



Policies and Procedures

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At Oasis Catering & Hospitality, creating a safe, positive and inspiring environment for young people is at the heart of everything we do. We want every learner who walks through our doors to feel supported, valued, and ready to thrive.

To make sure this happens, we work behind the scenes with clear policies and procedures that keep everyone safe and help our provision run smoothly. They're the foundations that allow us to focus on what matters most—confidence-building, creativity, and real hands-on learning.

If you're ever curious about how we keep our young people safe, happy, and supported, we're always more than happy to chat!

Our Key Policies Include:

- **Safeguarding Children and Young People**
- Keeping our learners safe is our number-one priority. Our team is fully trained and ready to support young people at any time.
- **Information Sharing and Data Protection**
- Your information is handled with care, respect, and strict confidentiality—always.
- **Bullying and Harassment**
- Everyone deserves to feel welcome here. We promote kindness, respect, and a zero-tolerance approach to bullying.
- **Health and Safety**
- From sharp knives to hot ovens, we make sure our kitchen and learning spaces are as safe as they are fun.
- **Staff and Volunteer Code of Conduct**
- Our team leads by example—professional, supportive, and always here to help.
- **Equality**
- Oasis celebrates individuality. Every young person is treated fairly and given an equal chance to shine.
- **Social Media Policy**
- Helping learners—and staff—use social media safely, sensibly, and with confidence.
- **Complaints Procedure**
- We're always open to feedback. If something's not quite right, we'll work with you to sort it quickly and fairly.

Oasis Training Provision, January 1,2025

Phillip Brumwell

Director