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FAMILIARISATION MATERIALS

CANDIDATE PREPARATION MATERIAL

In this exercise you have three pages of preparatory information:

- An e-mail from Victoria Parkes, Customer Services Officer
- a memo from Denise Dourado, Manager of The Westshire Centre
- a copy of The Westshire Centre Equality Policy Statement.

During the activity phase you will meet N Palmer.

PALMER

NOT PROTECTIVELY MARKED

E-MAIL

From: Victoria Parkes, Customer Services Officer
To: 'Candidate' - Customer Services Officer
Date/Time: 'today' 'one hour ago'
Subject: Missing Property

N Palmer, a Heating Engineer at The Westshire Centre, has contacted me and wishes to speak to a Customer Services Officer about a member of staff taking property without authority, from the Staff Room. This is not the first time property has been taken.

N Palmer has indicated to me who they suspect has taken the property. As I know the individual named fairly well I do not feel it is appropriate that I deal with this. Please meet with N Palmer at the end of their shift and deal with any issues raised.

I have attached some information, which may be of use to you, as the individual that N Palmer suspects has been recently employed under the 'Employability' Scheme.

Victoria Parkes
Customer Services Officer

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Memo

To: All Staff
From: Denise Dourado, Centre Manager
Date: 'two months ago'
Re: Employment Policy

The Westshire Centre is currently working with Westshire Social Services on its 'Employability' Scheme. This Scheme aims to find employment opportunities for a number of people who have recently been granted asylum in the UK and are living in Westshire. Its purpose is to provide individuals, who have been granted asylum in the UK, with opportunities to recognise and transfer their skills and qualifications, enabling them to better integrate into the UK labour market, and to generally increase their employability.

Individuals on the Scheme are alerted to job opportunities that match their skills and qualifications. Once the individuals have been alerted to a vacancy, they are subject to the same recruitment procedures as any other applicant, including the checking of references and security vetting. All staff will receive the same training and opportunities, regardless of background. Job performance will be monitored in a standard way, again regardless of background.

The Westshire Centre is supporting the 'Employability' Scheme by informing Westshire Social Services of all advertised vacancies in order that they can notify any individuals who have the appropriate skills.

We look forward to welcoming some new employees to the Centre in the near future.

Regards

Denise Dourado
Centre Manager

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EQUALITY POLICY STATEMENT

This policy applies to all staff in their dealings with other staff and customers.

It is the policy of The Westshire Centre that no member of staff, or customer, receives less favourable treatment on the grounds of gender, marital status, religion, political opinion, race, sexual orientation, disability or is disadvantaged by unjustifiable conditions or requirements. Discrimination includes harassment of a sexual, religious or political nature or on grounds of disability. Racial harassment is defined as, “Any unwelcome or hostile conduct, words or practices or a series of such acts carried out on racial grounds.” Harassment on any grounds will not be tolerated.

In addition to requiring compliance with the specific equal opportunities legislation, The Westshire Centre takes all necessary steps to promote fairness and equal treatment. To this end, all procedures and practices are regularly reviewed and progress monitored.

Any person who believes that a member of staff is behaving in a discriminatory manner or causing harassment to another staff member, or customer, should take action as quickly as possible. Suggested courses of action are:

- a) Ask the person to stop. (In some cases people may not be aware of the effects of their behaviour).
- b) Discuss the problem with an appropriate person. If you are uncertain about what to do, are not sure whether the behaviour constitutes discrimination or harassment, or if you are reluctant to make a complaint, you can seek advice from a Customer Services Officer or your manager.
- c) Make a formal complaint. You can complain, in writing, to the Centre Manager. The Centre Manager will then investigate the allegations and take appropriate action.

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