distance learning enables you to study for a qualification by correspondence or through the internet. If you do a qualification in this way, always check that it is a recognised qualification.

Open University (also an Awarding Body)
www.open.ac.uk

National Extension College
www.nec.ac.uk

Connexions
www.connexionslive.com

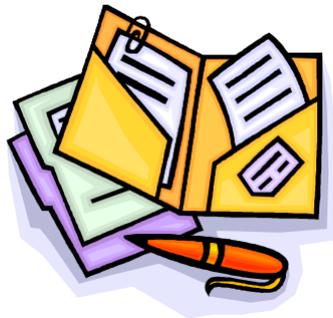
Connexions Direct is a service for young people age 13-19 that offers quick access to information and advice on learning, careers, health, relationships, money and lots more, through one easy-to-use website. You can also speak to a Connexions Direct adviser by telephone, web chat, email or text message. They are there to listen to you, but can offer confidential advice and practical help too. And if you need even more specialist help they know all the right people.

Jobcentre / Jobcentre Plus
www.Jobcentreplus.gov.uk

Can offer advice and guidance on employment issues for all age groups.

Continuing Professional Development

Being well qualified will involve additional training to keep you up-to-date. There are a number of ways in which you could get this training. Developing skills, reading vocational magazines, updating first aid qualification, doing courses, in-house training, widening and deepening your personal professional knowledge.



YOUR TURN!

Please complete all of the questions in the Employment Rights & Responsibilities Questions booklet. Once complete, your employer is to check your answers, sign to confirm completion and return to your provider for assessment. If additional information is required, the booklet will be returned to you with feedback.

You will find a column called 'sources of info' in the Questions booklet which will point you in the direction of where you can find information relating to each of the questions. Numbers refer to page numbers within the Workbook.

Providing Security Services Apprenticeship

Employment Rights & Responsibilities Questions

Apprentice Name:

Employer Name:

ERR Start Date:

ERR End Date:

Employment Rights & Responsibilities Questions

PLEASE WRITE YOUR ANSWERS IN FULL SENTENCES

Questions	Sources of Info	Employer Initials
1. Give one example of the legislation that protects your terms and conditions of employment on the grounds Sex, Marital Status, Race or Disability:	6, 8, 9, 10, Internet	
2. If you have a grievance or witness unacceptable behaviour at work, who would you speak to?	12, 13, Company Policies	
3. Who would you speak to about personnel issues?	Company Policies	
4. Who would you speak to about safeguarding issues?	15 / Company Policies	
5. Give an example of an occupation which would be exempt from the Sex Discrimination Act and explain why it is exempt.	10, Internet	
6. How many days paid holiday are you entitled to at the company you work for?	Company Policies	
7. How much paid sick leave are you entitled to in your job?	6, 13, Company Policies	
8. How long are you entitled to if you are taking: Maternity Leave: Paternity Leave:	7, Internet	

9. Do you have the right to see your personnel file at work?
.....

5, Internet,
Company
Policies

<p>10. List three items that appear on your pay slip and explain briefly what they mean:</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>14, Internet</p>	
<p>11. Who do you need to contact to request time off?</p> <p>Name:</p> <p>Job Title:</p>	<p>Company Policies</p>	
<p>12. What are the arrangements for notification of sickness in your company and the implications of not following these rules?</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>Company Policies</p>	
<p>13. Give an example of changes in personal circumstances that would need to be reported to your employer and to whom you would report these changes.</p> <p>Circumstance:</p> <p>Report to:</p>	<p>Company Policies</p>	
<p>14. List the opportunities for training and development provided by your employer.</p> <p>.....</p> <p>.....</p>	<p>Employer</p>	
<p>15. With whom can you discuss the above options?</p> <p>Name:</p> <p>Job Title:</p>	<p>Employer</p>	
<p>16. If your company has a written Health and Safety policy, where can it be found?</p> <p>.....</p>	<p>Company Policies</p>	
<p>17. List your main Health and Safety responsibilities.</p> <p>.....</p>	<p>4, 5, Internet</p>	
<p>18. List the things that you are not allowed to do at work.</p> <p>.....</p>	<p>4, 5, 6, 9, 13, Company Policies,</p>	

.....	Internet	
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<p>19. Who would you report Health and Safety issues to within your company?</p> <p>Name:</p> <p>Job Title:</p>	<p>Company Policies</p>	
<p>20. Give three examples of Health and Safety regulations and explain why they apply to your workplace.</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>4, 5, Internet</p>	
<p>21. Write down the procedure for evacuating the workplace in an emergency.</p> <p>.....</p> <p>.....</p>	<p>Company Policies</p>	
<p>22. What are the three key elements for a fire?</p> <p>.....</p>	<p>Internet</p>	
<p>23. Give an example of a hazard in the workplace.</p> <p>.....</p>	<p>Employer</p>	
<p>24. Give an example of an accident that may occur in your role.</p> <p>.....</p> <p>.....</p> <p>What would be the causes of the accident?</p> <p>.....</p> <p>.....</p> <p>How can an accident like this be prevented?</p> <p>.....</p> <p>.....</p>	<p>Employer</p>	
<p>25. How likely (or unlikely) is such an accident to happen?</p> <p>.....</p> <p>.....</p>	<p>Employer</p>	
<p>26. Are there any further precautions you need to take to BE SAFE?</p> <p>.....</p>	<p>4, 5, Company Policies</p>	

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<p>27. Your company will have safe working precautions or controls that you will need to know. These precautions are for your own safety. Write down the precautions or controls that are in place at your company for:</p> <p>Workplace equipment and tools:</p> <p>.....</p> <p>Fumes, dust, materials, chemicals, etc:</p> <p>.....</p> <p>Moving and handling objects:</p> <p>.....</p> <p>Preventing trips, slips and falls:</p> <p>.....</p>	<p>Company Policies</p>	
<p>28. Where would you go to find out what PPE you may be required to wear when working on site and what PPE might this be?</p> <p>.....</p> <p>.....</p> <p>What are the consequences of NOT wearing the required PPE?</p> <p>.....</p> <p>.....</p>	<p>Company Policies, Internet</p>	
<p>29. Give an example of when you have worked as part of a team. What type of job was it, how did you discuss what needed to be done, how did you show fairness and consideration to others?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>Own Experience, Employer, College</p>	
<p>30. Give an example of when you have taken responsibility and provided constructive support to a colleague/class mate. Was the outcome a success? What feedback did you give?</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>Own Experience, Employer, College</p>	

<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>		
<p>31. How would you modify your behaviour when working as part of a team and working as a team leader?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>Own Experience , Employer, College</p>	
<p>32. Give an example of when you have learnt from your mistakes at work. What was the situation? What did you learn? What modifications did you make to sure no mistakes were made again?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>Own Experience , Employer, College</p>	
<p>33. Scenario 1 – When performing a search at a point of entry, what is the main risk you might be exposed to?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>How can you reduce the risks?</p> <p>a)</p> <p>.....</p> <p>b)</p> <p>.....</p>	<p>Own Experience , Employer, College</p>	

<p>What could the consequences be if you do NOT try to reduce risks?</p> <p>a) for you</p> <p>.....</p> <p>.....</p> <p>b) for other employees.....</p> <p>.....</p> <p>.....</p> <p>c) for your employer.....</p> <p>.....</p> <p>.....</p> <p>During the search, the person becomes aggressive and is verbally abusive towards you. They make very personal comments about you. How could your reaction affect the situation?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>. What can you do to ensure the situation does not spiral out of control?</p> <p>.....</p>		
<p>34. Scenario 2 – You are alone on site. It is the end of a 12 hour shift and you are exhausted. On your last patrol you spot some unusual activity just outside the site perimeter.</p> <p>What risks might you be exposed to if you investigate?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>What can you do to reduce the risks?</p> <p>a)</p> <p>b)</p> <p>c)</p> <p>What could the consequences be if you do not reduce the risks?</p> <p>a) for you</p>	<p>Own Experience , Employer, College</p>	

<p>.....</p> <p>.....</p> <p>b) for other employees</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>c) for your employer</p> <p>.....</p> <p>.....</p> <p>The person due to relieve your shift is due on duty in about ten minutes. You decide to wait for them so you have back up. When they arrive, they tell you they need a cup of tea before they go outside because it is cold. You should already have finished you shift. How should you react?</p> <p>.....</p> <p>.....</p> <p>.....</p>		
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