



**Awaken School of
Outcome Oriented
Psychotherapies Ltd**

**Corporate & Social
Responsibility Policy**

Awaken School – Corporate & Social Responsibility Policy

Awaken School of Outcome Oriented Psychotherapies Ltd is a Training and Accrediting Member Organisation of UKCP providing training, supervision and psychotherapeutic services to individuals and organisations. Our primary aim is to provide a pathway towards registration as a UKCP accredited psychotherapist.

Whilst we recognise that Awaken School has the potential to impact on its employees, customer, society and the environment, this policy is designed to ensure that this impact is a positive one. With this in mind, Awaken School's C & S R Policy has three strands, which cover our duties environmentally, socially and commercially.

Environmentally

The School encourages an active environmental policy that includes the following components:

- The use of surface based public transport where ever possible
- The use of low carbon emission vehicles where road transport is required
- Use of tele-working and home offices to minimise travel requirements
- We separate and recycle all office materials such as glass, paper, cardboard, cans, printer cartridges, toner cases, paper etc.
- All old office equipment is donated to charities e.g. gift of seven desks recently made to a church project that is developing a community centre.
- Heating costs and emissions are minimised through the use of oil filled radiators whenever the offices are partially occupied.
- Catering needs are fulfilled using local caterers or home grown produce.

Socially

The School's social policy includes:

- Seeking to recruit new employees locally.
- Working with local suppliers and trades people.
- Providing flexi-time and crèche facilities to help our employees and their families.
- Donate financially and with goods and services to local schools and charities.
- Use home grown, locally sourced or fair trade products for students and staff.
- To encourage car-sharing by our students.
- Work placements for students interested in understanding psychology and psychological applications in business
- To be actively involved in Initiatives of Change to facilitate global corporate responsibility

Commercially

The School's commercial objectives are:

- To work together with our customers and suppliers to improve the operations of companies.
- To pay our bills in a full and timely manner.
- To fulfil all our legal and commercial requirements.
- To provide a safe and caring environment for our employees.
- To set clear diversity health & safety ethical policies and to adhere to them.

Equal Opportunities Policy

We are fully committed to eliminating discrimination and actively promoting equality of opportunity for our staff and clients. We believe that each individual should be assisted to fulfil their potential irrespective of background, ethnicity, age, gender or disability.

We will seek to promote and maintain an inclusive and supportive work-study environment that respects the dignity of staff and students and assists all members of the learning community to achieve their full potential.

Our policies and procedures in relation to employees, trainers, consultants and students will treat individuals solely according to their ability to meet job or academic study requirements. We aim to promote fairness in all aspects of employment and studying – such as recruitment, training, promotion, marking, termination etc.

We will ensure that we comply with all legislation and good practice by introducing, implementing and regularly reviewing policies and procedures. We will aim to review, monitor and action plan for compliance with legislation.

We will work with other institutions of training and consultancy practice and the local community to tackle discrimination, promote diversity and disseminate good practice.

This policy applies to all colleagues who work for Awaken School on a paid or voluntary basis, all students, external examiners, consultants, all visitors or contractors who visit our premises.

We are fully committed to a policy of equal opportunities for all students in teaching and learning. The School's policy on equal opportunities operates within the constraints of:

- Legislative requirements referring, for example, to the rehabilitation of offenders;
- Professional body requirements in the case of professions regulated by statute
- The School's duty of care to the student body as a whole
- The finite resources available to the School

The School will:

- Make decisions in relation to applications for admission to a programme on academic grounds. This may include a range of factors relevant to the programme in question, including academic achievement and aptitudes applicable to the course of study

- Assist students to pursue the programme of study to which they have been admitted
- Support students who, because of their personal circumstances, require specific advice and guidance
- Offer students wherever possible the opportunity to demonstrate achievement of the learning outcomes of their programme
- Provide procedures by which students who believe that they have been the victim of discrimination or harassment may seek redress.

Codes of Practice and Conduct relating to the staff, trainers, consultants and students

Administration

1.1 Personal enquirers seeking information about the training are provided with the following material:-

1. Current prospectus
2. Code of Practice
3. Costs

1.2 Confidential information provided to the School by applicants, students, training staff, supervisors, referees and the Criminal Records Bureau is not disclosed to persons outside the organisation, and where appropriate, supervisors, unless obvious damage would result from failure to do so.

1.3 The School abides by the Data Protection Act 1984.

1.4 The School reserves the right to withdraw an open course offered (with full fees refund) should unforeseen circumstances or frustrating events arrive (e.g. the venue becomes unavailable, or if too few applicants were accepted for enrolment).

1.5 Applicants will be sent this document.

REFUNDS

2.1 The School refunds fees on a pro rata basis and based upon the remainder of the programme yet to attend. This refund will be without question, upon written request and providing that all course materials are returned to the School.

2.2 Where a student is asked to leave a course, a refund of fees for the remainder of the course is given.

Queries or problems – procedures

Any student who wishes to raise a query or discuss a matter or problem, which is in any way connected with his/her attendance, future training programme or examination, or otherwise concerning the company procedures and policy, the student should contact the directors in the first instance. The student may be referred to a student adviser. Such matters, when discussed verbally and informally, are treated in confidence if requested.

Grievance and Complaints Procedures

- 3.1 Grievance is defined within documentation provided to new students.
- 3.2 Any complaint against a trainer or consultant who is alleged to be behaving unethically must be brought to the attention of the Directors without delay.
- 3.3 Any complaint against a student who is alleged to be behaving improperly will, firstly, be dealt with by mediation and conciliation. Should such attempts fail, the complainant will be advised to follow the Grievance and Complaints procedure.
- 3.4 Any complaint alleging breach of contract by the School must be made in writing without delay. The letter must clearly specify which part of the School's terms and conditions as set out in the School's published documentation is to have been breached. The student advisor will institute a full investigation and review of the complaint, and will reply to the complainant in writing within a month of the receipt of the written complaint.

Regulation of Training and Conduct of Trainers

- 4.1 The training of appointed trainers and consultants is the responsibility of the School's principal or appointee: Trainers and consultants may not deviate in any material respect from the teaching plans provided, or the methods approved by the School.
- 4.2 Trainers and consultants will disclose in confidence to the directors only, matters coming to their attention which pertain to the proper conduct or functioning of any student, or which might affect the welfare of the class.
- 4.3 Trainers and consultants are expected to disclose to the directors only any serious illness which may disrupt their professional functioning.
- 4.4 Trainers and consultants balance the care and attention accorded to any individual beside the welfare of the class as a whole.

4.5 Trainers and consultants do not exploit their position of trust in any way that could be detrimental to the dignity and well-being of the student or the School. Together with the imparting of knowledge and constructive criticism, regard is paid to the personal development of all students undergoing training. Trainers and consultants respect the diversity of students and do not discriminate adversely on grounds of difference. Trainers and consultants abide by the School's equal opportunities statement.

4.6 Trainers and consultants make it clear to students that they cannot be regarded as advisers or spokespersons on behalf of the School where queries arise of a nature not directly related to the current training session. In such cases, students are referred to the School Directors.

Equal Opportunities Policy

The School endorses and recognises the need for an equal opportunities policy and is committed to promoting equal access to employment and training regardless of **race, colour, nationality, religion, gender, sexual orientation, marital status, disability or age** (except in the case of lower age limits.)

The School trainers, consultants, seminar presenters, examiners and supervisors are expected to ensure that no unlawful discrimination takes place.

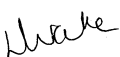
Complaints that cannot be settled by conciliation are dealt with under the Complaints Procedure.

Signed



Mark Wake
Chair Awaken School

Signed



Lisa Wake
Director Awaken School