

Skills and Training Services (STS)

Local Operating Procedure

Health and Safety Policy

Version Control Sheet

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Approval

Name	Job Role	Date	Signature
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Change Control

Any requested changes to this document should be emailed to: mike.hampton@serco.com

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Introduction

The health and safety of our employees, learners and contractors is paramount to Serco. We pride ourselves on the provision of a safe and welcoming environment in which to work and learn. Every possible step is taken to ensure that the highest standards of health and safety are attained, maintained and, wherever necessary, improved. This Health & Safety Policy has been produced to help meet these standards in the context of our apprenticeship and adult education provision.

Please note that where we use the term “learner”, we are referring to external apprentices and adult learners who study with Serco, or a partner provider contracted by Serco. Where we use the word “delivery team”, we are referencing any facilitator, tutor, assessor, coach or member of the programme management and administration team. Where we use the word ‘partner provider’ we are referencing those organisations contracted to deliver training for learners.

Serco are committed to ensuring, as far as is reasonably practicable, the health, safety, and welfare, at work, of its employees and learners, and will eliminate and avoid, where possible, the risk of injury and ill-health to all people affected by our activities. Where it is not possible to eliminate/avoid risks, they will be reduced to the lowest levels reasonably practicable.

Our aim is to:

- Provide adequate control of health and safety risks arising from our work activities.
- Consult with and engage with our delivery team, learners and partner providers on matters affecting their health and safety.
- Ensure that all members of the delivery team receive a good level of health and safety training to enable them to keep themselves and others safe and promote a culture of good health and safety work practices.
- Ensure that partner providers make a full commitment to abiding by this policy.
- Provide information, instruction and supervision for the delivery teams and partner providers as appropriate.
- Ensure that all members of the delivery team are competent to do the work, and provide adequate training as needed.
- Require partner providers to ensure that all members of their delivery team are competent to do the work and provide adequate training as needed.
- Prevent accidents and cases of work-related ill health.
- Maintain safe and healthy working conditions with the provision of suitable welfare services.
- Review and revise this policy as necessary (if an issue is identified, there is a change in the law or there is significant change to the company) or at annual intervals, whichever comes first.

This policy should be read in conjunction with the following:

- Health and Safety – Group Policy Statement: [Health and Safety - Group Policy \(serco.com\)](#) [internal link only]
- SMS-GSOP_HSE1-6 Organisational HSE Responsibilities: [SMS-GSOP-HSE1-6 Organisational HSE Responsibilities - myserco](#) [internal link only]
- Raising a Concern – Safety: [Raising a concern - Safety - myserco](#) [internal link only]
- Serco Speak Up: [Speaking up | mycode | Serco](#)
- Skills and Training Services Safeguarding Policy
- Skills and Training Services Prevent Policy

- Skills and Training Services Behaviour, Disciplinary and Expectations Policy
- Skills and Training Services Extension, BiL, Withdrawal Policy
- Skills and Training Services Whistleblowing policy

Roles and Responsibilities

At Skills and Training Services level, the Senior Leadership Team is responsible for:

- Complying with HSE policy, standards, procedures, and key controls.
- Ensuring HSE responsibilities are clearly defined.
- Ensuring local controls are in place for providing assurance that HSE risks are being effectively managed.
- Ensuring all hazards are identified and risks assessments carried out to help design systems of work that minimise and/or control risk where appropriate.
- Ensure the delivery of Health and Safety induction for new employees and periodic refresher training for all employees.
- Providing oversight and reporting contract HSE performance.
- Promoting a positive HSE culture, where HSE performance is continuously improved, and leaders lead by example.
- Ensuring that members of the delivery team and partner providers have the necessary knowledge, training, and experience to undertake their role and to maintain appropriate records.
- Communicating with and providing mechanisms for employees and third parties to raise HSE concerns.
- Recording HSE incidents on ASSURE (Serco's reporting system) and investigating them in accordance with Group Procedures. Guidance on reporting an incident via assure can be found here: [Reporting an incident in Assure - myserco](#) (Internal Serco access only).
- Advising managers, delivery team, learners, partner providers, as appropriate, to stop immediately any process or activity of which they become aware which might place any person at risk of injury, or where a break of statutory requirement has been identified.

All members of the delivery team are responsible for:

- Undertaking training provided and ensuring any mandatory training is kept up to date.
- Taking reasonable care of self and others' health and safety.
- Following defined procedures, work instructions, method statements and risk assessment.
- Informing a Programmes Lead of any HSE concerns, and reporting Health & Safety incidents and near misses to the Business Assurance Manager (or another member of the SLT if the Business Assurance Manager is unavailable), to record them on ASSURE.

Health and Safety for Learners

Skills and Training Services will ensure that our delivery team and partner providers are up to date with health and safety and industry best practice. We are committed to ensure that all learning takes place in a safe, healthy, and supportive environment. We also consider that safe learning and working are essential to maximise their experience and achievement.

We will review all learning environments to ensure regular health and safety audits have taken place for each venue. We will ensure risks are identified before face-to-face workshops or coaching sessions, and

we will review health and safety applicable to the setting at the beginning of each face-to-face training session. The process for reviewing all learning environments is as follows:

- Upon identifying a possible training location, the skills administrator will request the following from the venue before booking is confirmed:
 - Copy of up-to-date risk assessment
 - Copy of Public Liability insurance (in date)
- The Skills and Training Services Administrator will also provide the venue with 'Training Location – Health and Safety Questionnaire' which must be completed by the venue before the booking is confirmed. The questionnaire can be found here: <https://forms.office.com/Pages/ResponsePage.aspx?id=3RY2-aZFyECeKa2rL7XyXCTE7ZTvFu9luoww3Cnx4c5UNDBIUOpXT05QRFdVMkxZREo1QUVOSDg2WS4u>
- The Serco Quality Team will review the risk assessment and 'Training Location – Health and Safety Questionnaire' and raise any concerns with the Skills Administration team. In a case where, from the information reviewed, the venue is deemed not safe or lacks information requested, then the training should not continue to take place and an alternative venue to be arranged.
- The Skills and Training Services Administrator will update the Health and Safety Risk Assessment Tracker within 24 hours of receiving the details.
- On the day of the training session the Skills and Training Services Tutor/Facilitator/Coach will complete the 'Health and Safety Walk Questionnaire'. The questionnaire can be found here: <https://forms.office.com/Pages/ResponsePage.aspx?id=3RY2-aZFyECeKa2rL7XyXCTE7ZTvFu9luoww3Cnx4c5UQVU0MUdIVzVPUUVLRFQ0TIE5SUNZQUIWVS4u>
- If on the day the Skills and Training Services Tutor/Facilitator/Coach identifies a risk/issue that cannot be resolved before the learning is due to start, then the learning session must not go ahead, and an alternative venue arranged.
- The Skills and Training Services Quality Team will carry out routine audits of the Health and Safety tracker and associated questionnaires, in line with the Skills Activity Planner.

When appropriate, we will provide support to enable apprenticeship employers to access suitable health and safety advice and all apprenticeship employers will be required to evidence that they comply with current health and safety legislation.

Skills and Training Services will monitor health and safety practices throughout the learners' studies as part of, for example, the regular review sessions with learners and employers. Skills and Training Services will monitor health and safety practices of the partner providers at least bi-annually. A culture of open discussion around key risks will be encouraged helping to ensure all employers introduce and maintain appropriate measures to eliminate or control risks to the lowest practicable level.

All apprentice employers must have in place the following, which will be confirmed by them in the Employer Commitment Statement:

- A written Health & Safety policy including First Aid at work procedures in place in accordance with current legislation.
- Information about who is responsible for health and safety matters within their organisation as part of their induction.
- Initial and ongoing health and safety training in the workplace for apprentices, whilst providing necessary protective clothing or equipment (free of charge to the apprentice).
- Reporting immediately any accident, near misses or incidents involving their apprentice(s) to Serco (Safeguarding.educ@serco.com).
- Competent line management for apprentices, by a competent person.

- Public and Employer's Liability insurance for all apprentices.

In the case of an accident or ill-health of a learner, we will communicate with the learner and employer to understand the situation and timescale and identify a solution which is in the best interests of the learner. We will work to ensure the learner is able to progress with their programme of study, to the planned and current Individual Learning Plan or put on a formal Break in Learning and adapt the ILP, in line with the Extension, BiL, Withdrawal Policy. We will agree any alterations to the ILP with the employer and learner when they return to the programme to ensure full cover of any missed training, learning activities and assessment.

Lone Worker Policy

Skills and Training Services understands its responsibilities to ensure those staff that are working without direct or close supervision remain safe. Skills and Training Services will ensure that all staff working alone have received the appropriate level of instruction/training in how to identify any risks and take appropriate action.

All staff are required to complete the DSE Assessment as part of their induction (and refreshed annually), which will identify any concerns with the staff members workstation. Line managers are responsible for ensuring that any actions from the DSE Assessment are resolved in a timely manner to minimise risk. All staff must ensure that the equipment they are using is fit for use and free from damage, in the event of equipment being damaged then the equipment must not be used, and the issue must be raised with their line manager who will advise of the process to order a replacement.

Other training that all staff must complete during their induction (then refreshed annually) includes:

- Drivewise
- Safeguarding
- Prevent Awareness
- Fire Safety Awareness
- Manual Handling
- Slips and Trips

Where staff are visiting third party locations, they must remain in contact with their line manager or 'work buddy', as deemed appropriate. This can include phone/text messaging once arrived at the third-party location and once arrived home. This also applies in a situation where work activities are taking place outside normal working hours.

All staff must play their part in ensuring their own safety when working alone, if at any point the staff member feels uncomfortable in a situation, relating to their own safety, they should remove themselves from the situation and report this to their line manager immediately.

Management Review Procedures

Health and Safety issues will be discussed at regular leadership and management meetings at all levels within Skills and Training Services. This will provide opportunities for leaders and managers to:

- Review recent risk assessments.
- Review the actions taken to remedy any identified risks.

- Contribute further ideas for improving the health and safety of their working environment.

Reporting Concerns

Delivery Team members: Please report concerns to your Line Manager or to a member of the Skills and Training Services Senior Leadership Team.

Learners: Please report concerns to your tutor and/or coach in the first instance. You may also email safeguarding.educ@serco.com.

Partner Providers: Please report your concerns to the relevant Programmes Lead/Contract Manager at Skills and Training Services. You may also email safeguarding.educ@serco.com.

Whistleblowing: If you consider that Serco is breaking the law, someone's health and safety is in danger or you believe someone is covering up wrongdoing, you may wish to raise your concerns under the Skills and Training Services Whistleblowing policy or via [Speak Up](#).