

Your task for this part of the coursework is to complete an in depth study of the health and safety, employment law and grievance procedures in place at Willowburn Leisure centre.

By the end of this Module you should be able to:

Level 1

- 1 **Describe** the main employment laws that protect employees at work.
- 2 **Identify** possible health and safety risks for the employees and customers.
- 3 **Outline** what procedures are available for dealing with disputes– workers who feel hard done by or employers needing to take disciplinary action.
- 4 **Outline** if there any Trade Unions or other employee group within the business.

Level 2

- 5 **Explain** how the business protects the health and safety of its employees?
- 6 **Explain** if there are Unions or employee groups, what is their purpose?
- 7 **Explain** how has the business dealt with any actual disputes?

Level 3

- 8 Give **your opinion** on how well, or badly the business protects the Health and Safety of its employees.
- 9 **Outline and describe** how have the Unions implemented national and local working conditions– i.e. regulations issued by government.

Key words to use in this piece of work:

Grievance is a complaint by an employee about his or her treatment at work.

Grievance procedure: a process the employer puts into place to deal with above or to prevent it from happening.

Disciplinary procedure: a process the employer puts into place to make employees accountable for the things that they do wrong at work.

Trade Union: is an organization of workers from many business that represents its members in negotiations with employers and seeks to protect their interests.

Industrial action: is any action taken against an employer by its employees, usually trade union members, during a dispute.

National Legislation: Laws that the government passes to protect employees.

Progress Tracker Level One

TICK WHEN
COMPLETED

Tick when you have completed each task and monitor the progress that you are making through this part of your coursework. Once you have achieved all of these you have achieved a level one and can then move on to Level two work.

1 Describe the main employment laws that protect employees at work.

You need to outline why there are laws to protect employees. Write about the types of things that they are trying to prevent.

You need to describe the following laws (Information can be found in the text book). You need to say what they are trying to protect employees from individually:

- National Minimum Wage Act 1998
- The Equal Pay Act 1970
- Sex Discrimination Act 1975 and 1986
- Race Relations Act 1976
- Disability Discrimination Act 1995
- Data Protection Act 1998

2 Identify possible health and safety risks for the employees and customers.

You need to think about all of the possible hazards that exist in Willowburn and how these can have an impact on the health and safety of employees and the customers who visit Willowburn.

You need to outline the risk, then you need to explain the risk. You need to think of at least six of these. For example:

Equipment set up: Working at the Willowburn often involves setting up equipment and taking it down again. Loose equipment could fall onto staff causing risk to their personal health.

3 What procedures are available for dealing with disputes—workers who feel hard done by or employers needing to take disciplinary action.

For this section you need to **outline** the grievance procedure for staff. This means how do staff complain about disputes or highlight problems they are having at work.

You need to talk about the role of Peter Halliwell— open door policy (informal procedure).

Also, the formal procedure for dealing with disputes.

Describe/ illustrate a typical grievance procedure.

Compare it to the outline of grievance procedure at Willowburn.

Look at the disciplinary procedure for Willowburn (taken from the staff handbook).

Describe the stages taken during disciplinary action:

- Oral warning
- Written warning

continued on next page>>

- Final Written warning
- Sanctions/dismissal (for gross misconduct managers may go straight to 4)

How does the chain of command effect how disputes are dealt with?

You should have been given a pack of information from Willowburn, there will be details of their grievance and dispute procedure in there.

4 Are there any Trade Unions or other employee group within the business.

Explain what a trade union is. What do they aim to do? You need to show that you understand that Unions are responsible for organizing industrial action such as strikes. Describe the 1993 Trade Union Reform and Employment Rights Act. Show that you understand that it was brought in so that employers has to be informed 1 week before any industrial action was taken– provided a cooling off period to make industrial action less likely.

Discuss that in Willowburn a Trade Union is not necessary as the working conditions and pay are currently satisfactory.

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Progress Tracker Level Two

TICK WHEN
COMPLETED

Tick when you have completed each task and monitor the progress that you are making through this part of your coursework. Once you have achieved all of these you have achieved a level two and can then move on to level three work.

5 How does the business protect the health and safety of its employees?

Go back to list of all of the Hazards that you identified for level one.

You need to **describe** all of the procedures Willowburn puts in place to protect its employees and customers.

A good starting point would be to **highlight** what Willowburn does to reduce the chances of these risks happening.

You could then **investigate** other procedures Willowburn has for protecting the safety of its employees.

6 If there are Unions or employee groups, what is their purpose?

Discuss the fact that in Willowburn a Trade Union is not necessary as the working conditions and pay are currently satisfactory.

Investigate if any of the workers are members of the General Workers Union.

Describe (even if there are no trade union members) how a member of staff would use the trade union to help with a problem or a dispute.

Explain how if there was a trade union within Willowburn, instead of going to their supervisor, the member of staff could have gone to the Trade Union Representative who could give the member of staff assistance and support in the matter.

7 How has the business dealt with any actual disputes?

You need to **describe** how it is inevitable that there will be disputes in any business.

You need to use your notes from when we went to see Peter Halliwell for this section:

- You need to write about an example of a dispute in Willowburn.
- Describe what the dispute was about and what happened.
- You then need to talk about what was the outcome of this.
- Were other members of staff involved (e.g. Peter Halliwell).
- You need to say what the result of this dispute was.
- Was there any disciplinary action taken?
- Was the chain of command used to deal with this dispute. If no, why?

Progress Tracker Level Three

TICK WHEN
COMPLETED

Tick when you have completed each task and monitor the progress that you are making through this part of your coursework. Once you have achieved all of these you have achieved a level three and you're FINISHED!

8 Give your opinion on how well, or badly the business protects the Health and Safety of its employees.

You need to think about how effective Willowburn is in its effort to protect its employees.

You need to **provide some evidence** of this. **Describe** what things do they do that is effective? (try and give five examples).

For example:

Willowburn carry out a lot of safety precautions and measures to ensure a safe as possible working environment. The Willowburn also provide their staff with a lot of training, to make sure they do there job properly and don't put customers endanger.

Outline: is there anything that the business could do to improve its delivery of health and safety?

Explain how this would help to protect employees further.

9 How have the Unions implemented national and local working conditions– i.e. regulations issued by government.

You need to **state** that as Willowburn follows equal opportunities procedures, staff have employment contracts, they get equal pay and there is no gender or racial bias.

Because of this, there are implementing the national legislation.

There have been no accusations or incidents made against the management of any unfair discrimination so their policies on equal opportunities appear to be working.

Explain that through a series of meetings between the union and management equal opportunities policies are thrashed out. The Union's role is to make sure that Willowburn have the policies in place and are abiding by them. As they do gave have actual written policies, then the union is doing its job in making sure that the working conditions policies are in place.

Discuss: if the union representative felt that certain practices/activities or Machinery are unsafe then it is their job to bring it to the attention of the management. Management must ensure that Health and Safety at the Work Act is followed. It is often the union who check within the workplace that it is happening.