



PROFESSIONAL LANGUAGE CENTRE

Health and Safety Policy

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HEALTH & SAFETY POLICY:

- Cooperate with supervisors and managers on health and safety matters.
- Not interfere with anything provided to safeguard their health and safety.
- Take reasonable care of their own health and safety & report any health and safety concerns to the relevant person (as detailed in this policy).
- Prevent accidents and cases of work-related ill health to employees, Trainees/students, Visitors and other, as well as to provide adequate control of health and safety risks arising from work activities & Providing First Aid in case of injuries to Students & others.
- We will check that the implemented actions have removed/reduced the risks and will report the findings of the risk assessments to all relevant employees.
- We will review assessments annually or when the work activity changes, whichever is soonest. The individuals identified in this policy have been allocated specific responsibilities.
- Provide information and instruction, as is necessary, to all employees concerning the risks involved with using hazardous substances.
- Ensure that all staff are aware of and observe all appropriate precautions in the use of hazardous substances and use specific personal protective equipment as necessary and guiding the same to others, Students, Visitors etc.
- Providing safe learning environment to students or trainees throughout the training programme.





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QUALITY POLICY:

- **Customer focus** – understand their needs and how the organization will meet them.
- **Leadership** – establish, unify and commit to the purpose and direction of the organization.
- **Involvement of people** – people at all levels need to be involved in the development and implementation of the system - this will ensure that it works.
- **Process approach** – look at how things are done and how effectively resources are used to achieve desired results.
- **System approach to management** – identifying and managing interrelated processes within the organization and how they affect each other.
- **Continual improvement (commitment to)** – should be a permanent objective to achieve perfection.
- **Factual approach to decision making** – business decisions are based on the analysis of factual information gained from auditing and reviewing process and the system as a whole, this enables management to change the way things work to prevent non-conformance issue arising again.
- **Mutual customer/supplier benefits** – ensuring value to customers, clients and stakeholders.





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DATA PROTECTION POLICY:

- Inform individuals why the information is being collected when it is collected
- Inform individuals when their information is shared, and why and with whom it was shared
- Check the quality and the accuracy of the information it holds
- Ensure that information is not retained for longer than is necessary
- Ensure that when obsolete information is destroyed that it is done so appropriately and securely
- Ensure that clear and robust safeguards are in place to protect personal information from loss, theft and unauthorized disclosure, irrespective of the format in which it is recorded
- Share information with others only when it is legally appropriate to do so
- Set out procedures to ensure compliance with the duty to respond to requests for access to personal information, known as Subject Access Requests
- Ensure our staff are aware of and understand our policies and procedures





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EQUALITY POLICY:

- To create an environment in which individual differences and the contributions of all our staff are recognized and valued.
- Every employee is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
- Training, development and progression opportunities are available to all staff.
- To promote equality in the workplace which we believe is good management practice and makes sound business sense.
- We will review all our employment practices and procedures to ensure fairness.
- Breaches of our equality policy will be regarded as misconduct and could lead to disciplinary proceedings.
- This policy is fully supported by senior management and has been agreed with trade unions and/or employee representatives. The policy will be monitored and reviewed annually
- ITC values the diversity of students of all ages and aims to ensure that all students or trainees are treated fairly and with dignity and respect.
- ITC will give protection against unfair discrimination regardless of: Age, Disability, Gender reassignment, Race Religion and belief.
- We expect all students to take responsibility and behave in accordance with this policy respecting the principles of the policy in their practices and dealings with the ITC; and in a way that reflects and appreciates the diversity of the ITC.
- All staff will take seriously all allegations of discrimination. Any allegation made will be investigated thoroughly.





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COMPLAINT & DISPUTE POLICY:

- **Acknowledge:** The staff should respect the customers' right to voice their concerns. All complaints received should be acknowledged to the customer either by telephone or in writing.
 - **Resolve:** We should aim at first contact resolution for all customer concerns. The staff should investigate customer concerns in detail before negotiating a resolution.
 - **Escalate:** All staff should aim to escalate the complaint if the customer remains dissatisfied with the investigation and/or resolution offered by their first point of contact at ITC. All complaints where customers/candidates request to speak to a higher-level representative should be also be escalated awarding bodies.
 - **Record:** Our staff should aim at recording all relevant information, on the customer's account in regards to customer concerns along with details of all discussions had with the customer in the process of investigating and/resolving the complaint. Detailed information on the resolutions offered to address customer concerns should also be clearly recorded.
 - **Communicate:** Remain in constant touch with the customers or students while their concerns are being investigated. Customers or students should be informed of all steps of the investigation and the resulting outcome at appropriate times.
 - **Report:** Staff should report on all complaints received by their different business areas. The reporting should include information on the number as well as type of complaints being received, the status of these complaints from time to time and the resulting outcomes or resolutions offered to close them.
 - **Feedback:** Aim at regular and intensive reviews to identify possible trends in the complaints being received. These reviews should be aimed at highlighting improvements required to avoid complaints being repeated.
- We are strict in our examinations as we have invigilators and CCTVs installed too.





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- Everyone should aim at effective implementation of improvements suggested directly by customers or highlighted by complaint trends.
- ITC will acknowledge the complaint from customers, visitors, students and others within 5 working days of receipt. We also Aim to resolve any complaint within 30 working days from the day of complaint being received.
- If a student is not satisfied with the resolution of the ITC they can also appeal to the management by email: md@icontrainingcentre.qa





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DISABILITY POLICY:

- Make reasonable adjustment to maintain the services of an employee who becomes disabled, for example, training, and provision of special equipment, reduced working hours. (NB: managers are expected to seek advice on the availability of advice and guidance from external agencies to maintain disabled people in employment);
- Include disabled people in training/development programs;
- Give full and proper consideration to disabled people who apply for jobs, having regard to making reasonable adjustments for their particular aptitudes and abilities to allow them to be able to do the job.

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Dated : 16-09-2021

