



shmuTRAIN  
Trainee Handbook

Inspiring  
Scotland



fairer  
scotland  
fund

station house  
shmu  
community media productions

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## Wages

- You will be paid every week
- You can collect your wages from the shmuTRAIN Administrator every Friday
- You must sign a form to confirm that you have received your wages

## Lateness & Sickness

- You must record your hours in a timesheet which will then be signed by a member of staff. If you do not fill in your timesheet your wages could be docked
- You must arrive for training at the correct time. If you are late your wages will be docked. If you are more than an hour late, other arrangements may have been made and you may be sent home – you will then not be paid for that day
- If you are sick and cannot come to your training you must contact Station House before the time you are due to begin training. You will not be paid for any days off sick
- Lateness or absence could result in disciplinary action and/or your wage being docked, unless you phone in before your training is due to start with a good reason for your lateness or absence

## Confidentiality

- All information that:
  - a) you receive during your training
  - b) relates particularly to shmu and shmuTRAIN
  - c) has not been made public

is confidential and you must not pass this information on to anyone else.

## Copyright

- All media, whether hard copy or digital, made or received by you during the training is our property. Once your training has finished, or at any point if asked, you must return to us any such materials you have

## Statements To The Media

- Statements must not be made to reporters from newspapers, radio, television, etc which are about shmu or shmuTRAIN, or when you are in training

## Virus Protection Procedures

- Unauthorised software including public domain software, magazine cover disks/CDs or internet/World Wide Web downloads must not be used
- All software must be virus checked before being used

## Use Of Computer Equipment

- New software must not be downloaded
- Only authorised software can be used on any of the computer equipment
- No software can be brought onto or taken from shmu
- Unauthorised access to any computer equipment will result in disciplinary action
- Unauthorised copying and/or removal of computer equipment/software will result in disciplinary action and could lead to your training being terminated

## Email & Internet Policy

- Unauthorised or inappropriate use of the internet or emails will result in disciplinary action and may result in your training being terminated
- The internet must not be used to access offensive material & should only be used for training related purposes-it is not for personal use
- Emails must not be used for unofficial or inappropriate purposes, including:
  - a) any messages that are abusive, aggressive, could be bullying or harassment
  - b) personal use (social invitations, personal messages, jokes, cartoons, chain letters or other private matters)
  - c) on-line gambling
  - d) accessing or transmitting pornography
  - e) transmitting copyright information and/or any software
  - f) posting confidential information about other trainees, volunteers, staff or shmu

## Wastage

SHMU has a policy of 'minimum waste'

- You must handle machines, equipment and stock with care
- Turn off any unnecessary lighting
- Recycle – containers are provided for paper, cans, plastic bottles, etc
- If you have completed a task and do not know what to do next ask for more work
- Start without delay after arriving for work and after breaks
- If you damage any vehicles, stock or property you will have to pay for the repair or replacement
- If you lose anything because you have not followed rules or instructions you will have to pay some or all of the cost for a replacement

## Standards Of Dress

- You must present a professional image when representing shmu
- You must wear appropriate clothing. If you wear inappropriate or offensive clothes you will be asked to leave and you will not be paid for that days training
- You must not use your mobile phone when in training
- You must not wear personal headphones when in training
- You must have good personal hygiene

## Housekeeping

- Work areas must be kept clean and tidy at all times
- The kitchen must be kept clean and tidy at all times, and should only be used during authorised breaks
- Toilets must be kept clean and tidy at all times

## Health & Safety

- You must be familiar with our Health & Safety Policy and your own health & safety duties and responsibilities
- You must not take any action that could threaten the health or safety of yourself, other employees, customers or members of the public
- If you are given protective clothing and other equipment issued for your protection you must wear and use them
- All accidents and injuries during your training must be reported. Report to your tutor and they can help you to report it in the accident book

## Smoking Policy

- Smoking is strictly prohibited inside shmu. This is to comply with the Smoking, Health and Social Care Act (Scotland) 2005
- You must comply with this law when in any other premises and other locations in the course of your training
- You must not smoke at the entrance to shmu or in front of children or other service users
- You can only smoke during authorised breaks and in designated smoking areas
- Failure to comply with this policy could result in disciplinary action



## Alcohol & Drugs Policy

- You must not bring drugs or alcohol into shmu
- If your performance during training is affected by alcohol or drugs, or we believe you have been involved in any alcohol/drug related offences you may be subject to disciplinary action. However, we will try to support you in dealing with any alcohol, drug or substance misuse

## Hygiene

- Any exposed cut or burn must be covered with a first aid dressing
- If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not come to training without clearance from your own doctor
- Contact with any person suffering from an infectious or contagious disease must be reported before you begin training
- You must have good standards of personal hygiene. If you do not, you may be sent home and you will not be paid for that day

## Changes In Personal Details

- You must tell the shmuTRAIN Administrator if there is any change to your name, address, telephone number, etc
- If you get a job, training or place on a further or higher education course you must tell us

## Time Off

- Appointments (for example medical/dental) should be made outside of your training hours. If this is not possible you must speak to the shmuTRAIN Coordinator who can agree to the time off. You will not be paid for the time that you are absent from training

## Travel Expenses

- We will reimburse you for any reasonable travel expenses incurred whilst travelling during your training. You must provide receipts/tickets

## Trainees Property

- We do not accept liability for any loss of, or damage to, property that you bring onto the premises. You are requested not to bring personal items of value onto the premises, and not to leave any items overnight

## Lost Property

- Articles of lost property must be given to the Project Administrator

## Mail

- All mail received by us will be opened, including that addressed to trainees. Private mail should not be sent care of our address. Any mail relating to your training, job searches, college applications, etc, can be sent care of our address. No private mail may be posted at our expense

## Telephone Calls/Mobile Phones

- Incoming personal telephone calls are allowed only in emergencies. Outgoing calls can only be made if authorised by the shmuTRAIN Coordinator. Mobile phones must be switched off during training

## Buying Or Selling Of Goods

- You are not allowed to buy or sell goods on our premises or during training hours

## Friends And Relatives Contact

- You should discourage your friends and relatives from either calling on you in person or by telephone except in an emergency

## Rights Of Search

- We have the right to carry out searches of trainees and their property whilst they are on our premises
- If you are going to be searched you can ask for another person to be there (someone who is already on the premises). This also applies if further questioning is required
- You may be asked to remove the contents of your pockets, bags, etc
- You have the right to refuse to be searched but this may result in your training being terminated
- We reserve the right to phone the police at any stage

## Disciplinary And Dismissal Procedures

- Every effort will be made to ensure that any disciplinary action taken is fair
- You have the right to be accompanied by a third party from shmu who may act as a witness or speak on your behalf at all stage of a disciplinary process
- You will not normally be dismissed for a first breach of discipline, except in the case of gross misconduct
- If you are disciplined you will receive an explanation of the penalty imposed
- Disciplinary action taken against you will be based on the following procedure:

OFFENCE	1st occasion	2nd occasion	3rd occasion	4th occasion
Unsatisfactory conduct	Formal verbal warning	Written warning	Final written warning	Dismissal
Misconduct	Written warning	Final written warning	Dismissal	
Serious misconduct	Final written warning	Dismissal		
Gross misconduct	Dismissal			

## Unsatisfactory Conduct & Misconduct

- You will face disciplinary action if you are found to have acted in any of the following ways (these are examples and not a list of every action/behaviour that could result in disciplinary procedures being followed):
  - a) failure to abide by the general health & safety rules and procedures
  - b) smoking in designated non smoking areas
  - c) consumption of alcohol, non-prescription drugs or other illegal substances on the premises
  - d) attendance at training under the influence of alcohol, non-prescription drugs or other illegal substances
  - e) persistent absenteeism and/or lateness
  - f) unsatisfactory standards or outputs during training
  - g) rudeness towards volunteers, clients, members of the public, staff or other trainees, objectionable or insulting behaviour, harassment, bullying or bad language;
  - h) failure to devote the whole of your time, attention and abilities to your training during normal training hours
  - i) unauthorised use of email, internet and telephones
  - j) failure to carry out all reasonable instructions or follow our rules and procedures
  - k) unauthorised use or negligent damage or loss of our property
  - l) failure to report immediately and damage to property of premises caused by you



## Serious misconduct

- If one of the unsatisfactory conduct or misconduct rules has been broken and it is shown to be due to your extreme carelessness or has a serious effect on our operation or reputation, this is serious misconduct. In this case, you may be issued with a final written warning

## Gross misconduct

- Examples of gross misconduct include serious instances of:
    - a) theft or fraud
    - b) physical violence or bullying
    - c) deliberate damage to property
    - d) deliberate acts of unlawful discrimination or harassment
    - e) possession, or being under the influence, of illegal drugs
    - f) breach of health & safety rules that endangers the lives of, or may cause serious injury to, staff or any other person
- (these are examples and not a list of every action/behaviour that could be considered gross misconduct).

## General dismissal & appeal procedures

- If we decide to take disciplinary action against you we will put in writing your alleged behaviour or the circumstances. A copy of this will be sent/given to you and you will be invited to attend a meeting
- The meeting will take place before any action is taken. You must take all reasonable steps to attend the meeting
- After the meeting you will be informed of the decision and notified of the right to appeal against the decision if you are not satisfied with it
- If you wish to appeal you must inform us. You will be invited to another meeting, which you must take reasonable steps to attend. The appeal meeting will not take place before the disciplinary action takes place. You will be informed of the final decision after the appeal meeting
- Each step and action under the procedure will be taken without unreasonable delay
- Timing and location of meetings will be reasonable
- Meetings will allow both parties to explain their cases

## Grievance procedure

- Informal discussions may solve problems without the need for a written record. If you feel unhappy at any matter relating to your training you should speak to the shmuTRAIN Co-ordinator
- If you do want to raise a formal grievance it should be done in writing
- You will be invited to a meeting at a reasonable location and time at which your grievance will be investigated fully. You must take all reasonable steps to attend
- You have the right to be accompanied at any stage by a third party who may act as a witness or speak on your behalf
- You will be notified in writing of any decision and informed of your right to appeal
- If you wish to appeal you must inform the Project Director within 5 working days. You will be invited to attend a further meeting and you must take all reasonable steps to attend
- Following the appeal meeting you will be informed of the final decision in writing

## Personal harassment policy & procedure

Personal harassment takes many forms ranging from tasteless jokes and abusive remarks to pestering for sexual favours, threatening behaviour and actual physical abuse. Whatever form it takes personal harassment is always taken seriously and is totally unacceptable.

- Personal harassment is unwanted behaviour by one employee towards another and examples of harassment include:
  - a) insensitive jokes and pranks
  - b) lewd or abusive comments about appearance
  - c) deliberate exclusion from conversations
  - d) displaying abusive or offensive writing material
  - e) unwelcome touching
  - f) abusive, threatening or insulting words or behaviour

(these are examples and not a list of every action/behaviour that could be considered harassment).

- We realise that complaints of personal harassment can be of a sensitive nature and that it may not be suitable to raise the issue through the normal grievance procedure. You can raise the issue with a staff member of your choice (but not the Project Director as they will be responsible for investigating the matter if it becomes a formal complaint)
- If you are the victim of minor harassment you should make it clear to the harasser on an informal basis that their behaviour is unwelcome, and ask them to stop
- If the informal approach fails or the harassment is more serious you should bring the matter to the attention of the shmuTRAIN Co-ordinator

- If possible, you should keep notes of the harassment which include:
  - a) the name of the alleged harasser
  - b) the nature of the alleged harassment
  - c) the dates and times when the alleged harassment occurred
  - d) the names of any witnesses
  - e) any action already taken by you to stop the alleged harassment

## Equal Opportunities Policy

- We recognise that discrimination is unacceptable. Breaches of our equal opportunities policy will lead to disciplinary action
- The aim of the policy is to ensure that no job applicant, employee, worker or trainee is discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability
- We will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available to all trainees
- The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity
- The policy will be implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance and in particular any relevant Codes of Practice
- We will maintain a neutral working environment in which no employee or worker feels under threat or intimidated
- All software must be virus checked before being used



I ..... (print name) confirm that I have read and understood the shmuTRAIN trainee handbook.

I understand that if I do not follow the rules, regulations and guidance in the shmuTRAIN trainee handbook I may be subject to disciplinary action and risk the termination of my training.

Signed: .....

Date: .....