



Quest Vocational Training Ltd

Health & Safety Policy

Policy Review Statement:	This policy will be reviewed and updated as necessary in line with legislation or business changes. All of Quest's policies are reviewed at least once a year to ensure relevance and currency.
Responsibility:	Peter Clough – Health & Safety Officer
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General Statement of Policy

It is the policy of Quest Vocational Training Limited hereafter referred to as Quest, to comply with the terms of the Health and Safety at Work etc. Act 1974, and subsequent legislation, to provide and maintain a healthy and safe working environment. Quest's health and safety objective is to minimise the number of instances of occupational accidents and illnesses and to maintain it at the lowest reasonably practical level.

While the management of Quest will do all that is within its powers to ensure the health and safety of its employees, it is recognised that health and safety at work is the responsibility of each and every individual associated with the company.

It is Quest's policy, so far as is reasonably practicable:

- To provide and maintain plant and equipment and systems of work that are safe and without risks to health.
- To make arrangements for ensuring safety and absence of risks to health in connection with the use, handling, storage and transport of articles and substances.
- To promote the Safe Learner Concept throughout a learning programme to learners and employers, guided by the Safe Learner Blueprint.
- To provide such information, instruction, training and supervision as is necessary to ensure the health and safety at work of employees, learners and visitors.
- To maintain any place of work under Quest's control in a condition that is safe and without risks to health and to provide and maintain means of access to and egress from it that are safe and without such risks.
- To provide and maintain a working environment for employees and learners that is safe and without risks to health and is adequate as regards facilities and arrangements for their welfare at work.
- To provide such protective equipment as is necessary for the health and safety at work of employees and learners.
- To encourage management to set high standards of health and safety by personal example, in order that employees have an attitude of mind which accepts good health and safety practice as normal.
- To monitor the effectiveness of health and safety provisions within Quest, in consultation with the appointed Safety Representatives.
- To keep the Quest Health and Safety Policy under regular review and to duly publish any amendments.

No person shall intentionally interfere with, or misuse anything provided by Quest in the interests of health, safety or welfare.

Quest's health and safety policy is continually monitored and updated, particularly when changes in the scale and nature of our operations occur. The policy will be reviewed at least annually.



Carolyn Maple
Managing Director

Quest Goals and aims for Employees

Staff & Visitors

Our policy is to provide and maintain learning and working environments which are healthy and safe for our employee's clients, learners and visitors. Our training centre is risk assessed a minimum of once per year or more frequently if necessary. We will provide investment, information, training and supervision to support this policy. All staff are required to conform to our Health and Safety Policy and to contribute to a safe working and learning environment.

Quest Goals and aims for learners and employers

Learners

The Health and Safety (Training for Employment) Regulations 1990 (SI No 1380) apply the provisions of the Health and Safety at Work etc. Act 1974 to people receiving 'relevant training'. Within these Regulations 'relevant training' is defined as "work experience provided pursuant to a training course programme, or training for employment, or both". This means that all people receiving training or work experience from an employer in the workplace are deemed to be employees for the purposes of health and safety legislation.

Therefore, mindful of the above any item referring to employees in this policy may be taken to imply applicable to learners unless specifically indicated otherwise.

As an ESFA training provider we shall ensure that all learners will receive learning that takes place in a safe, healthy and supportive environment, centred on the '*Safe Learner Concept*' with key emphasis on quality and competence in the supervision, training, guidance and protection afforded the learner.

It is our policy to accept and manage responsibility for the health and safety of our learners when in our training centres, in placement companies or in the Workplace. Health & Safety is a key part of learners training and is featured in all inductions. It is discussed during formal reviews, and action is taken to address concerns if necessary. We have systems and procedures in place to ensure that both placement companies and workplaces manage their health and safety obligations satisfactorily. Learners can only enter placement companies and/or begin their training at workplaces that have been assessed and approved by Quest.

Suitability of placement company colleagues – young learners

We define a young learner as still in full time education aged 18yrs or below. It is our policy to make an assessment on the suitability of placement company colleagues/supervisors who are expected to regularly take responsibility for our learner. This is undertaken during the assessment procedure. We will not place learners in placement companies if an element of doubt over the suitability of placement company colleagues exists.

The right learner

We take time to find out what sort of employment is right for the learner during initial assessment. We match their skills, preferences and attitude to the right sort of job/work experience opportunity. We introduce learners to a "safe system of work" during induction, and embed it during training sessions and reviews.

The right placement company/employer

Only those placement companies/employers who demonstrate a satisfactory approach to health & safety are allowed to become partners with Quest. We request learners receive appropriate supervision from a line manager, mentor or reliable employee who can oversee their activities and reduce the chance of an accident happening. Suitable and sufficient first aid facilities must be available. We ask placement companies/employers to inform us of any accident involving a learner immediately. Learners' actual place of work is reviewed according to their risk rating in order that we may get a feel for the risks associated with the work placement/employer.

Assessment of workplace employers

All workplace employers will be assessed prior to the learner starting his or her training.

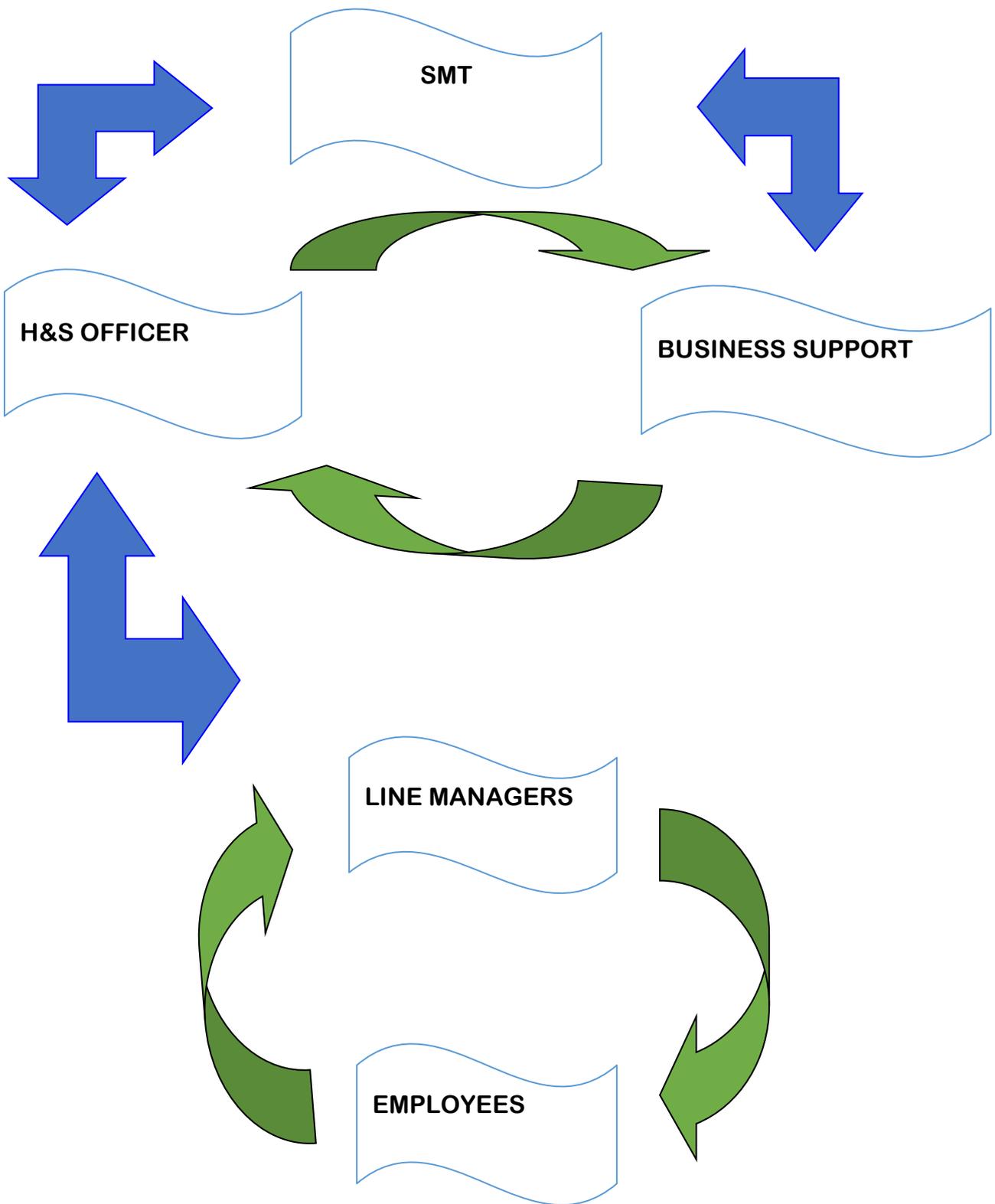
All staff carrying out assessment checks will possess or be working towards a recognised health & safety qualification or will have undertaken Quest's in house training in relation to workplace health and safety checks. New staff will be supported by the Health & Safety Officers or a competent member of staff during their induction period.

The health & safety of learners is reviewed during each formal review by the Apprenticeship Trainers, or more frequently if necessary. Findings are recorded within reviews and if necessary, a further workplace assessment is conducted.

A full check will be completed every three years while a learner is at the placement.

Further details can be found in **Quest's Health & Safety Vetting Policy for Apprenticeship Provision.**

Health and Safety Communication flow chart



<p>and inform and advise Quest via the SMT meetings and prime contractors immediately.</p> <ul style="list-style-type: none"> • Lead on Health & Safety audits carried out by the SFA/prime contractors. 		<p>making sure actions are carried out and have closure.</p>
<ul style="list-style-type: none"> • Co-ordinate Health & Safety on a day to day basis within their Dept/Sector. • Ensures that all staff receive adequate Health & Safety induction training and ongoing awareness. • Represent staff, learners & employers in their Dept/Sector. • Reports issues to Health & Safety Officer and ensures agreed action to correct is taken. 	<p>Directors, Heads of Departments, Line Managers and IQAs</p>	<ul style="list-style-type: none"> • To ensure all paperwork is completed when health and safety issues are reported. • To communicate any health and safety issues to the H&S officer. • To plan training with employees, through their reviews and appraisals. • To support health and safety concerns from employees.
<ul style="list-style-type: none"> • Represents funding agencies. • Informs and advises Quest via the SMT meetings guidance received from ESFA/Prime Contractors on Health & Safety issues. 	<p>Business Support</p>	<ul style="list-style-type: none"> • Ensuring any changes from funding agencies are known and adhered to. • To keep the health and Safety officer up to date of any further guidance given from contractors.
<ul style="list-style-type: none"> • Maintain documentation within personal files. • Maintain confidentiality. 	<p>HR</p>	<ul style="list-style-type: none"> • To keep records of car insurances. • Records of Health concerns of any staff (allergies, maternity, physical or mental). • Keep records of personal information of employees.
<ul style="list-style-type: none"> • To undergo induction and maintain training. • To read and understand the health and safety policy and procedures. • Have a responsibility for their own and learner's health & safety. 	<p>All Employees</p>	<ul style="list-style-type: none"> • Complete induction training and annually update health and safety training on http://www.quest-vocational-training.co.uk/staff/staff-training-development/Health-Safety/ • Making themselves familiar with and conforming to health safety rules and regulations at all times, this includes the policy of the settings that they visit.

<ul style="list-style-type: none"> • To co-operate with management, to follow QUEST's policies and procedures .maintaining the health, safety and welfare of all. • All employees should adopt the safe systems of work. • All injuries, however small, witnessed or sustained by an employee of QUEST whilst at work must be reported to their Line Manager. Accident records are crucial to the effective monitoring and revision of the policy and must therefore be accurate and comprehensive. • Maintains records of learner incidents & accidents. • Help develop better processes. • Help shape policy. • Supports Health & Safety Officers by preparing documentation. 		<ul style="list-style-type: none"> • Taking reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work. • This includes using safety equipment, protective clothing and safety devices as appropriate. • To complete relevant documents and inform their line Managers of any issues that arise. • To perform any duty or comply with any requirements imposed on them as a result of any health and safety legislation that may be in force. • Not to misuse or recklessly interfere with any equipment or materials that are provided in the interest of Health, Safety and Welfare. • Reporting all accidents and damage to equipment to their Line Manager whether persons are injured or not and assisting in accident investigation. • Reporting and record hazards to the health and safety officer, both in writing and verbally. Employees are encouraged to make suggestions to improve Health and Safety in the organisation. • To keep their calendars up to date. To enable Quest to contact them in an emergency or in the case of a missing employee. • To complete Workplace Health and safety assessments and interim checks. • To complete accident, injuries and accidents forms (occurring to learners). Hand in to the Health and Safety Officer.
<ul style="list-style-type: none"> • To inform Quest of any accidents, injuries and incidents. • To inform quest of any updated policies. • Allow Quest to view policies and procedures. • Maintain own health and safety. • Employers to ensure learners undertake health and safety training which learners need to attend. • Learners to attend all training offered. 	<p>Learners and Employers</p>	<ul style="list-style-type: none"> • To complete records of any incidents, injuries or accidents. • To communicate to Quest or their representative any changes to their policies or procedures. • To abide by the policies to maintain their safety and health.

<ul style="list-style-type: none"> • Check the health and safety of the work placement premises. 	Sales Team	<ul style="list-style-type: none"> • To take part in training. • Complete a Health and safety check when signing up new learners.
<ul style="list-style-type: none"> • To ensure all staff and visitors are out of the building in the event of a fire. 	Fire Marshalls	<ul style="list-style-type: none"> • To exit building with register and ensure all are out of the building. • Liaises with the buildings Fire Coordinator • Ensure escape routes remain clear and well signposted. • Check fire extinguishers on a monthly basis. • In the event of an evacuation, to check that their designated area is clear. • Take register of who is present once out of the building • Do a review with the Health and Safety Officer on each fire drill and amend the procedure if necessary.
<ul style="list-style-type: none"> • Replenish first aid boxes • Administer first aid if necessary. • Keep records 	First Aiders	<ul style="list-style-type: none"> • Administer first aid as appropriate. • To do quarterly checks on the contents of the first aid boxes. Reorder if necessary. • Keep records of any first aid administered. • All records to be handed to the Health and Safety Officer.

Carpet and Carpet Tiles

A common source of trip hazard, all employees should exercise care when walking on the carpets or carpet tiles. High heels are particularly bad for dealing with this hazard and therefore caution should be taken when wearing heels and Apprenticeship Trainers should be mindful of the environment they are assessing in.

COVID-19

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus and is considered a pandemic at this current time (March 2020). The World Health Organisation have advised that most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The best way to prevent and slow down transmission is to be well informed about the COVID-19 virus, the disease it causes and how it spreads. Employees need to protect themselves and others from infection by washing their hands or using an alcohol-based rub frequently and not touching their face.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that employees also practice respiratory etiquette (for example, by coughing into a flexed elbow).

At this time, there are no specific vaccines or treatments for COVID-19. Quest has a **COVID-19 risk assessment** which has been prepared in conjunction with all employees. Employees should follow the advice and guidance given with the aim of reducing the risk of catching COVID-19.

Display Screen Equipment

See QUEST's Display Screen Policy.

Driving for Work

See QUEST's Driving for Work Policy.

Electrical Apparatus

Supply points, fuses boxes, cables, switches, together with all items of electrical equipment must not at any time be interfered with by any employee. Any damage or excess wear and tear should be reported immediately. Requests for repair to all items of electrical equipment and apparatus must be made through management. Serious injury or death may be the result of unauthorised interference with any type or form of electrical apparatus. Accidents arising from such unauthorised interference may involve other persons who have been behaving in a correct manner and observing the rules. **Regulation 16 of the Electricity at Work Regulations 1989** requires that "no person shall be engaged in any work activity where technical knowledge or experience is necessary to prevent danger or, where appropriate, injury."

Among the range of knowledge such a person would be required to possess would be the requirements of the **Electricity at Work Regulations 1989**. No unauthorised electrical equipment must be brought onto the premises for any purpose without the express approval of the appropriate Manager. This applies equally to mains radios or kettles etc.

Flammable Liquids

Low flash point liquids if used must be handled correctly. Management must ensure that persons using flammable substances do not expose them to naked flames and that there are no other sources of ignition nearby. If you are a user of any flammable liquid replace covers on dispensing containers after use, learn the procedure in case of spillage, and maintain good ventilation to

disperse vapours, keep only the minimum/essential quantity of liquid at your workplace. Never use flammable liquids in enclosed vessels or rooms without a copious fresh air supply. Check with management if in doubt about precautions to be taken.

Gangways

Gangways must, as far as is possible, be kept clear. Management must ensure that safe access is made available past any obstructions. All employees are urged to minimise the obstruction of gangways during operations that take up gangway space.

Housekeeping

All employees are requested to do all that they can to keep the company a clean tidy and safe place to work in. Untidiness and poor housekeeping leads to accidents and injuries. Good housekeeping denotes efficiency that leads to improved performance and contributes to an enhanced quality of life within the workplace. Employees are encouraged to make suggestions that will assist management in maintaining a clean, tidy and safe place in which to work.

Home Workers

See QUEST's Home Working Policy.

Lone Workers

See QUEST's Lone Working Policy.

Manual Handling

Since manual handling and lifting is a normal part of the everyday activities within Quest it is important for all employees concerned to ensure that they do not attempt to lift objects which are too heavy for manual handling. When lifting or turning objects over by hand, all concerned are urged to use the knees for leverage and not the back. Always try to keep the back as straight as possible and the chin in. Significant risks are subject to assessment under the **Manual Handling Operations Regulations 1992**.

New and Expectant Mothers

It is our policy to ensure that new & expectant mothers employed by Quest have been risk assessed with potential hazards having been identified and controlled. We ensure that new & expectant mothers have been given appropriate instruction, training and supervision. All new & expectant mothers must understand that they have responsibilities to take reasonable care of themselves whilst at work. They must co-operate with Quest in meeting its legal obligations.

Risk assessments are carried out by Line Managers in conjunction with the member of staff and as far as reasonably practicable, state the hazards associated with being a new & expectant mother. These hazards have been assessed and control measures detailed. The results of these risk assessments are maintained and updated by the Line Manager and copies kept in personnel files and with the Company Health & Safety Officer. New & expectant mothers are directed to the HSE website for further information on new & expectant mothers.

Noise

Currently there are no noise issues within Quest premises. Noise levels, in general, are below the 80 dB(A) LEP'd, the first action level under the Control of Noise at Work Regulations of 2005. Employees visiting other organisations within their job role should be aware of noise levels and wear protection as appropriate (organisation will normally supply). Employees should take care at home and in their leisure pursuits to wear hearing protection if they are to be subjected to noise above 85 dB (A). The use of personal stereo units is a particular source of hearing damage if used at too great a volume level.

Portable Electric Equipment

Electrical leads to electric equipment are a hazard and care must be taken to ensure that these do not become entangled and that they are not so positioned as to trip people walking nearby. Quest will, whenever possible, limit trailing leads and portable equipment to 110v A.C. 50 Hz supply with a maximum 55v to ground. All contractors will be required to conform to this

standard. All portable electrical appliances are now subject to regular or annual inspection by a competent person, this is a requirement of the **Electricity at Work Regulations 1989**, and a designated competent person is responsible for doing this.

Running

At no time are employees authorised to run. Offenders may be disciplined. Running is the cause of many accidents that often involve other persons going about their business in a responsible manner.

Smoking

In accordance with the **Health Act 2006**, all QUEST owned and managed premises are 'non smoking'. Where external smoking areas have been designated employees are reminded of the need to respect the environment and to keep these areas clean & tidy, by using, and encouraging others to use, the facilities provided i.e. wall mounted ash trays.

Substances Hazardous to Health

The use of such substances is subject to the **Control of Substances Hazardous to Health Regulations 2002** (known as the COSHH Regs). The definition of substances hazardous to health covers virtually all substances capable of causing adverse health effects or disease arising from work activities.

The company's general policy on hazardous substances is to:

- Reduce the different types of hazardous substances to a minimum.
- Reduce the quantity of each hazardous substance, stored or in use, to a minimum.
- Use less hazardous substitutes wherever possible.
- To comply with COSHH Regulations relative to all hazardous substances used or brought onto premises.

For each remaining hazardous substance, and before any new hazardous substance is introduced, Management must ensure:

- An assessment of the risks to health of each substance has been carried out.
- Each hazardous substance is clearly labelled.
- Clear instructions are available to every person who may come into contact with hazardous substances, or their effects.
- That the necessary training has been given to every person in the vicinity so that they are fully aware of the hazards and how to work alongside them safely.

It is the responsibility of the Manager of each department to ensure that the above company policy is complied with, relative to their department.

All staff and Visitors need to sign in when entering our office and sign out when leaving.

Learners in our training centre

All Quest staff have a collective responsibility for the health & safety of our learners when they are in our training centres. They are introduced to our premises layout, health & safety requirements, emergency and first aid procedures during induction. They are introduced to the concept of “safe working” prior to starting their learning programme. All staff are asked to take responsibility for embedding this concept. This can be achieved via formal training & assessment sessions and by giving out common sense advice and guidance when interacting with learners during non-training times.

Learners off-site

Where training takes place off-site (i.e. in venues other than employer premises or at a Quest training centre), Quest staff are responsible for ensuring that housekeeping arrangements are communicated to learners e.g. venue layout, health & safety requirements, emergency procedures etc. Quest staff are required to complete a classroom checklist in accordance with the procedure flowchart below.

Trainer raises Quest’s Health & Safety Classroom Checklist.



Trainer prior to session, completes checklist and takes appropriate action if necessary, to ensure safety of learners.



Trainer seeks advice from H&S Officer if necessary, prior to session.



Trainer only needs to complete one classroom checklist if all apply:

- Same classroom used continually.
- Same learners attend continually.



Trainer emails checklist to H&S Officer after completion



H&S Officer reviews checklist, providing support & advice as necessary and files checklist in H&S Classroom checklist folder.

Staff Training

All staff and volunteers will receive Health & Safety training and training will be regularly updated as follows:

	All Staff	Staff involved with Workplace H&S Assessments	H&S Officer	First Aiders	Fire Marshals
Induction to Quest (Day 1)	√				
H&S Awareness Training (within 2 weeks of joining QUEST) via staff zone	√				
Workplace H&S Assessment Training (internal course)		√			
Health & Safety Knowledge Update/Awareness training (every 3 years) via staff zone	√				
First Aid at Work (As appointed) every 3 years				√	
First Aid at Work annual update				√	
Fire Marshal Training (As appointed) every 3 years					√
IOSH			√		

It is the responsibility of the H&S Officer and Line Managers to raise awareness amongst staff on a regular basis.

First Aid, Accidents and Fire Evacuation Procedures

Ferndown centre	
The First Aid box is located:	In the main office with the accident book.
Qualified First aiders:	The Training Centre will have at least 2 members of staff who have completed the First Aid at Work course. Their names will be displayed on the Health and safety legislation poster and on all exit doors of Quests rooms.
Person responsible for keeping first aid box stocked is:	First Aiders
The accident book is:	With the first aid box
Fire Marshals:	The Training Centre will have at least 2 appointed Fire Marshals. Their names will be displayed on all exit doors of Quest's rooms.
The evacuation meeting point is:	The main employee car park evacuation point A at the front of the building
Fire extinguisher maintenance:	Carried out annually by Bourne Fire
Fire alarm tested	Thursday weekly at 9am

Evacuation Procedure for People with a Disability

Line Managers & members of staff are responsible for identifying learners and staff who may require assistance to evacuate the premises in case an emergency. Line Managers and members of staff need to follow Quest's Personal Emergency Evacuation Plan (PEEP) Procedure detailed below.

On Discovering a Fire

If you discover a fire:

- Raise the alarm.
- Act calmly and quickly, if it is a small fire, and have been trained in the use of firefighting equipment and you are confident in what you are doing you may be able to put the fire out.
- You must ensure that all visitors and members of the public are clear of the building and then leave the building immediately closing all accessible doors behind you.
- You must proceed to the fire assembly point leading learners, visitors and members of the public.

Fire Marshal responsibilities:

- Ensure escape routes remain clear and well signposted
- Check fire extinguishers on a monthly basis
- In the event of an evacuation, to check their designated area is clear

The health and safety officer with the fire marshal will do a review on each fire drill and amend the procedure if necessary.

Personal Emergency Evacuation Plan Procedures (PEEP)

What is a PEEP?

A PEEP is a **Personal Emergency Evacuation Plan**. It is a bespoke 'escape plan' for individuals who may not be able to reach an ultimate place of safety unaided or within a satisfactory period of time in the event of any emergency.

Who needs a PEEP?

PEEPs may be required for staff or learners with:

- Mobility impairments
- Sight impairments
- Hearing impairments
- Cognitive impairments
- Other circumstances

A temporary PEEP may be required for:

- Short term injuries (i.e. broken leg)

- Temporary medical conditions
- Those in the later stages of pregnancy

The underlying question in deciding whether a PEEP is necessary is "can you evacuate the building unaided, in a prompt manner, during an emergency situation?" If the answer is "no", then it is likely that a PEEP is needed.

Staff Members on Quest premises- What to do?

If you need assistance evacuating from a building, even temporarily, it is your responsibility to inform and complete a PEEP with the Health and Safety Officer. The completion of the PEEP will decide upon the best escape plan for you in an emergency. This PEEP needs to be reviewed on a regular basis.

Learners on Quest premises– What to do?

PEEPs for learners are organised by the Assessor. If you think your learner needs a PEEP, please contact the Health and Safety Officer.

Fire marshals

Fire marshals must be advised if any member of staff or learner has a PEEP.

In the event of an injury or accident

Accident/incident, injuries and near miss reporting

For Employees

All accidents are to be recorded in the ACCIDENT BOOK which is located with the first aid box.

Accidents resulting in serious injury should be **reported within 24 hours to the H&S Officer**. The H&S Officer will investigate accidents, which have resulted in serious injury. Serious accidents/incidents involving a ESFA learner are to be reported to the relevant prime contractor as soon as the H&S Officer has received the information. The H&S Officer will follow RIDDOR procedures should this be necessary.

The H&S Officer with support from the Head of Compliance is responsible for analysing the accidents/incidents and near misses on a quarterly basis, or more frequently if necessary. The results of this analysis, and recommendations, are then reported to Senior Management via the SMT meetings. Policies and procedures may have to be revised and changed depending on the findings.

For Learners

All Accidents/incidents, injuries and near misses need to be reported within the placement using their reporting forms and also by completing Quests own report form **AR1**. Any witnesses to these events need to complete a witness report form **AR2**.

These will then handed to the health and safety officer who will record and act if necessary.

Legislation

- Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- Workplace (Health and Safety and Welfare) Regulations 1992
- Reporting of Injuries, Disease and Dangerous Occurrences (RIDDOR) Regulations 2002
- Manual Handling Operations Regulations 1992
- The Control of Substances Hazardous to Health (COSHH) Regulations 2002
- Fire Safety Regulations
- Provision and Use of Work Equipment Regulations 1998
- Health and Safety (First Aid) Regulations 1981
- Health and safety (display screen equipment) Regulations 2005