

Dear Valued Customer,

As part of our commitment to providing the best services and training we have collated all of our company information and status into a '**Due Diligence**' Pack.

What is in it...?

It's a singular document that contains all of In Safe Hands Health and Safety Training and Consultancy's important information. It contains a copy of;

1. Our Health and Safety Policy
2. Our Company Number and VAT status
3. Our Approvals for Training and Services
4. Our Insurance Information
5. Our quality statement
6. Our important Contact details

Why is it important to my Company...?

As a company you are responsible for ensuring that your service suppliers are competent at the roles in which you pay for. This is vital particularly in the areas around safety where injuries or other incidents could occur. Having this supporting documentation will give you further confidence in our commitment to your legal responsibility.

We just want to make that responsibility easy for you!

What should I do with it...?

Keep this information in a safe place, this could be requested by an Environmental Health Officer or the Health and Safety Executive. To ensure you have carried out your '**due diligence**' on us!

If you have any questions on why this is important then please ask us!

May I take this opportunity to thank you for your on-going support and custom and we very much look forward to working with you in the future.

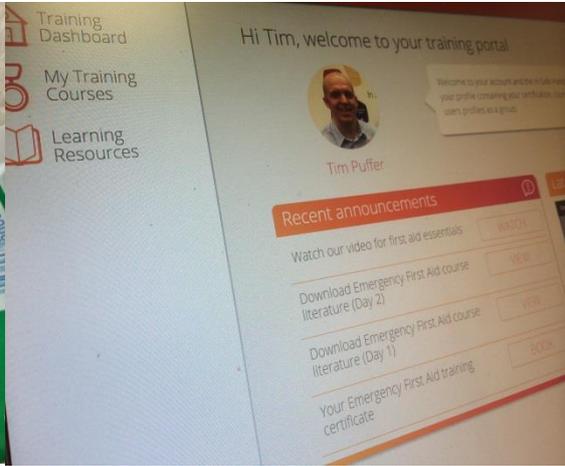
Yours Sincerely,

Tim Puffer

Director



InSafeHands
Experts in Training
www.insafehandstraining.com
0844 800 9902



In Safe Hands Health and Safety Training and Consultancy **‘Due Diligence Pack’**



In **Safe** Hands

Dated: September 2015

Author: Mr T Puffer

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Health and Safety Policy;

Health and safety policy statement

Health and Safety at Work etc Act 1974

This is the Health and Safety Policy Statement of;

IN SAFE HANDS HEALTH AND SAFETY TRAINING AND CONSILTANCY LTD

Our statement of general policy is:

- to provide adequate control of the health and safety risks arising from our work activities;
- to consult with our employees and sub contractors on matters affecting their health and safety;
- to provide and maintain safe plant and equipment;
- to ensure safe handling and use of substances;
- to provide information, instruction and supervision for employees and sub contractors;
- to ensure all employees are competent to do their tasks and to give them adequate training;
- to prevent accidents and cases of work-related ill health;
- to maintain safe and healthy working conditions; and
- to review and revise this policy as necessary at regular intervals.

Signed

Tim Puffer



Company Number and VAT Status;

Company Registration: 7599673

VAT Number: 981890963



Approvals relating to services;

Qualsafe Awards – this relates to our OFQUAL awarding body courses for Level 2 Emergency First Aid at Work, Level 3 Paediatric First Aid, Level CPR and Defibrillation, Level 2 Emergency First Aid for Schools, Level 2 Activity First Aid, Level 3 First Aid at Work and Level 3 First Aid at Work Requalification. We are monitored monthly for delivery and administration standards.

Chartered Institute of Environmental Health – this relates to our full suite of Health and safety Related Qualification including Levels 1-4 in Health and Safety and Food Safety, Level 2 Manual Handling (Inanimate and People), Risk Assessment, Fire safety and COSHH. In addition this also approves us to deliver Level 3 Risk assessment and Level 3 Preparing to Teach in the Lifelong Learning Sector. We are monitored annually for delivery and administration standards.

Edexcel – this relates to our First Person on Scene Training and Ambulance Aid Courses. We are monitored annually for delivery and administration standards.

Copies of the Approval Certificates can be found on the Home lower screen banner.



Insurance Status;

Employers Liability: £10,000,000

Public Liability: £5,000,000

Medical Malpractice: £2,000,000

Professional Indemnity: £5,000,000

Certificates available upon Request.

Quality Management;

In Safe Hands as an organization is quality driven, we only carry out work and bid for services that we can deliver to industry leading standards. To assist in demonstrating this to the purchaser the following sub heading have been provided;

Quality Management (as a Company)

In Safe Hands is approved to provide accredited qualifications that all have to be managed to the highest levels of service and quality. Failure to do this will see our awarding bodies remove their approvals with us. This would then have a damaging effect and therefore the directorship have set about strategies to ensure only the highest standards exist.

Quality Management (with Awarding Bodies)

Each of our awarding bodies have a slightly different approach to managing quality each of them however are very effective.

To be approved by a Health and Safety Executive Approved OFQUAL Awarding Body (for First Aid at Work) In Safe Hands has had to demonstrate initially and on-going the following;

1. The quality of the training centre if used, or how we assess clients own training facilities meet the required standard e.g seating, lighting, heating suitable for the time of year, a room at least 4 Metres x 4 Metres and toileting facilities – In Safe Hands ensures through our booking procedure as outlined later in this document.
2. The quality of resources provided like manuals and the maintenance of equipment like resuscitation dolls are carried out and reviewed constantly.
3. The Training teams CV's and Observations (Carried out at least annually)
4. The Certificate awarded to successful students does it meet the criteria, i.e students name, dates of issue, 3 year validity, reference to First Aid Regulations, the centre number and signed by an authorised person (the person in charge of quality)
5. Sessions plans are to date and have the correct content for the subject.
6. A valid timetable for each course event that is approved by the HSE OFQUAL Awarding Body.
7. Copies of all course paperwork including course joining information, registers, examination papers, assessment criteria's, course evaluation forms and course enrolment aids.
8. The company's ability to monitor all trainers that operate under the centres approval.
9. All courses contain the the required subject matter **AS THE MINIMUM!**
10. Comply with the wishes of the HSE OFQUAL approved Awarding Body with regards to monitoring visits, and make arrangements for all information to be on hand for the Monitoring Officer*

EDEXCEL carry out exactly the same process. The CIEH conduct online quality observations as well as course visits.

Quality Management (with our Students/Clients)

In Safe Hands at all times and with absolute integrity provides information and training to the needs of the student and law/best practice.

We manage this by marketing to appropriate student groups and seek tender opportunities for services in which we excel. Our team that assist and guide students are provided ongoing training to ensure our clients are advised and taught the correct information at all times.

In Safe Hands has an open and transparent set of service terms which favours the student/client to a reasonable point. Should this tender be awarded the resulting Service Level Agreement will be adhered to without fail.

We ensure that our staff are able to provide a seamless booking procedure, which see's confirmation and reassurance of the booking to the client the same day. We ensure all course resources and equipment are prepared and supplied accurately and in a timely fashion to the course delivery team.

Training staff are not replaced during training events as a matter of company convenience but only in the case of staff sickness.

We have an open phone line policy for students/clients to use during course events or to provide additional feedback after events.

Students have the opportunity to provide feedback verbally during training as required, our trainers are very good at putting students at ease and creating an open forum for discussion and feedback.

Should students not feel they are able to provide verbal feedback they can do this on the daily evaluation proforma (which can be anonymous) any issues raised can then be dealt with. In Safe Hands always seeks ongoing feedback rather than just having a final evaluation at the end of in this case 5 days (after all if a problem can be solved it may then not impact for the remaining time on the course activity)

Our Awarding Body information for complaints will be provided as required – this is in line with our suggestions and complaints policy.

Quality Management (with our Staff)

Only industry professionals are recruited to provide support and training with In Safe Hands. Our awarding bodies have a minimum requirement for Subject Matter Knowledge and minimum requirement for a Teaching Qualifications, which is always adhered to.



Upon recruitment staff's qualifications are verified with the awarding body. Each company trainer has a file in which their CV and copies of all qualifications are held. Each trainer under the Awarding Bodies instruction must complete an Annual portfolio of all courses delivered (which is also held).

All staff must have an Enhanced Criminal Record Bureau Check prior to interacting with clients and customers.

All training staff undergo delivery training to standardize protocol approaches for cohesive and consistent training and assessment. This takes the form each staff member being inducted in course delivery/assessment modals and resources such as presentations. They will observe a course being delivered by an experience In Safe Hands trainer (this is regardless of their experience), then they will be observed delivering a course prior to working independently. This format of induction supports our business continuity plan for staff sickness during training events.

All staff are monitored and observed annually at least once and for every subject they teach not just one singular observation, the feedback from these sessions will be discussed at their annual appraisal.

In Safe Hands provides Continued Professional Development (CPD) Events for staff to be updated on latest information around emergency care, new clients, contracts, administration systems and feedback from training events. Staff also undergo annual testing on their own basic first aid skills to ensure competence.

All training, observations, appraisals, and development plans are documented and are held later reflection as required.

Quality Management (on-going)

In Safe Hands provides on-going Continued Professional Development Events and Courses for its training team. Our continued approach to maintaining and raising standards consists of the above quality cycle, with our awarding bodies, our clients and with our staff. This is constantly being reviewed.



Important Contact Details;

Contact Information:

Point of Contact: Mr Tim Puffer

Appointment: Managing Director

Address of Central Offices:

In Safe Hands Health and Safety Training and Consultancy Limited,
Victoria Commercial Centre, Station Approach, Roche,
Cornwall, PL26 8LG

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