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**FAMILIARISATION MATERIAL**  
**CANDIDATE PREPARATION MATERIAL**

In this exercise you have three pages of preparatory information:

- An e-mail from Victoria Parkes, Customer Services Officer at The Westshire Centre
- A memo from Denise Dourado, Centre Manager at The Westshire Centre
- A copy of The Westshire's Centre Equality Policy Statement.

During the activity phase you will meet N Palmer, an employee within The Westshire Centre.

OFFICIAL

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**E-MAIL**

**From:** Victoria Parkes, Customer Services Officer  
**To:** 'Candidate' - Customer Services Officer  
**Date/Time:** 'today'  
**Subject:** Missing Property

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N Palmer, a Heating Engineer within The Westshire Centre, has contacted me and wishes to speak to a Customer Services Officer about a member of staff taking property without authority, from the Staff Room. This is not the first time property has been taken.

N Palmer has indicated to me who they suspect has taken the property. As I know the individual named fairly well I do not feel it is appropriate that I deal with this. Please meet with N Palmer at the end of their shift and deal with any issues raised.

I have attached some information, which may be of use to you, as the individual that N Palmer suspects has been recently employed under the Employability Scheme.

Regards

**Victoria Parkes**  
**Customer Services Officer**



## Memo

To: All Staff  
From: Denise Dourado, Centre Manager  
Date: 'two months ago'  
Re: Employment Policy

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The Westshire Centre is currently working with Westshire Social Services on its Employability Scheme. This Scheme aims to find employment opportunities for a number of people who have recently been granted asylum in the UK and are living in Westshire. Its purpose is to recognise and transfer the skills and qualifications of these individuals, enabling them to better integrate into the UK labour market, and to generally increase their employability.

Individuals on the Scheme are alerted to job opportunities that match their skills and qualifications. Once the individuals have been alerted to a vacancy, they are subject to the same recruitment procedures as any other applicant, including the checking of references and security vetting. All staff will receive the same training and opportunities, regardless of background. Job performance will be monitored in a standard way, again regardless of background.

The Westshire Centre is supporting the Employability Scheme by informing Westshire Social Services of all advertised vacancies in order that they can notify any individuals who have the appropriate skills.

We look forward to welcoming some new employees to the centre in the near future.

Regards

**Denise Dourado**  
**Centre Manager**



### **Equality Policy Statement**

This policy applies to every member of staff within The Westshire Centre when dealing with colleagues and customers.

It is the policy of The Westshire Centre that no member of staff or customer should be unlawfully discriminated against or harassed. Discrimination includes treating a person less favourably because of age, sex, sexual orientation, gender reassignment, race, religion or belief, disability, marriage and civil partnership, or pregnancy and maternity.

Harassment includes any unwanted conduct (including words, behaviour or a combination of both) directed at a person on the basis of age, sex, sexual orientation, gender reassignment, religion or belief, race or disability and which has the purpose or effect of violating a person's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment.

The Westshire Centre will not tolerate discrimination or harassment of any kind and takes all necessary steps to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by law and to advance equality of opportunity. We regularly review and monitor all of our practices and procedures.

Any person who believes that a member of staff is discriminating against or harassing a colleague or customer should take action as quickly as possible. We recommend doing the following:

- a) Ask the person to stop. (In some cases people may not be aware of the effects of their behaviour.)
- b) Discuss the problem with an appropriate person. If you are not sure about what to do, whether the behaviour could be classed as discrimination or harassment, or whether you should make a complaint, you can get advice from a Customer Services Officer or your manager.
- c) Make a formal complaint. You can complain in writing to the Centre Manager. The Centre Manager will then investigate your complaint and take appropriate action.

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