

# Health, Safety & Wellbeing Policy

## Learn to Shine Education Ltd

*Last updated: August 2025*

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### 1. Overview

At Learn to Shine Education Ltd (LTS), we are committed to providing a safe, healthy, and supportive environment for all students, tutors, and families. This policy outlines our approach to managing health, safety, and wellbeing across all tuition formats, including online and in-person sessions.

### 2. Health & Safety (In-Person Sessions)

The majority of our tuition takes place at our Eckington centre, where health and safety protocols are in place to safeguard students and tutors.

#### Site Responsibilities (Eckington Centre):

- The centre is regularly risk assessed and maintained to ensure a safe learning environment.
- Fire exits are clearly marked, and fire drills are held periodically.
- First Aid supplies are available onsite.
- Staff are not trained to administer first aid and parents remain solely responsible.
- Cleaning routines are in place to maintain hygiene and reduce the risk of infection.
- Where necessary, emergency services may be called if a tutor has any medical concerns about a student.

#### Tutor Responsibilities:

- Tutors must carry out a basic visual risk assessment before each session to ensure the space remains safe.
- Any health and safety concerns must be reported immediately to LTS management.

- Tutors must never allow students to enter or exit the building unaccompanied unless parental consent has been given.

#### **Home and Offsite Sessions (If Agreed):**

- A parent or responsible adult must be present in the home during all sessions.
- Tutors must never be left alone in a home with a child without another adult present.
- If a tutor feels the environment is unsafe or inappropriate for any reason, they must end the session and report it immediately.
- Tutors are not permitted to transport students under any circumstances.
- LTS maintains Public Liability and Professional Indemnity Insurance for all tutoring activities.

### **3. Health & Safety (Online Sessions)**

- All sessions are conducted via secure, pre-approved platforms such as Zoom or Google Meet.
- Tutors and students are expected to be in a quiet, appropriate setting free from distractions, with webcams on unless otherwise agreed.
- Parents should ensure students are supervised appropriately depending on their age and ability.
- Recording of sessions is not permitted by either party without prior written consent.

### **4. Allergy & Medical Information**

To ensure a safe environment, we ask parents to disclose any known medical conditions, allergies, or relevant health needs when registering their child.

- For in-person sessions, families must inform us if there are pet allergies, food allergies, or environmental triggers that could affect the tutor or student.
- Tutors are not authorised to administer medication. If a child requires emergency medication (e.g. an EpiPen or inhaler), a parent or guardian must ensure it is accessible, in-date and can be administered by the student themselves.
- Tutors will not provide first aid and will call the parent, emergency contact, or emergency services as needed.
- Tutors must inform parents immediately if a student becomes unwell during a session.
- Parents are required to remain on site if a student has medical needs which require an adult to intervene.
- Tutors will act as “loco parentis” should an emergency situation arise such as: choking. LTS and its staff members accept no responsibility for injury caused during “loco parentis” activity.

### **5. Fire Safety**

Learn to Shine Education Ltd takes fire safety seriously and ensures the following provisions:

- The building has seven fire escape windows, a smoke detector, and a functional fire alarm system.

- A fire extinguisher and fire blanket are located within the classroom.
- Tutors are responsible for ensuring students are accounted for in an evacuation.
- Staff must sign in and out of the building; students do not need to. The student's tutor remains accountable for them.
- Parents only need to sign in if staying for a prolonged period (e.g. meeting).
- Emergency exit plans are displayed, and fire drills are carried out as needed.
- Fire wardens are designated.
- Agreement has been reached with the business downstairs to ensure the external door is not locked during sessions.

## **6. Mental Health & Wellbeing Support**

We are committed to fostering a positive and respectful environment that supports both student and tutor wellbeing.

### **Supporting Students**

- Tutors create a nurturing, pressure-free learning space and will adapt sessions to suit the student's emotional and academic needs.
- If a tutor becomes concerned about a student's mental health, mood, or behaviour, they are expected to raise the issue promptly so appropriate support can be offered.
- Parents will be contacted sensitively if any emotional wellbeing concerns arise.
- We may signpost families to external resources or services if additional support is needed.

### **Supporting Tutors:**

- LTS offers a supportive culture for tutors working both remotely and in person.
- Tutors may request a reduction in workload, time off, or changes to student assignments if needed for wellbeing reasons.
- Regular check-ins are offered to tutors, and peer support is available on request.
- Any tutor experiencing stress, burnout, or mental health difficulties is encouraged to speak confidentially with a manager.
- Annual appraisal supports tutors.

## **7. Illness, Infection Control & Communicable Disease**

Whether tuition is delivered online or in person, LTS maintains a clear and responsible approach to managing illness and communicable disease to safeguard students, tutors, and families.

### **General Guidelines:**

- Do not attend or enter LTS premises if you, your child, or a member of your close family has symptoms of a contagious illness, such as cough, cold with fever, or any known infectious condition.
- A minimum of 48 hours symptom-free is required before returning to in-person sessions following an infectious illness.

- If a student becomes unwell during a session, the tutor will pause the session and contact the parent, emergency contact or emergency services immediately.
- Tutors may ask students to wash their hands before using shared resources.
- Face masks are optional, and covering coughs and sneezes is expected at all times, followed by handwashing.

**Onsite Discretion and Decisions:**

- Tutors and staff reserve the right to assess a student's fitness to attend a session based on visible symptoms or a temperature check.
- If a student is deemed unwell, the session may be cancelled at the tutor's discretion. Please note that rearranging the session will only be possible if convenient for the tutor and should be arranged via customer service—not with the tutor directly. Refunds will not be issued in such cases.

**Personal Responsibility and Community Safety:**

- Responsibility for protecting your own health and the wellbeing of others is paramount when attending tutoring sessions.
- If in doubt, please maintain distance or reschedule to ensure the safety of all participants.

**Contagious Outbreaks:**

- If a local or national outbreak affects our tutoring community, LTS will follow official public health guidance.
- Affected in-person sessions may be moved online or postponed as needed to prevent further spread.

## **8. Emergencies**

In any emergency situation:

- Tutors should prioritise their safety and that of the student.
- For in-person sessions, tutors must contact emergency services immediately if there is a serious medical incident or safeguarding concern.
- Tutors must then notify LTS managers as soon as it is safe to do so.
- Parents will be contacted without delay in the event of an emergency involving their child.

## **9. Monitoring & Reporting**

Tutors are trained to report all health and safety concerns, safeguarding issues, or incidents immediately to the LTS Designated Safeguarding Lead (DSL).

This policy will be reviewed annually or in response to changes in legislation, guidance, or company procedures.

**Next review date:** August 2026

**Reviewed by:** Katie M Director