Andrew Scott Training Consultancy Ltd

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Community Investment Policy

Andrew Scott Training Consultancy Limited is a training and development consultancy specialising in leadership development, managing change, team development, interpersonal skills and personal effectiveness. The organisation is a small company with two directors. One focuses on product development and delivery, the other on managing the finances and administration. We work with associates for many projects and require that they adhere to our policies in all work they do with us.

As a small business working in a local community, we are committed to supporting that community through the use of our skills and talents.

Management Time

Both directors are actively involved in a range of community activities that draw on their skills.

Andrew has chaired the local parish council, been a trustee of a national charity and now volunteers with a local family support agency.

Jane makes her financial expertise available to a local Church.

Other support

We also make our office equipment and stationery etc available pro bono for all these groups for the production of posters, flyers etc.

Named Individual Responsible

Jane Plasom-Scott, BA, ACA (Director)

Review

This policy is reviewed on an annual basis by the directors. Policy reviewed 3 Feb 2020, next review 1 Feb 2021.

CPD Policy: Continuing Professional Development

Andrew Scott Training Consultancy Limited is a training and development consultancy specialising in leadership development, managing change, team development, interpersonal skills and personal effectiveness. The organisation is a small company with two directors. One focuses on product development and delivery, the other on managing the finances and administration. We work with associates for many projects and require that they adhere to our policies in all work they do with us.

We strive to maintain the highest standards of professional expertise in the following ways:

- A commitment to undertake at least 48 hours CPD activities a year;
- Minimum of fortnightly coaching supervision with a qualified psychologist and coach;
- Regular sharing of best practice with colleagues, principally through quarterly meetings of two peer-learning networks;
- Regular professional reading;
- Actively seeking feedback from client organisations and individuals.

Named Individual Responsible

Andrew Scott, MA (Director)

Review

This policy is reviewed on an annual basis by the directors. Policy reviewed 3 Feb 2020, next review 1 Feb 2021.

Environmental Policy

Andrew Scott Training Consultancy Limited is a training and development consultancy specialising in leadership development, managing change, team development, interpersonal skills and personal effectiveness. The organisation is a small company with two directors. One focuses on product development and delivery, the other on managing the finances and administration. We work with associates for many projects and require that they adhere to our policies in all work they do with us.

We are committed to continual improvement in the area of environmentally preferable business practices. Working within our organisation and with client organisations, we aim to minimise the impact our business operations have on the environment. We seek to achieve this through a programme of continual improvement and promoting best practice.

Our key objectives are to:

- Implement and maintain environmentally preferable business practices;
- Review our environmental performance and improve it on a continuing basis.

Office waste

We aim to minimise, reuse and recycle resources wherever possible. Our office is run from domestic premises therefore lighting and heating are not duplicated. All paper waste is shredded and recycled. All other waste is sorted pre-treatment, and recycled where possible. We communicate by email, including sending invoices electronically and using electronic payment systems, to reduce paper usage.

Handouts

All handouts are produced on 100% recycled paper and we use an eco tank printer to minimise ink waste. We are actively encouraging clients to accept electronic handouts in preference to paper ones. We have stopped the practice of using plastic folders and covers.

Energy efficiency

We promote energy efficient work practices eg, turning off computers, lights and office equipment when not in use.

Transport

We choose to travel by public transport where practical for getting to courses, workshops or coaching sessions. We choose to drive a small car with particularly low CO2 emissions. We are seeking to develop further our telephone/Skype coaching as an alternative to face to face sessions thereby reducing the need for travelling.

Measurement

All these areas are monitored and measured with a view to continuous reduction of our environmental impact.

Named Individual Responsible

Jane Plasom-Scott, BA, ACA (Director)

Review

This policy is reviewed on an annual basis by the directors. Policy reviewed 3 Feb 2020, next review 1 Feb 2021.

Equality and Diversity Policy

Andrew Scott Training Consultancy Limited is a training and development consultancy specialising in leadership development, managing change, team development, interpersonal skills and personal effectiveness. The organisation is a small company with two directors. One focuses on product development and delivery, the other on managing the finances and administration. We work with associates for many projects and require that they adhere to our policies in all work they do with us.

We are committed to equal opportunities and believe that everyone should be treated fairly and on their own merit and ability. In particular, we will strive to ensure that no participant is treated less favourably on the following grounds:

- age
- disability
- gender
- race
- religion
- sexual orientation
- nationality
- social background

or by any other condition that cannot be shown to be justifiable.

We welcome participants from all communities and will ensure that their treatment is not discriminatory during the course, workshop or coaching assignment.

Discrimination

We recognise that discrimination can take varying forms:

- Direct: Where a participant is treated less favourably than another in the same or similar situation on one of the grounds listed above;
- Indirect: Where a rule or practice is applied to all but has the effect of disadvantaging a particular group of people compared to others outside the group, unless the rule or practice is needed to achieve a legitimate aim and the means of achieving the aim are appropriate and necessary;

- Victimisation: Where an individual has taken steps to enforce their rights (or has helped another to do so) and as a result is treated less favourably than those who have not complained;
- Harassment: Where an individual is subjected to unwanted conduct on an issue which has the purpose or effect of violating their dignity or of creating an intimidating, hostile, humiliating or offensive environment.

Equality and Diversity

We acknowledge that treating participants equally does not equate to treating all participants in the same way, but that their needs can be met in different ways. We value diversity and will seek to enable all participants to realise their full potential.

We will ensure that our client organisations understand and accept this ethos.

As it is not the intention of Andrew Scott Training to employ staff other than the directors, we do not have policies relating to recruitment and employment.

Named Individual Responsible

Andrew Scott, MA (Director)

Review

Participants' feedback is invited from every course, workshop or coaching assignment and is monitored to ensure this policy is adhered to.

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Health and Safety Policy

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As a small business, reliant on the health and safety of the directors, and also in a position of responsibility for others who attend our training events, we take health and safety extremely seriously, and both directors take an active role in this.

At the office:

Jane Plasom-Scott is the director in charge of Health and Safety. She ensures that all working practices are safe, that the office environment is kept free from hazard, and that all equipment is fit for purpose, certified safe where necessary, and serviced according to suppliers'/manufacturers' specifications.

She is responsible for undertaking a regular risk assessment to maintain a safe working environment, to investigate any accidents and undertake corrective action. All equipment requiring maintenance is identified and maintained efficiently.

New equipment is checked at time of purchase to ensure it meets safety standards.

Adequate first aid arrangements are in place.

Healthy and safe working conditions are a priority and are reviewed regularly to identify areas of improvement.

Any accidents on our premises are duly reported, recorded and investigated.

Any accidents on a client's premises are duly reported and the client's recording and investigation procedures are followed.

Working on client premises:

Andrew Scott always asks for a briefing about the local health and safety requirements on arrival (fire escapes, who to contact in case of emergency etc) and ensures these are communicated appropriately to the participants in any workshop or course. He also undertakes a risk assessment of the working environment for any hazards (eg trip hazards) and takes appropriate remedial action. He also ensures that both he and programme participants remain aware of any health and safety issues and behave in only in ways that are not likely to put themselves or others at risk.

Named Individual Responsible

Jane Plasom-Scott, BA, ACA (Director)

Review

This policy is reviewed on an annual basis by the directors. Policy reviewed 3 Feb 2020, next review 1 Feb 2021.

Ethical Code of Conduct

Andrew Scott Training Consultancy Limited is a training and development consultancy specialising in leadership development, managing change, team development, interpersonal skills and personal effectiveness. The organisation is a small company with two directors. One focuses on product development and delivery, the other on managing the finances and administration. We work with associates for many projects and require that they adhere to our policies in all work they do with us.

We commit to the following code of conduct:

Confidentiality:

We will observe the confidentiality of all clients' confidential information, both as individuals and organisations. The only exceptions to this will be in the case where the law of the land requires it, or when an individual is working against the policies and best interests of their organisation, in which case, we will advise them to cease doing so and tell the organisation, and if they refuse to do so, remind them that we are obliged to do so (these boundaries are discussed with all coaching clients at the start of any coaching assignment).

We will not report back on an individual to anyone else without his or her express consent; the same applies to teams and other groups.

Where an issue arises which we believe the organisation should be aware of, but where we do not have express permission to disclose, we will seek various remedies:

- Re-negotiating with the individual or team to get them to inform the organisation or allow us to do so;
- Find a way of highlighting the issue to an appropriate and trustworthy senior manager whilst protecting the source of the information;
- Seeking external advice on the best course of action (eg from ACAS or CIPD etc).

Transparency:

We will not undertake or participate in any assignment where there is an agenda hidden from participants in that assignment: eg training events that are also being used to evaluate participants without their knowledge.

Professional Competence:

We will only undertake assignments which fall in the scope of our competence, or where the client agrees to an exploratory approach, if we are entering new territory and that seems an appropriate solution.

We will keep our competence up to a professional standard (CPD Policy refers).

We will use our best efforts to provide a professional service in all assignments.

Dignity and Respect:

We will treat all individuals with dignity and respect, and will refrain from speaking ill of people. We will also discourage others from speaking ill of people without serious reason (eg if people are describing a situation of bullying as part of a process aimed at solving it). (Equality and Diversity Policy refers)

Business Arrangements:

We will ensure that business arrangements (professional fees, expenses, cancellation terms etc) are clear prior to the outset of any assignment.

Coaching and Supervision

In addition to this Code of Conduct, all our coaching and supervision conforms to the Code of Ethics of the European Mentoring and Coaching Council (http://www.emccouncil.org/src/ultimo/models/Download/4.pdf)

Named Individual Responsible

Andrew Scott, MA (Director)

Review

This policy is reviewed on an annual basis by the directors. Policy reviewed 3 Feb 2020, next review 1 Feb 2021.

Privacy Policy

Our aim is to use and keep the minimum amount of personal data necessary to run our business effectively.

The data we do collect, keep and use is that necessary to facilitate working relationships, to fulfil contractual and legal obligations, and to follow up afterwards to evaluate its effectiveness for you and any learning for us. Typically that will include names, organisational roles, and contact details of individuals with whom we interact, and email correspondence. In the case of coaching clients, it may also include coaching design briefs and diagnostic reports.

These data are held electronically on password-protected computers. Remote back-ups are encrypted and stored on data security compliant sites.

We will hold such data for the duration of our business relationship (including any subsequent reviews), and then for a further 10 years (in case we need to re-engage with any of the issues, which occasionally happens). Beyond that, all data will be deleted.

You may request to check the data we hold about you at any time.

Named Individual Responsible

Jane Plasom-Scott, BA, ACA (Director)

Review

This policy is reviewed on an annual basis by the directors. Policy reviewed 3 Feb 2020, next review 1 Feb 2021.