



TRAINING POLICIES

1 GENERAL POLICIES

1.1 - EQUALITY AND DIVERSITY POLICY

Statement of Intent

Calm Mediation positively welcomes and aims to support the growing diversity of the community we serve and the people we employ. Our diversity is our strength and we are committed to providing services to our many different communities, by a workforce that reflects the diversity of society.

We also acknowledge that we live in an unequal society in which many people face discrimination. Calm Mediation believes that equality of opportunity and freedom from discrimination are fundamental human rights. We actively oppose all forms of discrimination and are committed to the principle that no person shall face discrimination by being treated unfairly or being denied access to services or employment opportunities.

People speak many different languages, have different backgrounds and have different needs. We try to recognise different needs and provide services that meet them.

We will not discriminate (indirect and direct) on the grounds of race, gender, gender reassignment, marital status, being a lesbian or a gay man, age, religious beliefs, HIV status, or disability (covering sensory and physical disabilities, learning disabilities and mental health status).

Discrimination as outlined above and harassment is unacceptable and contrary to our explicit aim of providing quality services and recruiting and retaining diverse staff.

Calm Mediation recognises its responsibilities under the following equalities legislation and related Codes of Practice:

- The Sex Discrimination Act 1975 (updated 1986)
- The Equal Pay Act 1970
- The Race Relations Act 1976 and (Amendment) Regulations 2003 and
- The Race Relations (Amendment) Act 2000
- The Disability Discrimination Act 1995 and Amendments
- The Human Rights Act 1998
- All European regulations and Directives

Through European Employment Equality regulations, Calm Mediation recognises its responsibilities to promote equal opportunities in employment on the grounds of sexual orientation, religion or belief (December 2003) and age from 2006.

Equality and diversity are majority issues, which concern the whole community:

- Old people
- Young people
- Women
- Men
- Black and Minority Ethnic backgrounds
- Faith groups
- Disabled people
- Lesbians and gay men

Quality means equality in the services we plan and provide, and in the staff we employ to provide those services. We cannot achieve our aim of providing good quality well managed services unless we take into consideration the diverse needs of all sections of our diverse communities and aim to become an organisation with a well-developed workforce, which is able to respond to those diverse needs at all levels of the workforce.

We will build on the strengths of diversity and communicate with staff and our local communities to achieve a shared understanding of the local and national contexts within which we all work or live. This is key to all people who live, visit and work in the borough feeling 'safe' and being able to 'take pride' in a borough which values and respects its growing diversity and promotes good relations between all sections of its communities.

We intend to promote equality, value diversity and prevent discrimination through our roles as

- Service Provider
- Employer
- Community Leader

This comprehensive equality and diversity strategy demonstrates how we intend to progressively achieve this through a programmed audit, review, impact / needs assessment, development of equality objectives and outcomes, monitoring, consultation, scrutiny and changes to how we work. This will be undertaken as part of a programme of continuous development and mainstreaming of equality/diversity considerations throughout the organisation.

1.2 - HEALTH AND SAFETY POLICY

Statement of Intent

Calm Mediation is committed to ensuring the safety of their employees, volunteers, customers and anyone affected by the organisation's activities.

The Board of Trustees has ultimate responsibility for health and safety in the organisation and the Director Corinne Rechais has day to day responsibility. Corinne Rechais will make sure the Board of Trustees is kept up to date of health and safety matters.

All employees have a duty to take care of their own health and safety and avoid unnecessary risk and that of their colleagues.

In addition, all employees have a responsibility to;

- Co-operate with management on health and safety issues
- Not interfere with anything provided to safe guard their health and safety
- Attend all health and safety training provided
- Take reasonable care of their own health and safety
- Report all health and safety concerns to management
- Follow the Outreach Worker policy for each mediation; and
- Follow the risk assessment form for all mediations

Calm Mediation recognises the legal duty the organisation is bound by and a safe working environment, safe equipment and safe methods of work will be provided.

Health and safety risks arising from our work activities

Risk assessments will be carried out to identify any hazards that could affect employees', volunteers and customer's safety or health. Risks due to the use of equipment, chemicals and manual handling will be included. If the control of a hazard is not adequate, action will be taken to improve it. Employees and others will be told about significant risks and how they are controlled.

Corinne Rechais is responsible for having risk assessments carried out and for ensuring that all actions identified in the assessments are implemented. She will also check that the implemented actions have removed or reduced the risks and communicate the results to employees.

Assessments will be reviewed every 3 years or if the work activity changes significantly.

Health Risks

- All No smoking signs will be displayed clearly for staff and customers to see.
- Accidents
- Anything placed on a high shelf will be done so safely to avoid falling off and injuring employees.
- All wires or cords exposed will be securely taped down to avoid tripping over.
- Signs will be used to highlight risk

Equipment

- Improved safety equipment such as guards or additional personal protective equipment including goggles, safety boots or high visibility clothing
- Improved lighting and anti-slip flooring to avoid slips and trips

Staff Training will be provided on:

- The above health risks and equipment improvements
- How to protect yourself and your workforce

1.3 - COMPLAINTS POLICY

Complaints procedure

Calm Mediation offers a service to help neighbours in dispute find acceptable and realistic solutions, satisfactory to all parties involved. Complaints received from users/ employees/ volunteers can be dealt with using a similar process. A written record will be kept of all complaints including the action taken.

If you have a complaint or concern about the service or an employee of the service (paid or unpaid): -

Contact the person's line manager (Coordinator/Director) and express your concern/complaint as quickly as possible.

Your line manager will deal with the concern/complaint by involving all parties concerned and, with them, find an acceptable and satisfactory solution to resolve the problem.

If you are not happy with the outcome-

- i) Please write a formal letter of complaint and send to The Chair of Calm Mediation's Board of Trustees. The Board of Trustees will then investigate the complaint/concern and include it on the agenda of the following Board of Trustees meeting. Or call a meeting within 6 weeks of the complaint/concern being raised.
- ii) If the complaint is deemed to be extremely serious, you may be invited to attend part of the Board of Trustees meeting to discuss your complaint.
- iii) The Board of Trustees will make a final decision

If you have a complaint concerning the Director, please follow the procedures in step 3.

If you feel you have a complaint, please tell us. Calm Mediation takes all complaints seriously and will take the necessary precautions to ensure that you have no further cause for complaint.

Write to Calm Mediation: - Unit 10 Berghem Mews, Blythe Road, London W14 0HN
Telephone: 020 7603 4014

1.4 - CRIMINAL RECORDS CHECK POLICY

Statement of Intent

As an organisation using the Criminal Records Bureau (CRB) Disclosure service to assess applicants' suitability for positions of trust, Calm Mediation complies fully with the CRB Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed.

Calm Mediation is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependents, age, physical/mental disability or offending background.

We have a written policy on the recruitment of ex-offenders, which is made available to all Disclosure applicants at the outset of the recruitment process.

We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.

A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.

Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover, to a designated person within Calm Mediation and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

Unless the nature of the position allows Calm Mediation to ask questions about your entire criminal record, we only ask about ‘unspent’ convictions as defined in the Rehabilitation of Offenders Act 1974.

We ensure that all those in Calm Mediation who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.

At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

We make every subject of a CRB Disclosure aware of the existence of the CRB Code of Practice and make a copy available on request.

We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.

1.5 – DATA PROTECTION POLICY

Statutory Responsibilities

The Data Protection Act 1998 (DPA) places responsibilities and obligations on an organisation; Under the DPA, if personal information is held about individuals that information must be protected from third party access.

Eight Data Protection Principles are: -

1. Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless –
 - (a) at least one of the conditions in Schedule 2 is met, and
 - (b) in the case of sensitive personal data, at least one of the conditions in Schedule 3 is also met.
2. Personal data shall be obtained only for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or those purposes.
3. Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
4. Personal data shall be accurate and, where necessary, kept up to date.
5. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
6. Personal data shall be processed in accordance with the rights of data subjects under this Act.
7. Appropriate technical and organizational measures shall be taken against unauthorized or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
8. Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Statement of intent

For computer security:

- We will install a firewall and virus-checking on our computers.
- We will protect our computers by downloading the latest security updates, which should cover vulnerabilities.
- Only our employees will have access to client information that they need to do their job and do not share passwords outside the organization.
- We will take regular back-ups of the information on our computer systems and keep them in a separate place so that if the computers are damaged we will not lose the information.
- All personal information will be securely removed before disposing of old computers (by using technology or destroying the hard disk).
- Consider installing an anti-spyware tool. Spyware is the generic name given to programs that are designed to secretly monitor your activities on your computer. Spyware can be unwittingly installed within other file and program downloads, and their use is often malicious. They can capture passwords, banking credentials and credit card details, then relay them back to fraudsters. Anti-spyware helps to monitor and protect your computer from spyware threats, and it is often free to use and update.

For using emails securely:

- All employees will make sure the right address has been chosen before sending an email.
- If employees want to send an email to a recipient without revealing their address to other recipients they must make sure they use blind carbon copy (bcc), not carbon copy (cc). When cc is used every recipient of the message will be able to see the address it was sent to.
- Be careful when using a group email address. Check who is in the group and make sure you really want to send your message to everyone.
- If you send a sensitive email from a secure server to an insecure recipient, security will be threatened. You may need to check that the recipient's arrangements are secure enough before sending your message.

- Do not open spam – not even to unsubscribe or ask for no more mailings but delete the email. We will use an email provider that offers a spam filter service.

For using faxes securely:

- Consider whether sending the information by a means other than fax is more appropriate, such as using a courier service or secure email. Make sure you only send the information that is required.
- Make sure you double check the fax number you are using. It is best to dial from a directory of previously verified numbers.
- Check that you are sending a fax to a recipient with adequate security measures in place. For example, your fax should not be left uncollected in an open plan office.
- If the fax is sensitive, ask the recipient to confirm that they are at the fax machine, they are ready to receive the document, and there is sufficient paper in the machine.
- Ring up or email to make sure the whole document has been received safely.
- Use a cover sheet. This will let anyone know who the information is for and whether it is confidential or sensitive, without them having to look at the contents.

For other security:

- All confidential paper waste must be shredded
- The premises must be secure.
- Train your staff:
 - so they know what is expected of them;
 - to be wary of people who may try to trick them into giving out personal details;
 - so that they can be prosecuted if they deliberately give out personal details without permission;
 - to use a strong password - these are long (at least seven characters) and have a combination of upper- and lower-case letters, numbers and the special keyboard characters like the asterisk or currency symbols;
 - not to send offensive emails about other people, their private lives or anything else that could bring the organization into disrepute;
 - not to believe emails that appear to come from your bank that ask for your account, credit card details or your password (a bank would never ask for this information in this way);

2. EDUCATION POLICIES

2.1 - STAFF DEVELOPMENT:

All tutors will receive training in an understanding of assessment and internal moderation systems.

All in house tutors will be mediators with at least 2 years' experience in community mediation.

In preparation for the delivery of the Accredited Mediation course in addition to 2 years' practical experience staff have completed the following courses:

Open College Network Tutor Assessor Course

Open College Network Internal Moderator Course

Open College Network level 2 Certificate in Basic Skills Awareness

Where the skills lie outside of the vocational expertise of the project staff, suitably qualified vocational trainers will be employed.

2.2 - INTERNAL COURSE APPROVAL:

All new courses are developed by the Director and the team of Project Coordinators who will liaise with the curriculum Officer at OCNLR before gaining course approval from the Board of Trustees who meet every second month. Any Board meeting to discuss course structure and content will include; The Chair, the Director and the freelance facilitator and at least 2 Trustees from supporting organisations.

Although advised by the Board of Trustees the Director is ultimately responsible for the coherent structure of the course on offer and that it is appropriate for the organisation's target group of learners. All Board of Trustee meetings are minuted.

Ideas for new courses are considered initially by the Director in conjunction with the appropriate lead Project Coordinator. The Project Coordinator will provide information supporting the claim for likely demand of the service indicating the need for the course.

Suggestions or ideas for new courses without supporting information will not be approved for development.

2.3 - ASSESSMENT POLICY

Heather Loebel is a trained OCN Assessor and she will assist to design the assessment activities.

Principles

1. Assessment methods may take a variety of forms and Calm Mediation will ensure that methods relevant to the learning process and most suited to the learning outcomes will be used.
2. Assessment practices shall be inclusive and support equality of opportunity. They shall cater for both individual and group diversity. In addition, inclusive language shall be used, avoiding gender, racial, cultural or other language bias.
3. Recognising that course participants will have different learning styles, a variety of assessment models will be used.

4. Evidence will be tailored to the needs of individual course participants as appropriate.
5. Course participants will be given information on assessment methods prior to the course beginning and feedback on the process and results of assessment.
6. If course participants fail their practical assessment, they will be given one opportunity to re-take it on a date agreed by Calm and the participant.
7. All course participants have the right to appeal against assessment decisions, as set out in Calm Mediation appeals policy.

Assessment Management

1. Calm Mediation will ensure that the process of assessment will be managed in accordance with the requirements of the accrediting body.
2. Calm Mediation will ensure that records of learner achievement are logged and maintained. Assessment records will be retained at Calm Mediation offices for five years and then disposed of securely.
3. The Director will be responsible for planning and managing the assessment strategy and ensuring that it matches the information given in the OCN membership application and submission application to run a qualification or award.
4. Each trainer will be responsible for sharing the learning outcomes and assessment criteria with learners, recording assessment, giving ongoing feedback and for ensuring that all learners have equal opportunities for their achievement to be assessed.
5. Each trainer will give guidance to the learner where there are choices regarding assessment.
6. Calm Mediation, at times, will use external tutors that may not have direct OCN assessment experience. However, Calm Mediation will ensure final assessment is carried out by an experienced member of staff. External tutors will be given a full induction of OCN assessment procedures prior to the commencement of any OCN program.

Assessment Evidence

1. Evidence of having achieved all the learning outcomes that make up each OCN accredited course will be generated by the course participant and assessed by the tutor.
2. It is the responsibility of the course participant to assemble evidence of having achieved all the learning outcomes.
3. There are many different forms in which evidence may be presented for assessment. Examples are:
 - Summaries
 - Self-monitoring checklist
 - Completed questionnaires
 - Essays
 - Self-reflection or personal learning journals
 - Handouts
 - Case studies

Sharing Work

1. Course participants will be encouraged to share ideas and derive mutual support when preparing work.
2. Course participants will be advised that plagiarism can be avoided by acknowledging all sources as they go along, and by ensuring that all their work is their own.
3. If a trainer or internal moderator suspects that a piece of work submitted is not entirely a course participant's own, the trainer shall meet with the course participant to talk through discrepancies. They shall record the meeting and outcome in writing and submit a copy to the internal moderator and Trustee Training Committee.

4. If it is found that a course participant has plagiarised another's work, they will be invited to re-do and re-submit that particular piece of work for assessment.

2.4 - INTERNAL VERIFICATION POLICY

Calm Mediation will designate a member of staff trained in OCN internal verification session as the organisation's Internal Moderator. They will be required to:

- Attend Internal Verifier/Moderator training.
- Verify the assessment judgments made by each tutor across a range of units.
- Check that the different assessment tasks are comparable.
- Check individual tutor/assessor assessment records.
- Provide clear records of all internally moderated assessment for external moderation, verification or quality audit.
- Provide feedback to individual tutors/assessors.
- Share good practice in assessment.
- On an annual basis formally review the Learning Programme in consultation with learners and tutors.
- Act on any recommendations given in the external quality report in consultation with the Trustee Training Committee chair. The Internal Moderator will, on a quarterly basis:
 - Visit and meet with students and review student's course evaluations.
 - Sample all programmes.
 - Arrange a quarterly standardisation meeting for the tutors involved in the delivery of accredited learning programmes.

2.5 - APPEALS POLICY

It is the intention of Calm Mediation that the assessment process will be transparent, fair and just for all learners. All learners have the right to appeal against any assessment decision. Any learner may appeal against an assessment decision if you feel:

- That you have been treated unfairly
- The assessment decision to be wrong or invalid
- The assessment process to be unfair or wrongly carried out
- The assessment or teaching methods to be inappropriate
- The assessment process to be unreliable or inconsistent
- The course work and content not meeting the course outline

A copy of this policy will be publicly displayed.

A copy of this policy will be provided to all learners and discussed during induction.

Written records will be kept of all appeals.

At any stage any learner can seek the support of an advocate or friend to assist you to deal with your appeal.

The stages of the process follow:

Stage 1.

In the first instance you should discuss your concerns with your tutor. Your tutor will reply to your concerns within five working days. The decision will be given both verbally and in writing.

Stage 2

If you have been unable to resolve your appeal or complaint informally you can appeal in writing to the Director at Calm Mediation. Your appeal will be investigated, assessed and a decision will be given to you in writing within 14 days.

Stage 3

If you are still not satisfied with the result of your appeal you can request for your appeal to be forwarded to an Appeals Committee. The committee will consist of the Organisation's Training Committee Chair, a member of the projects Trustee Board and a Volunteer mediator. The Committee will respond to your appeal in writing within 4 weeks. The result of the Appeals Committee is final.

2.6 - QUALITY SYSTEM POLICY

Calm Mediation recognises that Quality Audit systems offered by the accrediting organisation are built on an ethos of support and trust.

All learners and relevant staff will be provided with information relating to any OCNLR Quality Intervention process that may involve them.

Calm Mediation has a commitment to working positively and openly with any appointed OCNLR Quality Reviewer / Officer. Calm Mediation will provide the OCNLR with access to all relevant information contacts and facilitate access to learners as required.

On receiving a Quality related report from OCNLR, the Calm Mediation Training Trustee Chair will meet with the internal moderator and course tutors to discuss the report. Within one month of receiving the report the Chair will provide a written response with action points that show how issues will be addressed.”

2.7 - MALPRACTICE POLICY

Definition

This centre defines Malpractice as any deliberate activity, neglect, default or other practice that compromises the integrity of the assessment process, and/or the validity of certificates. Malpractice may include a range of issues from the failure to maintain appropriate records or systems to the deliberate falsification of records in order to claim certificates.

Consequences for Learners

Any report that suggests reasonable grounds for suspicion that a learner has committed or attempted to commit malpractice will be thoroughly investigated by the centre. Situations where a learner is strongly suspected will be reported to the awarding body. Learners should be aware that awarding bodies will contact police authorities in serious cases and consider prosecution. Also, credits and certificates previously achieved may be withdrawn and details of the offence may be passed to other awarding bodies.

Learners found to have committed malpractice following investigation, will be withdrawn from the course and may be excluded from future enrolment on courses at this centre.

Consequences for staff

Any report that suggests reasonable grounds for suspicion that a member of staff has committed or attempted to commit malpractice will be thoroughly investigated by the centre. Situations where a staff member is strongly suspected will be reported to the awarding body. Staff should be aware that awarding bodies will contact police authorities in serious cases and consider prosecution.

Staff found to have committed malpractice following investigation will be withdrawn from teaching that course, and will be the subject of a disciplinary hearing, which may result in dismissal.

Policy for Prevention

In order to reduce the likelihood of Malpractice occurring at this centre:

Information clearly explaining the possible consequences of malpractice will be raised with learners as part of the course 'ground rules' at the start of each course, and with tutor assessors as part of their induction / briefing, prior to teaching / assessing on behalf of this centre.

Assessors will only use material produced at home by learners for formal assessment at a point in the course when the style and capacity of individual learners has become known to the assessor, so that any anomalies in the level or style of working by a given learner can be readily picked up by the assessor,

Staff engaged in assessment must all contribute and be part of regular Internal Verification and Standardisation events, where samples of assessed work are seen by more than one staff member / assessor, and where the samples to be chosen are randomly picked or otherwise not chosen by the original assessor."