Perfect Plus Tutoring Health and Safety Policy

Introduction

At Perfect Plus Tutoring we take the safety of our students, tutors and all persons associated with the provision of our tuition services very seriously. The welfare of our service users and providers is paramount to our services.

Scope of the Policy

This policy applies to all staff, including managers, paid staff, volunteers and self employed tutors whose work with Perfect Plus Tutoring brings them into contact with children, vulnerable adults or other students.

Purpose of this Policy

The purpose of this policy is to ensure the health and safety, including wellbeing, of all students and all other persons involved in online or face to face tuition provided by Perfect Plus Tutoring. The Lone Working Policy is also an integral part of the Health and Safety Policy, and is attached (Part 2) as a subsidiary to this policy. Other relevant policies and procedures will include:

- Anti-bullying Policy
- Equal Opportunities Policy
- Remote tuition Safeguarding Policy
- Child Protection and Safeguarding Policy
- Whistleblowing Policy
- GDPR and Data Protection Policy
- New Tutor Agreement and Code of Conduct – all tutors read and adhere to this.

Health & Safety Responsibilities

We recognise our legal obligation, and as an organisation are committed to:

- Ensuring the health and safety of staff and anyone affected by our business activities, and to providing a safe and suitable environment for all those attending our premises.

- Preventing accidents and cases of work-related ill health by managing the health and safety risks in the workplace.
- Reviewing all health and safety policies annually, or sooner where new equipment or practices are introduced.
- Providing clear instructions and information, adequate training to ensure tutors are competent and able to carry out their work in a safe manner.
- Engaging and consulting with employees on day-to-day health and safety conditions.

The Compliance Manager is the nominated employee responsible for co-ordinating day to day effective health and safety policies and controls across the organisation.

The senior leadership have an overview of all policies and will ensure that this policy is reviewed annually. Following any health and safety occurrences, this policy may be adapted before its review date on the policy cycle. Recommendations for any amendments are reported.

The senior leadership team is responsible for:
- The production and maintenance of the Company's policy and ensuring that Department Guidelines are consistent with policy;
- The application of the policy
- Monitoring and reporting on the effectiveness of the policy;
- The identification of health and safety training needs.

Tutor responsibilities:
- All tutors share responsibility for achieving safe working conditions. You must take care of your own health and safety and that of others, observe applicable safety rules and follow instructions for the safe use of equipment.
- You should report any health and safety concerns immediately to the senior leadership team.
- You must co-operate with the nominated employee on health and safety matters, including the investigation of any incident.
- It shall be the responsibility of the nominated employee to bring to the attention of all members of staff, the provisions of the guidelines, and to consult with appropriate Health and Safety Representatives about the updating of these guidelines.

Accidents – Recording and Reporting

Whilst accident or injuries are very rare, due to the nature of our teaching, all tutors must be aware of the following recording and reporting protocols:
- The health & safety law poster can be found on the back of the office door in our Rickmansworth Office
- Accident records are completed on an accident form and kept electronically
- All accidents and injuries at work, no matter how minor, should be reported.

Alcohol and Drug Policy

Under legislation we have a duty to ensure, so far as is reasonably practicable, the health and safety and welfare at work of all our employees and similarly you have a responsibility to yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of the business and/or the health and safety of our employees. If your performance or attendance at work is affected as a result of alcohol or drugs, or we believe you have been involved in any drug related action/offence, you may be subject to disciplinary action and, dependent on the circumstances, this may lead to a termination in working with you.

General expectations:
● Students and staff using prescription medication that may affect their ability to perform their duties or participate in school activities safely must notify the tutoring company or administration. Such medication must be used only as prescribed by a licensed medical professional.
● Smoking or vaping is not permitted during any live teaching sessions by tutors or students.

Students and staff are responsible for:
● Understanding and complying with this policy.
● Reporting fit for learning or duty and free from the effects of drugs and alcohol.
● Notifying the administration if they believe a colleague or peer may be in violation of this policy.
● Seeking assistance if they have a drug or alcohol-related problems.

Perfect Plus tutoring is responsible for:
● Providing a safe and healthy learning environment.

● Educating students and staff on the dangers of drug and alcohol abuse.
● Enforcing this policy consistently and fairly.
● Providing resources for students and staff seeking help for substance abuse.

Fire Procedures

The home office can be a hive of activity and therefore comes with its hazards and risks just as any other work setting does. Fire safety should be considered as thoroughly as it is in the workplace – and regulations do apply. In a place of work, it's the employer or premises owner who is classed as the 'responsible person' under the terms of the Regulatory Reform (Fire Safety) Order (2005) – and they have a duty to ensure the safety of staff and see that the building meets required legislation. For however many hours of the day you're working, under fire safety law, your home is classed as 'non-domestic'. Because of this, the same legal responsibilities apply to you that would an owner of a large business.

Fire risk assessments and Fire Hazards

Identify hazards in your office and around the home, as well as consider who is most at risk. The importance of a fire risk assessment shouldn't be underestimated – even if there's only you working at home. If others work in your office, under the RRFSO, it's your legal duty to take reasonable steps to reduce the risk of fire and ensure anyone in the building can safely escape if a fire should take hold. A fire risk assessment is a detailed review of the premises (ie your home), assessing risk to put in place required preventative and cautionary measures.

If you're joined by four or more staff in your home office, you're legally required to document, review and regularly update the fire risk assessment in written form.

Fire Safety Tips for Home Working:
● Keep an eye on your electrical equipment – check for wires that are loose or broken and look out for hot plugs or those with dark marks. Don't overload sockets. Take every step to reduce the chance of ignition where electrics are concerned – this is still a common cause for fires in the UK.
● Candles should be placed in a holder and kept away from anything that might burn – curtains or carpets, for example.
● Ensure that smoke detection systems are in place and checked regularly

● Always make sure there's nothing blocking any doors or windows and that keys are readily available.

● Smoking breaks should be treated as they would in any normal work environment – they should take place outdoors and cigarettes should be disposed of safely.

First Aid and Medicines

Due to the nature of our work, the administration of first aid is limited by the virtue of it not being possible to physically administer first aid; however, in the event of any sickness, illness or requirement for first aid treatment, this is recorded and followed up. We always direct anybody requiring first aid to a suitable organisation and in the event of an emergency, will always liaise with a emergency services or an urgent response team. We have a high vigilance and training in mental health first aid and raise any concerns through the relevant contacts in such instances.

Supporting Pupils with Medical Needs and Conditions

Section 100 Children and Families Act 2014 places a statutory duty on governing bodies of maintained schools, academies and pupil referral units to make arrangements at school to support pupils with medical conditions. A child's mental and physical health should be properly supported in school, so that the pupil can play a full and active role in school life, remain healthy and achieve their academic potential. We work with schools and local authorities to implement and support any health care plans. Due to the limits of physical intervention through being an online provider, a risk assessment is carried out where a pupil's medical need is likely or may have an impact during sessions. We always support schools and the local authority in supporting pupils with medical needs and follow the DFE guidance and advice to ensure best practice.

Fitness for Work

If we believe you are not fit to carryout your duties, we reserve the right to exercise our duty of care. We may determine that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others. In such circumstances send you away for the remainder of the day with or without pay and, dependent on the circumstances, you may be liable to disciplinary action.

Hygiene

Our team are expected to maintain the highest levels of personal hygiene at all times. We expect all of our associates to be dressed appropriately, presenting a clean image, Any exposed cuts or burn must be covered with a first-aid dressing.

Working Environment

We strongly recommend that tutors complete a DSE assessment and complete the working from home checklist (appendix 1).

<u>H&S Part 2: Lone Working Policy</u>

Statement of intent

The aim of this policy is to safeguard all students and all other persons involved in online tuition provided by Perfect Plus Tutoring.

Any tutor who provides online tutoring in association with Perfect Plus Tutoring must ensure that they are fully aware of the procedures in place to protect themselves and the students they are working with.

- Tutors should be seen to be working in an open and transparent way.
- Tutors should always act, in the child's best interests.

Other relevant policies and procedures will include:

- Anti-bullying Policy
- Equal Opportunities Policy
- Remote tuition Safeguarding Policy
- Child Protection and Safeguarding Policy
- Whistleblowing Policy
- GDPR and Data Protection Policy
- New Tutor Agreement and Code of Conduct – all tutors read and adhere to this.

Confidentiality

Tutors should be clear around what information about a student can be shared and in what circumstances it is appropriate to do so.

● Tutors should always seek advice from the DSL (designated safeguarding lead) if they are in doubt.

● There will be no email communication directly between tutors and students.

● The tutor will not be aware of the email address of the student or parent/responsible adult and will not be able to communicate with them directly.

● All personal details about the student and parents, including contact address and phone number, will remain private and confidential and will not be available to the tutor.

● Tutors should not give out their personal phone number, home address or email address to students.

Health and Safety

The very nature of one to one and online tuition lends itself to potential risks. Tutors should take every reasonable step to eliminate potential risks, in order to increase safety and confidence. Make sure you are aware and have a copy of the individual students' risk assessment. This is particularly important where there are known risk around Domestic Violence, Drug and Alcohol use and offending behaviour.

Personal Safety Guidelines for Lone Workers/Home Tutors:
● Ensure that lessons take place within the agreed timeframes – any deviation to timetables should be agreed with the leadership team.
● Be mindful of your location – this should be a professional environment (as outlined in Code of Conduct).
● Discussions are always on a professional level.
● If at any point during tuition a tutor feels uncomfortable about any behaviour from the pupil or parent/carer they should end the session and leave the setting. The circumstances should be reported to the DSL as soon as possible.
● Always have a mobile phone charged and available
● Do not give your address or home phone numbers to pupils and/or parents and do not contact them on your home phone as they can then access your personal number. ● Do not give your mobile phone to the young person to use for any reason.
● Keep your personal items, purse/wallet, car keys, etc safe and secure.
● Ensure an appropriate adult is always within the vicinity and aware that the online sessions are in progress.
● Ensure regular contact with DSL.
● Keep a running record of each session – including brief notes of work covered, people present and any other appropriate information, e.g. issues with pupil and/or parent. ● Report any concerns to the DSL as soon as possible.
● It is important that all persons using or working in association with Perfect Plus Tutoring are aware of this policy and the other relevant policies listed.
● This policy should be read and understood before engaging in any activity arranged through and the responsibilities and procedures therein adhered to.
● If at any point the tutor feels threatened they should ensure the pupil is left with a responsible adult and terminate the session. Any concerns for personal safety should be reported to the DSL as soon as possible.
● Contravention of the policy document could lead to a termination of your contract for services with Perfect Plus Tutoring.

PERFECT PLUS TUTORING

Appendix 1 – Working from Home Checklist

DISPLAY SCREEN EQUIPMENT USE

Note: Laptops and other portables are not ideally suited to prolonged use. If you are a DSE user and must use a laptop, you should set it up on a suitable work surface wherever possible and avoid prolonged use in other situations. It can be helpful to connect a separate mouse and keyboard and place the laptop on screen risers or books, at an appropriate height above the work surface.
You should carefully check the arrangement of your home workstation using this checklist to ensure it meets the minimum requirements. Using an unsuitable workstation or working with poor posture can lead to injury. Bring any concerns to the attention of your line manager as soon as possible.

How many hours are spent at the DSE in a normal working day?	
How long is a normal continual spell spent at the DSE?	

A: - Display screen				
		Y	**N**	**THINGS TO CONSIDER**
1	Are the characters on the screen clear and readable from the appropriate working position?			Make sure the screen is clean, Check the text and background colours work well together
2	Are the screen characters of adequate size with adequate spacing between the characters and the lines?			Software settings may need adjusting to change text size
3	Is the screen image stable? (i.e. no flickering, jittering or drifting)			Report any problems to the BIT helpdesk (x86100)
4	Does the display screen have easily adjustable controls for brightness and contrast?			Separate adjustments are not essential as long as the user can read the screen at all times
5	Does the screen swivel and tilt easily?			
6	Is the screen at a comfortable height for you?			Screen risers can be provided if required
7	Is the screen free from reflections and glare?			Screens that use dark characters on a light background are less prone to glare
8	Are adjustable window coverings provided, (e.g. blinds, curtains) and in good condition?			Check that blinds work. Vertical blinds may be more suitable than horizontal ones
9	Is the software suitable for the task? Software should help the user to carry out tasks, minimise stress and be user-friendly.			Check if there are any training requirements for the software.

B: - Keyboard/mouse trackball etc.

		Y	N	THINGS TO CONSIDER
1	Is the keyboard separate from the screen?			Laptop computers do not meet this requirement unless a separate keyboard and mouse are used
2	Can the tilt of the keyboard be adjusted?			Tilt need not be built in
3	Is it possible to find a comfortable keying position?			Try pushing the screen back to create more room for the keyboard, hands and wrists
4	Is there sufficient space in front of the keyboard to provide support of the hands and wrists, and a comfortable keying position?			Try pushing the display screen further back to create more room for the keyboard
5	Are the keyboards characters clear from an appropriate work position?			Keyboards should be kept clean
6	Does the user have good keyboard technique?			Try to avoid / prevent: hands bent up at wrist, hitting the keys too hard and overstretching
7	Is the mouse suitable and positioned close to the user?			Most devices are best placed as close as possible e.g. right beside the keyboard
8	Is there support for the mouse user's wrist and forearm?			Support can be gained from the desk surface, or the arm of the chair. A separate supporting device can also help (e.g. mouse mat with wrist rest).
9	Does the mouse work smoothly at a suitable speed?			Check that the mouse is clean and the work surface suitable.
10	Can you adjust the software settings for speed and accuracy of the pointer?			Call the IT helpdesk if you need advice

C: - Work desk/furniture

		Y	N	THINGS TO CONSIDER
1	Is there sufficient space to allow flexible and comfortable arrangement of all work equipment?			Create as much room on the desktop as you can by removing items you don't require on a regular basis
2	Can the user comfortably reach all the equipment and papers they need to use?			Rearrange equipment, paper etc. to bring frequently used items within easy reach. A document holder may be needed, positioned to minimise uncomfortable head and eye movements. Document holders can save space on your workstation
3	Are surfaces free from glare and reflection?			Consider mats / blotters to reduce reflection and glare.
4	Is there adequate space to adopt correct and comfortable posture?			Move any obstructions from under the desk

D: - Chair

		Y	N	THINGS TO CONSIDER
1	Is the chair suitable and stable?			The chair may need repairing or replacing if the user is uncomfortable, or cannot use the adjustment mechanisms.
2	Does the chair have a working seat back height and tilt adjustment			
3	Does the chair have a working seat height adjustment?			
4	Does the chair have a working swivel mechanism?			
5	Does the chair have working castors or glides?			
6	Is the chair adjusted correctly?			The user should be able to carry out their work sitting comfortably. Refer to training and tips and advice document on the website for advice on posture. The arms of chairs can stop the user getting close enough to use the equipment comfortably. Move any obstructions from under the desk.

7	Is the small of the back supported by the chair's backrest?			The user should have a straight back, supported by the chair, with relaxed shoulders.
8	Are forearms horizontal and eyes at roughly the same height as the top of the screen?			Adjust the chair height to get the users arms in the right position, and then adjust the screen height, if necessary.
9	Can the feet be placed flat on the floor, without too much pressure from the seat on the backs of the legs?			Consider a footrest if required.

E: - Work Environment

		Y	N	THINGS TO CONSIDER
1	Is there enough room to change position and vary movement?			Space is needed to move, stretch and fidget.
2	Is the lighting suitable, e.g. not too bright or too dim to work comfortably?			Shading, repositioning light source or providing local lighting can be considered.
3	Are levels of noise comfortable?			Consider moving source of noise, soundproofing?
4	Are levels of heat comfortable?			Temperature should ideally be between 19'C and 25'C
5	Does the air feel comfortable, (not too dry or humid)?			Humidity levels should be kept between 40% and 60%.

F: - The Operator

		Y	N	THINGS TO CONSIDER
1	Have you been given instructions in the use of your workstation?			DSE user training must be completed. Online and taught training courses are available.
2	Do you know the correct procedure to follow if any health and safety problems arise?			In the first instance you should consult your DSE assessor or line manager. Further advice and assistance is available from the H&S adviser and occupational health.
3	Are there adequate opportunities for regular breaks or changes in activity away from the display screen equipment?			A change in activity can be classed as a break as long as the user has a small rest from PC work. Short, more frequent breaks are likely to be more beneficial than longer, less frequent breaks. Refer to training and tips and advice document on the website for advice on posture.
4	Do you suffer from any back, neck or limb pain or any other symptoms which you think may be caused or made worse by DSE			If, Yes please give details below

Question	Y	N	Comments
Is all portable electrical equipment used for work free from obvious damage and defects? Has it been PAT tested in the last year? Note: homeworkers should regularly check electrical equipment for obvious signs of damage.			
Are electric sockets supplying an appropriate number of appliances, (i.e. not overloaded)?			
Are electrical cables are correctly routed to avoid a tripping hazard?			
Is the work area kept tidy?			
Is there a clear and unobstructed escape route for you and other occupiers in case of fire?			
Are suitably located working smoke detector/s installed in the home?			
Are floors and floor coverings in the work area in good condition and free from tripping hazards?			
Are floors and traffic routes in the work area kept clear of work equipment, papers etc.?			
Are work items, papers, files etc. are stored so that they will not fall, and can be safely retrieved?			
Do homeworking activities involve significant manual handling, (if 'yes' describe)?			
If significant manual handling is involved, has a manual handling assessment been carried out?			
Is suitable and sufficient heating, lighting and ventilation provided.			
Is a first aid kit available?			
Is homeworking permitted in the terms of your buildings and contents insurance, (where applicable)?			
Is homeworking permitted in the terms of your tenancy agreement, (where applicable)?			

Implementation, Monitoring and Review of this Policy

Nicole King has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis following its implementation (at least annually) and additionally whenever there are relevant changes in legislation or
to our working practices.

Any queries or comments about this policy should be addressed to Nicole King.

Health and Safety Policy Revised: February 2025
Next Review Date: February 2027