



# Policy & Procedures Manual

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## CLC Procedures Manual

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# 1 Financial Management

The procedures detailed in this document specify the financial procedures that Widnes CLC will operate under from September 2006. For the purposes of this document:

'CLC' means Widnes CLC which is hosted by Saints Peter and Paul Catholic High School.

'School' means the Finance Department of host school, Saints Peter and Paul Catholic High School.

'SLA' means the Service Level Agreement that is in place between the CLC and School covering the provision of finance services by the School to the CLC.

'CLC Finance System' means a spreadsheet that is used to hold data on orders and invoices and can produce reports required by the CLC Manager and Partnership to monitor CLC budgets.

These procedures are in line with the City Learning Centre Stakeholders Agreement.

## 1.1 Ordering Procedures

An order can originate in 3 ways, each of which must be entered into the CLC finance system.

These are:

- An order raised by the CLC
- An order raised by the School
- A non-invoice order

All orders should be raised within 3 days as part of the SLA between the CLC and school.

### 1.1.1 Raised by CLC

Any order that is raised by the CLC will follow the following procedure:

- 1 The order will be raised on a CLC Order Form by the CLC Officer
- 2 Summary details will be recorded in the appropriate section of the CLC Finance System.
- 3 The CLC order form will be printed off and signed by the CLC Manager.
- 4 The CLC order form will be passed to School who will process the order and pass a copy order to the CLC Officer. Orders up to £5,000 will be signed by the Finance Manager of the school and over £5,000 by the Headteacher.
- 5 The CLC Officer will enter the order number and date into the CLC Finance System.

- 6 When goods or services are delivered, the delivery date will be entered into the CLC Finance System; the delivery note will be signed by a member of CLC staff and filed with the original order.
- 7 When the invoice arrives, it will be signed by the CLC Manager, the invoice date entered into the CLC Finance System and the invoice passed to the School for payment.

### **1.1.2 Raised by School**

The procedure will be the same as 1.1.1 except for step 1 which will be replaced by:

- 1 The School will notify the CLC Officer that an order is necessary and it will be raised on a CLC order form.

This type of order will include utility bills and maintenance contracts.

### **1.1.3 Confirmation order invoices**

The procedure will be the same as 1.1.1 except for step 1 which will be replaced by:

- 1 Any invoices that are received by the CLC or School for which an order has not been raised will be passed to the CLC Manager for authorisation and an order raised on a CLC order form.

The key requirement is to have accurate records of all orders held by the CLC so that reports can be produced showing actual spend against budget for each cost centre.

## **1.2 Invoicing Procedures**

Invoices for services provided by the CLC will be raised by the CLC with payment made to Halton Borough Council. The procedures are:

- 1 The CLC Officer will raise an invoice for the CLC services provided and enter summary details into the CLC Finance System.
- 2 The invoice will be posted to the organisation to whom the services are provided and a copy given to the School for their records.
- 3 When payment is received by the CLC, this will be entered into the CLC Finance System and the cheque passed to the School.

## **1.3 Tendering Process**

All equipment orders over the value of £15,000 will be subject to tender procedures. These procedures are:

1. A specification for equipment that has been identified as part of the CLC Action Plan or CRF bid will be drawn up.
2. Companies able to meet the specification will be identified. If there are less than 3 companies able to meet the specification, then a justification will be written as to why there are no competitive quotes.
3. A request to tender will be sent out to 3 identified companies (if appropriate) with a specification for the equipment, asking for a quotation by a specified date.
4. The quotations will be reviewed by the CLC Manager and 1 company chosen based upon best value principles.
5. If the cheapest quote is not chosen, then a note will be attached specifying why the chosen company offers best value and this will be signed by both the CLC Manager and a representative from the CLC Management Board.
6. An order will be placed according to the guidelines in section 1.1.1

#### **1.4 Expenses – Travel**

Travel expenses will be submitted by CLC staff monthly. They will be claimed using the Halton Borough Council claim form reference ADMIN80 and must comply with the regulations specified on the form. Electronic versions of this form and an expenses spreadsheet are in the CLC shared area under Admin.

Claims by CLC Staff will be authorised by the CLC Manager and those of the CLC Manager by his/her line manager.

Travel expenses will be paid through the employee's payroll whilst in the employment of Halton Borough Council.

#### **1.5 Expenses – Purchases**

Items purchased for use by the CLC can be reclaimed by submitting the receipts to the CLC who will raise a CLC order. Payment will then be made by cheque by Halton Borough Council directly to the person who incurred the expense.

#### **1.6 Gifts and Hospitality**

A CLC register of Gifts and Hospitality will be maintained and entries made into it for the following:

All gifts received from any source that has a monetary value. The register must specify the date, name of provider of gift, name and signature of recipient. Gifts of equipment will form part of CLC assets and monetary gifts will be put into the CLC Income fund.

#### **1.7 Letting Policy**

The CLC is used by a number of groups as follows:

Schools                      The CLC is available at all normal opening times for use by Halton

schools and there is no charge for its use. Normal working hours are:

Monday – Thursday (except bank holidays) - 8:30am to 4.30pm

Friday - 8:30am to 4pm

Requests for use outside normal working hours, including weekends, will be considered in terms of staff availability and caretaking.

Charges may be made for refreshments and transport.

Local Authority The CLC can be booked by the Local Authority for training and meetings as long as this does not stop its use by schools. Charges for this are specified in section 1.9

Local Business The CLC can be booked by the Local Authority for training and meetings as long as this does not stop its use by schools. Charges for this are specified in section 1.9

Host School Bookings of conference facilities that run past 4.30 must be approved by the CLC manager.

## **1.8 Delegation and Authorisation**

The scheme of delegation is to show who is responsible for different aspects of the operation of the CLC and who this responsibility is delegated to in the event of absence.

### **Financial**

#### **Spending Limits**

Authorisation for spending is dependent upon the value of the order.

<b>Level of Spend</b>	<b>Authorisation</b>	<b>Procedure</b>
0 - £500	CLC Manager	Purchase Requisition raised
£500 - £5,000	CLC Manager	
£5,001 - £15,000	Chair of Management Board	3 quotations obtained and Purchase Requisition raised for best value quotation.
Above £15,000	Full Management Board	Tender issued to 3 companies and Purchase Requisition raised for best value tender following authorisation.

In the absence of the CLC Manager, or the Chair of Management Board then authorisation will be made by 2 members of the Management Board.

#### **Signing of orders.**

A purchase requisition is raised by the CLC and will be signed dependent upon the value of the order. This will be:

Up to £100	CLC Manager
Up to £5,000	CLC Manager
Up to £15,000	CLC Manager
Over £15,000	CLC Manager

All orders up to the value of £5,000 will be signed by the School Business Manager of the host school, with those above £5,000 by the Headteacher of the host school, This is because the host school holds standards fund on behalf of the CLC.

## **Virement**

Any virements between revenue or capital costs centres will be authorised by the CLC Manager as long as they are within the limits of the total CLC budget.

## **Disposal of Assets**

The disposal of assets can be authorised by the CLC Director to any limit, but must be signed by two staff in line with the Disposal of Assets Policy.

## **1.9 Charging Policy**

The essence of the charging policy is that all work done with schools, where there are identified learning outcomes for children, and where those children form part of the project, is the core remit of the CLC and use of the CLC facilities and staff is free. All staff training associated with projects identified in the CLC Action Plan will also be provided free of charge whether it is based in the CLC or partner school. Additional costs for projects such as refreshments and transport will be identified on an individual project basis.

Local Authority use of the CLC will be charged as follows:

<b>Facility</b>	<b>Daily Rate</b>	<b>Hourly Rate</b>
Meeting Room	£48	£8
Training Room	£90	£15
ICT Suite *	£150	£25

Business use of the CLC will be charged as follows:

<b>Facility</b>	<b>Daily Rate</b>	<b>Hourly Rate</b>
Meeting Room	£80	£15
Training Room	£150	£25
ICT Suite *	£250	£40

There will be additional costs for refreshments.

\* ICT suites can only be booked up to 2 weeks in advance.

The CLC officer is responsible for monitoring invoice procedures.

There is an additional charge of £50 for software installation or technical preparation.

## **1.10 Income**

When income comes into the CLC it is checked against the invoice and recorded in the CLC Finance System with the date it is received. If income is not from a CLC invoice then a CLC invoice will be raised for it.

All income will be paid into a separate income fund which is managed by the school. Income from items such as the drinks machine will be paid into the CLC Finance system on a monthly basis as laid out in section 1.2

Cash from vending machines will be paid into the school account against the CLC income code by caretakers as part of the SLA.

### **1.11 *Petty Cash***

There is no petty cash held for the CLC. All incidental purchases are made by CLC Staff and receipts put through the expenses system.

### **1.12 *Financial SLA***

The SLA specifies the services that are provided by the school to the CLC to manage the CLC finances. This is shown in Appendix A.

## 2 Personnel

All CLC personnel are employed by the host school.

### 2.1 Staff Development

#### **RATIONALE:**

To develop the knowledge and skills of the staff, so that training needs are met within the context of the CLC development plan.

#### **PURPOSES:**

1. To identify CLC and individual training needs within the context of the CLC development plan.
2. To disseminate specific training among staff.
3. To co-ordinate staff development programme.

#### **BROAD GUIDELINES:**

The CLC has adopted the LA appraisal process and training needs are identified via this process.

Individual training needs will be analysed in the light of the CLC's requirements. These are related to the individual School Improvement Plans.

Where appropriate, in-house training opportunities will be provided to disseminate specific training to relevant staff to meet identified needs.

Subscriptions to relevant professional bodies and journals will be maintained.

Staff will have access to professional advice on career development.

INSET opportunities will be fairly distributed amongst staff, in accordance with individual, CLC and LA needs.

Appraisal is managed using HBC guidelines and all CLC staff are appraised annually. The appraisal process is as follows:

1. An appointment is made, with at least 2 weeks notice, between the reviewer and reviewee. A blank appraisal form is given to the reviewee, who is asked to make notes on each section.
2. At the appraisal interview the reviewer will negotiate with the reviewee an agreed statement for each section of the appraisal form which will be recorded by the reviewer.
3. A Personal Action Plan and the Key Task Monitoring Sheet will then be agreed.
4. The appraisal document will be given to the reviewee to check and then signed by not the reviewer and reviewee within 1 week.
5. Copies of the documents are filed in the CLC.

A blank version of the appraisal document is filed in the CLC shared area under Admin

## **2.2 Job Descriptions**

Job Descriptions for the following are in the CLC Documents file

- CLC Manager/Director of Learning
- CLC Officer
- Adult Trainer/Web Author
- CLC Trainer/Web Author
- Receptionist

## **2.3 Absence**

CLC staff who are sick should contact the CLC by 8:30am and their absence will be recorded. Absence messages should be given to the CLC Manager in the first instance, then the CLC officer. If these are unavailable then a message should be left with reception at the host school to be passed on to the CLC. When possible, the message should indicate the length of absence.

## **2.4 Holiday**

Holidays should be booked via reception. Proposed dates will be entered into the CLC calendar for the attention and approval of the CLC Manager. Decisions will be based on whether or not the proposed holiday takes place in term-time and the effect on CLC provision and minimum staffing requirements. Holidays will be recorded by the CLC Officer.

## **2.5 Time management**

All CLC Staff will use an Outlook calendar which is shared.

## **2.6 Induction of new staff**

### **PURPOSE:**

To outline a process which will ensure that all new staff members are provided with the information or the means of obtaining the information necessary for them to work effectively in the CLC. All CLC staff are employees of the host school.

### **PROCESS:**

1. Letter confirming appointment to the school.
2. Letter pertaining to contractual arrangements.
3. Letter from CLC Manager outlining the Induction programme. Included with this will be a package of information consisting of current copy of the Policies and Procedures Document and other relevant CLC documentation.
4. Visit to CLC after appointment and prior to start date.
5. Series of structured meetings in the first few weeks of the new term.

## **INDUCTION OF NEW STAFF**

What do new staff need to know during their first few weeks in the school and who will tell them ?

Mission statement and Core Values

Staff absence

CLC communication

Duties and Supervision

Fire Drill Procedure

Child Protection Issues

CLC Meetings

Availability and use of CLC resources

All issues relevant to INSET and Staff Development

Details of schools, EIH strands and LEA.

CLC Guidance from DfES

CLC Management Board and Working Parties.

Booking Procedures

Roles and Responsibilities of CLC staff

CLC Strategic Direction and Development Plan

Overview of Action Plan and projects.

First Aid procedures.

## **2.6 Equal Opportunities**

### **RATIONALE**

To meet current legislation on equal opportunities and to make explicit the CLC's commitment to equality of opportunity.

### **PURPOSES**

1. To provide guidance on employment policy.
2. To have commitment to match our educational policy to meeting the needs of all within our care.

### **BROAD GUIDELINES:**

1. The Management Board undertakes that no applicant for a post within the CLC or an employee shall be treated in any way differently on account of their sex, marriage, colour, nationality or ethnic origin.
2. The Management Board will annually examine the impact and the implementation of this policy and any new legislation.

## **2.7 Promoting race equality**

### **RATIONALE:**

The CLC accepts its statutory responsibility for promoting race equality practices, with reference to the Race Relations Act (1976); DfES guidance Social Inclusion: Pupil Support (circular 10/99); and the Race Relations (Amendment) Act (2000).

In addition, the CLC accepts the recommendation of the McPherson Report relating specifically to education i.e. Amendment to the National Curriculum aimed at valuing cultural diversity and preventing racism; the Commission for Racial Equality framework of guidance, 'Learning for All -Standards for Racial Equality in Schools'; the Governors' duty to create and implement strategies to prevent and address racism; and that such strategies are subject to OFSTED inspection.

### **PURPOSE:**

The purpose of this policy is to ensure that the CLC is an anti-racist establishment, which is committed to:

Promoting equal opportunities

Promoting good relations between people of different racial groups

Ensuring action to support victims of racism;

Ensuring existing policies address inappropriate behaviour around racism and other discriminatory practices; and

Recording and reporting racist incidents.

### **GUIDELINES:**

\* We will seek opportunities within the taught curriculum and the wider activities of the CLC to promote tolerance and an awareness of cultural diversity.

\* The CLC management Board will ensure that appropriate guidance and support is provided at key moments and that the needs of users are understood and appropriate responses developed.

\* We will use the LA's procedures for reporting and recording racial incidents (refer to Racist Incident Report Forms). Racist incidents will be reported to the CLC Management Board on a termly basis.

\* The CLC will have in place personnel policies and procedures, which meet legal requirements and promote good practice in the area of equality of opportunities for all regardless of race.

\* The CLC will ensure that all staff are aware of and implement this policy and will provide, where appropriate, training to meet staff needs.

\* Every effort will be made to ensure that visitors to the CLC comply with this policy.

## 3 Stock Management

Stock Management will be handled through the CLC Stock Analysis database which is located in the CLC shared area in the Stock folder. This database is used to manage:

- Inventory
- Assets
- Loans
- Reservations

A manual for its operation is held in the shared area in the Stock folder.

### 3.1 Stock control database

The database is used to record all stock movements into and out of the CLC, and within the CLC. This includes equipment required by the host school for ICT support as part of the SLA.

These procedures cover:

- New stock arriving at the CLC
- Stock movement within the CLC
- Loans of equipment
- Reservations of equipment
- Disposal of equipment

#### 3.1.1 New Stock arriving in CLC

Whenever new stock arrives, details and serial numbers must be immediately recorded and entered into the database. This includes all items of hardware and software over £20. Consumables such as toner cartridges, paper and stationery are not recorded in the database. For hardware and software the following details are entered:

Category	A general category for the equipment. E.g. Camera or Laptop
Manufacturer	
Model	
Serial Number	
Location	Where the equipment is to be located in the CLC
Stock Checked	This will be set as the day the equipment arrives.
Price	The price paid for the equipment
Purchase Date	The date the equipment was purchased.
Notes	Any specific details on equipment

#### 3.1.2 Stock Movement within CLC

All movement of stock within the CLC must be recorded by changing the location field in the database. Locations are:

CLC1

CLC1 Filing Cabinet  
CLC2  
CLC2 Cupboard  
CLC2 Office  
Corridor 1 Store  
Conference Room  
Conference Room Cupboard  
Development Room  
Development Room Cabinet  
Reception  
Manager's Office  
Manager's Office Storeroom  
Under Stairs Store Room  
Training Suite  
Apple Core  
CLC3  
CLC3 Storeroom

### **3.1.3 Loans of Equipment**

All loans of equipment, including equipment removed from the CLC by the technical department of the host school, must be recorded in the CLC Stock Database.

The procedure for equipment loan is:

- The 'Delete ticks' button is clicked on the loan form.
- The equipment to be loaned is located and a loan record set up for it. Any accessories that are with the equipment are recorded.
- A loan form is printed out and signed by the person loaning the equipment and the member of CLC staff issuing the equipment. This is then filed in the 'Loan Forms' folder. Equipment must be collected by the person requesting the loan. Students may not collect equipment that has been requested by a member of staff.
- Borrowers are liable for the replacement costs of equipment taken out on loan. The CLCs insurance only covers equipment supervised by CLC staff. If a member of CLC staff is involved in a field trip, the equipment is covered by the CLC's insurance but if the school or individual borrows the equipment to take on a field trip they are liable for the replacement costs. This should be pointed out at the time of signing the loan form.
- When the equipment is returned to the CLC, it must be checked by a member of CLC staff and the date returned entered into the database, together with any damage/issues. The loan form is then signed by the member of CLC staff and the return date entered onto the form.

The 'daily outstanding loan' update will be run daily and all items of equipment on loan chased up.

### **3.1.4 Reservations of Equipment**

Any request for the loan of equipment in the future is recorded in the 'Reservations' section of the 'CLC Stock Database'. This will allow the CLC to plan the loan of equipment to ensure that there are no clashes between requests. The procedures for using reservations are as follows:

1. A request for the loan of equipment is made and entered into the database.
2. A list of reservation requests is printed on a daily basis and equipment put aside.
3. Loan details are entered into the database as per 3.1.3 when equipment is collected.

### **3.1.5 Disposal of IT Assets**

The disposal of IT assets falls into 3 main categories:

1. Damaged, lost or stolen equipment.
2. Equipment no longer needed by the CLC that would be suitable for other schools in the Partnership.
3. Equipment no longer needed by the CLC that would not be suitable for other schools in the Partnership.

In all cases procedures in the IT Asset Disposal Policy must be followed and details entered into the CLC Stock Database.

The procedures for each category of disposal are as follows:

1. When equipment is damaged, lost or stolen then an Asset Disposal Sheet must be filled out which is signed by a member of CLC staff and counter-signed by the CLC Manager. In the case of damage or loss, then a report must be made by a person involved in the damage or loss. In the case of stolen equipment then a list of equipment, together with a statement must be produced for the insurance company.
2. The aim of the CLC is to provide the latest technology and we operate on a 2-3 year replacement cycle for hardware. Where this equipment is suitable for partner schools, it will be offered to them on a loan basis. This means that the equipment will remain the property of the CLC and a loan form will be raised, with the location changed for each item to the schools taking the equipment.

Please refer to appendix B: IT Disposal Policy for full details.

### **3.2 *Asset Management***

When new hardware or software is entered into the stock database, the value of the equipment will be entered as well.

## **4 Building**

### **4.1 Risk Management**

The CLC has submitted a draft risk management document. Please refer to appendix F.

### **4.2 Maintenance Procedures**

All requests for routine maintenance work will be logged with reception. A record will be made using the Maintenance Template and a copy emailed to the school office for entry into the school's job book. The member of staff logging the request should inform reception when the job has been completed so that it can be removed from the outstanding jobs sheet. A weekly check of completed jobs will be carried out by the centre manager/CLC officer

### **4.3 Health and Safety**

#### **RATIONALE:**

To raise the awareness of all staff to the importance of a proper regard for the health and safety of all personnel within the CLC and their statutory obligations in this regard.

#### **PURPOSES:**

1. To ensure the safety of all the people who use the building.
2. To establish good practice in each area of the CLC with regard to health and safety.
3. To raise awareness of all employees to matters of Health and Safety.
4. To designate personnel who have responsibility for Health and Safety in the CLC.

#### **BROAD GUIDELINES:**

1. It is the responsibility of all staff to monitor and report any matters that might have a detrimental effect on the health and safety of people within the building.
2. On general health and safety matters, the CLC Manager has day to day responsibility for Health and Safety, with the CLC Management Board having overall responsibility.
3. Fire Emergency. It is the responsibility of the CLC Manager to draw up a fire drill and to ensure that once a term an emergency operation is carried out in accordance with the agreed procedures. A record of this fire drill should be kept as well as any action that needed to be taken as a consequence. All emergency lighting, fire bell and exits should be checked by the Maintenance Officer once a week and this check recorded along with any remedial action that is necessary.
4. A pro-forma will be kept in the CLC Reception, which should be filled in by staff to draw to the attention of the Maintenance Officer any building defects that need attention. This will be reported to the host school under the SLA and the Maintenance Officer will take whatever action necessary to address the problem.
5. Accident reporting will take place in accordance with the procedures outlined in the Accident Policy.
6. The CLC Management Board has a no smoking policy in the CLC.

## **4.4 Health and Safety with ICT**

(adapted from Becta website)

Whilst students and teachers are not specifically mentioned under the health and safety regulations regarding ICT, the regulations can generally be interpreted to include many teachers who use computers in their work.

- Students, teachers, CLC staff and other clients should be encouraged to take breaks after prolonged ICT work. A water cooler is provided in the Reception - to be used in a controlled area away from the computers.
- All clients should be encouraged to adopt the correct posture whilst working at a computer workstation:
  - a) Knees should be at a 90° angle with feet flat on the floor.
  - b) Elbows should be at a 90° angle when using the keyboard and keyboards should be adjustable.
  - c) Users should be able to adjust the brightness of the screen.
  - d) Users should not have to strain their neck to see the monitor, the top of the screen should be roughly at eye level.
- All CLC staff computers are equipped with paper management stands.

### Health and Safety Legislation and ICT

The regulations require employers to assess and reduce risk, plan work to allow breaks or changes in activity, provide information and training and provide eye tests on request.

The Electricity at Work Regulations 1989 requires all electrical systems and equipment to be constructed and maintained in a safe condition. There are certain standards relating to the safety of ICT equipment, eg Specification for Safety of ICT Equipment including electrical business equipment - IEC/EN 60 950/BS 7002.

- The Centre's electrical equipment is checked regularly in accordance with Halton Borough Council's policy.
- The Centre's technical team regularly checks, maintains and cleans ICT equipment.
- A CO2 fire extinguisher should be positioned near to any ICT equipment.

### Health and Safety and ICT in The City Learning Centre

The Technical Manager has overall responsibility for the day-to-day running of the equipment and faults or concerns should be reported in accordance with the Centre guidelines.

- The Technical Manager checks equipment daily.
- All PC users should always seek the assistance of a member of the Technical staff, under no circumstances should anyone attempt to connect, unplug or tamper with ICT equipment.

The following list includes areas that all need consideration with regard to health and safety:

- Electrical Safety - Within the usual restrictions of locating electrical equipment such as socket availability and length of cables, it is important that the location of the equipment does not increase the risk of danger to equipment or users. The ICT areas are arranged to ensure safe use of ICT, therefore it is essential that furniture and equipment is not moved around without consulting a member of the Technical staff.

Particular issues to look for are:

- a) Stray leads - All leads are secured with cable ties, any loose cables should be reported immediately.
- b) Trailing Flexes - These are all covered as per regulations. Any loose trunking should be reported immediately.
  - c) Frayed leads - Leads are replaced regularly if they are sub standard.
- d) Damaged plugs - All plugs are sealed and should not be tampered with. Seek advice from the Technical staff.

e) Overloading\power surging - This can occur when running long extension leads. Only surge protected extension leads should be used with ICT equipment. Advice must be sought from the technical staff before using any extension leads for ICT equipment.

f) Coiled cables - where the heat generated could be sufficient to start a fire.

g) Accidental damage - in particular any cuts to flex insulation but also damage from dust, spilt liquid etc.

h) Fuses - correct rating fitted. Under no circumstances should anyone change fuses to ICT equipment. Assistance is available from the technical staff.

- Heat - Most ICT equipment gives off heat and this can build up during the course of the day and become quite oppressive for users and it not good for the equipment to be in temperatures over 30 C. Whilst most areas in the Centre are air conditioned, please take the following precautions to reduce the temperature in the rooms:

a) Lights and air conditioning are switched off when the rooms are not in use.

b) Peripheral equipment should be switched off when not in use.

c) Air conditioning should be activated as necessary.

d) Clients should be encouraged to use the water cooler and take drinks away from the computer equipment in a controlled area.

- Light - Monitors should be positioned to reduce reflections and glare from lights and windows (blinds have been fitted in all PC areas and should be used). Clean screens get better visibility and reduce glare.

Screens should never be cleaned without the use of the proper materials.

- Noise - Most ICT equipment emits background noise, however, any excessive noises should be reported to the Technical Manager using the 'ICT Fault System'. Many software programs feature noise, therefore, it is recommended that clients use the headphones provided.

When using headphones it is essential that the volume is not too loud. Hygiene should also be considered when using headphones.

Software - You should be aware that health and safety legislation covers this area in relation to stress and:

Related Health and Safety Considerations

- Hazardous substances - Toner used in laser printers is a fine dust. Careful handling is required when changes printer cartridges and should only be carried by a member of the technical staff.

Fluids used for cleaning are in some instances flammable. These should always be handled with care and only stored in small quantities. These fluids should not be used in confined spaces and always in well ventilated rooms. It is essential that this type of cleaning is carried out when the ICT rooms are not in use.

- Manual Handling - ICT equipment is often heavy and bulky. All technical staff should take a Health and Safety Course.

- Personal safety - When changing cartridges, repairing peripherals or other ICT equipment, clothing, hair, jewellery etc should be secured. The correct tools should be used for repairing and maintaining equipment.

## **4.5 Pupil Welfare**

### **RATIONALE:**

To ensure that in its role of preventing abuse of children, the CLC fulfils the requirements of "Working Together" under the Childrens Act of 1989,1991 where it states:

"Because of their day to day contact with individual children during school terms, teachers and other school staff are particularly well-placed to observe outward signs of abuse, changes in behaviour or failure to develop".

**PURPOSE:**

To promote the protection of children from harm or ill-treatment, including supporting a child's development in ways which will foster self-esteem, security, confidence and independence to help ensure their own protection and understand the importance of protecting others.

**BROAD GUIDELINES:**

1. All members of staff will have a copy of the "Child Protection Procedure" leaflet which is attached to this policy as appendix B
2. When a concern is raised by a member of the staff they will follow the procedure outlined in the CP leaflet attached as appendix B
3. Members of staff will take full account of the guiding principles set out in the leaflet.
4. Members of staff will then refer to the CLC manager who will forward to the relevant CP officer in the school concerned.

## **4.6 Drugs Policy**

**BROAD GUIDELINES:** The CLC will:

- Seek to develop a policy which responds to the needs of its pupils as well as to the understanding and expectations of its wider community.
- At all times respond to the legal obligations laid down by the Local Authority.
- Have a Health and Safety policy which addresses the relevant issues relating to drug use.
- Develop and implement appropriate responses to drug related incidents.
- Provide the training and support that staff will need.

### **1. Introduction**

This policy and guidelines have been drawn up taking particular note of the recommendations made in the following documents:

- 1.1 Drug Prevention and Schools - Circular 4/95 DFE
- 1.2 Drug Proof - Drug Education Curriculum Guidance for Schools, May '95 DFE
- 1.3 Curriculum Guidance 5 - Health Education
- 1.4 Substance Use and Misuse - A Guide for Schools, Colleges and The Youth Service, Cheshire County Council.

### **2. Drug Related Incidents**

#### **2.1 Tobacco**

As a CLC we endorse the no smoking policy of the LEA. Smoking is therefore prohibited on CLC premises including the school grounds at all times by both staff and pupils.

#### **2.2 Alcohol**

The CLC will seek to promote a healthy and responsible attitude to the use of alcohol in socially acceptable situations for both staff and pupils.

#### **2.3 Illicit Drugs**

The CLC does not support the misuse of drugs or the illegal supply of these substances and will take appropriate action when dealing with situations which may arise from their misuse.

#### **2.4 Confidentiality**

Where a pupil discloses to a member of staff that he or she is taking drugs the member of staff must make clear to the pupil that he or she can offer no guarantee of confidentiality

given the seriousness of drug misuse. The pupil should always be told what information is going to be passed on and to whom.

#### **4.7 Visitors on-site**

All visitors to the CLC must be signed into the visitors book at reception and issued with a badge, unless they are attending a class or training session. Visitors from the host school should also sign in unless they are accompanying a pre-booked class.

#### **4.8 Fire Procedures**

When a fire is discovered, a member of staff should break the nearest fire alarm. The fire brigade should be called if a fire is detected.

Immediately on hearing the fire alarm, all staff and pupils must evacuate the premises using the nearest exit. These are indicated by the arrows on the fire signs. The priority is to evacuate the building. Decisions on fighting fire or preserving property may only be taken after the safety of people has been guaranteed. Windows should be closed if this does not delay the evacuation of the room. Doors and fire doors should be closed on exiting the CLC.

##### **Evacuating the CLC**

This will be done with a minimum of delay, under strict supervision and without panic. The class teacher or member of CLC staff will escort pupils out by the nearest fire exit.

##### **Checking**

Registers will be printed out for checking. This will be done by the receptionist in the CLC if it is safe to do so. Alternatively, they will be printed by the office staff in the main building.

The CLC reception must also bring out the visitors' log.

The teachers of visiting classes (including the host school) are responsible for providing and checking class lists as laid out in the CLC booking form.

All other teachers and CLC staff should register their presence with the CLC Manager or the person with delegated responsibility.

##### **Fire alarm in the host school**

In the event of a fire alarm a member of the office staff will telephone the CLC to inform staff. Responsibility for staff/visitors within the CLC lies with the CLC Manager, or in his absence, the Duty Receptionist. External Tutors will have responsibility for checking their tutor groups and should inform CLC Manager when check is complete. The CLC Manager should inform the Deputy when check is complete.

#### **Routine Checking of Fire Alarms**

##### **Reporting Faults**

ADT are responsible for routine maintenance of the Fire Alarms. Fault reporting is done via **0870 600 6005**.

The contract number is **1000110570**

#### **4.9 Vehicles and travel**

It is important that all staff using their cars for CLC business have business insurance. Photocopies of insurance documents need to be filed in the CLC Manager's office under "Business use" and updated as necessary.

Business mileage should be kept to a minimum and, where appropriate, CLC staff should share transport.

Claims for travel expenses should follow the procedures and criteria as laid out by Halton Borough Council and in section 1.4 of this document.

#### **4.10 Maintenance SLA**

See Appendix C: Buildings and Maintenance SLA.

#### **4.11 Caretaking**

see maintenance

## 5 Student Management

### 5.1 Booking procedures

The CLC is a shared resource for all partner secondary schools, all of whom have equal access to all the CLC's benefits and provision. The CLC operates a booking system for the following resources:

- Apple Core
- Curriculum Learning Suites (CLC 1-3)
- Meeting/video conference Room
- Training Suite
- Audio-visual equipment

All schools should provide the following information when booking:

- School name
- Year Group
- Teacher(s) in charge
- Learning objectives
- How use of CLC will have an impact on raising standards of group.
- Links to schemes of work
- Names of students in group to allow new accounts to be set up if required.
- Software required.
- Internet site access required and Responsible Use Agreement signed
- Any other specific requests.

This will allow us to set up our facilities in the way you require to ensure that you have a motivating, rewarding and exciting learning experience during your visit to the CLC.

To allow us to plan visits, setup our facilities and arrange transport we normally require schools to give us **2 working weeks** notice. We will endeavour to provide schools with the dates and times they require, but this will be determined by the use of the CLC by other schools.

Nominally, each secondary school will have 25% access to the facilities of the CLC but it is accepted that the host school will have an advantage because of its close proximity to the CLC. To ensure that CLC usage is maintained at a high level and that all schools maintain a level of equal access, the following policy is adopted.

The host school has full use of one of the curriculum learning suites, CLC 3, which it can make use of in the most appropriate way. This represents 25% use of the CLC by the host school. However the host school must still provide information on how the facility is being used and complete evaluations.

The host school may in addition book facilities within the CLC up to 2 weeks ahead, but must specify the same information as required for other bookings. This is because of the 2 weeks notice needed by other partner schools to use the CLC. If another school urgently requires access to the CLC, within the 2 week period, then the CLC will ask host school teachers to postpone bookings.

The host school may make allocations outside the 2 week period, but these should not be considered to be firm bookings. If another partner school requests that time, then this will take priority.

## **5.2 Cancellations Procedure**

There is no cancellation charge for partner schools. However, external bookings cancelled without 24 hours notice will be charged £60 or half of the booking fee. They will also be charged for any additional costs incurred e.g. coach hire

## **5.3 Project Bookings**

CLC staff should make project or training bookings by using the following procedure:

- Dates and room availability are checked via reception. Any issues should be discussed with the CLC Officer.
- CLC trainers should specify whether printer access is needed at the time of booking.
- Any equipment needed for the project will be loaned to the project via the booking system
- Reception will enter project details into Meeting Room Manager and will notify the CLC officer. MRM will be used to invite attendees to their bookings, thus ensuring appointments are placed in Outlook calendars and confirmation sent to reception. CLC staff will also give reception details of the project and any resource requirements.
- The CLC officer will make the appropriate arrangements and liaise with the school and the trainer(s)

## **5.4 Evaluation procedures**

All projects and training must be evaluated by the participants and the trainers. In most cases this is done using the evaluation form contained in the CLC Project Admin folder. Completed evaluations will be collated and filed by the CLC officer.

Trainers are expected to evaluate the project as part of the case study written about each project. Completed case studies should be placed in the CLC-Completed Case Studies folder for inclusion in the website.

Wherever possible, trainers should explore alternative methods of evaluation: voting systems, online forms, presentation slides, voice recordings etc

The evaluation form is attached as an appendix.

## **5.5 Student Conduct procedures**

All students are considered guests of the CLC and are therefore expected to behave in ways that do not disrupt their colleagues, other groups within the CLC or that threaten the fixtures and fittings of the CLC. In addition, visiting pupils are expected to use the internet appropriately: accompanying teachers will be asked to sign a Responsible Use Agreement on their behalf. This should be drawn to the attention of pupils at the start of the project.

## **5.6 Discipline**

There are two discipline routes dependent on the group.

**CLC-led groups:** where CLC staff are leading sessions with a visiting school the CLC tutor is responsible for general classroom management and any behaviour that threatens fixtures and fittings. The accompanying teacher is responsible for all other behaviour and discipline issues, including the enforcement of sanctions, in the same way as if they were teaching the group in school. The CLC's Director of Learning has overall responsibility for discipline in the CLC: CLC staff should refer pupils to the Director whenever they feel that indiscipline has reached a level with which they are not comfortable.

**Non-CLC led sessions.** When a school has booked a room but not the CLC staff, discipline is the responsibility of the teacher running the session and all discipline matters should be dealt with according to the school's discipline procedure. However, the CLC Director of Learning still has a responsibility to ensure that the building, staff and facilities are safe: where this is not the case, the Director of Learning should be informed immediately. When the group in question is from the host school, CLC staff are expected to assist the teacher maintain discipline by, for example, contacting the main school but not to enforce any sanctions etc.

**Discipline in the building.** All CLC staff are expected to report unacceptable behaviour in corridors etc to the accompanying teacher or the CLC manager as appropriate.

The CLC will not accept the intimidation or abuse of its staff under any circumstances. If the CLC manager is not present, staff should attempt to identify the parties involved before notifying the CLC manager. The CLC manager will then follow the relevant school or legal procedure.

## **5.7 Accident Procedures**

All accidents to Staff, pupils and members of the public must be recorded in the Accident Book. However, the nature of the accident will determine what further measures need to be taken.

Accident books are kept with:

Reception

### **Minor Injuries**

(e.g. cuts and grazes requiring first aid only)

ACTION: Enter details into the Accident Book only

### **Significant Injuries**

(e.g. sprains, falls, head or eye injuries etc.)

ACTION: Report case to first aider

They will:

Complete Accident Book and Accident Report Form and forward copies to HBC

### **Procedures for reporting "Near Misses"**

These should be reported to the line manager and an Accident Form filled in, copies of which are held in the manager's office

Procedures for Reporting "Violent Incidents"

All incidents should be reported to CLC manager.

CLC manager to put details in "Violent Incident" log book.

If injury or damage sustained then Accident Book and Accident Form to be filled in.

## **5.8 *Damage to Property and Equipment***

The nature of our insurance means that pupils are not insured for use of loaned equipment. The school or the individual member of staff is therefore responsible for the equipment and will be invoiced for any damage. Damage to property within the CLC falls under the insurance policy and will only be invoiced when this damage has been done maliciously.

## **5.9 *Catering Arrangements***

The responsibility for ensuring refreshments arrive and are made available lies with the CLC Officer and receptionist.

Clients will be invoiced for catering when cancellations are made with less than 24 hours notice.

## **5.10 *Fire Safety***

It is the responsibility of CLC trainers to advise students and staff of fire evacuation procedures at the beginning of each session. Accompanying teachers are, in effect, fire marshals for their group and should be made aware of this on arrival at reception. They will also be responsible for supplying the CLC with a class register if attending from an external school.

## 6 Technical

### 6.1 Data Recovery Plan

Data recovery is the responsibility of the school and is covered under the technical SLA. All data is backed up to tape on a daily basis and secured in a protected environment.

### 1.2 Technical services

#### Printing

There is no charge for printing by pupils participating in CLC projects. However, departments must pay for printing if they are using CLC facilities for timetabled lessons without CLC participation. CLC3 is responsible for purchasing its own toner and paper.

All printers will be inaccessible by default. CLC trainers are responsible for requesting printer access when booking the project or entering details into project database. Technical support will produce a daily print report so that departments can be billed.

#### Requesting support.

Levels of support are specified in the Technical SLA attached.

All projects are guaranteed a minimum level of support at the beginning and end of the session and during the planning preparation stages. Projects involving new software, new types of accounts or new hardware configurations require a minimum of 2 weeks notice. There are 2 main ways of requesting support.

- 1 **Project Booking:** support requests should be detailed in the original booking. These will be discussed in the weekly project meeting and details passed to the Campus Network Manager during the weekly support meeting
- 2 **Shared Tasks:** Day-to-day requests should be logged via the desktop shortcut and duplicated in the CLC shared tasks folder

### 6.3 Data Protection

The CLC complies with school, LA and government regulation on data protection issues. Electronic data is protected by Host school software and procedures.

### 6.4 Technical SLA

See Appendix G

## 7 Joint operations

The CLC is committed to working collaboratively with Runcorn CLC and within the CLC community where these operations benefit the achievement of core targets of the CLC and where these aims are consistent with the needs of management board and partner schools.

## 8 Procurement

The CLC is committed to the joint procurement of common equipment and facilities and will continue to work closely with Runcorn CLC in order to ensure effective curriculum coverage for all partner schools in Halton.

We are also committed to the procurement of joint training courses where training needs overlap and will continue to interchange staff where this allows the provision of specialised project delivery or resource production.

We are also exploring the possibility of joint procurement with the LA, particularly in light of the procurement proposals for BSF.