

MANAGING PROBLEMS IN THE WORKPLACE

Each visit to the workplace by either the Trainer or the Assessor may unearth a problem for either our member of staff or the Learner. Where issues arise, they are not to be ignored but need to be addressed and solutions to these problems devised.

1. Be precise about what you feel the problem may be
2. Who does this problem affect
3. Is the problem an issue that is covered by legislation – eg Equal Opportunities, bullying or Health and Safety
4. Who does this issue need to be taken to in order to move things forward
5. Inform the appropriate member of staff that you require an urgent meeting in order to discuss the issues, by e-mail
6. Input the information into the Complaints query in the database and make sure that if the matter is to be referred to another member of staff that they are sent an e-mail requesting assistance
7. Devise improvement / development actions that will make sure that this problem is resolved
8. In the event that the first stages are not resulting in improvements or developments in the situation then ensure that an urgent meeting is booked with Pippa or Jon and all other parties concerned
9. Each month Pippa and Jon F will run a complaints query to ensure that unresolved issues are being addressed and that all problems are working towards solutions
10. If satisfactory solutions are not found then where appropriate the LSC, Connexions, Health and Safety Executive, or Equal Opportunities Commission will be informed in writing by either Pippa or Jon
11. Where satisfactory solutions are found tick the box in the databases to ensure that the matter is no longer raised by the Complaints monthly query
12. If necessary cease all training activity with the employer until all issues have been resolved

Matters with Health & Safety – Jon Flood
NVQ Assessment – Jane, Candice, Julie and Pippa as IV's
Equal Opportunities – Pippa