



Health and Safety Policy and Procedures

Version 12

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Policy Updates

Review date	Update Summary	Reviewed by:	Next Review:
20.04.21	Added the policy update section	J. Vertannes	20.04.22
24.05.21	Added to 'Mandatory procedures for staff' of the Pupil Attendance Procedure - Staff responsible for paper registers completed correctly and on time. Added <u>Unsupervised Breaks</u> section to 'Supervision of Tutees' -	J. Vertannes	24.05.22

	including provider statement on new referral form and risk assessments.		
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Review date	Update Summary	Reviewed by:	Next Review:
20.04.21	Added the policy update section	J. Vertannes	20.04.22
13/05/21	Infection Control Sub heading added and amended	N. Hewlett	13.05.22
24.05.21	Added to 'Mandatory procedures for staff' of the Pupil Attendance Procedure - Staff responsible for paper registers completed correctly and on time. Added <u>Unsupervised Breaks</u> section to 'Supervision of Tutees' - including provider statement on new referral form and risk assessments.	J. Vertannes	24.05.22
16.05.21	First Aid and Accident Reporting Updated.	N.Hewlett	16.05.22
13.09.21	Medication update	N. Hewlett	13.09.22
27.01.22	Links provided to current legislation RIDDOR updated from 2005 to 2013	J. Nicholls	27.01.22
23.02.22	Added Substance Misuse at Work section.	J.Vertannes	23.03.22
04/09/2023	Policy Review	N Hewlett	01/07/2024
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PART 1 HEALTH AND SAFETY (H&S) AIMS AND OBJECTIVES

H&S Aims

Bristol Tuition Centre is committed to ensuring the health and safety of all staff, students and visitors to our premises and aims to comply with all relevant health and safety legislation including:

- [The Health and Safety at Work Act 1974](#)
- [Regulatory Reform \(Fire Safety\) Order \(RRFSO\) 2005](#)
- [The Management of Health and Safety at Work Regulations 1999](#)
- [The Workplace \(Health, Safety and Welfare\) Regulations 1992](#)
- [Control of Substances Hazardous to Health \(COSHH\) Regulations 2002](#)
- [Health and Safety \(First Aid\) Regulations 1981](#)
- [Reporting of Injuries, Diseases and Dangerous Occurrences Regulations \(RIDDOR\) 2013](#)

The employer has the major responsibility for health and safety in the workplace but, within this legislation, employees have a duty of care to work safely, undertake all necessary training and to follow the company rules and regulations regarding health and safety.

To ensure Bristol Tuition Centre complies with these requirements, we will:

- Provide adequate control of the health and safety risk arising from our work activities
- Provide and maintain safe equipment and working conditions
- Provide information, instruction, training and supervision for employees and volunteers
- Maintain safe and healthy working conditions
- Work to prevent accidents and cause of ill-health
- Review and revise this policy at least once a year and at regular intervals.
- Provide the resources needed to ensure that we meet our H&S aims.

Employees and volunteers have a duty to:

- Take appropriate care of their own H&S and that of students in their supervision
- Cooperate with Bristol Tuition Centre to enable us to meet our legal obligations and ensure all remain safe
- Report any H&S concerns to their line manager

H&S Objectives

To ensure we meet our H&S aims as an organisation we have set the following objectives:

- To increase H&S training for all employees
- To encourage all accidents to be reported to help us identify potential hazards

The Director has overall responsibility for H&S and the structure chart in the policy organisation section confirms others within the organisation that have specific roles.

PART 2 ORGANISATION OF HEALTH AND SAFETY WITHIN STC

H&S Organisation Chart

Head of Operations: Jo Vertannes

Health and Safety Officer: James Nicholls
Health and Safety Assistant: Beth Northley-Jones
Alternative Provision Manager: Nicky Hewlett
Community Tuition Administrative Manager: Ash Campbell.

Health and Safety Responsibilities

The Head of Operations:

- Overall H&S of Bristol Tuition Centre
- Setting standards for H&S
- Supplying resources for H&S
- Ensure equipment and facilities are maintained
- Ensuring hazards are identified and risk assessments produced, acting on any recommendations
- Ensuring audits are completed on an annual basis or when changes occur, to identify any weaknesses and act on recommendations
- Inspections
- Encouraging a positive H&S culture
- Consulting with employees

Health and Safety Officer:

- Regular review of H&S Policy
- Setting objectives for H&S
- Producing risk assessments
- Support Bristol Tuition Centre to meet legislation requirements
- Maintaining portable electrical equipment
- Fire alarm testing and evacuation drills
- Managing H&S for staff on and off site
- H&S administration
- Investigating accidents on sites
- Centre Maintenance
- Carrying out site-inspections
- Checking policies and procedures are being properly implemented
- Ordering H&S supplies.

Managers

- Induction training for H&S
- Ensuring staff follow Bristol Tuition Centre H&S policies to meet our legal obligations
- Dealing with daily H&S issues, and reporting as appropriate
- Fire Marshalls
- Sickness reporting and monitoring
- Ensuring staff complete accident forms for employees, students or visitors
- Safer recruitment

First Aiders:

- Dealing with minor injuries

- Completing accident forms with staff
- Contacting emergency services regarding major injuries
- Monitoring contents of first aid box and ordering supplies

Staff and volunteers:

- Their own and others' H&S
- Ensuring they follow Bristol Tuition Centre H&S policies
- Reporting any issues with H&S to their Line Manager
- Completing accident forms for students or visitors
- Evacuating the building in the event of an emergency
- Contacting emergency services in the event of an emergency

Students

All students must be encouraged to follow all safety rules as outlined in the Behaviour Policy Agreement. All students will:

- Follow all instructions issued by any member of staff in the case of an emergency
- Ensure that they do not intentionally or recklessly interfere with equipment provided for safety purposes e.g. fire extinguishers
- Inform any member of staff of any situation which may affect their safety.

PART 3 H&S ARRANGEMENTS WITHIN SWINDON TUITION CENTRE

H&S training provided by Bristol Tuition Centre

Bristol Tuition Centre provide various forms of training for staff:

- All new staff and volunteers will receive a H&S briefing from their line manager on their first day as part of their induction (refer to induction checklist)
- Fire Evacuation training
- Risk Assessment training
- Level 1 Safeguarding Children training (online) (for Community Staff, evening and weekends)
- Level 2 Safeguarding Children training (online) (for Alternative Provision staff)
- Advanced (in-house) Safeguarding Children (for Alternative Provision staff)
- Level 2 Food hygiene training (online) (for day staff that regularly cook)
- Lone working training
- Introduction to Health and Safety

Safety of service users and contractors

As an organisation, we are all responsible for the safety of students and visitors on site. On entry to the building, all staff, students, visitors and contractors must sign in on the register.

Visitors and contractors must be supervised by a staff member at all times. All visitors must read the Visitors Notice (in the register folder). All certificates of operation and permits to work will be viewed if deemed necessary by the Director prior to work commencing. If a fire alarm is activated the visitor should be escorted to the assembly point for registration.

First aid and accident reporting

If an employee, student or visitor has an accident within the centre or during an outing, please see the appointed first aider who will assess your injury and deal with it accordingly.

The first aider attending to the accident will be responsible for completing an online [accident report form](#) and, if required, completing a corresponding [body map](#) on Drive. In addition to this the Accident Log book (Old Town Admin office, Gorse Hill Downstairs main room) requires completing. Following completion these should be forwarded to the Service Delivery Manager. It is their duty to investigate incidents further to ensure any further injuries are prevented.

The Health and Safety Officer will report the accident to the appropriate authorities if required under Reporting of Injuries Diseases and Dangerous Occurrences Regulations ("RIDDOR").

Swindon Tuition Centre have appointed the following people as first aiders:

<u>Employee</u>	<u>Type of first aider</u>
Lucy Marck	Paediatric First Aid
Nicky Hewlett	Paediatric First Aid
Abi Rose	Paediatric First Aid + Forest School First Aid
Beth Nortley-Jones	Workplace First Aid and Paediatric First Aid
Ronny Terry	Paediatric First Aid

Pupil Attendance

This Tutee Attendance Policy ensures that all staff at Bristol Tuition Centre are fully aware of and clear about the actions necessary to meet our contractual obligations with regards to attendance recording, monitoring and in promoting the good attendance of pupils.

Mandatory Procedures for all Alternative Provision Tutors

Alternative Provision staff are responsible for:

- To complete mark the pupil in and out on the paper Attendance Log sheet.
- To complete the Live Tutee Register within 20 minutes of a pupil session, including recording of lateness or whether the absence is authorised or unauthorised (see Unauthorised/Authorised Absences below).
- Ensure a late mark is added if the student is 20 or more minutes late.
- Inform the Service Delivery Manager if the student leaves their session without permission
- To complete a home visit or refer to the Curriculum Manager for home visit.
- To discuss concerns of low attendance with the Service Delivery Manager and parent/carer of the student
- To ensure meetings are being held with the Service Delivery Manager and parent/carers of the student where appropriate
- Monitor students attendance levels and punctuality and pass on concerns if there is persistent absence, lateness, absconding or truanting concerns. Please see [Safeguarding Policy](#).

Mandatory Procedures for Members of Community Staff:

Community staff are responsible for:

- To complete mark the pupil in and out on the paper Attendance Log sheet.
- To complete the Live Tutee Register within 20 minutes of a pupil session, including recording of lateness or whether the absence is authorised or unauthorised (see Unauthorised/Authorised Absences below).
- To Email the Admin Team (admin@swindontuitioncentre.co.uk) as soon as possible for any students who do not arrive.
- To log correct attendance on their Proforma at the end of the month.

To read the full Tutee Attendance Policy [click here.](#)

Staff sickness

All staff sickness should be reported to their line manager and Timetable Coordinator/ Service Delivery Manager on the first day of absence.

Evening and weekend staff must email the Admin Team admin@swindontuitioncentre.co.uk as soon as possible. The admin team will make contact with the parent/carer/tutee. If it is outside of office hours (after 6pm on a weekday or anytime on the weekend) the tutor should contact the parent/carer/tutee themselves via email or phone call if under two hours (following the above procedures to withhold call).

Please read our [Staff Absence Policy.](#)

Maintenance of equipment and facilities

This is the responsibility of the Director who has a planned maintenance schedule for the building with details of due dates for all servicing and expected repairs.

All systems such as heating, air conditioning and ventilation systems are serviced once a year, while all fixed wiring is tested and any remedial work is carried out every five years, to ensure that the premises meet the requirements of the Institute of Engineering and Technology ("IET") regulations.

Swindon Tuition Centre is also responsible for all portable devices such as heaters and printers and these are tested according to manufacturer's recommendations.

Welfare

Our premises are well lit, clean and tidy with a kitchen area provided for staff to heat food. Hand towels and hand wash are provided in the kitchen and toilets.

All floors are free of slip and trip hazards, to ensure that our premises remain a safe place to work in please:

- Keep the kitchen area clean and wipe up spills immediately
- Keep gangways clear
- Do not block fire exits
- Do not prop open fire exits
- Keep work areas tidy

- The main exit routes of the Centre will not be locked during the day, although the front doors must be restricted by a latch. **Keep the front door closed and off the latch at all times during the day tuition hours.**
- During evening tuition times the front door may remain on the latch for ease of access of parents and tutees.

Consent

As part of the students registration and induction, the following consent is obtained and kept on file:

- To hold information (Please refer to Data Protection and GDPR Policy)
- To share information (Please refer to Confidentiality Policy)
- Medications- including administration, special staff training requirements, storage and recording arrangements. This is all recorded on an additional Administering Medication Form.
- Allergies/ dietary requirements- including
- Photo permission- including use for social media etc.
- Authorised persons (to collect)

For some of the above, individual risk assessments may need to be completed.

Risk assessments

The aim of the risk assessment process is to:

- Identify processes and situations that may cause harm to people
- Plan how to stop these hazards from occurring or to control the risk
- Create awareness of hazards and risk
- Meet legal requirements
- Analyse key safety metrics
- Contribute to continuous improvement initiatives

Child and staff safeguards are integrated with and actively managed into existing business processes and systems (strategic planning, budgeting, recruitment, programme cycle management, performance management, procurement, etc.) to ensure safeguarding and health and safety of our pupils and staff is a feature of all key aspects of operations.

Our Risk Assessments include:

- Pupil Behaviour Risk Assessment completed by referrer covering likelihood of:
 - VP Verbal abuse/threatening behaviour against a pupil
 - VA Verbal abuse/threatening behaviour against an adult
 - PP Physical assault against a pupil
 - PA Physical assault against an adult
 - DB Persistent disruptive behaviour
 - SM Sexual misconduct

- DA Drug and alcohol related
- RA Racial Abuse
- AB Absconding
- DM Damage
- BU Bullying
- PW Possession of a weapon
- CS Contextual safeguarding concerns
- Individual Pupil Risk Assessments completed internally by Designated Safeguarding Lead or Deputies and shared with SLT Teams and key tutors.
- Full risk assessments for Centre hazards completed by the Health and Safety Officer:
 - Display Screen Equipment
 - Drop off/ collection of pupils
 - Emergency Lock Down
 - Electrical shock
 - Fire Procedures
 - Food hygiene
 - Irritants
 - Lone working
 - Manual handling
 - Slips, trips and falls
 - Supporting Mental Health in the Workplace
 - Supervision of Pupils
 - Trips and outings
 - Travel on organisational business
 - Travel with service users
 - Violence and inappropriate behaviour
 - Working at heights
 - Off-site Provision Risk Assessment
- Activity Specific Risk Assessments for trips and activities completed by all staff:
 - All educational visits
 - Travel on educational visits
 - Use of tour operator or provider of activities
 - Walks in normal country
 - Walks in remote terrain
 - Seaside Visits, River walks, gorge or stream scramble as an adventure activity
 - Activity by or in water
 - Rock climbing
 - Swimming during educational visits
 - Visits to coastal locations
 - Visits to farms
 - Cycling
 - Canoeing/kayaking
 - Ice Skating
 - Cooking
- Full risk assessments for Forest School hazards completed by Forest School Leader:
 - Weather
 - Den building
 - Activities near pond
 - Collecting natural materials
 - Making a fire
 - Making wooden disks
 - Obstacle courses
 - Rope swing
 - Slacklining
 - Tree climbing

- Making a fire
- Full site risk assessment
- Daily site risk assessment
- Whole Organisation [Contextual Risk Assessment](#) completed by the Safeguarding Team.

All Individual pupil risk assessments are shared with the internal staffing team (those that come into contact with the pupil). All other Risk Assessments are shared on completion and can be found in the live Risk Assessment Folder including those associated with the delivery of Forest School activities.

Risk Assessment Procedure

We undertake the following six steps to systematically assess and manage risks:

1. Identify the hazards
2. Decide who might be harmed and how
3. Calculate the risk or likelihood of the hazards occurring and decide on control measures
4. Record your findings and implement them
5. Review your assessment and update if necessary
6. Risk Assessment Quality Assurance

Step 1: Identify the hazards

In order to identify hazards the risk assessor needs to understand the difference between a 'hazard' and 'risk'. A hazard is 'something with the potential to cause harm' and a risk is 'the likelihood of that potential harm being realised'.

Hazards are identified by:

- Introducing new processes/ activities
- Changes to processes/ activities
- Or identifying a new hazard by via:
 - Walking inspections
 - Maintenance Checklist
 - Staff feedback
 - Staff Surveys
 - Accident/ near miss Logs

Step 2: Decide who might be harmed and how

Once the risk assessor has identified a number of hazards they need to decide who might be harmed and how, such as pupils, staff, visitors, or members of the public.

Step 3: Calculate the risk or likelihood of the hazards occurring and decide on control measures

After 'identifying the hazards' and 'deciding who might be harmed and how' the risk assessor is then required to protect the people from harm. The hazards can either be removed completely or the risks controlled so that the level of injury or likelihood of occurrence is less likely.

Step 4: Record your findings

The risk assessor's findings must be completed on a STC Risk Assessment Spreadsheet and shared with management and the wider staffing team.

Step 5: Review your assessment and update as and when necessary

Risk assessments are reviewed annually or earlier if working habits or conditions change or if they become invalid due to, for example, following an accident in the workplace, or if there are any significant changes to the hazards, such as new equipment, work activities or sustained behaviours.

Step 6: Risk Assessment Quality Assurance

Departmental Managers and Seniors (Safeguarding, Health and Safety, and Forest School Leader) have responsibility for the completion and implementation of risk assessments assigned to them. The Head of Operations has overall responsibility for ensuring Managers and Seniors correctly complete risk assessments for all relevant hazards, activities and behaviours by monitoring on a quarterly basis the Quality Assurance Portfolio. This QA Portfolio clearly defines Risk Assessment Review dates, the person in charge of the Risk Assessment review and a check box and note section for QA assessor.

Medication

Should medication be required throughout a session by a tutee whilst at Bristol Tuition Centre this should be highlighted within the referral process. At the beginning of the tutee's session the medication should be handed to the tutor, signed in by parent/carer and the tutor using the [Medication Administration form](#). The medication should be stored within the medication safe within the centre. When required to be administered at the correct time this should be inputted into the Medication Administration Form also. A witness should be present when the medication is prepared, checked against the instructions and administered to ensure this is correct.

Following being administered the medication should be returned to the medication safe until the end of the session.

Once the session is completed the medication should be signed out and to the parent/carer once again.

PART 4 CENTRE HAZARDS

As an organisation, Bristol Tuition Centre may face the following hazards or need to provide additional support to staff and volunteers in some circumstances. The hazards noted are controlled with the following procedures:

Display Screen Equipment

As many of our employees and service users use display screen equipment on a regular basis, it is important that Swindon Tuition Centre complies with the Health and Safety (Display Screen Equipment) Regulations 1992 and takes precautions to protect both employees and service users from any risks associated with computers.

If established staff are experiencing any symptoms that they feel are the result of their work station, they will be asked to complete a self-assessment display screen equipment questionnaire which will review their VDU, desk layout and posture. Recommendations can then be made to help improve the problems that they are experiencing.

How to control the risk

The risks from DSE can be controlled using the following straightforward, low-cost controls.

Getting comfortable

The following may help users:

- Forearms should be approximately horizontal and the user's eyes should be the same height as the top of the screen.
- Make sure there is enough work space to accommodate all documents or other equipment. A document holder may help avoid awkward neck and eye movements.
- Arrange the desk and screen to avoid glare, or bright reflections. This is often easiest if the screen is not directly facing windows or bright lights.
- Adjust curtains or blinds to prevent intrusive light.
- Make sure there is space under the desk to move legs.
- Avoid excess pressure from the edge of seats on the backs of legs and knees. A footrest may be helpful, particularly for smaller users.

Well designed workstations

Keyboards and typing

- A space in front of the keyboard can help you rest your hands and wrists when not keying.
- Try to keep wrists straight when keying.
- Good keyboard technique is important – you can do this by keeping a soft touch on the keys and not over-stretching the fingers.

Using a mouse

- Position the mouse within easy reach, so it can be used with a straight wrist.
- Sit upright and close to the desk to reduce working with the mouse arm stretched.
- Move the keyboard out of the way if it is not being used.
- Support the forearm on the desk, and don't grip the mouse too tightly.
- Rest fingers lightly on the buttons and do not press them hard.

Reading the screen

- Make sure individual characters on the screen are sharp, in focus and don't flicker or move. If they do, the DSE may need servicing or adjustment.
- Adjust the brightness and contrast controls on the screen to suit lighting conditions in the room.
- Make sure the screen surface is clean.

- When setting up software, choose text that is large enough to read easily on screen when sitting in a normal comfortable working position.
- Select colours that are easy on the eye (avoid red text on a blue background, or vice versa).

Changes in activity

- Breaking up long spells of DSE work helps prevent fatigue, eye strain, upper limb problems and backache.
- Staff are responsible for organising their own rest breaks including the rest breaks for students under their supervision. The following may help staff and service users:
 - Stretch and change position.
 - Look into the distance from time to time, and blink often.
 - Change activity before users get tired, rather than to recover.
 - Short, frequent breaks are better than longer, infrequent ones. Timing and length of changes in activity or breaks for DSE use is not set down in law and arrangements will vary depending on a particular situation.

Additional

Employees are welcome to purchase additional furniture/ apparatus in order to make themselves as comfortable as possible e.g. standing desks.

Drop off/collection of pupils

Pupils Walking to/from tuition independently

The most important factor to consider about suitability of a child walking to / from Tuition alone is any risk to the child. There is no set legal age that children can walk to and from Tuition independently or be left on their own. It is an offence to leave a child alone if it places them at risk and therefore Bristol Tuition Centre has a continual obligation to take action if they believe this is the case. If parents/carers wish to let their child travel to/from Bristol Tuition Centre independently, then they must assess the risks associated with the school route and their own child's confidence. If a staff member feels that there is a risk surrounding the parent's wishes this should be reported via our usual safeguarding procedures.

Pupils may only be released into the care and supervision of another adult who is not their parent or usual carer if this person has been authorised to do so by prior arrangement (usually using a password) or the staff member verbally agrees this with their guardian.

If Bristol Tuition Centre is in agreement for the child to make their own way home, the Tuition Centre will ask the parent to write a letter to confirm the procedure, ensuring that this is reviewed regularly. The responsibility for their child's safety rests with parents and carers who choose for them to walk independently to / from the Tuition Centre.

Collection from authorised persons

Pupils may only be released into the care and supervision of another adult who is not their parent or usual carer if this person has been authorised to do so by prior arrangement or the staff member verbally agrees this with their guardian.

Drop off/collection by an older sibling

There is no minimum age set in law when a young person is allowed to remain in charge of another child. But it is an offence to leave a child alone if it places them at risk, and this can include in the care of an older sibling if the level of supervision is 'likely to cause unnecessary suffering or injury to health' (Children and Young Persons Act, 1933). Parents/carers are therefore responsible for anything that should go wrong in their absence. If parents wish older siblings to drop off / collect younger children they must meet with the Tuition Centre to discuss the situation and if this is agreed write a letter to confirm the procedure, as above. If the Tuition Centre has any concern that older siblings are not competent to take younger siblings to and from school or there are concerns about any child's safety or welfare due to these arrangements, this will be raised with the parent (ideally in advance of collection) and if alternative arrangements are not made, a safeguarding referral will be made to Children's Services where necessary.

Parent/carers ability to offer safe care

If the Tuition Centre has a concern that the parent/carer is using drugs/alcohol and therefore may not be able to provide safe care for their child/children the Tuition Centre will speak with the parent/carer to inform them of the concerns and monitor the situation. However, if the extent of a parent's own needs mean that they cannot keep the child safe from harm, then a safeguarding referral to Children's Services, SLSCB will be made. If an adult with parental responsibility presents at the Tuition Centre and staff are concerned that their presentation suggests they are unable to offer safe care, one of the Designated Safeguarding Leads will speak with the parent/carer to clarify the situation and assess the risk to the child. The Tuition Centre will aim to retain care of the child whilst awaiting the advice of Police and Children's Services but schools do not have the authority legally to retain a child against a parent/carer's will. If a parent/carer is under the influence of drugs or alcohol and takes the child/children off site the Tuition Centre will then ring for a Police welfare check on the non-emergency number, 101.

Late Collection/ Non-collection

BTC does not expect any child to be collected late. If a parent/carer is delayed for any reason it is the parent/carer's responsibility to call an authorised adult to collect the child/children from BTC on their behalf. BTC procedures covering the collection of pupils at the end of school are to ensure children are safe and in the care of the parent or an authorised adult by the agreed time. BTC must have the full contact details of parents/carers and other adults [such as grandparents] authorised by the parent/carer to collect their child. It is the parent/carer's responsibility to ensure contact

details are up to date and that they have sufficient authorised adults for a range of emergencies. Staff members are never to leave a child who has not been collected, they must phone the duty manager for advice. They may be asked to stay on and accrue toil (Day Tutors) or be paid overtime (Evening Tutors).

Electrical shock

Electricity can kill or cause serious injury, burns or even fires, to avoid these dangers:-

1. Always switch off appliances which are unused
2. Only use appliances for its intended purposes
3. Use the appliance in a safe and stable position
4. Do not place items on an electrical appliance that could cause it to overheat or obstruct air flow
5. Position leads and plugs to avoid trip hazards
6. If you use a multi-socket extension do not overload it
7. One extension is enough
8. Always ensure extension is fully uncoiled and report any damage
9. Never attempt to repair electrical items unless qualified and authorised to do so

As Bristol Tuition Centre is a low-risk working environment, a portable appliance test is not needed on our electrical equipment, unless otherwise suggested by the Health and Safety Officer. The Health and Safety Officer will complete visual inspections on portable electrical equipment and record the frequency of these checks.

All fixed wiring is also tested by the landlord on a regular basis, any recommendations made from tests will be completed to ensure we comply with the latest Institute of Engineering and Technology ("IET") regulations.

Portable electrical equipment must be maintained to prevent danger.

For most portable Working out what you have to do is not time consuming or complicated.

Simply looking for signs of damage is a good way of Maintaining portable electric equipment.

End of Day Checklist/ Lock up Procedures

On the timetable (both the day and evening timetable) Centre supervisors lock down the sheet.

Fire Procedures

To help prevent fire in our building Bristol Tuition Centre carries out an annual fire risk assessment reviewing our own systems and processes, to protect both people and premises.

Our building has many fire prevention systems such as an alarm and extinguishers which are serviced and maintained by the Landlord. The building alarm system is tested each Monday at both centres at 2.30 pm and fire training drills are held during the year.

No smoking or e-cigarettes are allowed on our premises.

Bristol Tuition Centre will discuss with staff at induction if they require a Personal Emergency Evacuation Plan (“PEEP”), should that change at any time the Quality Assurance Manager should be informed and a plan will either be created or updated.

To prevent fires, always ensure that flammable substances are stored away from heat sources and that rubbish is disposed of quickly. No emergency exits should be blocked and it is everyone’s responsibility to move obstructions if they are found.

When leaving the building at night always ensure that doors are closed, even if doors are standard specification rather than fire doors, they will hold back smoke and fire reducing damage to the building.

Should a fire start in any location, the fire call alert point should be pressed and every member of staff should exit the building immediately. Any visitors including contractors should be accompanied to assembly points where the register will be taken to check all members, students and visitors are accounted for. At no point, should a member of staff attempt to fight any fire.

A member of staff will phone the Fire Brigade confirming firm, location and contact details. Once the Fire Brigade arrives, they will be informed if all persons are present or any missing.

No staff members should return to the building until they are told to do so by the Fire Brigade.

For further details, please see our Fire Evacuation Plan.

Food hygiene

When handling any food all staff need to be mindful of hygiene, cross contamination and chilling foods, so remember the following basic rules:

Cross contamination

This occurs when bacteria are spread between food, surfaces or equipment. It is most likely to happen when raw food touches (or drips onto) ready-to-eat food, equipment or surfaces.

Cross-contamination is one of the most common causes of food poisoning. To ensure this does not happen:

- Clean and disinfect work surfaces, chopping boards and equipment thoroughly before you start preparing food and after you have used them to prepare raw food.
- Use different equipment (including chopping boards and knives) for raw meat/poultry and ready-to-eat food unless they can be heat disinfected in, for example, a commercial dishwasher.
- Wash your hands before preparing food

- Wash your hands thoroughly after touching raw food
- Keep raw and ready-to-eat food apart at all times

Cleaning

Effective cleaning stops the spread of bacteria on hands, equipment and surfaces.

Make sure that you:

- Wash and dry your hands thoroughly before handling food.
- Clean and disinfect food areas and equipment between different tasks, especially after handling raw food.
- Clear and clean as you go. Clear away used equipment, spilt food etc. as you work and clean work surfaces thoroughly.
- Use cleaning and disinfection products that are suitable for the job and follow the manufacturer's instructions.
- Do not let food waste build up.

Chilling Food

Chilling food properly prevents harmful bacteria from growing. Some food needs to be kept chilled to keep it safe, for example food with a 'use by' date, cooked dishes and other ready-to-eat food such as prepared salads and desserts. It is very important not to leave these types of food standing around at room temperature. To ensure all chilled foods remain at the correct temperature:

- Check chilled food upon delivery from the supplier to make sure it is cold enough.
- Put food that needs to be kept chilled in the fridge straight away
- Cool cooked food as quickly as possible and then put it in the fridge
- Keep chilled food out of the fridge for the shortest time possible during preparation.
- Check regularly that your fridge is cold enough.

Cooking

Thorough cooking kills harmful bacteria in food, so it is extremely important to ensure that food is cooked properly.

When cooking or reheating food, always check that it is steaming hot all the way through.

If you have been unwell with a stomach bug or cold you should not handle food until 48 hours after sickness episode.

Additional Training

Bristol Tuition Centre often uses cooking to meet learning and social objectives for their students. Day staff who regularly use cooking for this reason, will be identified to complete additional Level 2 Food Hygiene training.

Infection Control

This part of the policy incorporates Public Health England guidance Health protection in schools and other childcare facilities and Department for Education guidance COVID-19 infection prevention and control.

Educational settings are common sites for transmission of infections. Children are particularly susceptible to infections because a child's immune system is immature. Added to this, young children often have close contact with their friends, making it easier for infections to be passed on. Many diseases can spread before the individual shows any symptoms at all especially during the infectious period.

Infection prevention and control measures are introduced and encouraged to interrupt the cycle of infection. Promoting the routine use of good standards of hygiene so that transmission of infection is reduced overall. This is through: immunisation of pupils and staff, good hand washing and making sure the environment is kept clean.

Where a case of infection is known, measures aim to reduce or eliminate the risk of spread through information and prompt exclusion of a case.

Infections are spread in many different ways: Respiratory spread, Direct contact spread, Gastrointestinal spread, Blood borne virus spread.

Transmission of coronavirus mainly occurs via respiratory droplets generated during breathing, talking, coughing and sneezing. These droplets can directly infect the respiratory tracts of other people if there is close contact. They also infect others indirectly. This happens when the droplets get onto and contaminate surfaces which are then touched and introduced into the mouth or eyes of an uninfected person. Another route of transmission is via aerosols (extremely small droplets), but this is only relevant to medical procedures for a very small number of children in education and social care settings.

In all education settings, preventing the spread of coronavirus involves preventing: direct transmission, for instance, when in close contact with those sneezing and coughing indirect transmission, for instance, touching contaminated surfaces.

Prevention and control

Hand washing is one of the most important ways of controlling the spread of infections, especially those that cause diarrhoea and vomiting and respiratory disease. Liquid soap, warm water and paper towels are recommended.

All staff and pupils are advised to wash their hands after using the toilet, before eating or handling food and after touching animals.

Cover all cuts and abrasions with a waterproof dressing.

Responding appropriately to:

Coughs and sneezes to avoid the spread of diseases. Children and adults are encouraged to cover their mouth and nose with a disposable tissue and wash their hands after using or disposing of tissues. Spitting is discouraged.

Bites:

If a bite does not break the skin: clean with soap and water and no further action is needed. If a bite breaks the skin: clean immediately with soap and running water. Record incident in accident book. Seek medical advice as soon as possible (on the same day) to treat potential infection, to protect against hepatitis B, for reassurance about HIV

Cleaning blood and body fluid spills:

All of these should be cleaned up Immediately, wearing PPE. A spillage kit should be available for bodily fluids like blood, vomit and urine.

COVID-19 prevention and control

A range of approaches and actions should be employed. These can be seen as a hierarchy of controls that, when implemented, creates an inherently safer system where the risk of transmission of infection is substantially reduced.

These include:

- Minimise contact with individuals who are unwell
- Clean your hands often
- Robust hand and respiratory hygiene (catch it, bin it, kill it)
- Enhanced cleaning, including cleaning frequently touched surfaces often
- Minimise contact and mixing
- Personal protective equipment (PPE)
- Social distancing measures are implemented
- Soft furnishing, soft toys and toys that are hard to clean have been removed
- The use of shared resources has been reduced
- Air flow and ventilation is increased by opening windows and children spending more time outdoors
- Active engagement with NHS Test and Trace

What to do if you suspect an outbreak of infection:

An outbreak or incident may be defined as: an incident in which 2 or more people experiencing a similar illness are linked in time or place. A greater than expected rate of infection compared with the usual background rate for the place and time where the outbreak has occurred.

When to report:

Managers will contact the local health protection team as soon as they suspect an outbreak to discuss the situation and agree if any actions are needed. It is useful to have the information listed below available before this discussion as it will help to inform the size and nature of the outbreak: total numbers affected (staff and children), symptoms, date(s) when symptoms started.

For suspected cases of infectious illness where there is uncertainty it's an outbreak, call your local HPT.

Irritants

The only irritants present in the complex are cleaning fluids for toilets and kitchens used by the Landlords cleaning contractors. This company have a Control of Substances Hazardous to Health ("COSHH") register. Staff member should not use any cleaning material without correct instructions and personal protective equipment if required.

Lone working procedures

Working alone is not in itself against the law and it will often be safe to do so. However, the law requires employers to consider carefully, and then deal with, any health and safety risks for people working alone. Employers are responsible for the health, safety and welfare at work of all their workers. They also have responsibility for the health and safety of any contractors or self-employed people doing work for them.

Employees have responsibilities to take reasonable care of themselves and other people affected by their work activities and to cooperate with their employers in meeting their legal obligations.

[Working alone: Health and safety guidance on the risks of lone working](#)

How does the centre promote safe lone working practices?

- Where possible, all staff are instructed to work alongside another tutor in the same building. When this is not possible, and staff are to lone-work with a student, the Duty Manager must be made aware of this so that they can sign out safely with them by telephone or text.
- For students who pose a potential risk to lone-working practices, consideration must be given to this on each occasion, and an individual risk assessment drawn up and adhered to. Within the risk assessment, the use of camera CCTV may be included - parents will need to sign a permission for this.
- All staff are trained on behaviour de-escalation strategies.

Lone working - Home Visits Procedure

- Before home tuition takes place, a [Home Tuition Suitability Risk Assessment](#) must be carried out by the parent/carer and sent to a member of the Senior Leadership to assess. The assessment will lead to either granted or disapproved. If disapproved, the SLT member should discuss with the parent/carer the reasoning behind the outcome decision.
- If a situation occurs which may affect the safety of a Tutor when completing home tuition, the suitability for this provision must be reviewed by a member of the SLT.
- Prior to entering the home the tutor is instructed to message the Duty Manager their safe arrival and again when they leave safely.
- A code sentence has been created in order to notify the Duty Manager of an emergency and to call the police - Code sentence: **'please can you bring the purple book'** - by phone or 'bring purple book' by text. This should be used as a safety protocol when a staff member is in immediate danger and cannot leave the building.

Manual handling

Manual handling injuries can occur when weight is lifted with an awkward posture or aggravates an existing injury.

Our procedure is to avoid manual handling activities when possible by decanting large boxes into smaller weights to lift more easily. Planning the movement of any item often prevents injury.

Manual Handling Guidelines:

- Think before lifting/handling
Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions such as discarded wrapping materials. For a long lift, consider resting the load midway on a table or bench to change grip
- Consider using a mechanical aid
Such as a forklift or sack truck
- If load is going to be moved manually
Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.
- Adopt a stable position
The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). Be prepared to move your feet during the lift to maintain stability.
- Get a good hold
Where possible the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.
- Start in a good posture
At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).
- Don't flex the back any further while lifting
This can happen if the legs begin to straighten before starting to raise the load.
- Avoid twisting the back or leaning sideways
Especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.
- Keep the head up when handling
Look ahead, not down at the load, once it has been held securely.
- Move smoothly.

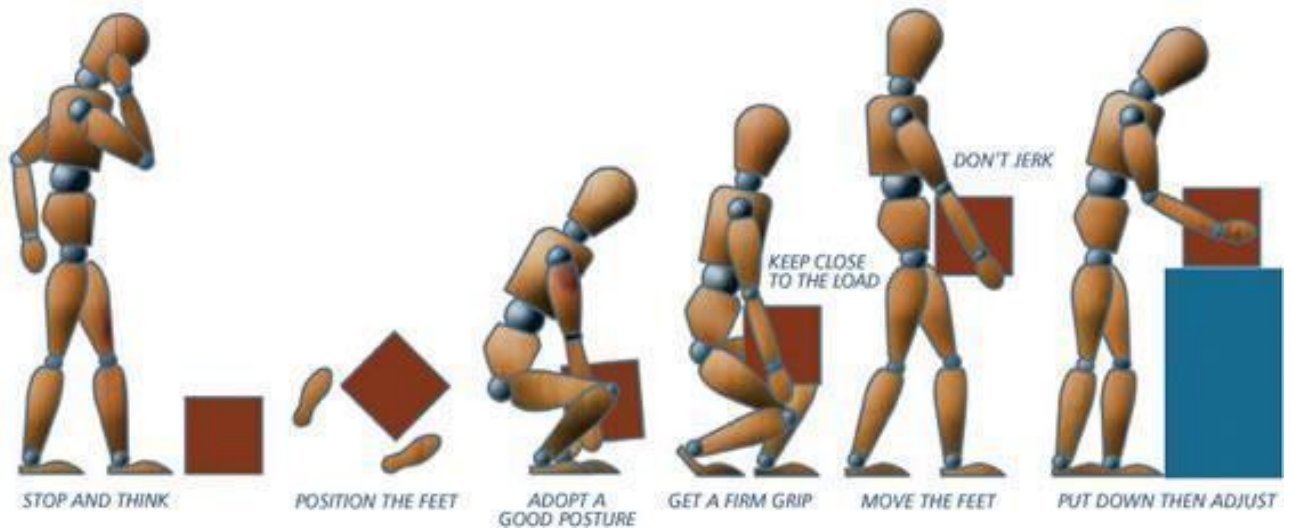
The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.

- Do not lift or handle more than can be easily managed

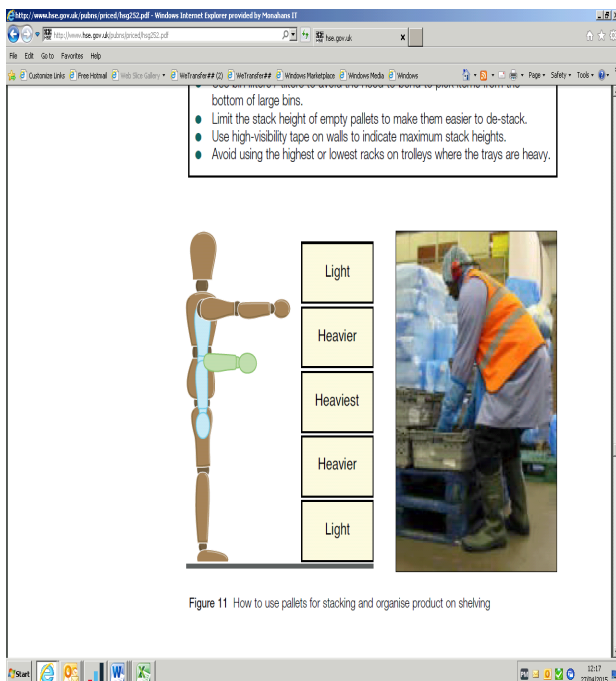
There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.

- Put down, and then adjust

If precise positioning of the load is necessary, put it down first and slide it into the desired position.



When organising shelving place heavier items at a height where there is less risk of injury.



Slips, trips and falls

Slips and trips are the most common form of workplace hazards and make up over a third of all major injuries. Over 10,000 workers last year suffered a serious injury including broken bones due to a slip, trip or fall.

These types of accidents normally happen because no one takes this accident seriously and does not think it can happen to them.

To stop this think ahead:

- Move that box to stop it blocking a gangway.
- If you see a spill, mop it up.
- If there is a hole in the carpet in a gangway inform the Quality Assurance Manager.
- Do not carry too many boxes making it difficult to manoeuvre
- Please report all near-misses (accidents that nearly happened) in the Accident Log.

Supporting mental health

For Students

Emotional wellbeing and mental ill health is complex, and increased demand may be explained by a number of influencing factors including rising stress on families, parenting problems, poverty and disadvantage, educational pressures, bullying (including using social media), peer pressure and other social influences.

At Bristol Tuition Centre, our Designated Safeguarding Lead (DSL) also acts as our centre's Mental Health Lead (for students). The DSL has completed the two-day Mental Health First Aid course and is trained in signs of symptoms of mental-ill health, risk factors, and routes for crisis intervention and referral. Supporting the mental health of students in our care also forms part of the In-house Safeguarding training. All staff are trained in identifying concerns regarding emotional wellbeing and mental health issues and understand how to log these and monitor.

Where possible, staff aim to support pupils requiring lower level emotional and mental wellbeing interventions, preventing an escalation of need. However, sometimes referrals to statutory or voluntary agencies may be in the best interest of the child for example; Children and Families, CAMHS, Youth Offending Team etc.

Within the Workplace

Mental health issues are not solely connected to work or home life but are often a combination of many factors and like physical health can fluctuate from good to poor.

Stress can be found both at home and in the workplace and it is important to recognise the symptoms in others and yourself. Increased absence, headaches, irritability, lack of motivation and high error levels are all initial symptoms of stress. If members of staff start to notice these symptoms and feel unable to cope with tasks, they are advised to talk to their manager.

Line Managers need to pay special attention to staff: there is a direct link between poor work organisation and subsequent ill health. By keeping in mind the signs of stress, line managers can position themselves to provide support quickly on an individual basis.

Substance Misuse at Work

Definition of Alcohol or Substance Misuse

1. Alcohol misuse is a level of drinking alcohol which affects an individual's work or behaviour in the workplace.
2. For the purposes of this procedure, substance misuse refers to the taking of drugs or a controlled substance, either intermittently or continuously which interferes with an individual's health, work capabilities or conduct, or which affects the work performance and/or safety of themselves and others.
3. Drugs include any substance (other than alcohol) that produces physical, mental, emotional or behavioural change in the user. The sale, possession or consumption of such drugs is illegal. This term includes prescription drugs where such prescription drugs have not been prescribed for the person possessing or using such drugs and/or such prescription drugs are not taken in accordance with a physician's direction.
4. Controlled substances include all chemical substances or drugs listed in any controlled substances acts or regulations applicable under the law.

While not everyone who uses drugs and/or alcohol will begin to misuse or become dependent on them, even infrequent use can impact on the workplace in many ways, including:

- increased absence
- problems with punctuality
- reduced work performance and productivity
- safety risks to the individual and others
- possibility of erratic workplace behaviour (which in some circumstances can lead to increased risk of violence, sexual harassment or aggressive/abusive language)
- adverse impact on company reputation and customer relations
- negative impact on team morale.

However, some people may not show obvious signs of drug or alcohol misuse; that does not mean a problem does not exist. It doesn't matter that the use or misuse of drugs and alcohol may occur outside of the workplace; the potential impact on productivity, fellow employees and the workplace means that this is an issue that people professionals need to understand and be prepared to deal with.

Problematic situations can arise from a wide range of substances that can alter people's physiology, mood, behaviour and thinking. The ways in which they do this can differ significantly. Some drugs are legal; others are not. Some people may become addicted or dependent upon certain substances resulting in addiction or dependence, while others will not. It is essential when

dealing with a situation where an employee may have a problem with drugs or alcohol not to assume there is one specific approach or solution. Every case needs to be dealt with individually.

In order to understand the legal issues surrounding workplace drug or alcohol use, employers need to understand a disjointed mixture of rules that are derived from two main sources:

- legislation, passed by Parliament
- case law, sometimes known as judicial precedent.

The issues arising from the use of both substances in the workplace are also dealt with under general employment provisions aimed at dealing with wider issues, such as duties relating to the health, safety and welfare of employees at work and implied contractual terms, including the term which means that neither employer nor employee will act so as to breach the duty of 'mutual trust and confidence' that exists between them.

Negligence

Under what is known as the common law duty of care, all employers must take reasonable care of employees or they may be able to bring a claim of negligence. If an employer allows an employee to continue to work when under the influence of drugs or alcohol, there is, at the very least, a risk that the duty of care may be breached. The employer may also be vicariously liable for the negligence of the intoxicated employee. Employees have an individual legal responsibility in relation to their colleagues and their own health and safety and could be sued for negligence along with the employer if they fail to carry out their work with reasonable care due to the influence of drink or drugs and cause damage or injury as a result.

Rules on alcohol or substance misuse consumption

- **Alcohol or substance misuse consumption is completely banned from the centres**
- **Alcohol or substance misuse must not be consumed outside of work hours if you are later that day or evening tutoring a pupil or attending a work meeting.**

Reporting processes

The organisation encourages any employee who suspects they have an alcohol and/or substance misuse problem to seek assistance voluntarily.

In the event of an employee not seeking voluntary assistance, an alcohol and/or substance misuse problem might also be identified by either a manager or raised by another employee.

If an employee needs to make the organisation aware of a problem, they should speak to a member of the Senior Leadership Team or their line manager. If requested, concerns reported about a colleague will remain anonymous.

Support on offer

Medical advice, treatment and monitoring will be offered by an external Occupational Health provider in the strictest confidence and with the informed consent of the employee. Details of a

confidential nature will normally only be discussed with the employee's own General Practitioner, other medical specialist or their line manager with the prior agreement of the individual.

The organisation will ensure that managers are able to deal with problems quickly and effectively by following the associated procedure.

Whilst alcohol or drug abuse does not excuse poor work performance or misconduct it may be treated as a mitigating factor, and disciplinary procedures may be suspended whilst the opportunity is taken to identify potential alcohol or drug-related problems and, if necessary, to seek treatment.

Support from external agencies:

Employee's GP

Turning Point: <https://www.turning-point.co.uk/services/impact>

Supervision of Tutees

General supervision

Tutees must be supervised at all times and must not be left unattended when in the centre or completing off-site tuition. If a tutee absconds from the centre, staff are to follow reporting procedures as detailed in Safeguarding Children and Young People Policy.

Unsupervised Breaks

Unsupervised breaks of 10-15 minutes are given to secondary school aged pupils unless explicitly stated otherwise on the Alternative Provision Referral Form. If it is stated that the tutee is not allowed an unsupervised break, their Individual Risk Assessment must be updated and shared with all staff.

Trips and Outings

Bristol Tuition Centre delivers a variety of trips and outings sometimes as an end of term celebration or a reward for student's effort towards their work.

We have a duty of care to plan, manage and monitor each of these events to ensure that staff, volunteers and our service users are not exposed to H&S risks.

Each event is planned and risk assessed to ensure that students have a great experience and hazards are controlled. For each trip/outing, we will assess the following criteria:

- Scale, type and scope of the outing

- Age and number of attendees
- Appropriate adult to student ratios
- Qualifications of instructors at event and insurance
- Location
- Duration of the event
- Time of day and year the event will be held
- Weather, staff shortages and entertainment cancellation
- Transport
- Equipment needed

When organising an outing or trip, we also need to consider emergencies such as fire or medical and have plans in place to manage both public and our staff/volunteers to ensure they remain safe. For each outing, we have a designated first aider on call.

Please refer to the full Risk assessment folder for specific activity risk assessments.

Travel on organisational business

It is important for all staff to be aware of the hazards that the roads and vehicles present, and the opportunities we have to reduce these risks. To help protect yourself:

- Your motor vehicle must be correctly insured, roadworthy (not just holding a MOT certificate) and you must comply with the Highway Code at all times. You must also ensure that you hold a valid driving licence for driving in the UK. Bristol Tuition Centre reserves the right to ask to see any relevant documentation and will undertake periodic checks.

It is the responsibility of each employee who will be using his/her own vehicle on the organisation's business to ensure that the insurance position is adequate in the following respects:

- That use by the employee in connection with the organisation's business is covered
- The carriage of passengers on the organisations business is covered
- That the cover is not invalidated by reason of any mileage or other payments which might be made to the employees
- Seat belts must be used at all times
- If you are using your bicycle for work purposes you must ensure your cycle is in good condition and fit for the public highway including working brakes and clean headlights. You should wear a helmet all year and lights should be fitted to your bicycle to warn other traffic in the dark.
- It is an offence to drive or cycle while under the influence of alcohol or drugs (including legal highs) under section 4(1) and (2) of the Road Traffic Act 1988 and as such this will be considered a gross misconduct offence. This includes medication prescriptions by your Doctor and those purchased over the counter should they affect your ability to

drive. You should always ensure that prescription medication is taken in accordance with your GP's / chemist instructions

- You are expected to report any medical condition that makes you unfit to drive safely to us, and if required to the DVLA.
- The organisation will not reimburse any fines received, the cost of business insurance cover, or cycle equipment recommended above.
- All accidents should be reported to the Health and Safety Officer or other member of the Management Team immediately after the incident, or as soon as it is reasonably practicable to do so.

Travelling with service users

Service users should only be carried in staff's private motor vehicles in pre-arranged circumstances where staff have been authorised to do so as part of their job description e.g. for students who are otherwise unable to get to the centre or for trips and outings.

The employee:

- Is responsible for ensuring that their motor insurance policy includes cover driving for work and for the transportation of service users
- Staff can only use their car to transport service users to / from the student's home/ tuition centres/ trips or outings.
- Service users must not be offered a lift where this is not part of our service provision e.g. outside of normal school hours.
- Staff must ensure that every passenger wears a seatbelt including when sitting in the back of the vehicle
- Staff must not accept any money or gift e.g. petrol money in return for transporting a service user (acceptance of money / gift may invalidate the motor insurance policy).
- Reimbursement should be claimed in accordance with the Travel and Expenses Policy
- It is illegal to make or answer any calls on a hand-held mobile phone whilst you are driving or cycling.

Violence and inappropriate behaviour

On registration of a new pupil, where the risk of violence or aggressive behaviour has been identified, a senior member of staff must complete a Behaviour Risk Assessment individual to that pupil, and this must be shared with all staff working with the pupil. Minor, medium and severe incidents and their possible sanctions are outlined in detail in our Behaviour Policy.

All staff and are aware of how to identify and respond to risks to children and young people from extreme or radical views. Please see our Prevent section in our Safeguarding Children and Young People Policy.

Working at heights

Many people think of working at heights as roofers or construction workers but **anyone working above ground level** is regarded as 'working at heights', which include those working on step ladders and step stools.

When using either piece of equipment please:

- Ensure that the ladder/stool is in good condition and has been inspected
- Do not overreach - move the ladder/stool
- Do not use on slippery surfaces
- Make sure that the step stool is tall enough for the job
- Make sure you are wearing sensible footwear

Forest School Hazards

Please refer to the Forest School Policy and Risk Assessment Folder for a full list of hazards and risk assessments.

PART 5 RELATED POLICIES

For further information on individual hazards please see the following policies:

1. Emergency Evacuation Plan
2. Emergency Lock Down Policy
3. Behaviour Policy
4. E-Safety Policy
5. Safeguarding Children and Young People Policy
6. Pupil Induction Policy
7. Employee Code of Conduct
8. Employee Induction Procedure

PART 6 FEEDBACK

It is important for Bristol Tuition Centre that every staff member plays their part in keeping our premises a safe place to work. If you see anything of concern, or can suggest ways to improve, please speak to your Line Manager, who will be happy to work with you to incorporate your suggestions into new working practices or update facilities.

PART 7 HEALTH AND SAFETY DECLARATION

I have read the Health and Safety Policy and fully understand the health and safety arrangements and my responsibilities and obligations to ensure their compliance.

Print Name:

Signature:

Date: