

## Health & Safety Policy

### Statement of Intent

Welcome Skills Limited is committed to providing a safe and healthy workplace for all of its staff, learners, visitors, and members of the public. Welcome Skills Limited also recognises and accepts its responsibility to provide a healthy and safe environment, to train and assist all of its learners and is also committed to ensuring its premises are safe and healthy for all other visitors and members of the public.

This policy document outlines the Health & Safety arrangements that will be implemented and monitored, and who will be responsible for each area of the implementation.

The policy will be reviewed on an annual basis. Welcome Skills Limited commitment to providing a safe and healthy working environment means that it is always ready to adapt its policy and practices to meet new legislation as they are laid down.

We will take all necessary steps to meet this responsibility, paying particular attention to:

1. Ensuring the maintenance of buildings, offices, and workplaces provides a safe place of work, with safe access and egress;
2. Adequate resources are provided to maintain a safe working environment with regard to equipment, facilities and welfare arrangements.
3. Designing systems of work, which takes the Health and Safety of all into consideration;
4. Providing such training and supervision to enable all employees and members of the public to avoid hazards and contribute positively to their own health and safety at work;
5. Systematically identifying and responding to any risks which arise;
6. Providing a healthy and safe working environment.




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Kulsum Hussin

**Director**

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7. Assessment of risk, implementation of control measures and maintenance, recording significant finding that impact on health and safety, providing safe systems in controlling associated risk that has been identified;
8. Having appropriate procedures in the event of fire and other emergencies including injuries and dangerous occurrences including their recording and reporting to the Health and Safety Manager and Senior Managers at Welcome Skills. These procedures are regularly reviewed and maintained;
9. Ensuring the working environment is free of bullying, intimidation, harassment, violence, or undue stress, wherever possible;
10. There will be a systematic assessment of needs in providing and maintaining information, instruction, training, and supervision in the pursuance of hazard awareness and risk control. This should allow staff and learners to understand their personal responsibilities for their own safety and that of others, All events to be assessed as safe to undertake
11. health and safety performance is monitored, is an item on the senior management team meetings




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## Policy

Welcome Skills Limited Health and Safety Policy applies to its premises within the UK. The Director/Health and Safety Manager is responsible for setting out the policy, and ensuring that it is reviewed and updated annually. All staff will inform the Health & Safety Manager if they become aware of any changes in operations, regulation or legislation, which may require a revision of the policy.

All staff are responsible for implementing the Health and Safety Policy, and for ensuring full compliance with Health and Safety legislation.

All managers are responsible for Health and Safety within their programmes or projects. They will ensure Health and Safety checks are completed for all locations where training will be delivered.

## Communication

The initial line of communication for Health and Safety issues is detailed above. Any changes to the policy will be communicated to staff by the most appropriate means, whether through hard copy information sheets or soft copy such as e-mail. .

**All potential safety hazards must be reported to your manager.**

## Information, Instruction and Training

Training and on-going advice and instruction are delivered through staff and customer induction programmes, as well as other short courses where required.

Managers will also ensure that all staff members in their department are aware of the company's Health and Safety Policy.

Where elements of risk are involved in a task (for example, working with VDU's) each manager will be responsible for training and then supervising new staff members until they are satisfied that the staff member can perform the task safely.

## Staff Members

Under the Health and Safety at Work Act 1974, it is the duty of every member of staff whilst at work to:

- Take reasonable care for the Health and Safety of themselves and any other people who might be affected by their acts or omissions.
- Co-operate with their employers and others on Health and Safety matters, to enable them to comply with statutory duties and requirements
- Not intentionally or recklessly misuse or interfere with anything provided in the interests of health, safety or welfare.

The Management of Health and Safety at Work Regulations 1999 (As amended) further require staff members to:

- Use any equipment provided in a safe manner
- Follow Health and Safety instructions
- Report anything they consider to be a serious danger to their line manager

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- Report any shortfalls in the protection arrangements for Health and Safety to their line manager

Welcome Skills Limited recognises that its staff will often provide the first warning of any hazards in the workplace. We therefore encourage staff to report any issues regarding either specific hazards or general concerns relating to their Health and Safety, or the Health and Safety of other staff, learners, and members of the public. We will investigate all reported hazards and ensure that any necessary changes are implemented as required.

Welcome Skills Limited expects all its staff members to keep their work areas clean, tidy and maintain a safe work environment at all times. All staff and learners should be aware that clutter, drawers left open, trailing wires, uneven floors, spillages, improperly stacked boxes and blocked or narrowed fire exits can pose very serious safety hazards. It should be recognised by all staff members that failure to abide by Health and Safety requirements can result in serious injury to themselves or others on the premises and could be regarded as a disciplinary offence. In particular:

- Interference with or the misuse of equipment supplied by the company in the interests of Health and Safety or welfare may be treated as an instance of misconduct, which could lead to dismissal.

It is our duty of care to ensure that every member of staff is responsible, in part, for their own Health and Safety, and for the Health and Safety of others in the work place.

### **Risk Assessments**

Risk assessments will be completed where necessary in locations where training is to be delivered and in the employers' premises where the learner on an apprenticeship is working. This will form part of the Health and Safety Inspection. Where initial risk assessments indicate that a risk is present, a supplementary assessment may be conducted in order to ensure that the most effective remedial action is taken. All employers will be made aware of their responsibilities for health and safety. They will also be part of the Risk Assessment Analysis.

Wherever possible, the staff members in the area being assessed will be involved. This will be most significant with, for example, display screen equipment assessments, where the comfort and safety of the staff member(s) concerned is the main objective of the assessment.

Once a risk is identified, advice on the remedial action, which needs to be taken will be given.

A report detailing all the major issues identified from the assessment, with timescales for implementing remedial actions will be produced by the Health and Safety Manager within 5 working days. The risk assessments will be reviewed periodically or after any incidents or significant changes in equipment, processes, or procedures.

Managers will be responsible for applying any recommendations made for the centre concerned to comply with Health and Safety Legislation. Managers will also be responsible for communicating the findings of the risk assessments, to the relevant staff members.

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## Accident Reporting

Under the requirements of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995), all reportable accidents and incidents should in the first instance be reported immediately to the relevant Manager. He or she will then inform the Health and Safety Manager within 24 hours, who will be responsible for reporting these to the local Council or the Health and Safety Executive as appropriate.

All accidents, whether reportable or not, must be recorded in the accident book. The records in the accident book should be sent to the CHSO within 5 working days. Every Accident Book contains a list of incidents which must be reported under RIDDOR. Managers should be aware of the types of incidents on this list and of the need to report such occurrences as a matter of urgency. Incidents such as near misses will be reported to the line manager. An incident reporting form should be completed and forwarded to the Director also within 5 working days.

The Health and Safety Manager will be responsible for the initial investigation of accidents and for making recommendations for any actions to be taken to remove or control any risks which are discovered.

## Systems of Work

The primary objective of Welcome Skills Limited is to train and assist its learners in achieving relevant qualifications. We operate in a relatively low-risk working environment. However, we aim to minimise risk to its staff in all circumstances under its control and will endeavour to provide safe systems of work where it is deemed necessary.

## Personal Protective Equipment

The nature of our business operations does not generally require the use of personal protective clothing or equipment although this will be used as appropriate.

## Manual Handling

Members of staff will be trained in performing manual handling operations safely and will be supervised until their manager is satisfied that they can perform such tasks independently, which will be documented for audit purposes. We recognise that some members of staff will have to perform occasional manual handling tasks as part of everyday activity. All staff will therefore be given basic manual handling training as a part of their induction programme.

## COSHH - Control of Substances Hazardous to Health

There are a small number of potentially hazardous substances with which our staff and learners may come into contact with. It is important that all staff members and learners are aware of these substances, and of the risks involved if they are misused. Issues relating to COSHH must be brought to the attention of all new staff by managers, or the Health and Safety Manager.

The items listed below are deemed by their manufacturers to warrant a warning. It should be noted that the list of substances may change from time to time and staff will be kept informed of any changes.

## Hazardous Substances

1. Solvent Based Correction Fluid

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2. Correction Fluid Thinner
3. Permanent Marker Pens
4. Glues
5. Toner (Photocopier and Printer)
6. Office Cleaning Materials
7. Foam Cleaning Sprays

Wherever possible, use of these should be avoided (for example, it is possible to buy solvent-free correction fluid).

Staff should always read the manufacturer's warning label printed on these items before use. When it is necessary to use these items, staff must take care to:

1. Avoid inhalation, swallowing or contact with eyes
2. Where the substance is irritant to skin, avoid contact with skin and wash off any spills as soon as possible
3. Use in a well-ventilated area, if possible
4. Be aware of other risks (e.g. flammable or corrosive substances) and take precautions against these risks.

If any member of staff comes into contact with any hazardous substance, whether by inhalation, ingestion, in the eyes or by absorption through the skin, they must immediately seek the assistance of their first aider or appointed person. Such incidents should be reported to the line manager within 24 hours. If the individual affected requires hospital treatment or loses consciousness as a result of contact with a toxic substance, the manager must **immediately** notify the Health and Safety Manager with the full details of the incident, as it will be reportable under RIDDOR.

## Emergency Procedures

### Fire

Fire Risk Assessments will form part of the Health and Safety check completed at any location where training is to be delivered. All members of staff and learners will be aware of the procedures to follow in the event of a fire. Evacuation procedures will be made known to all.

### First Aid

For first aid purposes, Welcome Skills Limited is deemed a low-risk work environment due to the nature of the organisations operations.

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First Aid Arrangements form part of the Health and Safety check to be completed for all locations where training will be delivered.

### **Review and Improvement**

If at any time any Health and Safety issue should arise which exposes a weakness in our Health and Safety Policy, the policy will be reviewed. The Health and Safety Manager will be responsible for the revision of this document. Where significant changes occur, which may affect the level of risk in any area of the working environment, risk assessments will be conducted as required by Health & Safety Law. Should these risk assessments expose any weakness in the Health and Safety Policy or the specific arrangements for maintaining appropriate standards of Health and Safety, these will be reviewed and revised if necessary. Similarly, if any weakness in policy, arrangements or chain of responsibility should be exposed at any point, we will undertake to review the appropriate area and to make such amendments as are required.

### **Information and Training**

Every member of staff has a duty to take reasonable care for their own Health and Safety and that of others who may be affected by their acts or omissions at work. Staff should use all work equipment provided by the company correctly, in accordance with the training and the instructions they receive to enable them to use the items safely.

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## Alcohol, Drugs and Weapons

Alcohol, Drugs or Weapons are not allowed to be taken on to any of Welcome Skills Limited or their employers' premises.

## Lone Working Guidance

A lone worker can be defined as someone who works by themselves without direct supervision. To prevent serious incidents occurring, organisations are required to ensure the safety of all staff who work alone. This is done by carrying out an assessment of the risks to staff, which may include poor weather conditions, risks of violence to staff and car accidents or breakdowns.

Organisations should then put measures in place to reduce the likelihood of these incidents occurring, such as contingency planning, assessment of possible violence, staff keeping in regular contact with head office and staff training.

Staff must also play their part in maintaining their own personal safety by adhering to the safety measures put in place by the organisation to protect them, for example, phoning in on time, using equipment correctly, reporting areas of concern to their safety and attending staff training.

## Definitions

The Health and Safety Executive (HSE) defines lone workers as "those who work by themselves without close or direct supervision". This can include staff who work by themselves in the following situations:

1. working outside normal working hours.
2. visiting people in their own homes
3. handling cash
4. travelling to quiet rural areas, or high risk urban areas
5. using their car as a mini office/base.

## Legislation

A risk assessment is an important step to identifying all the risks associated with lone working. There are no legal duties on employers specifically in relation to lone working and no legal bar to people working alone. However, there is legislation to ensure a safe working environment. The following are relevant.

### 1. Health and Safety at Work Act 1974

All employers have a duty to maintain a safe working environment 'so far as reasonably practicable' for their employees under the Health and Safety at Work Act 1974. This means that employers are expected to protect their workers against risks to their health and safety. The Act also expects that the working environment is safe and that training to ensure the

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health and safety of workers is carried out. These requirements are not only for office-based staff but lone workers and the environments they encounter too.

## 2. Management of Health and Safety at Work Regulations 1999

The regulations make it clear what employers must do under the Health and Safety at Work Act 1974, the main requirement of which is to assess all the risks to the health and safety of their employees and, if the organisation has more than five employees, to record the outcomes of the assessment. The risk assessment should identify the risks associated with lone working, outline any safety measure that can help to reduce the risk and ensure that the safety measures are put into practice and reviewed regularly to make sure they are still valid. If the risk assessment shows that the risk is too hazardous for one lone worker to manage alone, other arrangements will need to be introduced. The regulations also expect employees to take reasonable care for their own personal safety.

## 3. Health and Safety (First Aid) Regulations 1981

The regulations require employers to provide first aid equipment so that emergency first aid can be received by employees if needed. This could include the provision of first aid equipment in the car for lone workers travelling alone in case they are involved in accidents and incidents.

## 4. Provision and Use of Work Equipment Regulations 1998

If lone workers use equipment in the course of their working day, the regulations require the risks to the health and safety of employees to be assessed. This is to ensure that the equipment is safe, suitable, regularly maintained and is used only by those who have been specifically trained in its use.

## 5. Lifting Operations and Lifting Equipment Regulations 1998

The regulations require any lifting equipment to be used safely and by people who are competent to use them.

## 6. Control of Substances Hazardous to Health Regulations 1999 (COSHH)

These regulations require that any substances that are hazardous, including hazardous waste and cleaning materials used in infected areas, are identified and assessed for their risk to the health of lone workers and that there are safety measures put in place to control these risks.

## 7. Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)

These regulations place a legal duty on employers to report deaths, major injuries (or injuries that require more than seven days off work) and dangerous occurrences at work. This would include accidents and incidents that happen as a result of lone working.

## 8. Management of Health and Safety at Work Regulations (MHSWR) 1999

These Regulations require employers to consider the health and safety risks to employees and to carry out a risk assessment to protect employees from exposure to reasonably foreseeable risks.

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These regulations place a legal duty on employers to report deaths, major injuries (or injuries that require more than seven days off work) and dangerous occurrences at work. This would include accidents and incidents that happen as a result of lone working.

## Employer Responsibilities

A number of health and safety responsibilities on employers have a particular relevance to lone working. The aim is to ensure that the lone worker not at any more risk than employees that work together. Employers must:

1. Carry out a risk assessment
2. Put systems in place to ensure that staff who work alone are safe
3. Record all assessment and safety measures identified to alleviate risk
4. Evaluate the systems to ensure they are still valid
5. Ensure staff training takes place
6. Know where lone workers are during the day
7. Ensure lone workers are supervised regularly, even if this is carried out differently from learners who work together

## Employee Responsibilities

Employees also have a responsibility under health and safety legislation to:

1. Take reasonable care of their own and other people's safety
2. Have an awareness of their surroundings and the possible threats to their personal safety when working alone
3. Be involved in assessing risk and identifying safety measures
4. Leave the working environment if there is an imminent danger to their safety
5. Undertake and follow training provided to ensure their safety
6. Ensure they take regular breaks to avoid working excessively long hours
7. Follow the organisation's policies and procedures set up to protect their safety
8. Use equipment in accordance with the training given and not misuse it
9. Tell the employer when safety measures are not adequate
10. Tell the employer when they have encountered a 'near miss' or have identified additional risks to their safety that were previously unidentified
11. Report to the employer any actual accidents or incidents that occur, using proper organisational procedure.

## Introduction

As an employer and training provider, Welcome Skills Limited is committed to health and safety in every aspect of its activities and aims to provide a safe, healthy and supportive environment wherever learning takes place

Welcome Skills, being a provider of Work Based Learning/Apprenticeships in receipt of Skills Funding Agency funding recognises that it has a duty to ensure, so far as is reasonably practicable, for the health and safety of learners. Some of the information in this policy has

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been taken and adapted from the Skills Funding Agency document ‘Learner Health, Safety & Welfare: Safe Learner Blueprint.’

The health and safety of learners is of paramount importance. The ‘safe learner concept’ is central to our policy and Welcome Skills Limited will promote and expect those we work with to promote this at all times. We believe that learners are entitled to learning that takes place in a safe, healthy and supportive environment. In addition, we consider that safe learning is essential to maximise learners’ experience and achievement.

Welcome Skills Limited and those we work with have a primary duty of care for the health and safety of learners. We have a full expectation that this duty will be fully met. We will apply four core principles:

- To expect, first and foremost, that Welcome Skills Limited and delivery partners will fully meet legal obligations and duty of care to learners
- Seek assurance that Welcome Skills Limited have suitable and sufficient arrangements for learner health and safety
- To take appropriate action where expected standards are not met or maintained
- To promote the raising of standards for learner health and safety through support, and challenge, as appropriate

### **Seeking assurance from Employers for Work Based Training/Apprenticeships**

It is the responsibility of the employer to ensure that their employees and volunteers receive an adequate induction into health and safety, and on-going information, instruction and training in matters relating to health & safety in connection with their job role. The employer is responsible for ensuring that significant risks are identified, recorded and reviewed and for putting in place safe systems of work to minimise risks to the safety of individuals. Risk assessments for their workers must also be carried out. Welcome Skills Limited is responsible for ensuring that employers have discharged these duties through the monitoring of health and safety of remote employer workplaces.

Prior to the agreement of a training contract with an employer, a representative from Welcome Skills Limited will arrange to visit the person responsible for the health and safety of any potential learners. The purpose of this visit will be to assess the Health & Safety Arrangements and complete a risk assessment of the premises. It may be necessary to agree an action plan to make improvements before a contract to deliver training can be agreed.

Certain health and safety matters reside with the Employer and will vary from site to site. Normally these include:

- Fire instructions
- Evacuation procedures and assembly points
- Fire fighting appliances
- Fire drills and tests

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- Information on key people e.g. supervisor, first aider, fire warden, safety advisor or representatives
- Supervision arrangements and the procedure for reporting hazardous or faulty conditions or work equipment
- The risks identified by risk assessments, and the measures in place to prevent or control the risks for all the tasks to be undertaken
- Arrangements for reporting an accident, incident or illness and for obtaining first aid assistance
- Arrangements for the provision, use and wearing of personal protective equipment and clothing
- Precautions and instructions for the safe use of hazardous substances
- Measures in place for preventing or reducing risks associated with manual handling or lifting
- Details of the controls in place for the safe use of work equipment and machinery and the safe operation of work place transport
- The importance of good housekeeping, keeping the work area tidy and safe storage of materials
- Arrangements for personal safety, welfare and personal hygiene arrangements
- Details of any prohibited or restricted tasks, activities, areas or work equipment.
- Specific or additional requirements related to the employer e.g. company rules or procedures

### **Employer Health & Safety assessment procedure and monitoring arrangements**

Welcome Skills Limited will provide information, advice and guidance to employers about their health and safety and other legal responsibilities. Welcome Skills Limited will also make arrangements for a workplace health and safety assessment to be carried out by a member of staff who is competent and trained to do so.

The Trainer/Assessor will make recommendations as to whether training and assessment can proceed in the workplace and will communicate any recommendations to the employer as well as the Health & Safety Manager. The Trainer/Assessor will identify if the workplace is accepted, accepted with an action plan or rejected. Where the Trainer/Assessor accept the employer with an action plan, the action plan will be clearly communicated to the employer and agreed objectives/actions documented with a timescale for each and a review date will be agreed.

The Trainer/Assessor will also identify if there are any significant risks presented to Welcome Skills Limited staff and will document the risk control measures and ensure the risk(s) are communicated to your line Manager. Your line Manager will ensure this information is passed to the relevant delivery staff. All staff working on the premises of remote employers will report to their line Manager any concerns or hazards, which could put them or learners at risk.

### **Reporting of incidents**

Employers and Partner organisations are required to keep records of all accidents, incidents, 'near misses' and reports of bullying and harassment involving learners on funded

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programmes. They are required to report these to the Health & Safety Manager as part of the contract monitoring process. These records may also be examined in the course of Assurance and Support visits. Serious incidents covered by the RIDDOR legislation must be reported to the HSE and the Skills Funding Agency.

### Teaching and Learning Observation and Support Scheme

Welcome Skills Limited carries out Teaching and Learning observations as part of its Quality improvement system. As part of their role, observers check that courses take place in a healthy and safe environment. All health and safety issues arising from observations are monitored. All serious health and safety concerns that constitute a threat to learner safety are reported to the Quality Management Team

### Learner Responsibilities

All learners are entitled to work and learning experience that takes place in a safe and healthy environment. All learners are entitled to be informed through induction, instruction training and supervision in order to minimise risks to their health, safety and welfare and that of others in their work placement. If a learner chooses to attend a training session, they will be given an induction to ensure their health and safety whilst learning. This will include:

- Learner responsibilities
- Emergency exits
- Smoking policy of location
- Location of fire extinguishers
- Trainers Responsibilities
- Safe Learner concept (all learners will be issued with a copy of the SFA Be Safe booklet)

Whilst learners are on their programme of training they shall be responsible for;

- Maintaining their own work area in a safe and healthy manner
- To report any dangerous or potentially hazardous situations they become aware of.
- Not to endanger themselves or others through their acts or omissions.

### The Safe Learner Blueprint

The Safe Learner Blueprint has been developed by the Skills Funding Agency to support sound principles of Health and Safety. The key elements are supported by inputs, which contribute to positive Learner outputs in relation to health, safety and welfare of learners

### Inputs

- *Environment*  
Learners should be accommodated in a safe, healthy and supportive learner environment
- *Initial Assessment*

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All learners must have an initial assessment that includes identifying their health, safety and welfare needs and any additional help or support that they may require

- *Learning Plan*  
The results of the initial assessment should be used to develop an individual learning plan (ILP), which must include the learner's initial and on-going health, safety and welfare training needs
- *Supervision*  
Supervision levels must be appropriate to the risk identified and the individuals' capability, needs and experience
- *Information, Advice, guidance, instruction and training*  
Once the learning plan is in place, the learner should receive on-going information, instruction and training to enable him or her to work and learn efficiently and safely
- *Assessment*  
The learner' developing understanding and awareness of key health, safety and welfare issues should be assessed and evaluated on an on-going basis

## Outputs

A Safe Learner will demonstrate;

- *Hazard Awareness*  
Safe learners will be aware of the hazards within their environment, their activities and the work being carried out around them and their responsibilities to others
- *Understanding*  
Safe learners will understand the concepts of hazard and risk and the measures that are required to control risks
- *Confidence*  
Safe learners will be confident, not only in their ability to learn and work safely, but also to challenge any situation or instruction that could be unsafe to them or other people. Safe learners will know their limitations and when to seek further advice
- *Contribution*  
By developing these skills and knowledge, safe learners will be able to contribute ideas and input into their learning and work, and become more involved in the day to day operation of the organisation and their learning activity
- *Behaviours*  
Safe learners will have developed a set of behaviours to enable them to play and active part in the learning process and acquire practical, value added and transferrable skills from their experiences

## Accident Reporting

Welcome Skills Limited will ensure that Learners are informed about their rights and responsibilities.

- Welcome Skills Limited will ensure that learners are informed about their rights and responsibilities as part of their induction onto their learning programme. Additionally learner initial assessment will be carried out and will consider the individuals training and support needs in relation to health and safety and safeguarding. This will be documented in their individual Learning Plan (ILP).

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## WELCOME SKILLS

- The Trainer/Assessor will ensure that the learner has received an induction into working safely by their employer before QCF assessment takes place. The induction will consist of ensuring that the learner is aware of their own organisations policies and procedures and establishing their current level of understanding and identifying any training they may require.
- The Trainer/Assessor must ensure that learners demonstrate a good understanding of health and safety as well as demonstrate safe practice and safe behaviours in their work and learning. It is the responsibility of the Trainer/Assessor to establish any additional training or support needs and arrange this with the employer throughout the learning programme.
- The Trainer/Assessor will ascertain at meetings with learners if they have been involved in any accidents at work and will check if this has been reported and relevant documentation completed (i.e. accident and incident reports, RIDDOR reportable) and will discuss with the manager any investigation carried out and the outcomes. The Trainer/Assessor will report this to the Health & Safety Manager within 24 hours. It is however, expected that employers and learners will notify Welcome Skills Limited immediately of any accidents and incidents that learners are involved in.
- The Trainer/Assessor will also check the learners understanding of health and safety and the concept of the safe learner during the formal progress review by asking specific questions and will document their responses. The Trainer/Assessor will also ask the learner how safe they feel in their work environment and give them the opportunity to raise concerns around bullying or harassment and give them the opportunity to be able to speak to someone privately about this subject. The Trainer/Assessor will identify if the learner needs further training, advice or guidance in relation to health and safety and safeguarding. Any concerns about health and safety or safeguarding must be reported immediately to the Safeguarding Officer and appropriate action will be taken.
- Learners will be invited to complete surveys, which help Welcome Skills Limited to monitor the effectiveness of inductions and learning programmes in providing information, advice and guidance.
- On programme interviews will also be carried out with learner randomly and questions are asked about how safe learners feel in their environment, if their awareness of health and safety has been raised and what could be improved. They are also asked if they have experienced any form of bullying and harassment in their workplace.

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