

## Midlands Good Work 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
<p><b>Can show a clear reward, recognition and benefits structure</b></p> <p><i>Demonstrates a commitment to real living wage</i></p> <p><i>Colleagues demonstrate satisfaction with remuneration terms and conditions</i></p> <p><i>Any bonus system has clear, agreed principals</i></p> <p><i>Provides contractual sick pay &amp; ill health retirement provision</i></p> <p><i>Demonstrate clear pay policy and transparent pay structure</i></p>	<p><b>Guidance:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Pay and wages</a> – includes: <ul style="list-style-type: none"> <li>○ <a href="#">Checking sick pay</a></li> <li>○ <a href="#">Equal pay</a></li> </ul> </li> <li>• <a href="#">Job evaluation</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>Provide secure employment for all</b></p> <p><i>Provide job security. Only use short term/ seasonal/ agency staff where absolutely necessary</i></p> <p><i>Strive to provide to minimum guaranteed hours to all</i></p> <p><i>Give clear contracts at beginning of employment</i></p> <p><i>If providing a zero hours contract, ensure it is mutually fair</i></p> <p><i>Clearly define self- employed / agency worker status</i></p>	<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>	<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</p>

<p><b>Actively listen to employee voice, &amp; communicate clearly</b></p> <p><i>Adopt behaviours, practices and a culture that support effective voice and embed this at all levels</i></p> <p><i>Ensure employees are provided with meaningful information</i></p> <p><i>Establish communication channels which encourage debate, challenge and innovation</i></p> <p><i>In addition to TUs, establish a staff consultative body where necessary</i></p> <p><i>Provide paid facility time and proper ongoing training for all employee reps</i></p>	<ul style="list-style-type: none"> <li>• <a href="#">Contracts of employment &amp; written statements</a></li> </ul>	<p>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>Promote and prioritise mental and physical health and wellbeing</b></p> <p><i>Provide as safe an environment as possible, use necessary controls to minimise psychological and physical dangers</i></p> <p><i>Provide regular &amp; appropriate awareness training for all including return to work interviews</i></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>Guidance:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Coronavirus (COVID-19)</a> – includes: <ul style="list-style-type: none"> <li>○ <a href="#">Self-isolation and sick pay</a></li> <li>○ <a href="#">Going to the workplace</a></li> <li>○ <a href="#">Getting the vaccine for work</a></li> <li>○ <a href="#">Testing for COVID-19</a></li> <li>○ <a href="#">Holiday and leave</a></li> </ul> </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>Training courses:</b></p> <ul style="list-style-type: none"> <li>• Mental health and the workplace</li> <li>• Mental health in the workplace: skills for managers</li> <li>• Managing employee mental health</li> <li>• Reasonable adjustments and disability</li> <li>• Menopause and the workplace</li> </ul>

<p>Promote initiatives to encourage physical/ mental wellbeing of staff</p> <p>Demonstrate support given to staff in their own unique circumstances</p> <p>Have an EAP programme and refer to OH where applicable</p>	<ul style="list-style-type: none"> <li>○ <a href="#">Long COVID</a></li> <li>● <a href="#">Time off work for bereavement</a></li> <li>● <a href="#">Absence from work</a></li> <li>● <a href="#">Supporting mental health at work</a></li> <li>● <a href="#">Disability at work</a> – includes: <ul style="list-style-type: none"> <li>○ <a href="#">Reasonable adjustments</a></li> </ul> </li> <li>● <a href="#">Menopause at work</a></li> <li>● <a href="#">Using occupational health at work</a></li> </ul> <p><b>Templates:</b></p> <ul style="list-style-type: none"> <li>● <a href="#">Bereavement policy</a></li> </ul> <p><b>elearning:</b></p> <ul style="list-style-type: none"> <li>● <a href="#">Mental health awareness for employers</a></li> <li>● <a href="#">Disability discrimination and reasonable adjustments</a></li> <li>● <a href="#">Managing absence</a></li> </ul>	<ul style="list-style-type: none"> <li>● Supporting bereaved employees: the law and good practice</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>Advocate and endorse clear, positive behaviours and responsibilities</b></p> <p>Be an organisation which demonstrates active commitment to E, D and I</p> <p>Invest in trained and competent line managers</p> <p>Support EDI networks where staff can explore and improve knowledge and understanding</p> <p>Consistently apply company policy</p> <p>Promote open culture of understanding, acceptance and discussion</p>	<p><b>Guidance:</b></p> <ul style="list-style-type: none"> <li>● <a href="#">Discrimination, bullying and harassment</a> – includes: <ul style="list-style-type: none"> <li>○ <a href="#">Improving equality, diversity and inclusion in your workplace</a></li> <li>○ <a href="#">Discrimination and the law</a></li> <li>○ <a href="#">Handling a bullying, harassment or discrimination complaint at work</a></li> <li>○ <a href="#">Sexual harassment</a></li> </ul> </li> </ul> <p><b>Templates:</b></p> <ul style="list-style-type: none"> <li>● <a href="#">Equality, diversity and inclusion policy</a></li> <li>● <a href="#">Equality and diversity monitoring form</a></li> </ul> <p><b>elearning:</b></p> <ul style="list-style-type: none"> <li>● <a href="#">Equality &amp; diversity</a></li> </ul>	<p><b>Training courses:</b></p> <ul style="list-style-type: none"> <li>● Equality, diversity and inclusion: the essentials</li> <li>● Gender identity in the workplace</li> <li>● Managing the unmanageable</li> <li>● Behaviours at work: understanding the unacceptable</li> <li>● Management training for developing managers</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</p>

	<ul style="list-style-type: none"> <li>• <a href="#">Bullying &amp; harassment</a></li> <li>• <a href="#">Managing people</a></li> </ul>	<p>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>Demonstrate commitment to meaningful job design and nature of work</b></p> <p><i>Provide work with meaning and clarity of purpose (SMART) objectives</i></p> <p><i>All leaders and managers recognise their role in developing colleagues through effective support &amp; appraisals</i></p> <p><i>Offer career progression that is supported by training &amp; job-related development opportunities</i></p> <p><i>Offer support for and promote skills development</i></p> <p><i>Offer opportunities for skills development through part-time education and voluntary work</i></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="#">Young workers, apprentices and work experience</a></li> </ul> <p><b>Templates:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Appraisal form</a></li> </ul> <p><b>elearning:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Managing people</a></li> <li>• <a href="#">Performance management</a></li> </ul>	<p><b>Training courses:</b></p> <ul style="list-style-type: none"> <li>• Management training for developing managers</li> <li>• Managing performance and staff appraisals</li> <li>• Managing underperformance</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>Support work-life balance</b></p> <p><i>Have supportive, trained and informed managers</i></p> <p><i>Regularly review personal circumstance</i></p> <p><i>Have contractual annual leave above statutory requirements</i></p>	<p><b>Guidance:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Checking holiday entitlement</a></li> <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> </ul> </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>Support flexible and/or hybrid working arrangements</p> <p>Provide agreed notice for irregular work schedules</p>	<ul style="list-style-type: none"> <li>o <a href="#">Working from home and hybrid working</a></li> <li>o <a href="#">Policies for home and hybrid working</a></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> <li>• <a href="#">Working time &amp; holidays</a></li> </ul>	<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>
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