

Welcome to Pertemps People Development Group



PERTEMPS
PEOPLE DEVELOPMENT GROUP

unearthing the spark of brilliance in everyone

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Welcome to Pertemps People Development Group (PPDG)

We would like to offer you a warm welcome from everyone at PPDG.

We have a team of staff dedicated to making your time with us enjoyable, comfortable, but most of all productive.

Our aim is to move you towards employment and/or help you with your learning/training needs.

Our Advancement Centre contact details are:

Site Manager:

**Centre address and
contact details:**

**We wish you every success in your search for employment/
learning.**

*If you require a translation or larger print copy of this booklet, please ask a member of staff.

About us

Who are we?

PPDG started out in 1999 as part of the well-known Pertemps Group. In 2008 we became a member of the Employment Services Holdings (ESH) Group, one of the world's leading providers of Welfare to Work, training and recruitment services.

We work with an extensive number of Government and private companies across the UK and Australia, and operate from a number of centres within the local community.

What do we do?

Through innovative delivery of Welfare to Work strategies and Lifelong Learning programmes, we offer an holistic approach to recruitment and training. We believe this gives people 'real' opportunities to change their lives.

How do we do it?

We have a unique approach to delivering our programmes by not merely being jobs-orientated, but endeavouring to meet our clients' vocational, social and personal development needs.

We do this by using e-learning solutions, motivational tools and professional diagnostic solutions.

Why do we do it?

We are located in the heart of the communities we serve, so have an insight and understanding into local people's needs.

It is our belief that everyone is a talented individual who has a spark of brilliance within them, and it is our responsibility to find that spark and encourage individuals to share it with the rest of society.

We aim to:

- Provide high-quality training
- Make a positive difference to people's lives
- Help local people into local jobs

How can we help you?

Induction

Everyone is provided with an induction to welcome them to PPDG giving an overview of the organisation and its working practices. It gives you information about your programme and what you can expect during your time with us.

Action planning

At the start of your programme we will carry out an assessment of your needs. This assessment will examine your training needs, personal interests, existing skills, previous work experience and qualifications.

The assessment will form part of your action plan, setting out your goals, targets and objectives. This is the main plan that clearly states what you would like to achieve with us in terms of your employment hopes and goals, as well as the steps needed to reach them.

Greater chance of success



Extra help and support



Action planning

Throughout your time with us, together we will regularly review your progress against your Action Plan. This will help you to keep moving forward, plan new goals, reflect on your achievements, as well as addressing any concerns you or we may have.

*Your Action Plan may also be known as an 'Individual Learning Plan' or 'Learning and Development Plan'

What can you expect?

- A strong framework of rights and responsibilities so we can help to move benefit clients from being passive recipients to active jobseekers
- A personalised and responsive approach to individual client needs

What support is available?

Action planning

All of our centres have a designated job search area, with a range of current newspapers, directories, telephone books, journals and careers information. If you require a particular publication to support your job search please ask your Advisor, as we will always try and support your job search needs.

You can also access the following* in our centres:

- Computers with broadband internet access (for job search use only)
- Photocopying facilities
- Stationery and stamps
- Telephones and fax machine
- Minicom (for clients with hearing impairments)
- Hot and cold drinks (free of charge)
- CV templates
- Useful website address information

*subject to availability – please ask a member of staff

Additionally your local public library will hold a large selection of publications and reference books as well as information on companies and training, so it is worth visiting them to find out what is available.



Effective job searching

Most people don't realise that the majority of employers never advertise job vacancies. They find their staff by networking, promotion of existing employees, through links with friends and family or via agencies.

So you stand a higher chance of getting a job if you target companies: visit or phone them, send out speculative letters, do some voluntary work and network with family and friends.

The hidden job market; only 15% of jobs are advertised and those are the jobs that the majority of people are applying for. We aim to help you find the other 85%!

Remember:

- The more jobs you apply for, the more chance you have of getting one
- The more doors you knock on, the more opportunities you will find
- The more interviews you have, the better your chance to impress

Looking for work

Job opportunities exist in many forms, for example:

- Local and national newspapers
- Job bulletins
- Jobcentre Plus information points
- Internet

When you are ready to look for work in your chosen field, a member of staff will assist you in accessing these resources.

CV preparation

Compiling a CV is a key step in your job search activity. Employers may require applications to be submitted in one of several different formats including online or postal application forms, sending your CV by post or email, or sometimes initially you may need to phone up to discuss the job in the first instance.

However, preparing your CV early on will be very useful in all cases because:

1. It gets you into the mindset of applying for work and prepares you for the process of completing application forms.
2. It allows you to present your personal details in a clear and concise way in order to 'sell yourself'.
3. It may surprise you and boost your confidence as you think about your existing personal skills and qualities. These can be just as valuable to an employer as your work history.

Application forms

We can help you with all aspects of application form completion to ensure that you can present your application in a positive way to promote yourself and be considered for the interview stage.

Interview techniques

Job interviews can be an anxious time and especially if you have not attended one for a while. We can conduct a 'mock interview', which will resemble a real interview situation as closely as possible, and give you guidance on effective interview techniques. We will then give you feedback about your answers, and – just as importantly – about how to present yourself.



Benefit check

We may complete a benefit check with you. We have access to a range of qualified and experienced advisers who will work out your current income from your benefits, compare it to the income you would receive with the salary of your chosen job and advise you about the benefits you would be entitled to when in work.

Your Employment Coach can liaise with your Jobcentre Plus Advisor to give you a clearer picture of what help is available to you.

Specialised support

During your time with us you can access various confidential services relating to issues such as housing, drug problems, debt, etc. Please speak to your Advisor if you think you may benefit from additional support as these areas will be addressed on an individual basis.

Information, Advice and Guidance (IAG)

We have experienced IAG qualified staff who can offer you information, advice and guidance throughout your programme. This will be incorporated into your action plan, your programme, and post-employment support as appropriate.

Other training

We offer many training opportunities to help you achieve your goals, within the themes of:

- Employability
- Personal and social development
- Vocational skills
- Skills for life



Important information

Attendance and programme requirements

Everyone should understand the importance of timekeeping and attendance. Every effort should be made to take reasonable steps to minimise absences, and where possible arrange medical and other appointments outside of your agreed programme hours.

It is important to inform us about any problems or absences as this may affect your programme obligations, and as a result could affect any benefits that you are receiving.

Your Employment Coach/Tutor will advise you of the specific attendance requirements for your programme.

What to do if you are ill

On each day of absence, please notify us before 9.00am. Please keep us informed throughout your absence, and any long-term sickness must be reported to your local Jobcentre Plus office, who will decide the best course of action for you. This may include temporary suspension from the programme until you are better.

Change of circumstances

It is important that you inform a member of PPDG staff if there is any change in your circumstances, for example, your telephone number, address or next of kin details. This enables us to keep our records up to date.

What do we expect from you?

We expect you to take responsibility and accountability for your own progression.

Gone are the days when providers take the lead and decide what is best for you. Your programme is a partnership between you and us, where we will agree what is best for you to progress into the labour market and/or further learning and development.

This can only be achieved if we work together to identify a realistic pathway for progression.

Take stock of what you have already done to find work or progress your learning...

- What was good?
- What wasn't so good?
- Could you improve upon this experience?

If **YES** - improvements could be made:

- Look at who this would be with and how they can help you
- It's also your responsibility to tell us if you feel your experience could be improved - everyone is a unique individual, with a unique set of circumstances, so there's no 'one size fits all' approach to what we do

If **NO** – you can't think of any improvements:

- We can work with you to find out how we can help improve your chances
- If your 'No' is because this is your first time seriously looking for work, again, please tell us! We are here to support you

If you need to, change your attitude:

- Be positive
- Ask us questions to define your needs
- Improve your skills and knowledge by understanding how our interventions can help you
- Don't leave the responsibility with us – it's your life!

Be proactive:

- Don't wait to be told what to, make your suggestions to us and we will work together
- Don't procrastinate. Why put off until tomorrow what you can do today? Leave tomorrow free for new opportunities to come along
- Don't criticise us if you know you haven't done your best

Identify what qualities you already have to succeed:

- Perseverance, patience, humility, determination, open-mindedness
- USE THEM! They will work for you again and again
- Your brain has already stored these qualities in its toolbox, ready for when the job needs to be done
- Don't blame others, situations or society – change the outcome yourself
- **Be responsible and be accountable**



Our Deal – You and us

- You and I need to always be on time
- You and I need to respect each other
- You and I need to actively listen to each other
- You and I need to fulfil our agreed actions
- You and I need to be open, honest and clear in communicating what we want from each other
- You and I need to let each other know if things need to be done differently or if things need to be changed
- You and I need to sustain an understanding of what we are together aiming to achieve
- You and I need to reach our full potential
- You and I need to be proactive
- You and I need to just be... you and me

Our policies

Equality and diversity

PPDG is committed to promoting, delivering and operating equality of opportunity and everyone should expect equal treatment on our programmes, regardless of race, sex, religion or belief, disability or sexual orientation.

We value and treat all individuals equally, regardless of any differences, however we also recognise that diversity of our employees and clients can only serve to benefit us all.

Bullying and harassment

The following behaviour is not acceptable, and will not be tolerated on any of PPDG's or our partners' premises:

Sexual or racial harassment

- Including insulting remarks, verbal abuse or physical contact
- Age or disability discrimination
- Discriminating, ridiculing or demeaning behaviour focused toward people because of their age or disability

Religious discrimination

- Discriminatory behaviour which fails to acknowledge the rights or needs of people with different beliefs

Bullying

- An abuse of power, whether legitimate or perceived, resulting in a threatening, humiliating, hostile or intimidating working environment

Victimisation

- Unfair treatment of someone who has made a complaint about being bullied or discriminated against

Deliberate provocation

- Such as the wearing of racist or fascist insignia, symbols or language

The above list is not exhaustive. Any form of harassment or inappropriate conduct which causes offence, whether intentional or not, will be treated very seriously.

It is our intention to encourage all staff and service users to behave in an appropriate manner at all times.

If you feel that you or others are not being treated fairly, then please inform your Tutor, Employment Coach or Site Manager.

Safeguarding

PPDG is fully committed to safeguarding the welfare of all children, young people and vulnerable adults by taking all reasonable steps to protect them from harm and accepts its corporate responsibility for the wellbeing and safety of its stakeholders.

The Company recognises its responsibility and acknowledges that it is the duty of PPDG's workforce in its entirety to safeguard the welfare of all stakeholders by creating an environment that protects them from harm.

Therefore, employees will at all times show respect and understanding for the rights, safety and welfare of all parties and conduct themselves in a way that reflects the principles, values and culture of our organisation.

Our policy sets out, in detail, the roles and responsibilities of all parties in providing a safe working and learning environment whereby everyone is protected from abuse of any kind.

It is PPDG's intention to:

- Ensure that all stakeholders are protected from abuse regardless of their age, gender, disability, culture, language, ethnic origin, religious beliefs or sexual orientation
- Ensure that the relevant training of staff is provided
- Ensure that appropriate supervision is given where required
- Take the necessary steps to inform all stakeholders of relevant policies and procedures, including how to make complaints or raise concerns
- Ensure that all stakeholders abide by and adhere to PPDG's policies, procedures and code of conduct
- Regularly review and monitor PPDG's policies and procedures
- Take all suspicions and allegations of abuse extremely seriously and to respond to concerns with due speed and consideration
- Work in partnership with and in accordance with other organisations' procedures where required, including Local Safeguarding Children's Boards (LSCB)
- Comply with and maintain knowledge of all relevant legislation, codes of practice and appropriate guidance and any amendments to such
- Have designated safeguarding officers

Data protection

We ensure that we treat all personal information that we hold about you lawfully and correctly.

PPDG needs to collect and use certain types of information about the people with whom it deals in order to operate. These include current, past and prospective individuals, PPDG's own employees, clients, learners, suppliers, partners and others with whom PPDG conducts business. In addition, PPDG may be required to collect and use certain types of information to comply with its contractual requirements with government departments. This personal information must be dealt with correctly, regardless of how it is collected, recorded and used.

PPDG regards the lawful and correct treatment of personal information as important to the achievement of its objectives and to the success of its operations, and to maintaining confidence between those persons or organisations with whom it deals. PPDG therefore needs to ensure that the organisation treats personal information lawfully and correctly.

PPDG fully endorses and adheres to the principles of data protection, as set out in the Data Protection Act 1998.

Behaviour

All our clients are required to behave at all times in a way which upholds PPDG's values.

At PPDG, we will:

- Treat you with courtesy and respect
- Answer your communications
- Make it clear what we can and cannot do
- Accept your right to complain if you are dissatisfied with our service (see 'Client feedback' section)

In return, we would ask you to treat our employees and other clients with courtesy and respect.

If we consider your behaviour to be unacceptable, we will ask you to refrain from behaving in this way and explain why we are asking you to do so.

The following list, while not exhaustive, details the types of behaviour which are unacceptable:

- Acts of violence
- Acts of vandalism
- Threatening or intimidating behaviour
- Aggressive behaviour
- Disruptive behaviour
- Disrespectful or discriminatory behaviour
- Harassment
- Inappropriate use of language, including swearing and insults

- Inappropriate actions, including physical contact
- Inappropriate use of gestures or signs
- Inappropriate use of facilities, including computers
- Inappropriate use of telephones (mobile or fixed line)
- Causing injury to self or others
- Actual or attempted bribery, deception or theft
- Attending a centre while under the influence of alcohol or illegal substances

We reserve the right for staff to make a written note (which may be held on file) of any instance of unacceptable behaviour.

If the behaviour that we consider to be unacceptable continues, centre management may have to stop working with you as we recognise the right of our employees and clients not to be subjected to unacceptable behaviour.

We will normally only stop dealing with a client after the matter has been reviewed internally by the Regional Operations Director. You may request a review of a decision to stop dealing with you, by writing to the Regional Operations Director (address available on request).

Respect for others

We ask that you always arrive on time as a matter of courtesy to other clients attending, and so that your programme may proceed as planned.

We ask that all clients act in accordance with our Equal Opportunities and Diversity Policy and show respect for others at all times.

Please respect that PPDG centres are working environments.

Please don't use personal music devices while on the premises.

Please turn your phone off or onto 'silent' or 'vibrate' when in a training or learning session.

Client feedback

Compliments and complaints

We aim to provide a high quality service to all of our clients.

In the unfortunate event that you feel the need to make a complaint, please speak to your Tutor or Employment Coach in the first instance.

If your query or concern cannot be resolved by your Tutor/Employment Coach, then please ask to speak to the Site Manager. If you are still unhappy with the situation and the Site Manager is unable to resolve your concern, then please write to us at our Head Office as follows:

Quality Director,
Pertemps People Development Group,
Westbourne Manor,
17 Westbourne Road,
Birmingham,
B15 3TR

You will receive a reply within 10 working days, either verbally or in writing, and this will either be a full reply or an interim response telling you what is being done with your complaint and by whom.

We welcome all feedback from our clients, therefore please also feel free to use this address to let us know if we have exceeded your expectations in any way.

Health and safety

Policy statement

Pertemps People Development Group (PPDG) is a people-based organisation and, as such, the health and safety of our workforce, clients and learners is of the highest importance. Our policy sets out in detail, the legal responsibilities owned by PPDG and all our employees in relation to health and safety issues.

It is PPDG's intention to:

- Comply with all relevant legislation, codes of practice and other appropriate guidance
- Promote and maintain premises and equipment that are, so far as is reasonably practicable, without risk to health and safety
- Promote systems of work that eliminate, so far as reasonably practicable, risk to the health and safety of employees, clients, learners, work experience candidates and visitors
- Encourage employees to set high standards of health and safety by personal example, so that clients leaving PPDG programmes take with them a mind that accepts good health and safety practice as normal
- Keep PPDG's health and safety policy under review, to ensure that all relevant legislation and codes of practice are achieved, where appropriate
- Communicate new policies and procedures to all employees and learners
- Consult with employees to achieve a proactive approach to the provision of services and systems to reduce hazards to the health, safety, welfare and the risk of personal injury to which employees may be exposed



Directors' statement

In support of its policy, the Executive Board of Pertemps People Development Group (PPDG) will ensure:

- The distribution of PPDG's health and safety policies, and procedures to all aspects of the business
- All health and safety policies are understood and followed by PPDG employees and learners/clients, thereby ensuring safe working practices
- A detailed health and safety management structure, to be reviewed and amended as necessary, specifying where delegated responsibilities lie and that this document is made available to all employees and learners/clients within their control
- That there is an effective communication channel with employees, learners/clients and their representatives for the health and safety matters
- That employees and learners/clients have the necessary health and safety training, both at the commencement of their employment and throughout their time with PPDG
- That all employees, learners/clients and suppliers are aware of PPDG health and safety policy and will:
- They commit adequate resources to implement PPDG's health and safety policy



Steve King, Chief Executive
Pertemps People Development Group

PPDG health and safety policy is held on the company intranet and is also produced in hard copy where access is not available.

Due to security reasons only PPDG employees have access rights to the intranet.

However, learners/clients on Government funded programmes and work experience candidates may obtain access to the health and safety policy via their line manager's access rights.

Health and safety duties

Both PPDG and you, as a client, have duties in relation to health and safety.

PPDG is responsible for:

- Making the workplace is safe and without risk to health
- Ensuring work areas and machinery are safe and that safe systems of work are set and followed
- Ensuring articles and substances are moved, stored and used safely
- Providing adequate welfare facilities
- Giving you information, instruction, training and supervision necessary for your health and safety

Clients are responsible for:

- Taking reasonable care for their own health and safety and that of others who may be affected by what they do or do not do
- Cooperating with the Company on health and safety matters
- Correctly using work items provided by the Company
- Not interfering with or misusing anything provided for your health and safety or welfare



Fire alarm break points are situated:

The fire alarm sound is:

The fire assembly point is located:

Stay with your class/group.

All clients and staff will be checked against the signing-in register.

First aid and accident reporting

PPDG is committed to providing adequate first aid personnel, equipment and facilities to deal with ill health and injuries to employees, clients and work experience candidates while they are working for PPDG. Emergency first aid treatment can save lives and prevent minor injuries from becoming major injuries.

PPDG will provide first aid personnel with sufficient training, information and support to undertake their responsibilities.

The appointed person(s) for first aid is (are):

The first aid box is located in:

Accident book

Any accidents must be reported to your Tutor / Employment Coach or another member of staff, who will arrange for the accident to be recorded in the Company electronic accident book (held on the Company intranet).

Health and safety – general requirements

Registration

- A register is provided at the main entrance for you to sign in your time of arrival and departure each day
- It is essential that you sign the register whenever you enter or leave the premises (even for a break), for health and safety purposes

Risk

- If you notice anything that could be considered a health and safety risk please report it immediately to a member of staff so that the matter can be attended to
- Take care with your bags and other belongings. Do not leave them where they may pose a risk to other people
- Do not leave personal belongings unattended as we cannot take responsibility for loss or damage

Alcohol and illegal substances

- Clients are not allowed to consume alcohol or use illegal substances while on PPDG premises
- Participants will be asked to leave if they appear to have been drinking alcohol or using illegal substances, both of which can result in challenging behaviour

Smoking

- All of our centres are NON SMOKING areas
- However, we do not discriminate against smokers and you will usually be able to smoke outside the building during break times

Toilets

Gentlemen's toilets are situated at:

Ladies' toilets are situated at:



PERTEMPS
PEOPLE DEVELOPMENT GROUP

This project is
part-financed by
the European Union



European Union
European Social Fund
Investing in jobs and skills

Delivering services on behalf of



Department for
Work and Pensions