



Putting young people first

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# **WHEELS VOCATIONAL & LIFE SKILLS CENTRE**

## **Care, Support and Guidance Policy**

**Adopted September 2013**

**Date of Last Review: September 2025**

**Next Review: September 2026**

Company Registration No. 06608327

Registered Charity No. 1157795

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## **Introduction**

Every student who attends Wheels VLS is guaranteed to benefit from a learning environment that is caring, supportive and one that offers guidance.

**This policy is inseparable from the Safeguarding and Child Protection and the Behaviour for Learning Policies of the Centre and should be read in conjunction with the same.**

Specifically, this policy deals with day to day issues that students may experience whilst in the care of the Centre and the routines and protocols that exist to support learning for all students.

This policy contains valuable information for Parents/Carers and for Students and Staff alike.

## **General Information**

We value regular contact with Parents/Carers and Home Schools, however, should you have any concerns about your child, please let us know and we will endeavour to do our utmost to assist. Should we have any serious cause for concern regarding your child, we will contact Parents/Carers (and home School if necessary) immediately on the contact numbers provided to the Centre.

It is a matter of importance that you let us know of any change to your contact details.

Wheels VLS Centre is open 52 weeks of the year excluding statutory Bank Holidays. Our contact number is 0121 522 3717 however, should you require **emergency** out of hours assistance, please call 07714459451 or email [hello@wheelsvls.co.uk](mailto:hello@wheelsvls.co.uk).

## **Health and Safety**

All new students will receive a full health and safety induction on their first day at Wheels VLS Centre covering all aspects of personal, site and workshop safety.

All students will need overalls and boots to equip them for workshop sessions. These will be provided by Wheels VLS Centre and the Home School will be invoiced, however, students are permitted to bring their own boots and overalls, provided that they are suitable for purpose and conform to British safety standards. Students are not permitted into the workshop without personal protective clothing and equipment.

## **Parents/Carers and Students - Communication**

Wheels VLS Centre supports the family unit to enable our students to attain their full potential in their chosen educational path.

We will keep parents/carers informed regularly on their child's progress, which we feel is important to both parents and students.

Parents and students who have English as an additional language can be provided with support where necessary.

Staff are always available to discuss any issues or concerns that parents/carers/students may wish to discuss. We actively encourage parents to support their child in attending Wheels VLS Centre and they will always be made to feel most welcome should they feel the need to visit or call.

## **Attendance**

There is a clear link between attendance and attainment. Wheels VLS Centre places particular focus on the importance of regular attendance and punctuality.

If students are not present at registration a phone call will be placed to the contact number/s on the student's file. Student attendance is monitored by ourselves and Home School on a weekly basis to support students in attaining a minimum 95% attendance target. Wheels VLS Centre will not authorise holidays taken during term time and students will receive an unauthorised absence mark for the period. (See Behaviour for Learning Policy – Attendance.)

### **Medical Appointments, Sickness and First Aid**

If students have a medical appointment during Centre time, they **must** have an appointment card/letter or alternatively, a phone call should be lodged by a Parent/Carer to inform Wheels VLS Centre of when the student will be absent.

Students must attend Wheels VLS Centre if they are well enough to do so. If they are ill, Parents/Carers should contact the Centre on the first day of their child's absence by 9.30am, to inform us of the reason for their absence and an estimated return date.

We have a number of staff members who are qualified and experienced in administering First Aid. If the student is injured or unwell during Centre hours they will be assessed and treated by a First Aider. You will be contacted if your child is unwell or, in the case of an injury, if further treatment is required. No student will be sent home to an empty house or without contact being made with a Parent/Carer.

The Centre's Health Advisor visits Wheels VLS Centre on a regular basis and works closely with staff at Wheels VLS Centre to offer advice and support in relation to students' existing or emerging health needs.

For children with special needs or health problems which are affecting Centre or home life, the Centre Health Advisor can also refer the issue, in consultation with Parents/Carers, to a Community Paediatrician for a medical assessment. Parents/Carers may also request a referral for their child through their own GP.

### **Emergency Centre Closure**

In the event of severe weather conditions or other emergency, we may need to close Wheels VLS Centre and this decision can often only be made early in the morning. Although we always endeavour to be open, in order to ensure the health and safety of students and to avoid students from making a hazardous journey into Wheels, the decision may be made to close the Centre.

When this decision has to be made, we will contact the following radio stations:

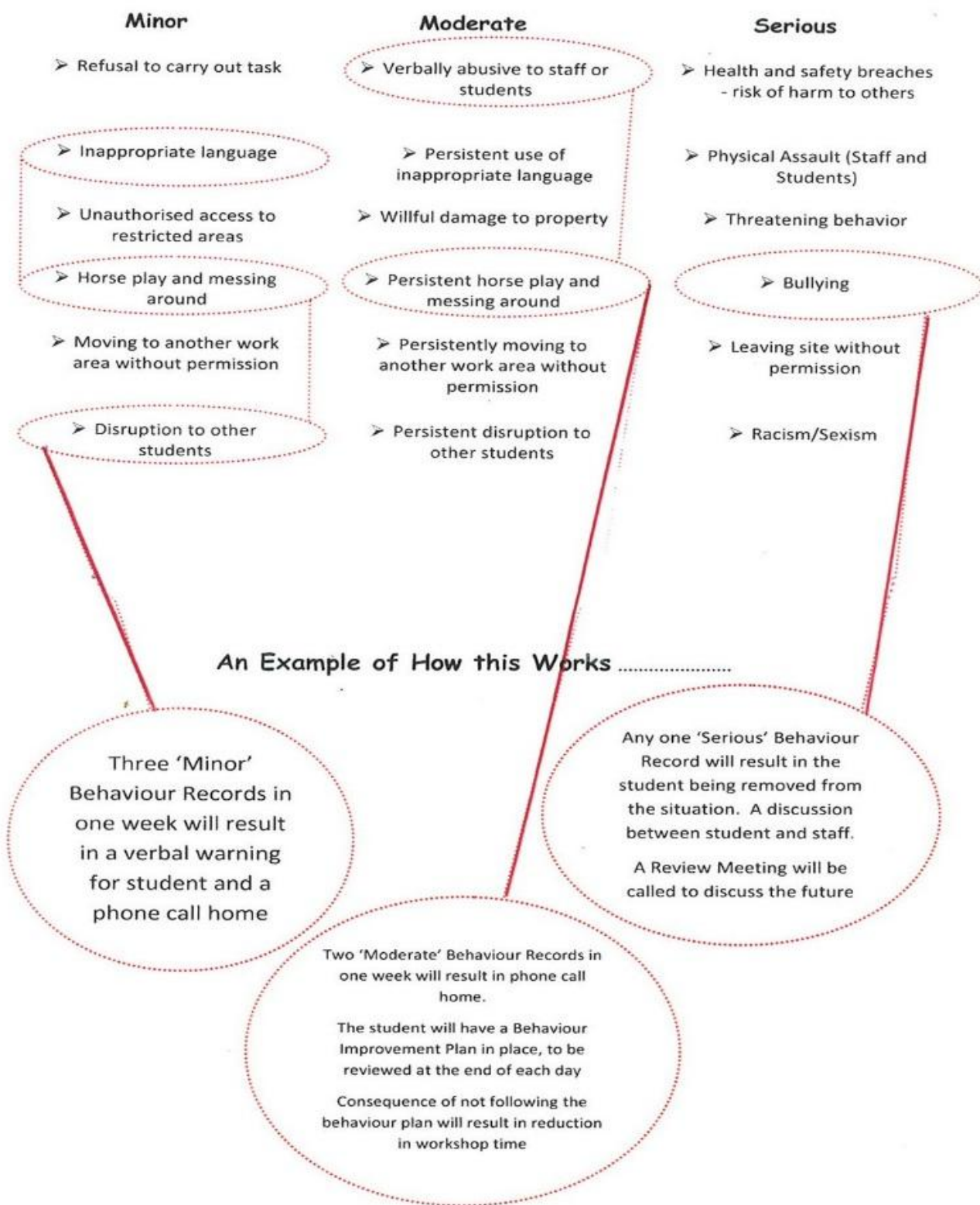
- BRMB            Frequency 96.4
- Radio WM      Frequency 95.6
- Heart FM       Frequency 100.7
- Free Radio     Frequency 97.2

### **Behaviour and Discipline**

On occasion we do find it necessary to discipline our students, e.g. health and safety breaches, etc. Dependent upon the frequency and seriousness of the incident/s the following chart is a guide to the Behaviour and Consequences model adopted by Wheels VLS Centre.

If students arrive late at Wheels VLS Centre, they are expected to make up the time that has been missed at the end of the day (after 3:00 p.m).

If any other disciplinary matters arise, Wheels VLS Centre will contact Parents/Carers (and Home School if felt necessary) and appointments will be made for a Review Meeting to discuss the issues concerning your student.



The above chart should be read in conjunction with the Behaviour for Learning Policy and the Exclusion Policy of the Centre. These two policies reflect the ethos of the Centre and give detailed information on the sanctions and protocols used by Wheels VLS Centre.

## **Student Rules, Respect and Responsibilities**

We have few rules at Wheels VLS Centre, however the rules we do have we expect our students to follow.

The following simple rules must be kept at all times.

- No running at all in ANY interior part of the Centre, but especially the workshops.
- Observe all site health and safety regulations at all times.
- Students are not permitted to leave the premises at all once registered on site.
- **Mobile phones or other personal sound/visual devices must not be used in the Centre's No Phone Zones.**

## **Respect**

All staff will respect students and actively encourage them to take part in all activities.

Students are expected to be respectful towards all members of staff (verbal abuse towards a staff member will result in Parents/Carers being contacted and a Review Meeting being called).

Respect is important at Wheels VLS Centre, we expect students to:

- Treat others the way you would like to be treated yourself.
- Treat others with kindness and consideration.
- Like yourself enough to be yourself.
- Accept others for who they are.
- Respect the feelings of others.

## **Responsibilities**

Wheels VLS Centre expect all students to be responsible for their own behaviour, own their own behaviour and to be aware of the impact that their behaviour has on others.

Wheels VLS Centre encourages students to:

- Be responsible for your own health and safety at all times whilst on site.
- Be respectful towards each other and not to invade each other's space.
- Value each other regardless of kin, intellect, talents or years. Everyone is different and will be treated with respect at Wheels VLS Centre.

## **Rewards**

We use a rewards system that is devised and discussed with our students at Wheels VLS Centre.

### **Behaviour Award**

Certificates recognising students who have made excellent personal progress in each vocational area are awarded at the end of each term.

### **Attendance and Punctuality Award**

Recognition for good attendance and punctuality is given on a regular basis and is also displayed on the Centre's Attendance Board so that students are able to visualise their progress.

Students attendance will be rewarded in many ways ie certificates, field trips, early finish on Fridays etc.

## **Personal Belongings**

To avoid students' belongings becoming misplaced, lost or broken it is important that:

- Belongings are labelled.
- Lockers are used to store belongings during the day.
- Valuable items and large amounts of money are not brought into Wheels VLS Centre.

**We do not accept liability for their loss or damage.**

## **Reporting Student Progress**

Wheels VLS Centre will keep you updated regularly regarding your child's progress throughout their time in our care.

At the end of each academic year an Annual Progress Report will inform Parents/Carers of their child's progress and behaviour in more detail. (Home School if requested)

Parents/Carers, Home School or the Centre may request interim Progress Report Meetings to ensure the student is making the most of the opportunity to learn in our environment.

## **Post – 16 Planning**

Wheels VLS Centre welcomes Parent/Carers involvement with every stage of the student's learning journey with us. The Centre supports students before they embark on the next stage of their life whether into Education, Employment or Training.

Students receive Career Information and Guidance through 'Life after Wheels' during their time with us to help students fulfil their long-term aspirations.

## **Staff Responsibilities for Care, Support and Guidance**

The Centre's Head is the lead professional for all aspects of this policy and its related documents. Student safety is of paramount importance and the Centre's ethos to prepare young adults for life as contributing, considerate members of society, is reflected in all the Centre's policies. The Centre actively promotes fundamental British values.

All staff members encourage students to adhere to the policies of the Centre by modelling behaviours and respect at all times in their interactions with the young people of the Centre. Open and honest meetings with Parents/Carers/Home School enable everyone to work in concord to ensure that the young people in our care enjoy the support and guidance they deserve.

This policy is subject to all other policies of Wheels VLS Centre.