



## NVQ

As everyone may be aware, we have achieved accreditation status as an Approved Centre with City & Guilds and our programme is well under way. I thought it would be timely to give some information in general about NVQs and how the process works:

We are able to offer NVQs in Health and Social Care at levels 2 and 3.

Level 2 is made up of four mandatory or core units (i.e. these have to be completed by everyone) and two optional units (there is a big list to choose from for these). L2 is what we are obliged to offer under CSCI standards and the majority of carers will undertake this course.

Level 3 comprises 8 units: 4 mandatory/4 optional; again there is lots of choice for the optional units. CSCI indicates that L3 should be undertaken by those in a supervisory capacity (i.e. Care Co-ordinator).

Your programme consists of a range of assessment methods (observations, professional discussions etc.) undertaken between yourself and an assessor to evidence competency in your role. When these have been satisfactorily completed, your portfolio will be internally and externally verified and again, if all is satisfactory, you will then receive your certificate.

As a Company, we will offer the opportunity to embark on the programme when a probationary period ends.

We will be working towards a structured intake of candidates 4 times per year. The next intake will be in January. This is to allow time for candidates and assessors to get a programme well under way before taking on new learners.

For all those wishing to start their NVQ, you should contact me and I will send out an application form and place you on the waiting list for the next available intake. I will assign an assessor to you who will make contact and arrange for a meeting. You will then go through an NVQ induction process (lots of paperwork!) and then be registered with City & Guilds. You will receive a unique registration number which remains the same if you undertake other qualifications with C&G. And you're on your way as described above!

We have lots of reference materials at Head Office which are available to you, so be guided by your assessor and do contact me if there's anything you need in the way of policies, procedures, legislation, etc. Also, if you have attended training events and received certificates, please ensure you keep these as they can go into your portfolio as evidence.

If you have any further queries please feel free to give me a call and I will do my best to help.

Good luck!

*Sharon Withers*  
HR Manager

## Employee Holidays

Can we take this opportunity again to remind all employees about booking any remaining holiday. Any outstanding leave should be taken by 31<sup>st</sup> December and **all requests should be submitted by 30<sup>th</sup> November**. If you are unsure about what leave entitlement you have remaining, please either contact the Personnel Department or your Line Manager. Any requests submitted after the 1<sup>st</sup> of December will not be accepted.

Thanking you for your co-operation in this matter.

*Personnel Department*

## Training

Training courses for November:

7 <sup>th</sup> – 10 <sup>th</sup>	UK Induction
13 <sup>th</sup>	High Dependency
13 <sup>th</sup> – 17 <sup>th</sup>	Overseas Induction
21 <sup>st</sup>	First Aid Refreshers
22 <sup>nd</sup>	Moving and Handling Updates
27 <sup>th</sup> – 1 <sup>st</sup> Dec	Overseas Induction

*Vikki Penny*  
Training Administrator



## Payroll

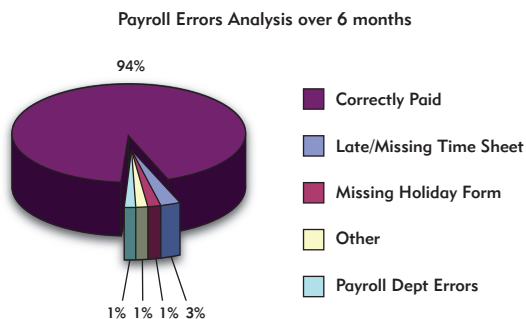
The payroll department consist of Zoe, Kerri and myself and is an extremely busy one. We process two separate four weekly payrolls and a monthly payroll. That is a total of 38 payroll runs and 7960 payslips produced a year. In our spare time we also provide a bureau service calculating 2 external payrolls.

Both Kerri and I have been with CPA for over five years during which we have seen the payroll grow from 180 PAs to 550.

As we are still using paper time sheets we depend on many modes of communication such as phone, email, fax and good old fashioned post.

The payroll department process over 855 timesheets and 124 holiday forms each month. It is not surprising then that we do sometimes get things wrong...

On average we receive 25 calls after each payroll.



With Christmas on the horizon – a time when the post can be unpredictable (as well as our spending) and to minimise errors we ask you all - please send your time sheets **weekly**. This gives us the time required to process the information and when needed seek clarification.

We constantly review our procedures in a bid to improve the service we provide. We are currently looking at new holiday forms which would make booking easier, simplifying the retainer policy and of course – Timesolve.

If you have any questions relating to your pay you can contact us on 01952 293449.

*Orly Gozani-Nicklin*  
Payroll Manager

## Rotas

Here are the numbers for the Rota Department – from cover sheets we covered 85 shifts in September. Of these shifts, 27 were covered by the Rapid Response Team.

We welcome into our department Joanne Blackie. Joanne joins us as Rota Administrator and replaces Dave Joslin who left us in October. We would like to take this opportunity to wish Dave well.

It's also that time of year where we need people to come forward to be on call over Christmas. The dates are 24th, 25th, 26th, 30th, 31st December and 1st January. There was some confusion to this last year so below I have listed the main information. Please note that at this stage we are only name gathering.

- £50 paid for each day you are on call.
- The days should not affect your rotered shifts.
- You can be available for the whole time or choose some of the days.
- Your manager must be informed.
- If you are on call you must keep your phone on the night before the on call and then until midnight on the day of your on call.

I hope to hear from all interested people soon either by telephone or email:  
[louiseprofetto@completegroup.co.uk](mailto:louiseprofetto@completegroup.co.uk)

*Louise Profetto*  
Rota Manager

## Contact Details

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