

## West of England Combined Authority Good Employment Charter - Links to Acas's guidance, training and advisory services

### About Acas

Acas aims to improve organisations and working life through better employment relations. We provide up to date information, independent advice, high quality training and work with employers and employees to solve problems. We are an independent, publicly-funded organisation and many of our services are free.

### General resources

[Helpline](#) – free and impartial advice for employers, workers and representatives on 0300 123 1100

[Website](#) includes:

- o [Advice for employers and employees](#) under four categories: Contract, hours and pay; Holiday, sickness and leave; Health and wellbeing; Dealing with problems at work
- o [Template letters, forms and HR documents](#)
- o [Research and commentary](#) on six areas: Workplace conflict; Productivity and management; Diversity and inclusion; Wellbeing at work; Technology in the workplace; Contracts and working arrangements

[elearning](#) – Our free online modules are for employees and employers and involve a mix of theory and case studies.

[Webinars](#) – Free, regular webinars on employment law topics and employment relations.

[Training courses](#) – Training courses on employment relations and the latest good practice for employers, HR professionals, managers and employees. Courses are run remotely or face to face, led by workplace experts. We also provide tailored training for your organisation.

[Tailored support for your organisation](#) - We can work with you to provide tailored support and practical solutions to address challenges in your organisation.

[Conferences](#) – Stay up to date on employment topics, share best practice and network with others.

### Further resources

[Acas newsletter](#) – The essential guide to employment relations; brings you the latest news, explains the key issues and covers training and events in your area.

[LinkedIn](#) and [the Acas Employee Relations and HR Networking forum](#) – The latest news, developments and policy updates on workplace issues. As a member you can discuss general employment relations issues or pose questions to others.

**Connect with us on [Twitter](#), [Facebook](#), [Instagram](#), [YouTube](#)**

	Acas resources	Acas training and support
Secure Work	<p><b>Guidance:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Employment contracts</a> – includes: <ul style="list-style-type: none"> <li>○ <a href="#">What an employment contract is</a></li> <li>○ <a href="#">What must be written in an employment contract</a></li> <li>○ <a href="#">Changing an employment contract</a></li> <li>○ <a href="#">Checking your employment rights</a></li> <li>○ <a href="#">Zero-hours contracts</a></li> <li>○ <a href="#">Agency workers</a></li> </ul> </li> </ul> <p><b>Templates:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Written terms of employment</a></li> </ul> <p><b>elearning:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Contracts of employment &amp; written statements</a></li> </ul>	<p><b>Training courses:</b></p> <ul style="list-style-type: none"> <li>• Contracts and written statements</li> <li>• Changing terms and conditions of employment</li> <li>• HR for beginners</li> </ul> <p>All available at: <a href="https://obs.acas.org.uk">https://obs.acas.org.uk</a></p> <p><b>Tailored support:</b></p> <p>The above courses can be tailored to specific company needs and delivered in-house.</p> <p>Our advisers can also work with you to provide tailored support and practical solutions to address challenges in your organisation. The support can range from a couple of days to a longer-term project, depending on what you need.</p> <p>To discuss further, call us on 0300 123 1150, Monday to Friday, 9am to 5pm, or <a href="#">fill in our enquiry form</a></p>
Flexible Work	<p><b>Guidance:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Flexible working</a> – includes: <ul style="list-style-type: none"> <li>○ <a href="#">Acas Code of Practice on flexible working requests</a></li> <li>○ <a href="#">Making a flexible working request</a></li> <li>○ <a href="#">Responding to a flexible working request</a></li> <li>○ <a href="#">Working from home and hybrid working</a></li> <li>○ <a href="#">Policies for home and hybrid working</a></li> </ul> </li> </ul> <p><b>Templates:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Flexible working policy</a></li> </ul> <p><b>elearning:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Flexible working</a></li> </ul>	<p><b>Training courses:</b></p> <ul style="list-style-type: none"> <li>• Flexible working: how to handle requests</li> <li>• Hybrid working: getting it right</li> <li>• How to manage homeworkers</li> </ul> <p>All available at: <a href="https://obs.acas.org.uk">https://obs.acas.org.uk</a></p> <p><b>Tailored support:</b></p> <p>The above courses can be tailored to specific company needs and delivered in-house.</p> <p>Our advisers can also work with you to provide tailored support and practical solutions to address challenges in your organisation. The support can range from a couple of days to a longer-term project, depending on what you need.</p> <p>To discuss further, call us on 0300 123 1150, Monday to Friday, 9am to 5pm, or <a href="#">fill in our enquiry form</a>.</p>

<p><b>Real Living Wage</b></p>	<p><b>Guidance:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Pay and wages</a></li> </ul> <p><b>Elearning:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Pay &amp; reward</a></li> </ul>	<p><b>Training courses:</b></p> <ul style="list-style-type: none"> <li>• Contracts and written statements</li> <li>• HR for beginners</li> </ul> <p>All available at: <a href="https://obs.acas.org.uk">https://obs.acas.org.uk</a></p> <p><b>Tailored support:</b></p> <p>The above courses can be tailored to specific company needs and delivered in-house.</p> <p>Our advisers can also work with you to provide tailored support and practical solutions to address challenges in your organisation. The support can range from a couple of days to a longer-term project, depending on what you need.</p> <p>To discuss further, call us on 0300 123 1150, Monday to Friday, 9am to 5pm, or <a href="#">fill in our enquiry form</a>.</p>
<p><b>Engagement &amp; Voice</b></p>	<p><b>Guidance:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Consulting employees and their representatives</a></li> <li>• <a href="#">Informing and consulting employees (ICE agreements)</a></li> <li>• <a href="#">Acas guides on trade union and employee representation</a></li> <li>• <a href="#">Acas Code of Practice on disclosure of information to trade unions for collective bargaining purposes</a></li> <li>• <a href="#">Acas Code of Practice on time off for trade union duties and activities</a></li> <li>• <a href="#">Acas guide to challenging conversations</a></li> </ul> <p><b>Elearning:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Change management</a></li> </ul>	<p><b>Training courses:</b></p> <ul style="list-style-type: none"> <li>• Management training for new managers</li> <li>• Management training for developing managers</li> <li>• Having difficult conversations</li> </ul> <p>All available at: <a href="https://obs.acas.org.uk">https://obs.acas.org.uk</a></p> <p><b>Tailored support:</b></p> <p>The above courses can be tailored to specific company needs and delivered in-house.</p> <p>Our advisers can also work with you to provide tailored support and practical solutions to address challenges in your organisation. The support can range from a couple of days to a longer-term project, depending on what you need.</p> <p>To discuss further, call us on 0300 123 1150, Monday to Friday, 9am to 5pm, or <a href="#">fill in our enquiry form</a>.</p>

<p><b>Recruitment</b></p>	<p><b>Guidance:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Recruitment and job applications</a> – includes:             <ul style="list-style-type: none"> <li>○ <a href="#">Recruitment: hiring someone</a></li> <li>○ <a href="#">Providing a job reference</a></li> </ul> </li> <li>• <a href="#">Acas guide to induction</a></li> <li>• <a href="#">Improving equality, diversity and inclusion in your workplace</a> – includes:             <ul style="list-style-type: none"> <li>○ <a href="#">Making sure your workplace is inclusive</a></li> <li>○ <a href="#">Dealing with unconscious bias</a></li> </ul> </li> <li>• <a href="#">Gender pay gap reporting</a></li> </ul> <p><b>Templates:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Recruitment checklist</a></li> <li>• <a href="#">Job description</a></li> <li>• <a href="#">Checklist for induction of new staff</a></li> <li>• <a href="#">Equality and diversity monitoring form</a></li> <li>• <a href="#">Equality, diversity and inclusion policy</a></li> </ul> <p><b>Elearning:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Recruitment &amp; induction</a></li> <li>• <a href="#">Equality &amp; diversity</a></li> </ul>	<p><b>Training courses:</b></p> <ul style="list-style-type: none"> <li>• Recruitment, selection and induction</li> <li>• HR for beginners</li> <li>• Equality, diversity and inclusion: the essentials</li> <li>• Gender identity in the workplace</li> </ul> <p>All available at: <a href="https://obs.acas.org.uk">https://obs.acas.org.uk</a></p> <p><b>Tailored support:</b></p> <p>The above courses can be tailored to specific company needs and delivered in-house.</p> <p>Our advisers can also work with you to provide tailored support and practical solutions to address challenges in your organisation. The support can range from a couple of days to a longer-term project, depending on what you need.</p> <p>To discuss further, call us on 0300 123 1150, Monday to Friday, 9am to 5pm, or <a href="#">fill in our enquiry form</a></p>
<p><b>Developing People</b></p>	<p><b>Guidance:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Acas guide on leadership:</a> <ul style="list-style-type: none"> <li>○ <a href="#">Leading people</a></li> <li>○ <a href="#">Acas framework for effective leadership</a></li> </ul> </li> <li>• <a href="#">Acas guide on managing people</a></li> <li>• <a href="#">Acas guide to induction</a></li> </ul>	<p><b>Training courses:</b></p> <ul style="list-style-type: none"> <li>• The Acas framework for effective leadership</li> <li>• Management training for new managers</li> <li>• Management training for developing managers</li> <li>• Managing performance and staff appraisals</li> <li>• Managing underperformance</li> </ul>

- [Disciplinary and grievance procedures](#) – includes:
  - [Capability procedures](#)
  - [Acas guide to discipline and grievances at work](#)
- [Acas Code of Practice on disciplinary and grievance procedures](#)
- [Discrimination, bullying and harassment](#) – includes:
  - [Improving equality, diversity and inclusion in your workplace](#)
  - [Discrimination and the law](#)
  - [Handling a bullying, harassment or discrimination complaint at work](#)
  - [Sexual harassment](#)

**Templates:**

- [Appraisal form](#)
- [Checklist for induction of new staff](#)
- [Discipline and grievance procedures](#)
- [Disciplinary meeting letter](#) / [Disciplinary outcome letter](#) / [Disciplinary appeal letter](#) / [Disciplinary record](#)
- [Investigation plan and report](#) / [Investigation meeting letter](#) /

**elearning:**

- [Managing people](#)
- [Performance management](#)
- [Discipline & grievance](#)
- [Workplace investigations](#)
- [Bullying & harassment](#)
- [Managing conflict](#)

- HR for beginners
  - Managing discipline and grievance
  - Conducting investigations
  - Behaviours at work: understanding the unacceptable
- All available at: <https://obs.acas.org.uk>

**Tailored support:**

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## Employee Health & Wellbeing

### Guidance:

- [Coronavirus \(COVID-19\)](#) – includes:
  - [Self-isolation and sick pay](#)
  - [Going to the workplace](#)
  - [Getting the vaccine for work](#)
  - [Testing for COVID-19](#)
  - [Holiday and leave](#)
  - [Long COVID](#)
- [Time off work for bereavement](#)
- [Absence from work](#)
- [Supporting mental health at work](#)
- [Disability at work](#) – includes:
  - [Reasonable adjustments](#)
- [Menopause at work](#)
- [Using occupational health at work](#)

### Templates:

- [Bereavement policy](#)

### elearning:

- [Mental health awareness for employers](#)
- [Disability discrimination and reasonable adjustments](#)
- [Managing absence](#)

### Training courses:

- Mental health and the workplace
- Mental health in the workplace: skills for managers
- Managing employee mental health
- Reasonable adjustments and disability
- Menopause and the workplace
- Supporting bereaved employees: the law and good practice

All available at: <https://obs.acas.org.uk>

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