



health & safety
training limited

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QUALITY ASSURANCE

Mission Statement

We aim to deliver outstanding teaching, learning and assessment to individuals and employers.

Quality Assurance

Health and Safety Training Ltd work hard to maintain a quality reputation by ensuring that all of our learners receive the necessary knowledge and skills from our courses. As a fully accredited training organisation, we undergo regular inspections by our awarding bodies to guarantee that our training delivery and courses are of the highest quality and supported by the HSE.

Please feel free to browse our learners' pledge, quality standards, mission statement, and equality and diversity policies, as well as the other information in this section, to understand how we assure the quality of our training and delivery.



Our Pledge To Every Learner

For all training courses and assessments arranged or run by Health & Safety Training Ltd, we pledge to support our learners from the moment they enquire right through the entire learning process, whether that is with Health & Safety Training Ltd or with one of our partnership organisations.

We will provide information on all courses, offer professional advice where needed and will guide learners to reach their full potential.

It is our policy to help the learner search for suitable courses in order to help them progress in both a personal and a work environment.

All are welcomed at Health & Safety Training Ltd. We are proud to be an equal opportunities training provider who has the interests of the learner at heart.

Health & Safety Training Ltd pledge continued support throughout!

We Guarantee:

- ✓ To take active steps to ensure every learner receives equal access to our courses and the guidance and advice that we offer
- ✓ To provide any necessary training aids and personnel to ensure that everyone receives the support and assistance necessary to reach their full potential
- ✓ To actively combat language, disability and stereotyping barriers to ensure everyone has full and fair access to our courses
- ✓ Round-the-clock help and advice; ideal for shift workers!
- ✓ A detailed personal response within 24 hours of any enquiry
- ✓ Further information or an interview within three working days of your initial enquiry
- ✓ A personal, bespoke learning programme to suit the individual needs of the learner and employer
- ✓ Feedback and review of the personal programme and learning process given to the learner and employer on a regular basis
- ✓ Learners and their employers will be kept informed of improvements to our systems or programs which have been implemented through feedback they have given to us
- ✓ Monitoring of the learner's progress with any of our partnership organisations, backed with support and guidance for the learner
- ✓ The provision and use of time and resources to help Health & Safety Training Ltd employees and all learners improve upon their maths and English skills.
- ✓ Continued support throughout!



Our Quality Standards

We are currently working towards a number of quality standards, and are constantly implementing staff training and development to ensure our training delivery and our customer service remains of the very highest standard.

Since 2004, we have delivered thousands of government funded training programmes via our partnership with local colleges, and more recently as an approved training provider to the Skills Funding Agency (SFA). Such providers are also subject to regular audits and inspections to ensure a high quality of training is delivered. They're also audited to ensure employer and learner satisfaction with the funded programme. This ensures that the government is getting 'value for money' from the training provider.

In June 2013 we were inspected by Ofsted, with inspectors highlighting our key strengths as the following:

- ✓ High overall success rates
- ✓ Particularly effective training
- ✓ Very well designed programmes meeting employers' and learners' needs
- ✓ Good staff development

The full report can be found on the Ofsted website.





Government & Local Authority Approved

The training we deliver here at Health and Safety Training Ltd has been approved by the government and the relevant local authorities. The majority of our courses are also accredited by approved awarding bodies whose certifications are recognised throughout the construction and maintenance industries.

As a fully approved training facility, we are frequently inspected by our awarding bodies and other government organisations to ensure that our training courses are consistently of a high quality and continue to be supported by the HSE.

This means:

- ✓ All persons trained by Health and Safety Training Ltd are guaranteed to have authentic certifications that can be checked by prospective employers and other bodies
- ✓ Any of our training courses can be inspected and monitored at any time by one of our awarding bodies - this means that our standards have to be, and always are, consistently high
- ✓ Every successful candidate is registered onto the relevant awarding body database and receives a recognised qualification
- ✓ Organisations using our services are recognised as being compliant with HSE regulations



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Equality & Diversity Policy

Health and Safety Training Ltd is committed to a policy of equality and diversity throughout our organisation, and we are members of Equality North East.

We have also been accredited by JobCentre Plus to use the 'Two Ticks' symbol, meaning our organisation is 'positive about disabled people'. This symbol is awarded to employers in England, Scotland and Wales who have made commitments to employ, keep and develop the abilities of disabled staff.

It is the aim of Health and Safety Training Ltd to ensure that all of its employees and trainees are treated equally, irrespective of disability, race, colour, religion, nationality, ethnic origin, age, sex, sexual orientation or marital status. Health and Safety Training Ltd shall appoint, train, develop, promote and assess, purely on the basis of merit and ability.

Employees of Health and Safety Training Ltd have a personal responsibility, and moral and legal duty, for the practical application of our company's equal opportunities and diversity policies, which extends to the treatment of fellow employees, as well as our learners and members of the public.

Discriminatory conduct and sexual or racial harassment shall be regarded as gross misconduct, and we will take appropriate disciplinary action against any employee found to have committed an act of unlawful discrimination.

If you know someone who would like to view any of the information contained within this website in a different format or language please contact us and we will try to accommodate any request.

Please view our [Grievance and Complaints Procedure](#) for further information.



Grievance & Complaints Procedure

If there is any grievance, doubt or complaint about inappropriate treatment under the company's Equal Opportunities Policy, or mistreatment of any sort, employees of Health and Safety Training Ltd should contact their manager.

Learners undergoing instruction or assessment should immediately contact any of the following:

- ✓ **Phil Binks** - Managing Director of Health & Safety Training Ltd
- ✓ **Graham Johnson** - Quality Assurance Manager
- ✓ **One of our team of Internal Verifiers**
(details available on request)
- ✓ **The External Verifier**
(details available on request)

Contact: info@hst.uk.com

Or telephone **0191 6440 332** for further information.



Staff CRB Checks

Everyone employed by Health & Safety Training Ltd must undergo an enhanced CRB check. This is the highest level of check available to anyone involved in regularly caring for, training, supervising or being in sole charge of children or vulnerable adults. It is also available for certain licensing purposes and judicial appointments.

Our service is regional, secure, efficient, quick, cost-effective, and reliable, and is aimed at assisting the Human Resources and Personnel and Compliance departments of our clients.

Enhanced Disclosures show current and spent convictions, cautions, reprimands and warnings held on the Police National Computer; if the post involves working with children or vulnerable adults, the following may also be searched:

- ✓ **The Children's Barred List**
- ✓ **The Vulnerable Adults Barred List**
- ✓ **Chief Constables may also reveal non-conviction information should they consider it relevant to the application**



Info, Advice & Guidance (IAG)

Health & Safety Training Ltd are accredited to the matrix Standard as of October 2016.

The matrix Standard is the national quality standard for any organisation that delivers information, advice or guidance on learning and work. The matrix Standard is useful for organisations that deliver information, advice or guidance to external clients as part of their business, and also for employers who are committed to developing their internal employees.

- ✓ **An organisation may deliver information, advice and guidance to external clients. In our case, our learners are our external clients. This is in the context of us being a business training provider. We call this an external service.**
- ✓ **Alternatively, an employer may offer support or assistance to its own staff in areas such as skills training, management development, appraisals, promotion and succession planning or redundancy programmes. We call this an internal service.**

We apply the matrix Standard to both of the scenarios stated above and offer the service to both our clients/learners and our staff. Whichever option applies, the way that the matrix Standard is assessed is based on achieving excellent end results.

The matrix Standard is a flexible quality standard that can be used by a wide variety of organisations, including the following:

- ✓ Further education colleges for their discrete IAG e.g. Student Services
- ✓ Further education college for their Embedded provision i.e. the support for learners throughout their learning journey
- ✓ Sector Skills Councils
- ✓ Prisons
- ✓ Higher Education Institutions for careers advisory services and also wider student services provision
- ✓ Work based learning providers*
- ✓ Adult and Community Learning providers
- ✓ Trade unions
- ✓ Employers
- ✓ Careers advisory services

* Work based learning providers is the category that Health & Safety Training Ltd falls into



Terms & Conditions

Here at Health and Safety Training Ltd we have established ourselves as one of the most trusted suppliers of a whole range of training courses that cater for the requirements of a wide variety of learners and employers.

As such we ensure reliability and a high standard of quality in all the training we deliver, which is supported by our strict adherence to our Terms and Conditions. These Terms and Conditions form the basis of your contract with us and will ensure complete legal compliance with all the services we provide.

Our full terms & conditions can be found on our website



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Certificate of Training

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