

## Welcome



As Managing Director, I am delighted to welcome you to Bruck Payne Associates Ltd; I hope that your learning experience with us will be valuable and productive.

The origins of Bruck Payne Associates Ltd started in 2000 and we are now a successful training provider based in Wiltshire with clients all over the UK and Internationally.

### Our Mission Statement

Is to become the leading thinker and adviser on the future of successful business people in the world. Our focus is to achieve this ambition.

### Our Values

**TRANSPARENT** *We act with honesty in all that we do. We are open with our colleagues, our members, and ourselves*  
**AUTHENTIC** *We live our values every day. We welcome and embrace diverse views.*  
**CREATIVE** *We constantly look to raise the bar on learning. We enable people to dream and deliver their vision.*

Our staff aim is to provide exemplary service, providing you with high quality training, advice and guidance to enable you to achieve your personal goals and move forward in your career.

This handbook and other useful resources can be found on the Inside Leadership website, part of the Bruck Payne Associates Ltd website.

I wish you every success.

Josie Payne  
Managing Director  
Bruck Payne Associates Ltd



Contents	Page
<b>Contact Details – Training Centres</b>	3
<b>Our Commitment to You</b>	4
<b>An introduction to your Learning Plan</b>	5
+ Your individual Learning Plan	6
+ Providing you with the right support	6
+ Reviewing your progress	7
+ Fair Assessment	7
+ Achieving your qualification	8
+ Helping you with the next steps	8
<b>Looking after your welfare</b>	9
+ Health and Safety	9
+ Equality and Diversity	10
+ Harassment and Bullying	10
+ Safeguarding	10
+ E-Safety	11
+ Every Learner Matters	11
+ Data Protection	11
<b>Information, Advice and Guidance</b>	
<b>Helping us to improve our Service</b>	
+ Learner Surveys	14
+ Compliment, Concerns, Suggestions and Complaints	14
+ How we deal with complaints	14
<b>General Rules and Requirements</b>	15
+ Code of Conduct	15
+ Learners attending sessions at Bruck Payne Associates Ltd Centres	16 - 18
<b>Useful websites and contacts</b>	19



## CONTACT DETAILS

Bruck Payne Associates Ltd Training Centres

### Head Office

London House  
124 High Street  
Royal Wootton Bassett  
Wiltshire  
SN4 7JP  
01793 840105

### Training Centre

London House  
124 High Street  
Royal Wootton Bassett  
Wiltshire  
SN4 7JP  
01793 840105

### Centre Opening Hours

Bruck Payne Associates Ltd are open from 9.00 am – 5.00 pm

Reception operates from 9.00 am – 5.00 pm

Out of hour's answering service available

General Enquiries: 01793 840105

Email: [info@bruckpayne.co.uk](mailto:info@bruckpayne.co.uk)

Website: [www.bruckpayne.co.uk](http://www.bruckpayne.co.uk)  
[www.bringingperformncealive.co.uk](http://www.bringingperformncealive.co.uk)



## Our Commitment to You

Our programmes are designed to provide appropriate and suitable training and support to individuals, which lead to recognised qualifications. Bruck Payne Associates Ltd commitment to you is to provide individually tailored support and to ensure you achieve your full potential whilst attending your programme. If you have a query please do not hesitate in speaking to a member of staff or give us a call. Our priority is to support you in succeeding.

### You can expect Bruck Payne Associates Ltd to:

- Provide a supportive environment that encourages and welcomes all learners
- Provide a learning programme that clearly outlines how you will learn, taking into account your learning styles and experiences
- Take all reasonable steps to provide a safe, secure and healthy working environment
- Promote safe learning concepts, aiming to give you the knowledge and confidence to contribute to your own and others safety
- Safeguard the personal information you provide in compliance with the requirements of the Data Protection Act and the Freedom of Information Act
- Provide an induction process that familiarises you with Bruck Payne Associates Ltd and your programme of learning
- Review your progress in line with your Individual Learning Plan
- Provide access to information, advice and guidance throughout your programme
- Provide you with the opportunities to give constructive feedback on your overall learner experience
- Encourage a culture that ensures a positive learning experience is at the heart of your success

### Bruck Payne Associates Ltd will expect you to:

- Have a commitment to achieve
- Treat others fairly, with respect and value your own contributions and that of others
- Follow the policies and procedures of both Bruck Payne Associates Ltd and your employer, if applicable regarding Health, Safety and Welfare, including the use of personal protective equipment where required
- Follow Bruck Payne Associates Ltd Attendance Policy when attending learning sessions
- Notify your Training Leader and Employer, if applicable, when you cannot attend a planned appointment or learning session
- Notify Bruck Payne Associates Ltd of any changes to your circumstances that may affect your programme



# An Introduction to your Learning Plan

## STAGE ONE: GETTING IN

Application and Pre  
Entry Information Advice

Initial Assessment

Individual Learning Plan

Induction into Learning  
Plan

Before starting your programme, a Bruck Payne Associates Ltd advisor will support you in making the correct choice of programme for your needs, based on your existing skills and future goals, assessing any individual needs you have, such as learning support or support with a disability, so that any barriers preventing you from achieving can be overcome.

From this, an Individual Learning Plan is prepared to help you and Bruck Payne Associates Ltd focus on achieving your goals.

## STAGE TWO: GETTING ON

Learning and  
Assessment

Progress Reviews

Achievement

Verification and  
Certification

During the programme, your training tutor oversees your learning and assessment and reviews your progress with you (and your employer if applicable). The assessment decisions your training Tutor makes will be internally verified by Bruck Payne Associates Ltd (and sometimes externally verified by the awarding organisation that oversees your qualifications). Your Training Tutor can then request your certificates

## STAGE THREE: MOVING ON

End of Programme and  
Next Steps

Progression

Once you have completed your programme, your Training Tutor will help you make sense of the options open to you. Information, advice and guidance is there to help you consider further learning opportunities, progression and career choices.

 BPA Inside Leadership

 Bringing Performance Alive...  
in Education

 The Artemis Circle  
Leading your Legacy

5

Bruck Payne Associates Ltd. 124 High Street, Royal Wootton Bassett, Wiltshire. SN4 7AU  
Tel: 0044 1793 840105 E-mail [info@bruckpayne.co.uk](mailto:info@bruckpayne.co.uk) [www.bruckpayne.co.uk](http://www.bruckpayne.co.uk)

## ❖ Your Individual Learning Plan

It is important that you understand what your goals are whilst on a Bruck Payne Associates Ltd programme, and how we are going to help you achieve them. Your training Tutor will help you develop an Individual Learning Plan, following an assessment of your job role or career aspiration, your prior qualifications and experience, and taking into account how you prefer to learn. As a “working document” your Individual Learning Plan will be reviewed and updated regularly so it reflects your achievements and any changes to your circumstances.

## ❖ Providing you with the Right Support

It is important that whilst you are with Bruck Payne Associates Ltd you have access to all the support you need to progress successfully. Bruck Payne Associates Ltd can therefore offer the following additional support:

### ***If you have a health issue or disability:***

*Please make us aware of any health issue or disability, which may affect your successful progression through your learning programme. Bruck Payne Associates Ltd will endeavor to make all reasonable adjustments to support any disabilities you may have.*

### ***If you need extra support with learning:***

*During your time with Bruck Payne Associates Ltd we will carry out assessments, which may identify support you may need to help with learning new things, for example you may need extra support with your reading, writing, maths or English. If you already know that you need extra help please make us aware and we will provide you with the necessary support and guidance.*

### ***If you have personal issues:***

*There may be things that are going on in your personal life which are stopping you from fully taking part in your learning programme; for example family problems, problems in employment or financial problem. If you feel uncomfortable talking to a member of staff about these issues, there are lists of help lines for you to contact at the back of this handbook.*

### ***Information, Advice and Guidance:***

*We will also provide you with information; advice and guidance at every stage of your learning plan in order to help you make informed choices about your learning and progression. You can access this service at any time by speaking to your Training Tutor. For further information please refer to the Information, Advice and Guidance section of this handbook.*

### ***Support from your Training Tutor:***

*Your training tutor is there to guide and support you through your learning programme. Face-to-Face, telephone and email support is available*



## ❖ **Reviewing Your Progress**

Your Training Tutor will carry out progress review meetings with you (and your employer if applicable). Your review will record how well you are progressing towards your learning goals, and actions and targets will be agreed for the next period under review. Having regular reviews with your training tutor gives you the opportunity to comment on your learning plan and to discuss any further support you need. Your Training Tutor will also provide you with any further information, advice and guidance that you require during review meeting. The timing of your review meetings will be agreed at the start of your programme, but may become more frequent, where appropriate

## ❖ **Fair Assessment**

It is Bruck Payne Associates Ltd policy to ensure that all learners have fair treatment when working towards and achieving qualifications.

If you are dissatisfied with an assessment outcome you have the right to appeal. There are three stages to the appeals procedure and each stage must be completed before proceeding to the next. You are advised to keep copies of all documents used in the appeals procedure.

## **Assessment Appeals Procedure**

The main reasons for appeal are:

- ❖ You do not agree with the assessment decision made by your Training Tutor.
- ❖ You believe you are competent and you feel your Training Tutor has misjudged, missed or misinterpreted some vital evidence.

There are three stages to the appeals procedure:

**Stage 1:** If you are not satisfied with an assessment decision, you have the right to appeal to your Training Tutor. This appeal must be in writing and clearly indicate the areas of disagreement with reasons and the portfolio evidence, which you believe meets the requirements of the qualification.

**Stage 2:** If you are not satisfied with the outcome of Stage 1 you can appeal to the internal Quality Assurer. This appeal must be in writing. If you are unhappy with the decision the matter can be forwarded to the Board of Directors at Bruck Payne Associates Ltd.

**Stage 3:** If you are not happy with the outcome of Stage 2 you may then appeal, in writing, to the General Manager of the Awarding Organisation (accompanied by companies of all documentation). There must be written evidence that all previous stages have been adhered to. An external verifier



appointed by the awarding organisation will undertake the investigation. The Awarding Organisation Appeals Committee will consider the application and respond accordingly.

## ❖ **Achieving your Qualification**

Your Training Tutor will advise you when you have completed a unit or full qualification and this is done through the assessment process, which is quality, assured, using internal and external processes as described below, before your certificate is issued.

### ❖ **Internal Verification:**

A designated person within Bruck Payne Associates Ltd, called the Internal Quality Assure, will ensure the quality of the assessment process by observing the Training Tutor carrying out your assessment, talking to you and your Line Manager as appropriate, and looking at your portfolio.

### ❖ **External Verification:**

The External Verifier (from the Awarding Organisation) will sample portfolios and make the final decision on achievement. They may wish to phone or visit you by prior arrangement.

Once verification has taken place, Bruck Payne Associates Ltd will request your certificate from the Awarding Organisation.

## ❖ **Helping you with your Next Steps**

On completion of your learning programme, your Training Tutor will discuss your next steps and all the options available to you. The information, advice and guidance given to you will help you consider further learning opportunities, progression and career choices.





## Looking after your Welfare

### ❖ Health and Safety

Bruck Payne Associates Ltd is committed to providing a safe, healthy and supportive learning environment and will:

- ❖ Provide you with a Health and Safety Induction
- ❖ Train staff in emergency procedures
- ❖ Risk assess all premises and activities
- ❖ Make suitable arrangements if equipment or substances need to be handled, stored or transported
- ❖ Comply with Skills Funding Agency Health and Safety Regulations
- ❖ Give clear instructions and training where necessary
- ❖ Supply our Health and Safety Policy to you on request
- ❖ Maintain equipment
- ❖ Ensure that all accidents, incidents (as well as work related ill health) are reported and investigated

All learners have a responsibility to maintain a Safe and Healthy learning environment by complying with health and safety procedures. You should:

- ❖ Know the fire procedure at your Bruck Payne Associates Ltd Training Centre or your workplace
- ❖ Adhere to the rules of the training centre or your workplace
- ❖ Follow the specific instructions when using any equipment
- ❖ Know that Bruck Payne Associates Ltd does not accept responsibility for any learners personal property

In support of the Safe Learner Concept, your health, safety and wellbeing is continually reviewed and discussed during your programme. Your progress review meetings will provide a regular opportunity to discuss these areas. Your programme will provide the opportunity to develop a greater understanding and awareness of your own and others health, safety and wellbeing.

For further details, please refer to Bruck Payne Associates Ltd Health and Safety Policy Statement or speak to a member of staff.



## ❖ Equality and Diversity

Bruck Payne Associates Ltd values your background and experiences and we aim to meet your needs and expectations wherever possible.

Our aim is to create a learning environment, which reflects, respects and values diversity.

As a Learner with Bruck Payne Associates Ltd you should:

- ❖ Be treated with respect
- ❖ Feel welcomed and valued
- ❖ Be free from any form of harassment or bullying
- ❖ Have equality of opportunity to pursue your learning
- ❖ Receive the support necessary to support your learning

Your understanding of Equality and Diversity issues will be reviewed with you on a regular basis throughout your learning programme. However, please raise concerns with your Training Tutor at any time.

For further details, please refer to Bruck Payne Associates Ltd Equality and Diversity Policy Statement or speak to a member of staff.

## ❖ Harassment and Bullying

Bruck Payne Associates Ltd does not accept any form of harassment or bullying. We have clear guidelines on how to deal with situations that may arise and ensure your concerns are dealt with in an insensitive manner. Harassment and bullying comes in different shapes and sizes and you may hear the phrase “direct” (such as verbal abuse) and “indirect” (such as excluding someone). Harassment and bullying can take place face-to-face, through technology such as text messaging or email, and through social networking sites such as Facebook or Twitter.

If you feel that you are subject to any form of harassment or bullying, you can speak to your Training Tutor or Employer. There are also sources of help at the back of this handbook.

## ❖ Safeguarding

Bruck Payne Associates Ltd that is *always* unacceptable for a Learner to experience abuse of any kind and the safeguarding of our Learners is paramount. All Learners have the right to equal protection from all types of harm or abuse.

Bruck Payne Associates Ltd work in partnership with Learners, employers and other agencies in promoting a safe learning and working environment, and has designated safeguarding officers and procedures in place for dealing with safeguarding issues.



For further details, please refer to Bruck Payne Associates Ltd Safeguarding policy statement or speak to a member of staff.

## ❖ E-Safety

Bruck Payne Associates Ltd recognises the benefits and opportunities, which new technologies offer to teaching and learning. We encourage the use of technology in order to enhance skills and promote achievement. However, the accessible and global nature of the Internet and variety of technologies available mean that we are also aware of potential risks and challenges associated with such use. Our approach is to implement safeguards within Bruck Payne Associates Ltd and to support and learners to identify and manage risks independently.

We believe this can be achieved through a combination of security measures, training and guidance and implementation of our associated policies. We expect all Learners to comply with the Learner Acceptable Usage Agreement available in the General Rules and Requirements section of this handbook.

For further details, please refer to Bruck Payne Associates Ltd E-Safety Policy or speak to a member of staff.

## ❖ Every Learner Matters

“Every Learner Matters” is Bruck Payne Associates Ltd commitment to ensure that every Learner, whatever their background or circumstance, has the support they need to:

- ❖ Be Healthy
- ❖ Stay Safe
- ❖ Enjoy and Achieve
- ❖ Make a positive contribution
- ❖ Achieve economic well-being

The five outcomes are at the heart of everything we do and are reinforced through every aspect of our training programme’s, events, routines, and the environment in which individuals learn.

## ❖ Data Protection

All personal information is handled and dealt with properly and securely; in whatever way it is collected, recorded and used, and whether it is on paper, in computer records or recorded by any other means.

At no time will your personal information be passed to organisations for marketing or sales purposes. From time to time Learners are approached to take part in surveys by mail and phone, which are aimed at enabling us to monitor performance, improve quality and plan for future provision.



Bruck Payne Associates Ltd is committed to complying with all laws and regulations relating to data protection and to the protection of our customers and staff.

Further details can be found in Bruck Payne Associates Ltd Data Protection Policy, available upon request.



## Information, Advice and Guidance

We are committed to providing you with access to high quality and impartial information, advice and guidance to enable you to make informed decisions to achieve your full potential and succeed in life. The support and guidance we offer will assist you in achieving your goals based on your individual needs.

Throughout your learning plan we will provide you with information, advice and guidance and after you have completed your programme of learning, we will assist you with your next steps.

We adhere to the National IAG Board principles for coherent delivery in IAG services, which include:

- ❖ Providing you with impartial, responsive, friendly and enabling information, advice and guidance services
- ❖ Being accessible and visible to you
- ❖ Ensuring that our staff are professional and knowledgeable to meet your needs
- ❖ Making Learners aware of relevant IAG services
- ❖ Supporting you to explore the implications for both learning and work in your future career plans

### **We aim to ensure that:**

- ❖ All Learners have access to information, advice and guidance
- ❖ Services meet the relevant quality standard for learning and work

### **We are committed to providing a confidential service to you and respect that:**

- ❖ You deserve the right to confidentiality to protect your interests
- ❖ By guaranteeing confidentiality, we safeguard the services of giving Advice and Guidance

We will handle information in compliance with the Data Protection Act and any current or subsequent human rights legislation, which guarantees a right of privacy. Information will be shared within the organisation only.

We acknowledge that, on rare occasions, it may be necessary to break the basic rules of confidentiality. These may be broadly defined as situations where the safety, rights and liberties of other people or the person giving information may be seriously at risk.



## Helping us to Improve our Service

### ❖ **Learner Surveys**

Your feedback will help to ensure that we are providing the highest quality of service. Your Training Tutor will ask you to complete a survey either in paper format during or at the end of your training programme, it will only take you a couple of minutes to complete.

### ❖ **Compliments, Concerns, Suggestions and Complaints**

At Bruck Payne Associates Ltd we are constantly seeking to maintain and improve the standards of service we provide. We welcome your comments about any aspect of our service, whether you have a complaint, concern, suggestion or just wish to compliment us. To provide us with your feedback, please use the feedback form available at the end of all of our courses and programmes. If you require a replacement form please contact a member of staff via telephone, email or online enquiry form through our website.

### ❖ **How we deal with Complaints**

Bruck Payne Associates Ltd is committed to providing a quality service and working in an open and accountable way. One of the ways in which we can continue to improve our service is by listening and responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- ❖ Making a complaint is as easy as possible
- ❖ We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- ❖ We deal with it promptly, politely and when appropriate confidentially
- ❖ We respond in the right way – for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- ❖ We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally, and dealt with quickly.

Our aims are to:

- ❖ Resolve informal concerns quickly
- ❖ Keep matters low-key
- ❖ Enable mediation between the complainant and the individual to whom the complaint has been referred

An informal approach is preferred, when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure will be followed.



# General Rules and Requirements

## ❖ Code of Conduct

It is the responsibility of all Learners and Staff to ensure that learning is conducted in a friendly and safe environment. It is a condition that Learners behave according to Bruck Payne Associates Ltd Code of Conduct:

- ❖ Treat Learners and Staff with respect at all times
- ❖ Respect the privacy of other Learners
- ❖ Respect other people's opinions and allow their expression
- ❖ Respect the property of Bruck Payne Associates Ltd, staff and other Learners
- ❖ Respect the Learning needs of others
- ❖ Switch off or silence mobile phones
- ❖ Arrive on time
- ❖ Advise Bruck Payne Associates Ltd if you are unable to attend a session or decide to withdraw from a programme of learning
- ❖ Tell your Training Tutor of any special requirements or difficulties you may have
- ❖ Regularly attend sessions and complete any work in line with discussions with your Training Tutor
- ❖ Work with your Training Tutor to assess your progress regularly and complete formal assessments and examinations if they are part of the learning programme you have chosen.

## ❖ Learners attending sessions at Bruck Payne Associates Ltd Training Centres

### ❖ Signing In

All Learners are required to sign in and out in case of fire and for safeguarding reasons

### ❖ Smoking

Smoking is not allowed in any of the training centres; Bruck Payne Associates Ltd provide designated areas for smoking which you must adhere to. If you need advice on giving up you can call the NHS Smoking helpline free on 0800 169 0 169

### ❖ Alcohol and Drugs

No alcohol or drugs will be allowed onto the premises. If any staff member is suspicious that an individual is under the influence of alcohol or drugs they have the right to dismiss the individual from the programme



## ❖ **Visitors**

For your own safety we can't allow your friends and family onto our premises. If there is an emergency we can't be responsible for their safety, unless authorisation has been given.

## ❖ **Dress Code**

Bruck Payne Associates Ltd operates a dress code, therefore when attending training at our centres you would be expected to adhere to this. More information can be obtained from your Training Tutor

## ❖ **Offensive Behaviour**

Bad language or any offensive behaviour will not be tolerated

## ❖ **Weaponry**

It is an offence to bring onto Bruck Payne Associates Ltd premises or to be in possession of firearms or other weaponry (including replica weapons)

## ❖ **Cleanliness in kitchens/communal areas**

When using the kitchen area within any of our training centres, we ask you to keep the area clean and tidy.

## ❖ **Learner Acceptable Usage Agreement**

As part of your programme of learning, Performance Through People expects learners to demonstrate appropriate behaviour towards staff, employers and other Learners whilst within Bruck Payne Associates Ltd centres and on employers premises.

Equipment and resources required for you to develop skills and knowledge will be made available. It is expected that this equipment be used responsibly, respectfully and in accordance to the manufacturer's instructions. Bruck Payne Associates Ltd will not tolerate any abuse of equipment or resources. Any reported unacceptable conduct will be treated seriously and in line with the Learner disciplinary codes.

Where conduct is found to be unacceptable, Bruck Payne Associates Ltd will deal with the matter internally. Where conduct is considered illegal, Bruck Payne Associates Ltd will report the matter to the police. Serious breaches of codes could lead to removal of Learners from the programme.

This Acceptable Usage Agreement includes, but is not limited to, the Internet and electronic communication devices such as email, mobile phones, games consoles, social networking sites, MP3 Player, e-books and iPods.





## ❖ **Mobile Phones**

Mobile devices are to be switched off or to silent during taught delivery sessions. Interruptions by mobile devices can be very distracting for staff and other Learners. Should you need to be contactable for family or business reasons, Learners are asked to advise the tutor and switch phones to vibrate. Mobile devices can be used during break times.

There may be occasions where mobile devices can be used as part of the taught delivery session. Your tutor will advise you at the beginning of such sessions. It will be expected that mobile devices be used for the intended purposes only, so as not to distract from the topic being delivered.

## ❖ **Internet Access**

Part of your programme of learning will include access to the Internet for research purposes or as a vehicle to access learning resources. It is expected that Learners access approved sites only. Guidance will be given as to which sites are considered appropriate.

Incidents where Learners have accessed sites and materials that are considered offensive or may cause offence to other Learners will be treated seriously and in line with the Learner disciplinary codes. Bruck Payne Associates Ltd defends the right to maintain an environment where Learners feel safe and secure in their learning.

## ❖ **Social Networking**

Learners can follow Bruck Payne Associates Ltd on Facebook and Twitter. It is expected that if Learners wish to do so this is done so during break times only. Bruck Payne Associates Ltd staff members are discouraged from accepting Learners as friends on all social networking sites.

Learners are encouraged, through training, to use social networking sites in a responsible and professional manner. More and more employers use social network sites as a form of reference for potential employees. Something added to your site as a joke may not be seen as such by an employer.

Learners are encouraged to ask permission before posting pictures of other Learners or staff onto a social networking site. By not gaining permission it may be considered an invasion of someone's privacy, which may lead to a breach of his or her security.

Bruck Payne Associates Ltd will not accept Learners disrespecting Bruck Payne Associates Ltd or its staff members on social networking sites. Where Learners have concerns or a complaint, Learners are encouraged to use the complaints process to air that concern or a complaint. Where conduct is found to be unacceptable, Bruck Payne Associates Ltd will deal with the matter internally. Where conduct is considered illegal, Bruck Payne Associates Ltd will report the matter to the police. Serious breaches of conduct could lead to removal of Learners from the programme.



## ❖ Email and Text Messaging

All communication between Learners, Staff and Employers must be professional in tone and content at all times. Communication, which is offensive or considered offensive by others will not be tolerated. Where conduct is found to be unacceptable, Bruck Payne Associates Ltd will deal with the matter internally. Where conduct is considered illegal, Bruck Payne Associates Ltd will report the matter to the police. Serious breaches of conduct could lead to removal of Learners from the programme.

## ❖ iPods/MP3 Player/Digital Radio

During taught sessions, Learners are expected to switch off equipment that may cause distractions to themselves or others.

Learner's, who wish to listen to music, may do so during their break times as long as it is through an earpiece and not broadcast on loudspeaker or through the intranet. If you play recorded music or music videos in public, you are legally required to have a Public Performance License.



## Useful Websites and Contacts

Harm and Abuse	Contact
<ul style="list-style-type: none"> <li>❖ Victim Supportive</li> <li>❖ Refuge Domestic Violence Helpline</li> <li>❖ Rape and Sexual Abuse National Freephone</li> <li>❖ Childline</li> </ul>	0845 30 30 900 0808 200 0247 0808 802 9999 0800 1111/ <a href="http://www.childline.org.uk">www.childline.org.uk</a>
<b>E-Safety and Bullying</b>	
<ul style="list-style-type: none"> <li>❖ Thinkuknow</li> <li>❖ Cybermentors</li> </ul>	0870 000 3344/ <a href="http://www.thinkuknow.co.uk">www.thinkuknow.co.uk</a> 0870 000 3344/ <a href="http://cybermentors.org.uk">http://cybermentors.org.uk</a>
<b>Sexual Health and Relationships</b>	
<ul style="list-style-type: none"> <li>❖ Sexual Health Line</li> <li>❖ Family Planning Association</li> <li>❖ British Pregnancy Advisory Service</li> </ul>	0800 567 123 0845 122 8690/ <a href="http://www.fpa.org.uk">www.fpa.org.uk</a> 08457 30 40 30/ <a href="http://www.bpas.org">www.bpas.org</a>
<b>Substance Abuse and Addiction</b>	
<ul style="list-style-type: none"> <li>❖ Alcoholics Anonymous</li> <li>❖ Smokefree</li> <li>❖ Frank about Drugs</li> </ul>	0845 769 7555/ email: <a href="mailto:help@alcoholics-anonymous.org.uk">help@alcoholics-anonymous.org.uk</a> 0800 00 22 00/ <a href="http://smokefree.nhs.uk">http://smokefree.nhs.uk</a> 00800 776600/ <a href="http://www.talktofrank.com">www.talktofrank.com</a>
<b>Health, Lifestyle and Well-Being</b>	
<ul style="list-style-type: none"> <li>❖ NHS Direct</li> <li>❖ NHS Choices</li> <li>❖ Young Carers</li> <li>❖ Sane</li> <li>❖ National Debtline</li> <li>❖ Citizens Advice</li> </ul>	08 45 46 47/ <a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a> <a href="http://www.nhs.uk/LiveWell/Pages/Livewellhub.aspx">http://www.nhs.uk/LiveWell/Pages/Livewellhub.aspx</a> <a href="http://youngcarers.net/">http://youngcarers.net/</a> 0845 767 8000/ <a href="http://www.sane.org.uk">www.sane.org.uk</a> 0808 808 4000/ <a href="http://www.nationaldebtline.co.uk">www.nationaldebtline.co.uk</a> 0800 138 1111/ <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>
<b>Careers</b>	
<ul style="list-style-type: none"> <li>❖ BPA In Education</li> <li>❖ Next Steps</li> </ul>	<a href="http://www.bpaineducation.com">www.bpaineducation.com</a> 0800 100 900/ <a href="https://nextsteps.direct.gov.uk/Pages/home.aspx">https://nextsteps.direct.gov.uk/Pages/home.aspx</a>

