

# 17. Safety Management

## 17. Safety Management

### Introduction

Health, safety, and risk management are fundamental to ELI Schools' operations and our duty of care to students, staff, and all visitors to our premises and activities. This section establishes ELI Schools' comprehensive framework for identifying, assessing, mitigating, and managing risks across all aspects of our provision.

### Purpose and Scope

The purpose of this section is to:

- Establish ELI Schools' commitment to health and safety excellence
- Define systematic approaches to risk assessment and management
- Ensure all premises, activities, and operations are conducted safely
- Comply with health and safety legislation and best practice
- Protect the wellbeing of students, staff, visitors, and the public
- Create a culture of safety awareness and responsibility

This section addresses:

- **Policy on Risk Assessment of Company Properties**
- **Policy on Safe Centre Management**
- **Policy on Risk Assessment of Transfers, Tours, Activities and Events**
- **Policy on Safety Training**
- **Safety Statement**
- **Regulatory and Legal Context**

ELI Schools' Safety Management framework complies with:

### Health and Safety Legislation:

- Safety, Health and Welfare at Work Act 2005
- Safety, Health and Welfare at Work Regulations 2007
- Children First Act 2015
- Data Protection Act 2018
- Code of Practice for Provision of Programmes of English Language Education to International Learners

## Principles of Safety Management

ELI Schools' approach to Safety Management is based on the following principles:

- |                                       |  |
|---------------------------------------|--|
| <b>Prevention First</b>               | <ul style="list-style-type: none"><li>• Proactive identification and elimination of hazards</li><li>• Systematic risk assessment before incidents occur</li><li>• Continuous improvement of safety measures</li><li>• Learning from near misses and incidents</li></ul>                          |
| <b>Legal Compliance</b>               | <ul style="list-style-type: none"><li>• Full compliance with all health and safety legislation</li><li>• Meeting or exceeding minimum standards</li><li>• Regular review of legal obligations</li><li>• Professional advice sought when needed</li></ul>   |
| <b>Duty of Care</b>                   | <ul style="list-style-type: none"><li>• Paramount responsibility to protect students, staff, and visitors</li><li>• Particular care for children and vulnerable persons</li><li>• Consideration of individual needs (disabilities, health conditions)</li><li>• Emergency preparedness</li></ul> |
| <b>Proportionate Response</b>         | <ul style="list-style-type: none"><li>• Risk management proportionate to actual risk level</li><li>• Resources allocated according to risk priority</li><li>• Practical and reasonable control measures</li><li>• Balance between safety and educational/operational needs</li></ul>             |
| <b>Competence and Training</b>        | <ul style="list-style-type: none"><li>• All staff trained appropriately for their roles</li><li>• Specialist roles filled by competent persons</li><li>• Ongoing training and refresher courses</li><li>• External expertise engaged where needed</li></ul>                                      |
| <b>Participation and Consultation</b> | <ul style="list-style-type: none"><li>• Staff involved in safety management</li><li>• Students educated about safety</li><li>• Safety representatives where appropriate</li><li>• Open communication about safety concerns</li></ul>   |
| <b>Continuous Improvement</b>         | <ul style="list-style-type: none"><li>• Regular review of safety measures</li><li>• Learning from incidents and near misses</li><li>• Monitoring sector best practice</li><li>• Annual safety audits</li></ul>   |
| <b>Documentation and Records</b>      | <ul style="list-style-type: none"><li>• Comprehensive safety records maintained</li><li>• Risk assessments documented</li><li>• Incidents recorded and investigated</li><li>• Audit trail for compliance and learning</li><li>• </li></ul>   |

## 17.1 Policy on Risk Assessment of Company Properties

|                     |  |  |  |
|---------------------|--|--|--|
| <b>QA Area(s)</b>   | • Safety Management • Governance and Management of Quality |  |  |
| <b>Applies to</b>   | <input checked="" type="checkbox"/> Staff only             | <input type="checkbox"/> Learners only | <input checked="" type="checkbox"/> Staff and learners |
| <b>Policy Owner</b> | Operations Manager   |  |  |

### Purpose

This policy establishes ELI Schools' commitment to systematic risk assessment of all company properties to identify hazards, evaluate risks, implement control measures, and ensure safe premises for students, staff, and visitors.

### Scope

This policy applies to all premises owned, leased, or operated by ELI Schools including:

#### Year-Round School Premises:

- ELI Dublin Dame Street: 19-22 Dame Street, Dublin 2
- ELI Dublin Grand Canal: 6/7 Herbert Place, Dublin 2
- ELI Drogheda: 9/10 Merchant Quay, Drogheda
- Any future year-round locations

#### Residential Accommodation (if operated directly by ELI Schools):

- Student residences wholly leased or operated by ELI Schools
- Apartments or housing managed directly by ELI Schools

#### Seasonal/Temporary Premises:

- Summer centres (schools, colleges, or facilities leased for summer programmes)
- Temporary locations for special programmes or events
- Any premises used by ELI Schools for educational purposes

#### Exclusions:

- Host family homes
- Third-party operated residences (subject to due diligence but not ELI Schools direct risk assessment)
- External venues for one-off activities (subject to activity risk assessment - see Section 18.5-18.6)

### Policy Statement

#### Commitment to Safe Premises:

- ELI Schools is committed to providing safe premises for all students, staff, and visitors. We recognize that:
- Buildings and facilities can present numerous hazards (fire, slips/trips/falls, electrical hazards, structural hazards, etc.)
- Systematic risk assessment is essential to identify and control hazards
- Proactive management prevents incidents and protects people
- Legal compliance requires documented risk assessments
- Continuous monitoring and review ensure ongoing safety

## Systematic Risk Assessment:

ELI Schools conducts systematic risk assessment of all properties covering:

### Fire Safety:

- Fire detection and alarm systems
- Firefighting equipment (extinguishers, fire blankets, hose reels)
- Emergency lighting
- Fire exits and escape routes
- Fire doors and compartmentation
- Signage (exit signs, assembly point signs, fire action notices)
- Fire safety management (drills, training, procedures)
- Means of escape (adequate, unobstructed, clearly marked)
- Combustible materials and ignition sources
- Fire risk assessment (as required by Fire Services Acts)

### Building Structure and Maintenance:

- Structural integrity (floors, walls, ceilings, stairs, balconies)
- Windows and glazing (safety glass where required, window restrictors)
- Doors and access/egress
- Roofs and gutters
- Damp, mold, or water ingress
- General state of repair and decoration
- Maintenance schedules and records

### Electrical Safety:

- Electrical installations (wiring, distribution boards, sockets)
- Fixed electrical equipment (lighting, heating, ventilation)
- Portable electrical appliances (computers, projectors, kettles, etc.)
- Electrical testing and certification (periodic inspection by qualified electrician)
- Overloading prevention
- Extension leads and adapters (proper use)
- Emergency lighting and backup power

### Heating, Ventilation, and Air Quality:

- Heating systems (radiators, boilers, thermostats)
- Ventilation (natural and mechanical)
- Air quality (adequate fresh air, no pollutants)
- Temperature control (comfortable working/learning temperatures)
- Gas safety (if gas heating - annual gas safety certificate)

### Plumbing and Sanitation:

- Water supply (drinking water quality, legionella risk)
- Toilets and washrooms (adequate number, cleanliness, hygiene)
- Handwashing facilities (hot water, soap, drying facilities)
- Drainage
- Water temperature (hot water not scalding)

### Slips, Trips, and Falls:

- Floor surfaces (level, non-slip, good repair)
- Wet floors (cleaning procedures, signage)
- Stairs and steps (handrails, lighting, markings)
- Changes in level (clearly marked)
- Obstacles and obstructions (storage, cables)
- Lighting (adequate in all areas)

## Systematic Risk Assessment:

ELI Schools conducts systematic risk assessment of all properties covering:

- Access and Accessibility:**
  - Entrances and exits (adequate, accessible)
  - Accessibility for persons with disabilities (ramps, lifts, accessible toilets)
  - Signage (clear, visible)
  - Door entry systems and security
  - Evacuation provisions for persons with disabilities
- Workplace and Classroom Safety:**
  - Furniture (stable, appropriate, good condition)
  - Equipment (whiteboards, projectors, computers - safely installed and used)
  - Space and layout (adequate space, safe circulation)
  - Lighting (adequate for tasks)
  - Noise levels (acceptable for learning environment)
  - Display screen equipment (ergonomic workstations for staff)
- Storage and Housekeeping:**
  - Storage areas (organized, stable stacking, not overloaded)
  - Chemicals and cleaning products (stored safely, labelled, COSHH assessment)
  - Waste management (adequate bins, regular collection, sharps disposal if needed)
  - Clutter and obstruction prevention
  - Shelving and racking (secure, weight limits observed)
- Security:**
  - Building security (locks, alarms, CCTV if applicable)
  - Control of access (reception, sign-in procedures, ID badges)
  - Lone working (staff safety when alone on premises)
  - Cash handling security (if applicable)
  - Personal safety (staff and students)
  - Out-of-hours security
- External Areas:**
  - Grounds and gardens (safe surfaces, no hazards)
  - Car parks (if applicable - safe surfacing, lighting, markings)
  - Bin storage areas (secure, hygienic)
  - External lighting
  - Boundaries and fencing
- Specific Hazards:**
  - Asbestos (if present in older buildings - asbestos register, management plan)
  - Radon (testing if in radon-affected area)
  - Confined spaces (if any - proper procedures)
  - Working at height (access to roofs, ladders, maintenance work)
  - Manual handling (moving furniture, stock deliveries - training and procedures)

**Risk Assessment Process:** Risk assessment follows systematic five-step process:

**Step 1: Identify Hazards**

- Walk through premises
- Observe work activities and building use
- Consult staff and students
- Review incident records and near misses
- Check legislation and guidance for requirements
- List all hazards identified

**Step 2: Identify Who Might Be Harmed and How**

- Students (particularly children if junior programmes)
- Staff (teachers, administrative staff, cleaning staff, maintenance)
- Visitors (parents, agents, contractors, members of public)
- Vulnerable persons (young children, elderly, persons with disabilities, pregnant women)
- How could each group be harmed by each hazard?

**Step 3: Evaluate Risks and Decide on Control Measures**

- For each hazard, assess risk level (likelihood x severity)
- Determine if existing control measures adequate
- Decide what additional controls needed

Apply hierarchy of control:

- **Eliminate** the hazard (most effective)
- **Substitute** with less hazardous option
- **Engineering controls** (guards, barriers, ventilation)
- **Administrative controls** (procedures, training, signage, supervision)
- **Personal Protective Equipment (PPE)** (last resort)

**Step 4: Record Findings and Implement Controls**

- Document risk assessment in writing
- Specify control measures for each significant risk
- Assign responsibilities for implementing controls
- Set timescales for implementation
- Prioritize actions (high risk addressed first)
- Communicate findings to staff and students

**Step 5: Review and Update Risk Assessment**

- Review risk assessment regularly (at least annually)
- Review whenever circumstances change (new equipment, incident, changes to building, new activities)
- Update risk assessment based on review
- Ensure controls remain effective

**Risk Rating:** Risks categorized using risk matrix:

| Likelihood →   | Unlikely (1) | Possible (2) | Likely (3)   |
|--|--------------|--------------|--------------|
| Severity ↓   |              |              |              |
| Minor (1) - Minor injury, no time off  | LOW (1)      | LOW (2)      | MEDIUM (3)   |
| Moderate (2) - Injury requiring first aid or medical attention               | LOW (2)      | MEDIUM (4)   | HIGH (6)     |
| Severe (3) - Serious injury, hospitalization, long-term absence, or fatality | MEDIUM (3)   | HIGH (6)     | CRITICAL (9) |

- **LOW (1-2):** Acceptable risk with existing controls, monitor
- **MEDIUM (3-4):** Implement additional controls, monitor closely
- **HIGH (6):** Implement controls urgently, may need temporary restrictions
- **CRITICAL (9):** Immediate action required, may need to cease activity/close area until controlled

## Responsibility

### Operations Manager:

- Overall policy ownership
- Conducting annual comprehensive risk assessment of all properties
- Coordinating risk assessments of seasonal/temporary properties
- Developing and managing Safety Action Plans
- Maintaining Safety Files for all properties
- Ensuring professional inspections and certifications obtained
- Budget planning for safety improvements
- Reporting to Senior Operations Manager and Managing Director
- Training Centre Managers on risk assessment

### Centre Managers (at each location):

- Day-to-day risk management at their location
- Ongoing informal risk assessment (observing and identifying hazards)
- Reporting hazards to Operations Manager
- Implementing control measures at centre level
- Assisting Operations Manager with annual risk assessment
- Communicating safety information to staff and students at centre

### Managing Director:

- Executive accountability for premises safety
- Ensuring adequate resources for risk assessment and implementation
- Final authority on major safety decisions
- Liaison with external authorities if serious issues
- Receiving reports on risk assessment
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|-------------------------|--|
| <b>Version</b>          | 1.0                                    |
| <b>Date Approved</b>    | March 2026                             |
| <b>Approved by</b>      | Board of Directors, Academic Committee |
| <b>Next Review Date</b> | March 2027                             |

### Related legislation, regulation or guidelines:

- Safety, Health and Welfare at Work Act 2005
- Safety, Health and Welfare at Work (General Application) Regulations 2007
- Fire Services Acts 1981 and 2003
- Building Control Acts and Regulations
- Code of Practice for Provision of Programmes of English Language Education to International Learners
- Health and Safety Authority guidance documents

## 17.2 Procedure for Risk Assessment of Company Properties

|                     |   |  |   |
|---------------------|---|--|---|
| <b>QA Area(s)</b>   | • Safety Management                             |  |   |
| <b>Applies to</b>   | <input checked="" type="checkbox"/> Staff only  | <input type="checkbox"/> Learners only | <input type="checkbox"/> Staff and learners |
| <b>Policy Owner</b> | Policy on Risk Assessment of Company Properties |  |   |

### Purpose

This procedure outlines the step-by-step process for conducting comprehensive risk assessments of all ELI Schools properties, documenting findings, implementing control measures, and maintaining ongoing safety management.

### Procedure

#### Annual Comprehensive Risk Assessment Cycle

##### 1. Planning Annual Risk Assessment (August)

#### Operations Manager Plans Assessment:

##### Timeline Planning:

- Schedule: Annual risk assessment conducted in **September** (before new academic year)
- Duration: Allow 2-3 weeks for assessment of all properties
- Resources: Determine if external consultant needed or internal assessment sufficient

#### Property List:

List all properties requiring assessment:

- ELI Dublin Dame Street
- ELI Dublin Grand Canal
- ELI Drogheda
- Any residential accommodation operated by ELI Schools
- Any new locations opened during year
- Summer centres (if operating - pre-opening assessments)

#### Assessment Team:

- Operations Manager (lead assessor)
- Centre Managers (for their locations)
- May engage external safety consultant for comprehensive assessment
- Specialist input if needed (electrician, fire safety specialist)

#### Resources and Tools:

- Property Risk Assessment Forms (templates)
- Previous year's risk assessments (for comparison)
- Inspection checklists
- Camera (for photographs of hazards)
- Measuring equipment if needed
- Previous incident reports and near miss records
- Professional inspection reports (fire equipment service, electrical inspection, etc.)

## Assessment Visit:

Operations Manager and Centre Manager conduct walk-through inspection of entire premises.

## Systematic Walk-Through:

### Room-by-Room Assessment:

For each area of building:

#### Step 1: Observe and Identify Hazards

##### Fire Safety Check:

- Fire alarm panel - working? serviced? test certificates current?
- Fire extinguishers - present? correct type? serviced (check dates on labels)?
- Fire exits - clearly marked? unobstructed? emergency lighting working?
- Fire doors - self-closing? no wedges holding open? seals intact?
- Escape routes - clear? well-lit? signage visible?
- Combustible materials - safely stored?
- Electrical equipment - switched off when not in use? no overloading?
- Fire assembly point - clearly marked? known to staff and students?
- Fire drill records - up to date? regular drills?

##### Building Structure and Maintenance Check:

- Floors - level? good repair? no cracks or holes? non-slip surface?
- Walls and ceilings - good condition? no cracks, damp, or mold?
- Stairs - handrails secure? steps in good condition? adequate lighting?
- Windows - safe glazing? restrictors fitted (if required)? opening mechanism working?
- Doors - good condition? handles working? no sharp edges?
- General decoration - maintained? professional appearance?

##### Electrical Safety Check:

- Distribution boards - accessible? labelled? no damage?
- Sockets and switches - secure? not overloaded? no damage?
- Fixed wiring - no exposed wires? properly installed?
- Portable appliances - PAT tested (check dates on labels)? in good condition?
- Extension leads - proper use? not daisy-chained? not creating trip hazards?
- Lighting - adequate? all bulbs working? emergency lighting tested?

##### Slips, Trips, and Falls Check:

- Floor surfaces - dry? no slip hazards? mats secured?
- Obstacles - no obstructions in walkways? cables managed?
- Stairs - handrails present? non-slip treads? good lighting?
- Changes in level - clearly marked? warning signs if needed?
- Weather hazards at entrance - mats provided? drains clear?

##### Workplace and Classroom Check:

- Furniture - stable? appropriate? no sharp edges? good condition?
- Space - adequate for numbers? safe circulation?
- Lighting - adequate for tasks? no glare on screens/boards?
- Ventilation - adequate fresh air? temperature comfortable?
- Display screens - ergonomic setup for staff workstations?
- Equipment - whiteboards, projectors secure? trailing cables managed?

##### Sanitation and Hygiene Check:

- Toilets - adequate number? clean? working properly? accessible?
- Handwashing - hot water available? soap dispensers stocked? hand drying?
- Drinking water - accessible? clean?
- Waste bins - adequate? regularly emptied?
- Cleanliness - general hygiene standards maintained?

For each area of building:

### Step 1: Observe and Identify Hazards

- Storage and Housekeeping Check:**
- Storage areas - organized? stable stacking? not overloaded?
  - Cleaning products - stored safely? labelled? COSHH assessment done?
  - Flammable materials - properly stored?
  - Shelving - secure to walls? weight limits observed?
  - Clutter - no accumulation? good housekeeping?
- Security Check:**
- Main entrance - secure? controlled access? reception monitoring?
  - Other exits - secure but operable from inside (fire safety)?
  - Windows - locks working? ground floor secure?
  - Visitor management - sign-in system? ID badges?
  - CCTV (if present) - working? appropriate coverage?
  - Out-of-hours security - alarm system? secure locking?
- Accessibility Check:**
- Wheelchair access - ramps? accessible entrance? lift (if multi-storey)?
  - Accessible toilet - available? clearly marked?
  - Signage - clear? appropriate size? tactile if needed?
  - Evacuation provisions - arrangements for persons with disabilities?

### For Each Area Assessed:

Document on **Property Risk Assessment Form:**

### Implementation of Actions

**Operations Manager Coordinates Implementation:**

### For Each Action:

#### Minor Works (done by Centre Manager or maintenance staff):

- Operations Manager instructs Centre Manager
- Centre Manager completes work or arranges completion
- Centre Manager reports completion to Operations Manager

#### Major Works (contractors required):

- Operations Manager obtains quotes from contractors
- Selects contractor (may require approvals depending on value)
- Schedules work (minimize disruption to classes)
- Supervises work (or designates Centre Manager to supervise)
- Inspects completed work
- Obtains invoices and arranges payment

#### Professional Services (specialist input):

- Operations Manager engages appropriate specialist (electrician, fire consultant, structural engineer, etc.)
- Provides access and information
- Receives report or certification

## Display Safety Information:

At each location:

- Fire action notices displayed prominently
- Fire assembly point signage clear
- Emergency contact numbers posted
- Health and safety policy statement displayed (legal requirement)

## Filing and Record Keeping

### Safety File for Each Property:

Operations Manager maintains **Safety File** for each property containing:

- Current risk assessment
- Previous risk assessments (for historical comparison)
- Safety Action Plans
- Certificates and inspection reports:
  - Fire Safety Certificate
  - Fire equipment service records
  - Fire alarm service records
- Electrical certificates
- Gas safety certificates (if applicable)
- Lift inspection reports (if applicable)
- Any structural reports
- Building plans or layout diagrams
- Fire evacuation plans
- Incident reports related to property
- Contractor reports
- Correspondence with authorities (Fire Services, HSA, local authority)
- Safety File stored securely at each location (Centre Manager's office) with backup copy held by Operations Manager.

|                      |                    |
|----------------------|--------------------|
| <b>Version</b>       | 1.0                |
| <b>Date Approved</b> | March 2026         |
| <b>Approved by</b>   | Board of Directors |

### Related legislation, regulation or guidelines:

- Safety, Health and Welfare at Work Act 2005
- Safety, Health and Welfare at Work (General Application) Regulations 2007
- Health and Safety Authority guidance on risk assessment

## 17.3 Policy on Safe Centre Management

|                     |  |  |  |
|---------------------|--|--|--|
| <b>QA Area(s)</b>   | • Safety Management • Governance and Management of |  |  |
| <b>Applies to</b>   | <input checked="" type="checkbox"/> Staff only     | <input type="checkbox"/> Learners only | <input checked="" type="checkbox"/> Staff and learners |
| <b>Policy Owner</b> | Operations Manager                                 |  |  |

### Purpose

This policy establishes ELI Schools' commitment to safe day-to-day management of all centres, ensuring fire safety, first aid provision, security, visitor management, and emergency preparedness at all school locations.

### Scope

This policy applies to day-to-day safety management at all ELI Schools centres:

- ELI Dublin Dame Street
- ELI Dublin Grand Canal
- ELI Drogheda
- Any residential accommodation operated by ELI Schools
- Summer centres (when operational)
- Any other premises operated by ELI Schools
- This policy complements the risk assessment policy (18.1-18.2) by addressing operational implementation of safety measures identified through risk assessment.

### Policy Statement

#### Commitment to Safe Operations:

ELI Schools is committed to running all centres safely on a day-to-day basis. We recognize that:

- Risk assessment identifies hazards, but effective operational management prevents incidents
- Fire safety requires both equipment and procedures
- Medical emergencies require competent first aid response
- Security and visitor management protect students and staff
- Emergency preparedness enables effective response when incidents occur
- Centre Managers are key to implementing safety at their locations

## Safe Centre Management Framework:

Each centre operates within comprehensive safety framework addressing:

### Fire Safety Management

#### Fire Detection and Alarm Systems:

ELI Schools ensures all centres have:

- **Automatic fire detection system** connected to alarm sounders throughout building
- Fire alarm panel at designated location (typically reception or main entrance)
- System designed, installed, and maintained by competent fire alarm contractor
- **Annual servicing** of fire alarm system by certified contractor with certification provided
- **Weekly testing** of fire alarm (different call point tested each week, test recorded in Fire Safety Logbook)
- 24/7 monitoring connection to alarm receiving centre (if applicable) or on-site response procedures

### Fire Fighting Equipment:

Appropriate fire extinguishers provided:

- **Types:** Water, foam, CO2, powder, or fire blankets depending on fire risk types in different areas
- **Locations:** Positioned at strategic points (exits, high-risk areas, each floor)
- Clear signage indicating location and type
- **Annual servicing** by certified contractor - extinguishers inspected, tested, dated labels affixed
- Staff trained on when and how to use extinguishers (fight small fires only, evacuate if fire spreads)
- Other firefighting equipment as appropriate:
- Fire blankets (in kitchens if applicable)
- Hose reels (if building equipped)

### Emergency Lighting:

- Emergency lighting installed at all exits, escape routes, and key locations
- Battery-powered lights activate automatically if mains power fails
- Illuminates escape routes for minimum 60 minutes
- **Annual testing and servicing** by certified contractor with certification provided
- Monthly function test (discharge test) conducted by Centre Manager and recorded

### Fire Exits and Escape Routes:

Adequate number of fire exits for building size and occupancy

Fire exits:

- Clearly marked with illuminated green "Exit" signs (running man symbol)
- Open in direction of escape
- Never locked when building occupied (may have push-bar/panic hardware)
- Lead directly to place of safety (outside or protected stairwell)
- Kept clear and unobstructed at all times

Escape routes:

- Clear, well-lit corridors leading to exits
- Minimum widths maintained
- Free from obstructions (no storage, no furniture blocking)

- Fire Doors:**
- Fire doors fitted where required (stairwells, compartment separation, routes to exits)
  - Self-closing mechanisms (door closers) fitted and functioning
  - Intumescent strips and smoke seals intact
  - Never wedged or propped open (unless fitted with automatic release linked to fire alarm)
  - Signs: "Fire Door - Keep Closed" or "Fire Door - Keep Locked"
  - Checked monthly by Centre Manager
- Fire Action Notices:**
- Fire action notices displayed prominently at:
- Reception/main entrance
  - Each floor
  - Near fire alarm call points
  - In each classroom (optional but recommended)
- Notices state clearly:
- "In the event of fire..."
  - Sound the alarm (location of nearest call point)
  - Call 999
  - Evacuate the building (route to nearest exit)
  - Go to assembly point (location specified)
  - Do not re-enter building
- Fire Assembly Point:**
- Designated fire assembly point at safe distance from building (minimum 50 meters if possible)
  - Clearly marked with signage
  - Location communicated to all staff and students
  - Known to emergency services
- Fire Evacuation Procedures:**
- Documented fire evacuation procedures (see Policy 18.3 for full procedures) including:
    - How alarm raised (automatic detection, call points, shouting "Fire!")
    - Who calls 999 (Centre Manager or designated person)
    - Evacuation routes
    - Assembly point
    - Roll call procedure
    - Roles and responsibilities (fire safety officer, floor wardens if applicable)
    - Special provisions for persons with disabilities
    - Procedures displayed, communicated at induction, and practiced in drills.
- Fire Drills:**
- Regular fire drills conducted:
- **Frequency:** Minimum **quarterly** (every 3 months) at each location
  - **Unannounced:** Drills conducted without warning to test real response
  - **Varied times:** Different times of day, different days of week to capture all staff and students
- Documentation:** All drills recorded in **Fire Safety Logbook** including:
- Date and time of drill
  - Who initiated drill
  - Evacuation time
  - Number of people evacuated
  - Any issues or delays
  - Actions to improve
  - Signature of Fire Safety Officer

**Fire Safety Logbook:**

Each centre maintains **Fire Safety Logbook** recording:

- Fire drills (date, time, evacuation time, issues, actions)
- Weekly fire alarm tests (date, call point tested, outcome, signature)
- Monthly emergency lighting tests (date, test results, signature)
- Annual servicing records (date, contractor, certificate reference)
- Fire door checks (monthly, signature)
- Fire extinguisher checks (visual monthly check, annual service)
- Fire safety inspections (internal or external)
- Any fire safety incidents or near misses
- Actions taken to improve fire safety
- Logbook kept securely at centre, available for inspection by Fire Services or other authorities.

**Fire Safety Officer:**

Each centre has designated **Fire Safety Officer** (typically Centre Manager / Director of Studies):

- Responsible for fire safety management at centre
- Conducts weekly alarm tests
- Conducts monthly emergency lighting and fire door checks
- Organizes fire drills
- Maintains Fire Safety Logbook
- Ensures fire equipment serviced
- Ensures fire exits and routes kept clear
- Trains staff on fire procedures
- Liaises with Fire Services if needed
- Reports fire safety issues to Operations Manager

**Fire Safety Training:**

All staff receive fire safety training:

- At induction (fire procedures, evacuation routes, assembly point, roles)
- Annual refresher
- Participation in fire drills
- Fire Safety Officer receives enhanced training (fire extinguisher use, fire safety management)

## First Aid Provision

### First Aid Personnel:

ELI Schools ensures competent first aid coverage at all centres:

#### Occupational First Aid Officers:

- Minimum **one trained first aider** on site during all operating hours at each location
- Training provided by recognized provider (Irish Red Cross, Order of Malta, HSA-approved provider)
- List of trained first aiders displayed prominently (at reception, staff room, near first aid kits)

ELI Schools aims for:

- Minimum 2 trained first aiders per location (for cover during breaks, absences)
- Larger centres may have more

### Designated First Aiders:

First aiders identified:

- Name and photo displayed
- Contact details (extension number or mobile)
- Location (office/classroom they're typically in)
- Available during working hours

### First Aid Equipment:

Adequate first aid equipment provided:

### First Aid Kits:

- Located at strategic points (reception, staff room, each floor, large classrooms, activities equipment)
- Clearly marked with white cross on green background
- Mounted on wall or kept in accessible location

Contain appropriate supplies:

- Adhesive plasters (assorted sizes)
- Sterile gauze pads and bandages
- Triangular bandages
- Safety pins
- Disposable gloves
- Sterile eye pads
- Adhesive tape
- Scissors and tweezers
- Foil blanket
- Resuscitation face shield
- First aid guidance card
- **No medications** in first aid kits (staff cannot administer medication except in specific circumstances with consent)

### Restocking:

- First aid kits checked monthly by designated person (typically Centre Manager or First Aid Officer)
- Used or expired items replaced promptly
- Stock maintained at adequate levels

### 3. Security and Visitor Management

#### Building Security:

Each centre maintains appropriate security:

- Access Control:** Main entrance controlled (reception desk monitors entrance during operating hours)  
Other entrances:
- Fire exits secured from outside but operable from inside (fire safety requirement)
  - May have alarms on fire exits to alert if opened when not emergency
  - Out-of-hours: Building secured with locks, may have alarm system
- Reception and Sign-In:** Reception desk staffed during operating hours  
Reception staff:
- Welcome visitors
  - Monitor who enters building
  - Challenge unknown persons
  - Maintain visitor logbook
- Visitor Logbook:** All visitors (non-staff, non-students) required to sign in:  
**Purpose of Visitor Logbook:**
- **Fire Safety:** Know who is in building for roll call if evacuation
  - **Security:** Record of who has accessed building
  - **Safeguarding:** Monitor access to building where children may be present
  - **Contact Tracing:** If needed for health reasons (e.g., pandemic)
- Visitor Logbook Records:**
- Date and time of arrival
  - Visitor name
  - Organization/company (if applicable)
  - Purpose of visit
  - Who they are visiting/meeting
  - Signature
  - Time of departure (signed out)
  - Visitor badge issued (if applicable)
- Visitor Badges:**
- Visitors issued with visitor badge while on premises
  - Badge returned and signed out when leaving
- Contractor Access:**
- Contractors working on premises sign in/out
  - May require Garda vetting if working in building where children present (safeguarding requirement)
  - Supervised if working in areas accessible to students
  - Informed of fire procedures and assembly point
- ID Badges:** **Staff:**
- All staff issued with ID badge (name, photo, role, "ELI Schools Staff")
  - Worn visibly while on premises
  - Helps students identify staff
  - Security - easy identification of who should be in building

- CCTV (if applicable):** If CCTV present:
- Signage displayed notifying CCTV in operation (data protection requirement)
  - Footage recorded and retained for period (typically 30 days)
  - Access to footage restricted (GDPR compliance)
  - Footage only viewed for legitimate purposes (security incident, investigation)
- Lone Working:** Staff working alone on premises (e.g., early morning, late evening, weekends):
- Informed of risks and safe practices
  - Check-in procedure (text or call colleague when arriving and leaving)
  - Emergency contact numbers available
  - Mobile phone carried
  - Doors locked, secure area
  - If threatened or concerned: leave building and call Gardaí
- Personal Safety:** Staff and student personal safety:
- Report suspicious behaviour or persons to Centre Manager or reception
  - Don't confront aggressive persons - call Gardaí if needed
  - Students briefed on personal safety in local area (at induction)
  - Emergency contact information provided to students
- Cash Handling (if applicable):**
- If reception handles cash (fees, sales):
  - Minimal cash kept on premises
  - Cash stored in locked cash box or safe
  - Banked regularly
  - Procedures to prevent theft
  - Two-person rule for large amounts

#### 4. Cleanliness, Hygiene, and Maintenance

- Cleaning:** All centres maintained to high standard of cleanliness:
- Regular cleaning schedule (daily or as appropriate)
  - Professional cleaning service or designated cleaning staff
- Cleaning includes:
- Floors (sweeping, mopping, vacuuming)
  - Surfaces (desks, tables, counters wiped down)
  - Toilets and washrooms (daily thorough cleaning, disinfection)
  - Windows (periodic)
  - Waste removal (daily)
- Cleaning products safe for use, stored securely (COSHH assessment)
- Hygiene:** High hygiene standards maintained:
- Toilets clean, soap dispensers and hand dryers/towels stocked
  - Hand sanitizer available (particularly at entrances, common areas)
  - Waste bins adequate number, emptied regularly
  - No accumulation of waste
- Maintenance:** Proactive maintenance programme:
- Repairs conducted promptly (broken lights, leaking taps, damaged furniture)
  - Planned preventive maintenance (servicing heating, checking safety equipment, etc.)
  - Maintenance log maintained
  - Contractor engaged for specialist work
  - Premises kept in good decorative order

## 5. Accidents and Incidents

### Accident and Incident Logbook:

- Maintained at each centre (see First Aid section above)
- Records all incidents including:
- Injuries (student, staff, visitor)
- Near misses (incidents that could have caused injury but didn't)
- Fire incidents (actual fire, false alarm, etc.)
- Security incidents (theft, vandalism, aggression, etc.)
- Dangerous occurrences (structural failure, equipment failure, etc.)

### Reporting to HSA:

Certain serious incidents must be reported to Health and Safety Authority:

- Fatal accidents
- Accidents causing serious injury (fracture, amputation, loss of sight, electric shock, hospitalization >24 hours, etc.)
- Dangerous occurrences (collapse of building/structure, explosion, fire causing damage, etc.)
- Injury preventing person from performing normal work/study for more than 3 consecutive days

Report made:

- **Immediately** for fatal or serious injury (phone HSA)
- **Within 10 days** using online Incident Report Form (IR1 or IR3)
- Operations Manager responsible for reporting

## 7. Monitoring and Inspection

### Internal Monitoring:

Centre Managers conduct regular safety checks:

- Daily visual inspection (fire exits clear, no obvious hazards)
- Weekly fire alarm test (recorded in logbook)
- Monthly emergency lighting test and fire door checks (recorded)
- Monthly first aid kit check
- Monthly review of incident reports
- Quarterly fire drill

### External Inspections:

ELI Schools subject to external inspections:

- **Fire Services:** May inspect premises for fire safety compliance
- **Health and Safety Authority:** May inspect if incident reported or complaint received
- **QQI:** Inspections include review of safety management

|                         |                    |
|-------------------------|--------------------|
| <b>Version</b>          | 1.0                |
| <b>Date Approved</b>    | March 2026         |
| <b>Approved by</b>      | Board of Directors |
| <b>Next Review Date</b> | March 2027         |

### Related legislation, regulation or guidelines:

- Safety, Health and Welfare at Work Act 2005
- Safety, Health and Welfare at Work (General Application) Regulations 2007
- Fire Services Acts 1981 and 2003
- Code of Practice for Provision of Programmes of English Language Education to International Learners

## 17.4 Procedure for Safe Centre Management

|                     |  |  |  |
|---------------------|--|--|--|
| <b>QA Area(s)</b>   | • Safety Management                            |  |  |
| <b>Applies to</b>   | <input checked="" type="checkbox"/> Staff only | <input type="checkbox"/> Learners only | <input checked="" type="checkbox"/> Staff and learners |
| <b>Policy Owner</b> | Policy on Safe Centre Management               |  |  |

### Purpose

This procedure provides detailed operational guidance for Centre Managers and staff on implementing safe centre management on a day-to-day basis, including specific procedures for fire safety, first aid, visitor management, and emergency response.

### Procedure

#### Part A: Fire Safety Procedures

**Conducting Fire Drill: See Appendix for Fire Drill Procedures**

#### Post Fire Drill Debrief:

Centre Manager conducts brief debrief:

#### Immediately After (informal):

- Gather staff briefly
- "What went well? What could be improved?"
- Note feedback

#### Within Week (documented):

- Review drill with all staff
- Discuss observations
- Identify improvements needed
- Communicate expectations
- Plan actions

#### Common Issues to Address:

- Slow response (people not responding to alarm promptly)
- Confusion about routes (people unsure which exit to use)
- Taking belongings (people stopping to collect bags, coats)
- Fire exits difficult to open (panic hardware not working, people unfamiliar with mechanism)
- Inadequate roll call (no registers, confusion about who present)
- Assembly points unclear (people going to wrong location)
- Returning to building (people re-entering before all clear given)

#### Recording Fire Drill:

Centre Manager completes detailed record in Fire Safety Logbook

## **Professional Fire Safety Servicing**

### **Annual Servicing Schedule:**

Operations Manager schedules annual servicing of all fire safety equipment at all centres:

#### **Fire Extinguishers:**

- Annual service by certified contractor
- Contractor inspects, tests, and certifies each extinguisher
- Date label affixed to extinguisher showing next service due
- Contractor provides service certificate
- Service typically: visual inspection, pressure test, refill/recharge if needed, weight check

#### **Fire Alarm System:**

- Annual service by fire alarm contractor
- Comprehensive test of all components (panel, detectors, call points, sounders, batteries)
- Certification provided
- Faults rectified

#### **Emergency Lighting:**

- Annual service including full discharge test (lights must illuminate for full 60 minutes)
- Certification provided

#### **Fire Hose Reels (if applicable):**

- Annual service and test

#### **Scheduling:**

Operations Manager:

- Maintains schedule of when each service due at each location
- Calendar reminders set for 1 month before due date
- Contacts contractor to schedule service
- Coordinates with Centre Manager for contractor access
- Ensures service completed before due date

#### **Contractor Visit:**

Centre Manager:

- Provides access to contractor
- Accompanies contractor or designates staff member to accompany
- Contractor inspects and services equipment
- Contractor provides service report and certificate

#### **Review Service Report:**

- Centre Manager:
- Reviews contractor's report
- If faults identified: ensure contractor fixes or provides quote for fixing
- Urgent faults: Operations Manager notified immediately
- Certificate filed in Safety File

## Record in Fire Safety Logbook

### Part B: First Aid Procedures

#### Responding to Injuries and Illness

##### Minor Injuries:

- **Examples:** Small cuts, grazes, bruises, minor bumps, nosebleeds, blisters
- **Procedure:**
  - **First Aider Notified:** Person informs first aider or brings injured person to first aid location
  - **Assessment:** First aider assesses injury
  - **Treatment:** First aider provides appropriate treatment using first aid kit (clean wound, apply plaster, apply cold compress for bruise, etc.)
- **Advice:** First aider advises person:
  - "The cut has been cleaned and covered. Please keep the plaster clean and dry. If the area becomes red, swollen, or painful, please see your GP."
  - "This is a minor bump. Apply ice for 20 minutes. If you develop headache, dizziness, vomiting, or confusion, seek medical attention immediately."
- **Record:** First aider records treatment in Accident and Incident Logbook
- **Return:** Person returns to class or activity

##### Moderate Injuries or Illness Requiring Medical Attention:

- **Examples:** Deeper cuts, suspected minor fracture, severe headache, vomiting, allergic reaction (mild), twisted ankle, etc.
- **Procedure:**
  - **First Aider Notified:** First aider called to scene or person brought to first aid room
  - **Assessment:** First aider assesses
  - **Initial Treatment:** First aider provides first aid (control bleeding, immobilize suspected fracture, comfort, etc.)
  - **Decision:** First aider decides medical attention needed
- **Transport to Medical Care:**
  - **Options:** GP, medical centre, or hospital emergency department (depending on severity)
  - **Transport:** Taxi arranged, or staff member drives if appropriate, or ambulance if more serious
  - **Accompaniment:** Student may go alone if adult and injury not serious, or staff member accompanies if:
    - Student is minor (under 18) - must accompany
    - Student is distressed or requires support
- Injury serious enough to need assistance
- **Contact Emergency Contact:**
  - If student is minor: Parent/guardian called immediately
  - If adult student and serious: Emergency contact called

## **Major Injuries or Medical Emergencies:**

- **Examples:** Unconscious, difficulty breathing, chest pain, severe bleeding, head injury with loss of consciousness, suspected spinal injury, anaphylactic shock, seizure, suspected heart attack or stroke

### **Procedure:**

**CALL 999 IMMEDIATELY:** Do not delay - call ambulance first  
Centre Manager or first aider calls 999

### **Provide Emergency First Aid:**

- First aider stays with casualty
  - Provides emergency first aid:
  - If unconscious and not breathing: CPR (if trained)
  - If breathing but unconscious: Recovery position
  - If severe bleeding: Apply direct pressure
  - If spinal injury suspected: Do not move, keep head/neck immobilized
  - If anaphylaxis: Administer EpiPen if available and staff trained (follow instructions on device)
  - Keep casualty comfortable, warm, and reassured
- Monitor breathing and consciousness continuously

### **Do Not Move Casualty:**

- Unless in immediate danger (fire, collapsing building)
- Wait for paramedics

### **Designate Someone to Meet Ambulance:**

- Staff member goes to main entrance or street
- Watches for ambulance
- Directs paramedics to casualty immediately
- Clear route for paramedics

### **Clear Area:**

- Other students/staff kept back (preserve dignity, give paramedics space)
- May close doors or use screens

### **Contact Family/Emergency Contact Immediately:**

- Centre Manager or designated person calls:
- Parent/guardian (if minor)
- Emergency contact (if adult)
- Inform: "There has been a medical emergency. An ambulance has been called, and [Name] is being taken to [Hospital]. You should come to the hospital immediately."
- Provide hospital name and location

### **Staff Member Accompanies to Hospital (if appropriate):**

- If student is minor and parent cannot arrive immediately: Staff member must accompany
- If adult student and no family available: Staff member may accompany (student's choice)
- Staff member provides support, information to hospital, contacts school with updates

- Detailed Report:**
- Centre Manager writes detailed incident report immediately
  - Recorded in Accident and Incident Logbook (see Section 7 below)
- Notify Operations Manager and Managing Director:**
- Centre Manager calls Operations Manager immediately
  - Managing Director informed by Operations Manager
  - HSA reporting considered (see Section 8 below)
- Incident Investigation:**
- Operations Manager investigates cause
  - Risk assessment reviewed
  - Actions taken to prevent recurrence
- Follow-Up with Student and Family:**
- Centre Manager maintains contact with family
  - Welfare and support offered
  - Return to school planning when student recovered
  -

## Recording Accidents and Incidents

- Accident and Incident Logbook:**
- All incidents recorded in **Accident and Incident Logbook** kept securely at each centre.

### What to Record:

- All injuries (however minor)
- All first aid treatments given
- Near misses (incidents that could have caused injury but didn't)
- Security incidents (theft, vandalism, aggressive behavior)
- Fire incidents (actual fires, false alarms, problems with fire equipment)
- Dangerous occurrences (equipment failures, structural problems, etc.)

### Retention:

Accident and Incident Logbook retained for **minimum 10 years** (legal requirement).

Essential for:

- Legal protection if later claim or injury dispute
- HSA inspections
- Insurance claims
- Identifying patterns and trends
- Continuous improvement

## Reporting to Health and Safety Authority (HSA)

- When to Report:**
- ELI Schools must report certain incidents to HSA:
- Must Report Immediately (by phone):**
- Fatal accidents (death of employee, student, or other person on premises)
  - Major injuries (specified injuries - see below)
- Must Report Within 10 Days (online form):**
- Accidents preventing person from performing normal work/study for more than 3 consecutive days (not counting day of accident)
  - Dangerous occurrences (specified occurrences - see below)
- Who Reports:**
- Operations Manager responsible for reporting to HSA (in consultation with Managing Director).

## Part C: Visitor Management Procedures

### Visitor Sign-In Procedure

**Responsibility:** Reception staff

**When Visitor Arrives:**

**Step 1: Greet Visitor**

- Reception staff greets visitor politely: "Good morning, welcome to ELI Schools. How may I help you?"

**Step 2: Establish Purpose**

- Visitor states purpose: "I have a meeting with [Name]" / "I'm here to collect my daughter" / "I'm here to look at the school" / etc.

**Step 3: Sign-In**

- Reception staff provides Visitor Logbook

Visitor completes entry:

**Step 4: Visitor Badge (if applicable)**

- If ELI Schools uses visitor badges: Issue badge with "VISITOR" clearly displayed
- Visitor wears badge visibly while on premises

**Step 5: Contact Host**

- Reception calls or messages person visitor is meeting: "[Name] is here to see you at reception"
- Host comes to reception to collect visitor
- OR reception directs visitor to location if appropriate: "Please go up to the first floor, turn right, [Name]'s office is the second door on the left"

**Step 6: Brief on Safety (if visitor will be on premises for extended time)**

- Reception informs visitor: "In the event of fire alarm, please follow staff instructions and evacuate to the assembly point [location shown]"

**Step 7: Unscheduled Visitors**

- If visitor has no appointment and wishes to see someone not available: Take visitor's details and message, arrange for staff member to contact them
- If visitor wishes to tour school without appointment: May offer tour if staff available or ask visitor to schedule appointment

**Step 8: Unknown Visitors or Concerns**

- If visitor seems suspicious, aggressive, or refuses to sign in: Politely but firmly request compliance
- If visitor refuses: Alert Centre Manager or security (if applicable)
- Do not allow access to building beyond reception if concerns

**9.3. When Visitor Leaves:**

**Step 1: Sign Out**

- Visitor returns to reception
- Reception staff asks visitor to complete "Time Out" and sign out in logbook

**Step 2: Return Visitor Badge**

- Visitor returns badge

**Step 3: Thank Visitor**

- "Thank you for visiting ELI Schools. Have a good day."

**9.4. End of Day:**

Reception staff reviews logbook:

- Any visitors not signed out? (May have forgotten)
- If visitor still on premises and unaccounted for: Check with host or search building

## **Contractor Management**

### **Pre-Work Coordination:**

Before contractor arrives:

### **Operations Manager or Centre Manager:**

- Confirm work scope, dates, times with contractor
- Request contractor's documentation:
- Public liability insurance certificate
- Employer's liability insurance (if contractor has employees)
- Safety statement (if major works)
- Risk assessment and method statement (for significant works)
- Garda vetting (if working in building where children present - safeguarding requirement)
- Inform contractor of ELI Schools safety requirements:
- Fire procedures and assembly point
- Sign-in/sign-out
- Work area boundaries
- Hours when work can be conducted (minimize disruption to classes)
- Hot works permit required if any hot works (welding, grinding, soldering, etc.)
- Coordinate access (keys, access codes)

### **Contractor Arrival:**

#### **Reception:**

- Contractor signs in Visitor Logbook (or separate Contractor Logbook if high volume)
- Centre Manager or designated person briefs contractor:
- "In event of fire alarm, evacuate to [assembly point]"
- "Fire exits must be kept clear at all times"
- "Please minimize disruption to classes"
- "Let us know immediately if you discover any hazards"
- Contractor taken to work area or directed

#### **During Works:**

#### **Supervision:**

- Centre Manager or designated person checks on contractor periodically
- Ensures work area safe (cordoned off if needed, warning signs if hazards)
- Ensures fire exits not blocked
- Ensures minimal disruption

## Security Incident Procedure

- Theft:**
- Report to Centre Manager immediately
  - Report to Gardaí (call 999 if in progress, or local station if discovered after)
  - Do not disturb scene if serious
  - Centre Manager investigates (check CCTV if available, interview witnesses)
  - Incident recorded in logbook
  - Insurance claim if appropriate
  - Review security measures

- Vandalism:**
- Similar to theft - report, investigate, repair, learn

- Aggressive or Threatening behaviour:**
- **If Immediate Threat:** Call 999 (Gardaí)
  - **If Staff/Student Aggressive:** De-escalate if safe, remove from situation, speak calmly
  - **If Visitor/Intruder Aggressive:** Do not confront, call Gardaí, ensure safety of students and staff
  - **Centre Manager Responds:** Takes control of situation
  - **Incident Recorded:** Detailed report
  - **Follow-Up:** May involve disciplinary action (if student/staff), barring (if visitor), safety review

### **Intruder:**

- Report to Centre Manager or reception immediately
- If intruder refuses to leave: Call Gardaí
- Do not confront if potentially dangerous
- Ensure students safe (keep in classrooms, lock doors if needed)
- Emergency lockdown if serious threat (rare)

## Severe Weather Procedure

### **Monitoring:**

- Centre Manager monitors weather forecasts if severe weather predicted
- Consults with Operations Manager and Managing Director on whether to open/close school

### **Decision to Close:**

- Made by Managing Director in consultation with Operations Manager
- Based on weather severity, safety of travel for students and staff, building safety, government/Met Éireann warnings

### **Communication:**

- If closure: Students and staff notified as early as possible (email, SMS, website update, social media)
- "Due to severe weather, ELI Schools [location] will be closed today [date]. Classes are cancelled. We will update you on reopening. Stay safe."

### **Early Closure:**

- If weather deteriorates during day: May close early and send everyone home safely
- Centre Manager announces early closure
- Ensure all students able to travel home safely (arrange taxis if needed, contact host families)

### **Building Safety:**

- Centre Manager checks building for weather damage after storm
- Any damage reported to Operations Manager and landlord

## 17.5 Policy on Risk Assessment of Transfers, Tours, Activities and Events

|                     |  |   |  |
|---------------------|--|---|--|
| <b>QA Area(s)</b>   | • Safety Management • Supports for Learners    |   |  |
| <b>Applies to</b>   | <input checked="" type="checkbox"/> Staff only | <input checked="" type="checkbox"/> Learners only | <input checked="" type="checkbox"/> Staff and learners |
| <b>Policy Owner</b> | Operations Manager                             |   |  |

### Purpose

This policy establishes ELI Schools' commitment to systematic risk assessment of all off-site activities including airport transfers, tours, excursions, social activities, and events to ensure student safety and wellbeing during all activities organized or facilitated by ELI Schools.

### Scope

This policy applies to all off-site activities organized or facilitated by ELI Schools including:

- Airport Transfers:**
    - Arrivals: Collecting students from Dublin Airport or other arrival points
    - Departures: Taking students to airport for departure
    - Transfers for individuals, small groups, or large groups
    - Transfers to/from accommodation
  - Educational Tours and Excursions:**
    - Day trips to historical sites, cultural attractions, cities
    - Educational visits (museums, galleries, universities, etc.)
    - Language and cultural immersion activities
    - Multi-day trips (if applicable)
  - Social and Cultural Activities:**
    - Evening social events (meals, pubs, cultural events)
    - Sports activities (football, bowling, swimming, etc.)
    - Outdoor activities (walking tours, hiking, beach visits)
    - Cultural activities (Irish music, dance, cooking classes)
    - Special events (festivals, concerts, theatre)
  - Special Events:**
    - Welcome events and orientation activities
    - End-of-course celebrations
    - Seasonal events (Christmas parties, summer barbecues, etc.)
    - Graduation ceremonies
- Exclusions:**
- Independent student activities (students' own time, not organized by ELI Schools)
  - Host family activities (responsibility of host family, though ELI Schools provides guidance)
  - Students' personal travel (though ELI Schools may provide advice)

## Policy Statement

### **Commitment to Safe Activities:**

ELI Schools is committed to providing safe, enriching activities and excursions that enhance students' learning and cultural experience. We recognize that:

- Activities outside school premises present different risks than classroom learning
- Systematic risk assessment is essential before conducting any off-site activity
- Proper planning, supervision, and emergency preparedness prevent incidents
- Student safety is paramount - activities only conducted when risks adequately controlled
- Parents/guardians and students must be informed of activities and risks

### **Legal Duty of Care:**

ELI Schools has duty of care to students during activities organized by the school:

- Must take reasonable care to ensure student safety
- Must conduct appropriate risk assessments
- Must provide adequate supervision
- Must have emergency procedures in place
- Particularly high duty of care for minors (under 18s)
- Failure to meet duty of care could result in:
  - Injury to students
  - Legal liability
  - Regulatory sanctions
  - Reputational damage
  - Loss of accreditation
- Therefore, robust activity risk assessment is essential.

### **Activity Categorization:**

ELI Schools categorizes activities by risk level to determine appropriate risk assessment and approval procedures:

#### **Category 1: Low-Risk Activities**

- Routine, frequent activities
- On-site or very local
- Low hazard environment
- High level of supervision

#### **Examples:**

- Walking to nearby café or restaurant (city centre, daytime)
- City walking tour (main tourist areas, daytime)
- Visit to local museum or gallery
- On-site social events (building or garden)

#### **Risk Assessment:**

- Generic risk assessment for activity type (can be used for multiple instances)
- Reviewed annually or when circumstances change
- Specific details confirmed before each activity (numbers, route, weather, etc.)

**Approval:** Activity Coordinator or Centre Manager

### **Category 2: Medium-Risk Activities**

- Less frequent or more complex activities
- Traveling further from school
- Some inherent hazards present
- Requires specific risk assessment

#### **Examples:**

- Day trip to another city (e.g., Galway, Cork, Belfast)
- Sports activities (bowling, swimming, organized sports)
- Evening social events (pub visits, restaurants, cinema)
- Outdoor activities (park visits, beach trips)
- Activities involving transport (bus, train, ferry)
- Large group airport transfers

#### **Risk Assessment:**

- Specific risk assessment for each activity or season
- Detailed planning and supervision arrangements
- Emergency procedures specific to location
- **Approval:** Operations Manager or Senior Operations Manager

### **Category 3: High-Risk Activities**

- Specialized activities with significant hazards
- Adventurous or physical activities
- Remote locations or challenging environments
- Multi-day trips
- Activities involving vulnerable groups (young children)

#### **Examples:**

- Adventure activities (kayaking, climbing, high ropes courses, etc.)
- Multi-day residential trips
- Activities in remote areas
- Water-based activities
- Winter sports
- Activities for young children (under 12)

#### **Risk Assessment:**

- Comprehensive risk assessment by qualified person
- May require external specialist assessment
- Detailed emergency plans
- High ratio supervision
- Specialized training or qualifications for leaders
- Parental consent with detailed information
- **Approval:** Managing Director (following Operations Manager recommendation)
- **Some high-risk activities may be deemed not appropriate for ELI Schools to offer** (too high risk, inadequate expertise, insurance limitations).

## Risk Assessment Process:

For all activities, risk assessment follows systematic process:

- |  |  |
|--|--|
| <b>Step 1: Activity Planning</b>                   | <ul style="list-style-type: none"> <li>• Define activity purpose, objectives, participants</li> <li>• Identify location, duration, transport, activities involved</li> </ul>   |
| <b>Step 2: Hazard Identification</b>               | <p>Identify all hazards associated with activity:</p> <ul style="list-style-type: none"> <li>• <b>Travel hazards:</b> Road traffic, public transport, getting lost, delays</li> <li>• <b>Location hazards:</b> Terrain (uneven ground, cliffs, water), weather exposure, remote areas, urban hazards (traffic, crime)</li> <li>• <b>Activity hazards:</b> Sports injuries, drowning (if water activity), falling, equipment hazards</li> <li>• <b>Group management hazards:</b> Students getting separated, students not following instructions, behavior management</li> <li>• <b>Health hazards:</b> Exhaustion, dehydration, sun exposure, cold exposure, altitude</li> <li>• <b>Security hazards:</b> Theft, aggression, unsafe areas</li> <li>• <b>Emergency hazards:</b> Injury, illness, accident - distance from medical help</li> <li>• <b>Safeguarding hazards:</b> Particularly for activities involving children - risk from adults, peers, or environment</li> <li>• <b>Specific hazards:</b> Unique to particular activity or location</li> </ul>  |
| <b>Step 3: Identify Who at Risk</b>                | <ul style="list-style-type: none"> <li>• Students (particularly minors, students with disabilities, students unfamiliar with environment)</li> <li>• Staff (leaders and supervisors)</li> <li>• Members of public</li> <li>• Third parties (drivers, venue staff, etc.)</li> </ul>   |
| <b>Step 4: Evaluate Risks and Control Measures</b> | <ul style="list-style-type: none"> <li>• For each hazard, assess risk (likelihood x severity)</li> </ul> <p>Identify control measures to eliminate or reduce risk:</p> <ul style="list-style-type: none"> <li>• <b>Planning controls:</b> Route planning, timing, weather contingency, reconnaissance visit</li> <li>• <b>Supervision controls:</b> Appropriate staff-to-student ratios, qualified leaders, briefings</li> <li>• <b>Equipment controls:</b> Appropriate clothing, safety equipment, first aid kit, mobile phones, emergency contact cards</li> <li>• <b>Transport controls:</b> Reputable operators, licensed drivers, seatbelts, vehicle insurance</li> <li>• <b>Communication controls:</b> Emergency contact information, student mobile numbers, check-in procedures, group discipline</li> <li>• <b>Venue controls:</b> Safe venue selection, venue risk assessment reviewed, emergency procedures at venue</li> <li>• <b>Medical controls:</b> Medical information on participants, first aider present, access to medical care, emergency plan</li> <li>• <b>Safeguarding controls:</b> Garda vetted staff, appropriate supervision, safe adult-to-child ratios, clear code of behaviour</li> </ul> |
| <b>Step 5: Record Risk Assessment</b>              | <ul style="list-style-type: none"> <li>• Document risk assessment in writing using Activity Risk Assessment Form</li> <li>• Specify all identified risks and control measures</li> <li>• Assign responsibilities</li> <li>• Obtain approval</li> </ul>   |

- Step 6: Brief Participants and Staff**
  - Activity leader briefs staff on risk assessment, roles, emergency procedures
  - Students briefed on activity, expectations, safety rules, what to bring
  - Parents/guardians informed (if minors) and consent obtained
- Step 7: Implement Controls**
  - Execute activity according to plan
  - Staff supervise actively
  - Monitor for changes in conditions (weather, student health, etc.)
  - Adapt as needed
- Step 8: Review After Activity**
  - Activity leader reviews: What went well? Any incidents or near misses? Lessons learned?
  - Update risk assessment for future
  - Report any incidents

### Supervision Ratios:

- Appropriate supervision essential for student safety.

### General Guidelines:

| Student Age Group    | Minimum Staff: Student Ratio | Notes                      |
|----------------------|------------------------------|----------------------------|
| Adults (18+)         | 1:35                         | For low-risk activities    |
| Adults (18+)         | 1:20                         | For medium-risk activities |
| Teenagers (13-17)    | 1:35                         | For low-risk activities    |
| Teenagers (13-17)    | 1:20                         | For medium-risk activities |
| Children (under 13)  | 1:10                         | For low-risk activities    |
| Children (under 13)  | 1:8                          | For medium-risk activities |
| High-risk activities | Higher ratios required       | Depends on activity        |

### Additional Considerations:

- Higher ratios for students with disabilities or additional needs
- Higher ratios for activities in challenging environments
- Gender balance in staff where possible (particularly for overnight trips)
- At least 2 adults for any activity (never 1 adult alone with group)
- Ratios may be higher if ELI Schools policy or insurance requires

### Supervisors must be:

- ELI Schools staff or approved volunteers
- Garda vetted (if supervising children)
- Trained in activity and emergency procedures
- Competent and responsible

**Transport Safety:**
**Transport Providers:**

- Only reputable, licensed transport providers used
- Drivers must have appropriate licenses
- Vehicles must be roadworthy, insured, and meet safety standards
- Coaches must have working seatbelts for all passengers
- For large groups: Use professional coach companies

**Pre-Booking Checks:**

Operations Manager or Activity Coordinator verifies:

- Company reputable and licensed
- Insurance adequate (public liability, passenger liability)
- Safety record (no serious incidents)
- References from other schools or organizations

**During Transport:**

- Students briefed on safety (seatbelts, behavior, emergency exits)
- Seatbelts worn at all times
- Students remain seated while vehicle moving
- No distracting driver
- Staff supervise behavior
- Weather and environmental conditions significantly affect activity risk.

**Weather and Environmental Considerations:**
**Weather Monitoring:**

- Activity leader checks weather forecast before activity
  - If severe weather predicted: Activity may be postponed or cancelled
- Met Éireann weather warnings considered:

- **Yellow warning:** Be aware, monitor conditions
- **Orange warning:** Be prepared, reconsider activity
- **Red warning:** Take action, cancel outdoor activity

**Weather-Related Risks:**

- **Rain:** Slippery surfaces, reduced visibility, hypothermia risk, discomfort
- **Heat:** Dehydration, sunburn, heat exhaustion, heat stroke
- **Cold:** Hypothermia, frostbite, slips on ice
- **Wind:** Difficulty walking, falling branches/debris, sea conditions
- **Snow/Ice:** Slips and falls, travel disruption
- **Fog:** Reduced visibility, getting lost

**Controls:**

- Appropriate clothing advised (students briefed in advance)
- Activity timing adjusted (avoid hottest part of day, avoid darkness)
- Shelter available or accessible
- Hydration (water provided or students bring bottles)
- Sun protection (sunscreen, hats - student responsibility, but reminded)
- Activity modified or cancelled if conditions unsafe

**Environmental Hazards:**

- **Water:** Drowning risk if activity near water (sea, river, lake, canal)
- Controls: Students briefed to stay away from edge, no swimming unless supervised by qualified lifeguard, life jackets if on boats
- **Cliffs/Heights:** Falling risk
- Controls: Stay well back from edges, barriers and paths followed, supervision
- **Traffic:** Urban activities involve crossing roads, walking near traffic
- Controls: Use pedestrian crossings, obey traffic signals, group walks on footpaths, high-visibility vests if needed (e.g., large group of children)

**Emergency Procedures:**

- Activity leader must have emergency plan for every activity.

**Emergency Plan Includes:****Emergency contacts:**

- Emergency services (999)
- ELI Schools office/Centre Manager
- Managing Director and Operations Manager (mobile numbers)
- Venue contact (if applicable)
- Transport provider contact

**Medical emergency procedure:**

- Call 999 if serious
- First aider provides first aid
- Transport to hospital if needed
- Contact student's emergency contact and ELI Schools management

**Lost/separated student procedure:**

- Immediate roll call to confirm who missing
- Designate staff to search immediate area
- Contact student by mobile phone
- Contact Gardaí if not found within reasonable time (15-30 minutes depending on circumstances)
- Contact parents/guardians and ELI Schools management

**Behaviour/discipline incident:**

- Activity leader manages situation
- May involve removing student from activity if serious
- Parents/guardians contacted
- Incident reported and may result in disciplinary action

**Transport breakdown:**

- Contact transport provider for replacement vehicle
- Keep students safe and comfortable
- Communicate with ELI Schools office and parents if significant delay

**Severe weather or other hazard:**

- Seek shelter
- Adapt activity or return to school
- Ensure all students safe

**First Aid Provision:**

- At least one trained first aider on every activity
- First aid kit taken on all activities (contents appropriate to activity)
- Students' medical information accessible (allergies, conditions, medications, emergency contacts)

**Communication:**

- Activity leader has mobile phone (charged, credit available)
- All students' mobile numbers (or at least group leaders if large group)
- All staff on activity have each other's numbers
- ELI Schools office has activity details and can be contacted
- Regular check-ins for extended activities (e.g., text office "Arrived safely at Galway")

**Parental Consent:**

For students who are minors (under 18):

- Parents/guardians informed of all activities in advance
- Details provided: Date, destination, purpose, transport, departure/return times, supervision, cost
- Parental consent obtained before student participates (may be blanket consent for routine activities, specific consent for high-risk or overnight activities)

**Insurance:**

ELI Schools maintains appropriate insurance covering activities:

- Public liability insurance (covers claims from students or public for injury/damage)
- Employer's liability insurance (covers staff)
- Travel insurance (if applicable for trips)
- Vehicle insurance (transport providers must have)
- Activity risk assessment considers whether insurance coverage adequate for activity. Very high-risk activities may not be covered by standard insurance and may require additional policy or may not be offered.

|                         |                    |
|-------------------------|--------------------|
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| <b>Next Review Date</b> | March 2027         |

**Related legislation, regulation or guidelines:**

- Safety, Health and Welfare at Work Act 2005
- Children First Act 2015 (for activities involving children)
- Road Traffic Acts (transport)
- Code of Practice for Provision of Programmes of English Language Education to International Learners

## 17.6 Procedure for Risk Assessment of Transfers, Tours, Activities and Events

|                     |  |   |  |
|---------------------|--|---|--|
| <b>QA Area(s)</b>   | • Safety Management • Supports for Learners                          |   |  |
| <b>Applies to</b>   | <input checked="" type="checkbox"/> Staff only                       | <input checked="" type="checkbox"/> Learners only | <input checked="" type="checkbox"/> Staff and learners |
| <b>Policy Owner</b> | Policy on Risk Assessment of Transfers, Tours, Activities and Events |   |  |

### Purpose

This procedure provides detailed step-by-step guidance for conducting risk assessments for all off-site activities including airport transfers, tours, social activities, and events, ensuring systematic planning and safe execution.

### Procedure

#### Part A: Developing Generic Risk Assessments

##### Creating Generic Risk Assessment Templates

##### Purpose of Generic Risk Assessments:

- For frequently repeated low-risk activities, generic risk assessments developed:
- Saves time (not starting from scratch each time)
- Ensures consistency
- Captures learning from previous similar activities
- Still requires checking specific details for each instance

##### Operations Manager Develops Generic Risk Assessments:

For common activity types:

- City walking tours
- Museum/attraction tours
- Bus tours
- Airport transfers

## Mitigating Risk – Pre-Activity Preparation

### Specific Checks Before Activity:

#### Morning of Activity - Final Checks:

- Weather forecast checked
- Venue contacted to confirm open and accessible
- Coach booking confirmed and Driver Name and Number Confirmed
- Staff available
- Mobile phones charged, credit available
- Student list finalized, medical info and emergency contacts printed
- Parental consents received (if applicable)
- Payment received from all participants
- ELI Schools office informed of activity (schedule, contact details)

#### Pre-Departure Briefing:

- Activity Leader gathers all participants (students and staff):
- Explains activity, itinerary, timings
- Safety briefing
- Q&A
- Roll call (checks all students present)

#### During Activity:

##### Active Supervision:

- Staff supervise actively (not distracted by phones, chatting)
- Position selves to observe all students
- Regular head counts (at key points: before departing school, at rest stops, at venue, before leaving venue, on return)
- Monitor student behavior, welfare, safety
- Intervene if any concerns

##### Adapt to Conditions:

- Monitor weather, student energy levels, any issues
- Adapt activity if needed (shorten, modify, seek shelter, etc.)
- Activity Leader makes decisions based on safety

##### Communication:

- Keep students informed (times, next steps)
- Maintain contact with ELI Schools office (text update when arrived safely, when departing to return)
- If any incidents: Contact ELI Schools management

##### Emergency Response:

- If incident occurs: Follow emergency procedures
- Activity Leader takes charge
- Call 999 if serious
- First aid provided
- Students kept safe and supervised
- Families contacted if needed
- ELI Schools management contacted

##### Return:

- Head count before departing venue (all students accounted for)
- Safe return journey
- Arrive back at school
- Final roll call (all returned safely)
- Inform ELI Schools office activity concluded safely

## 17.7 Policy on Safety Training

|                     |   |  |   |
|---------------------|---|--|---|
| <b>QA Area(s)</b>   | • Safety Management • Staff Recruitment, Management and Development |  |   |
| <b>Applies to</b>   | <input checked="" type="checkbox"/> Staff only                      | <input type="checkbox"/> Learners only | <input type="checkbox"/> Staff and learners |
| <b>Policy Owner</b> | Operations Manager  |  |   |

### Purpose

This policy establishes ELI Schools' commitment to providing comprehensive safety training to all staff to ensure they have the knowledge, skills, and competence to work safely, respond to emergencies, and fulfill their safety responsibilities.

### Scope

This policy applies to all ELI Schools staff across all locations including:

- Teaching staff
- Centre Managers / Directors of Studies
- Administrative and reception staff
- Student Services Officers
- Operations Manager and Senior Operations Manager
- Cleaning and maintenance staff
- Activity leaders and coordinators
- Any other staff or regular volunteers
- This policy covers mandatory safety training that all or specific groups of staff must complete.

### Policy Statement

#### Commitment to Safety Competence:

ELI Schools is committed to ensuring all staff are competent in safety matters relevant to their roles. We recognize that:

- Trained staff prevent incidents and respond effectively to emergencies
- Safety training is legal requirement under health and safety legislation
- Regular training and refresher courses maintain competence
- Investment in training protects students, staff, and the organization
- Safety training creates culture of safety awareness

#### Legal Requirement:

Under the Safety, Health and Welfare at Work Act 2005, employers must:

- Provide employees with safety information, instruction, training, and supervision
- Ensure training appropriate to tasks employees perform
- Ensure training takes account of any changes in work practices or equipment
- Provide training during working hours or pay for training time
- ELI Schools meets these legal obligations through comprehensive safety training programme.

## Mandatory Safety Training:

ELI Schools requires all staff to complete specific safety training based on their roles:

### Fire Safety Training

**Who:** ALL staff (mandatory for everyone)

**Frequency:**

- Initial training at induction (before starting work or within first week)
- Annual refresher training

**Content:**

- Fire hazards and how fires start
- Fire prevention (safe work practices, electrical safety, housekeeping)
- Fire detection and alarm systems at ELI Schools
- What to do if you discover fire:
- What to do if you hear fire alarm:
- Evacuation routes and procedures
- Assembly points
- Roll call procedures

Specific roles in fire emergencies:

- Teachers: Taking registers, supervising students
- Centre Managers: Fire Safety Officer role
- Reception: Calling 999, alerting visitors

Fire extinguishers:

- Types and uses
- When to use (small fires only) and when to evacuate
- How to use (if staff member wishes to learn - not mandatory)
- Fire doors and fire exits (importance of keeping clear)
- Fire safety legislation and ELI Schools fire safety policies

**Training Method:**

- Induction: Delivered by Centre Manager or Operations Manager (in-person or online module)
- Annual refresher: Group training session, online module, or toolbox talk
- Participation in fire drills (practical training)

**Assessment:**

- Understanding checked through questions or brief quiz
- Competence demonstrated through appropriate response in fire drills

**Certification:**

- Certificate of completion for induction fire safety training
- Attendance record for refresher training
- Training record in personnel file

**Enhanced Fire Safety Training for Centre Managers (Fire Safety Officers):**

Centre Managers receive additional training:

- Fire safety management
- Conducting fire drills
- Fire safety equipment maintenance
- Fire Safety Logbook completion
- Fire risk assessment basics
- May attend external fire safety course (1-day) or receive detailed internal training from Operations Manager
- Refresher every 2-3 years

## **Mandatory Safety Training:**

ELI Schools requires all staff to complete specific safety training based on their roles:

### **First Aid Training**

- **Who:** Designated First Aid Officers at each location (minimum 2 per location)
- Frequency:**
  - Initial certification: Occupational First Aid course (QQI Level 5 or equivalent) - 2-3-day course
  - Refresher: Every 2-3 years (1-2 day refresher course)
- Content:**
  - Legal responsibilities of first aider
  - Primary survey (checking for dangers, response, airway, breathing, circulation)
  - CPR (cardiopulmonary resuscitation) and AED (automated external defibrillator) use
  - Choking (adult and child)
  - Severe bleeding control
  - Shock management
  - Fractures and dislocations
  - Burns and scalds
  - Head injuries
  - Eye injuries
  - Poisoning
  - Medical emergencies (heart attack, stroke, asthma, anaphylaxis, diabetic emergencies, seizures)
  - Minor injuries (cuts, bruises, sprains, nosebleeds, blisters)
  - Record keeping and reporting
  - Infection control
- Training Provider:**
  - Irish Red Cross
  - Order of Malta
  - Other HSA-approved occupational first aid provider
- Certification:**
  - Occupational First Aid Certificate (QQI Level 5 or equivalent)
  - Valid for 2-3 years
  - Certificate copy kept in personnel file and Safety File
- Number of First Aiders:**
  - Minimum 2 trained first aiders at each location
  - Larger centres may require more to ensure coverage during breaks, absences
  - Operations Manager monitors first aid coverage and schedules training to maintain adequate numbers
- Basic First Aid Awareness (all staff):**

While not all staff require full first aid certification, all staff receive basic first aid awareness at induction:

  - Location of first aid kits
  - Who the first aiders are and how to contact them
  - What to do in medical emergency (call first aider, call 999 if serious)
  - Not to move injured person unless in danger
  - Comfort and reassure casualty

## **Mandatory Safety Training:**

ELI Schools requires all staff to complete specific safety training based on their roles:

### **Manual Handling Training**

- **Who:** Staff who regularly handle heavy or awkward items including:
  - Cleaning staff (moving furniture, handling supplies)
  - Maintenance staff
  - Administrative staff (handling stock deliveries, moving boxes of materials)
  - Teaching staff (moving classroom furniture if needed)
  - Activity staff (handling equipment, luggage)

#### **Frequency:**

- Initial training: Before or during first weeks of employment
- Refresher: Every 2-3 years or when work practices change

#### **Content:**

- Anatomy of back and spine
- Causes of back injury and musculoskeletal disorders
- Statistics on workplace manual handling injuries
- Principles of safe manual handling:
  - Plan the lift (assess load, clear path, check destination)
  - Position feet (stable base, feet apart)
  - Good posture (straight back, bend knees not back)
  - Firm grip (grasp securely)
  - Lift smoothly (no jerking)
  - Keep load close to body
  - Avoid twisting (move feet, don't twist spine)
- Techniques for different types of loads
- Team lifting (communication, coordination)
- Use of handling aids (trolleys, sack trucks, etc.)
- When NOT to lift (load too heavy, awkward shape, health condition) - ask for help or use equipment
- Risk assessment for manual handling tasks
- ELI Schools manual handling policy and safe systems of work

#### **Training Method:**

- Practical training session (2-3 hours) delivered by qualified manual handling instructor
- May be group training (multiple staff together)

#### **Training Provider:**

- External manual handling trainer
- OR internal trainer if qualified to deliver manual handling training

#### **Certification:**

- Certificate of completion
- Copy in personnel file

#### **All Staff Awareness:**

- Even if not handling heavy items regularly, all staff receive brief manual handling awareness at induction:
  - Don't lift anything too heavy (get help)
  - Bend knees, keep back straight
  - If you experience pain, stop and report

## **Child Safeguarding Training (Children First)**

**Who:** ALL staff who work with children (under 18s) including:

- All teaching staff (if any students are minors)
- Centre Managers
- Student Services Officers
- Activity leaders for junior programmes
- Administrative staff with contact with children
- Any staff or volunteers working on junior programmes

### **Frequency:**

- Initial training: At induction before commencing work with children (mandatory - cannot work unsupervised with children until training completed)
- Refresher: Every 2-3 years minimum, or when Children First guidance updates

### **Content:**

- Children First Act 2015 requirements
- What is child abuse (physical, emotional, sexual, neglect)
- Recognizing signs and symptoms of abuse
- How to respond if child discloses abuse
- Mandated persons and their responsibilities
- Reporting procedures (to DLP, Tusla if mandated person)
- ELI Schools Child Safeguarding Statement and procedures
- Code of Behaviour for staff working with children
- Safe supervision practices
- Appropriate boundaries with children
- Confidentiality and information sharing
- Allegations against staff - how handled

### **Training Method:**

- **Tusla eLearning Programme:** Children First eLearning (free online course, approximately 90 minutes)
- All staff complete as minimum
- Certificate of completion generated at end
- **AND/OR In-Person Training:** Internal training delivered by Designated Liaison Person or external Children First trainer
- Covers Tusla eLearning content plus ELI Schools-specific procedures
- More interactive, opportunity for questions
- **Recommended:** Both eLearning AND in-person training for comprehensive understanding
- **Certification:**
- Tusla eLearning certificate
- Certificate of attendance for in-person training
- Copy in personnel file
- Training record maintained by HR Manager (see Section 15)

### **Quarterly Audit:**

- HR Manager audits all staff working with children to ensure training up to date (see Section 15.8)
- Non-compliance addressed immediately (staff cannot work unsupervised with children without current training)

### **Enhanced Safeguarding Training:**

- **Designated Liaison Person (DLP):** Receives advanced safeguarding training (external DLP training course)

## Health and Safety Induction

- **Who:** ALL staff (mandatory for everyone)

### **Frequency:**

- Initial training: During first week of employment (part of general induction)

### **Content:**

- Overview of health and safety legislation (Safety, Health and Welfare at Work Act 2005)
- Employees' responsibilities for health and safety:
  - Take reasonable care of own safety and safety of others
  - Not endanger others by acts or omissions
  - Cooperate with employer on safety matters
  - Not be under influence of intoxicant at work
  - Comply with safety instructions
  - Report hazards and incidents
- ELI Schools Safety Statement overview
- Key hazards in workplace and how to manage them:
  - Slips, trips, and falls
  - Electrical safety
  - Manual handling
  - Display screen equipment (if desk-based work)
  - Stress and mental health
  - Accident and incident reporting procedures
  - Location of safety information, policies, logbooks
  - Who to contact with safety concerns (Centre Manager, Operations Manager)
- Welfare facilities (toilets, rest areas, eating facilities)

### **Training Method:**

- Delivered by Centre Manager or HR Manager during induction
- May use presentation, handbook, or online module
- Tour of premises showing fire exits, assembly points, first aid locations

### **Documentation:**

- Induction checklist signed by new staff member and manager
- Confirms health and safety induction completed
-

## **Activity Leader Training**

- **Who:** Staff who lead or supervise off-site activities including:
  - Activity Coordinators
  - Teaching staff who lead activities
  - Centre Managers who supervise activities

### **Frequency:**

- Initial training: Before leading first activity
- Refresher: Annually or when procedures change

### **Content:**

Activity risk assessment process (see Section 18.5-18.6):

- Categorizing activities by risk
- Identifying hazards
- Evaluating risks and control measures
- Documenting risk assessments
- Supervision ratios and responsibilities
- Briefing students on activity safety
- Transport safety
- Emergency procedures during activities:
  - Medical emergencies
  - Lost/separated students
  - Severe weather or hazards
  - Behaviour incidents
- Communication procedures (check-ins, emergency contacts)
- First aid and medical information
- Safeguarding during activities (if children involved)
- Post-activity review and reporting

### **Training Method:**

- Internal training delivered by Operations Manager
- Combination of presentation and practical examples/scenarios
- Review of ELI Schools activity risk assessment templates and procedures

### **Documentation:**

- Certificate or record of completion
- Copy in personnel file

### **Ongoing Support:**

- Operations Manager available to assist with risk assessments
- Experienced activity leaders mentor new leaders

## Display Screen Equipment (DSE) Training

- **Who:** Staff who use computers regularly (more than 1 hour per day) including:
  - Administrative and reception staff
  - Centre Managers / Directors of Studies
  - Operations Manager and other office-based managers
  - Teaching staff if significant computer use

### Frequency:

- Initial training: During induction or when starting desk-based role
- Refresher: Every 3-5 years or if workstation changes

### Content:

Risks of prolonged computer use:

- Eye strain and fatigue
- Musculoskeletal disorders (neck, shoulder, back, wrist pain)
- Headaches
- Stress and mental fatigue

Ergonomic workstation setup:

- Chair adjustment (height, backrest)
- Desk height
- Screen position (height, distance, angle, glare reduction)
- Keyboard and mouse position
- Footrest (if needed)
- Good posture at computer
- Importance of breaks (short breaks every hour, look away from screen regularly)
- Eye tests (right to eye test if DSE user)
- Reporting discomfort or pain
- ELI Schools DSE assessment and support

### Training Method:

- Online module or brief in-person training (30-60 minutes)
- Practical workstation assessment and adjustment

### Workstation Assessment:

- Centre Manager or HR Manager conducts DSE workstation assessment for each regular DSE user
- Assessment identifies any ergonomic issues and makes adjustments
- Assessment documented

### Certification:

- Training completion recorded
- Workstation assessment documented

## Training Administration and Records

### Operations Manager Responsibilities:

- Training Needs Analysis:** Annually reviews training needs:
- What safety training is required by law?
  - What training is needed based on roles?
  - What training is needed based on activities?
  - Are there gaps in current training provision?
  - Plans training schedule for coming year
- Training Schedule:** Maintains training calendar showing:
- Upcoming training courses
  - Who needs to attend
  - Training provider
  - Dates, times, locations
  - Deadlines (e.g., new staff must complete fire safety within first week)
- Booking Training:**
- Books external training courses (first aid, manual handling, etc.)
  - Schedules internal training sessions
  - Coordinates with Centre Managers and staff on timing
  - Ensures adequate notice
- Training Budget:**
- Finance Manager allocates budget for safety training
  - Operations Manager manages budget:
  - External course fees
  - Trainers' fees
  - Training materials
  - Staff time for attending training
  - Safety training is priority expenditure
- Training Records:** Operations Manager maintains central training records:
- **Training Matrix:** Spreadsheet showing all staff and all required training with dates completed and renewal due dates
  - **Individual Training Files:** Each staff member's personnel file contains copies of all training certificates
  - **Monitoring Compliance:**
    - Operations Manager reviews training matrix monthly
    - Identifies training due or overdue
    - Reminds staff and managers of upcoming training renewals
    - Escalates if training overdue and not scheduled
  - **Reporting:**
    - Quarterly report to Senior Operations Manager and Managing Director on training completion rates
    - Annual report to Board on safety training as part of Annual Safety Report

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| <b>Next Review Date</b> | March 2027         |

### Related legislation, regulation or guidelines:

- Safety, Health and Welfare at Work Act 2005
- Children First Act 2015 (Safeguarding training)
- Code of Practice for Provision of Programmes of English Language Education to International Learners

## 17.8 Procedure for Safety Training

|   |   |  |   |
|---|---|--|---|
| <b>QA Area(s)</b>                         | • Safety Management • Staff Recruitment, Management and Development |  |   |
| <b>Applies to</b>                         | <input checked="" type="checkbox"/> Staff only                      | <input type="checkbox"/> Learners only | <input type="checkbox"/> Staff and learners |
| <b>Policies this Procedure relates to</b> | Policy on Safety Training   |  |   |

### Purpose

This procedure outlines the step-by-step processes for planning, delivering, recording, and monitoring safety training for all staff at ELI Schools, ensuring systematic training administration and compliance.

### Procedure

#### Part A: Annual Training Planning

##### Annual Training Needs Analysis

**Timing:** Conducted by Operations Manager in **August** each year (before new academic year)

**Process:**

**Step 1: Review Training Matrix**

- Operations Manager reviews current Training Matrix showing all staff and training status:
- Who has current training in each area?
- Whose training is expiring in coming year?
- Any gaps in coverage (e.g., not enough first aiders)?

**Step 2: Review Regulatory Requirements**

Check for any changes to:

- Health and safety legislation
- Children First requirements
- QQI/ACELS requirements
- Industry standards
- New requirements identified and training planned.

**Step 3: Review Incident and Near Miss Reports**

Analyse past year's incidents:

- Were any incidents related to lack of training or knowledge?
- Would additional training have prevented incidents?
- What training needs emerged?

**Step 4: Consult with Centre Managers**

Operations Manager emails Centre Managers:

- "Please identify any safety training needs for your location or staff for the coming year"

Centre Managers consider:

- New staff expected?
- New activities planned?

Any skills gaps in current team?

- Staff feedback on training needs?

**Step 5: Review Staff Feedback**

Review training evaluations and staff feedback from previous year:

What training was valuable?

- What training needs improvement?
- What additional training requested?

#### Step 6: Consider Organizational Changes

### **Step 7: Calculate Training Requirements**

Operations Manager calculates for coming year:

Fire Safety:

- Induction: [X] new staff expected → [X] induction sessions needed
- Refresher: [X] staff due refresher → [X] refresher sessions needed

First Aid:

- Current first aiders: [X]
- Certifications expiring: [X]
- New first aiders needed: [X]
- Total first aid courses needed: [X]

Manual Handling:

- Staff requiring training: [X]
- Certifications expiring: [X]
- Total courses needed: [X]

Children First:

- Staff working with children: [X]
- Training expiring: [X]
- New staff expected: [X]
- Total training sessions needed: [X]

Activity Leader Training:

- Current activity leaders: [X]
- New activity leaders: [X]
- Refresher needed: [X]

DSE:

- New desk-based staff expected: [X]
- Assessments needed: [X]

### **Step 8: Calculate Training Budget**

Estimate costs:

TRAINING BUDGET ESTIMATE - 2024-2025

### **Step 9: Prepare Training Needs Analysis Report**

Operations Manager prepares summary:

ANNUAL SAFETY TRAINING NEEDS ANALYSIS

Academic Year 2024-2025

### **Step 10: Review and Approval**

Operations Manager submits Training Needs Analysis to:

- Senior Operations Manager (review)
- Managing Director (approval)
- Finance Manager (budget approval)
- Once approved, proceed to schedule development.

## 2. Developing Annual Training Schedule

**Operations Manager Creates Training Calendar:** ELI SCHOOLS SAFETY TRAINING SCHEDULE  
**Template:** Academic Year 2024-2025

SEPTEMBER 2024:

Week 1 (2-6 Sept):

- Fire Safety Induction - New Staff: Monday 2 Sept, 10:00-11:00, Dublin Dame St  
Trainer: Centre Manager, Participants: [Names of new staff]
- Fire Safety Refresher - All Staff: Friday 6 Sept, 16:00-17:00, All locations  
Trainer: Centre Managers, Participants: All staff

Week 2 (9-13 Sept):

- Manual Handling Training: Wednesday 11 Sept, 14:00-17:00, Dublin Dame St  
Trainer: [External trainer name], Participants: [List staff requiring training]

Week 3 (16-20 Sept):

- Children First In-Person Training: Thursday 19 Sept, 14:00-17:00, Dublin Dame St  
Trainer: DLP, Participants: [New teaching staff working with minors]

### Considerations in Scheduling:

#### Timing:

- Avoid peak teaching times where possible
- Schedule during staff meetings, training days, or after classes
- Some training may require closure or reduced schedule (e.g., whole-staff fire safety refresher)

#### Venue:

- Most training at ELI Schools premises
- External courses at provider locations
- Adequate space, equipment (projector, etc.)

#### Group Size:

- Training effective for group sizes (e.g., first aid max 12 participants)
- May need multiple sessions if many staff

#### Advance Notice:

- Minimum 2 weeks notice to staff
- Calendar invites sent
- Reminders week before and day before

### Publish Schedule:

Operations Manager:

- Shares training schedule with all managers (email, shared calendar)
- Posted on staff noticeboard at each location
- Included in staff handbook or intranet
- Updated if changes

**Book External Training:** For external courses (first aid, manual handling, specialist training):

**Operations Manager:**

Research training providers:

- Reputable organizations (Irish Red Cross, Order of Malta, HSA-approved)
- Check reviews/recommendations
- Request quotes

Select provider:

- Compare costs, quality, convenience
- Select best value

Book courses:

- Email or phone provider

Confirm:

- Course dates and times
- Location (at ELI Schools or provider venue)
- Number of participants
- Cost per person
- Certification provided
- Cancellation policy
- Provide participant names (may be required in advance)
- Confirm booking:
- Receive booking confirmation from provider
- Add to training calendar
- File booking confirmation
- Payment:
- Provider invoices before or after course
- Operations Manager submits invoice to Finance Manager for payment
- Payment processed promptly

## Part C: Specific Training Procedures

### 6. Fire Safety Training

#### Fire Safety Induction for New Staff:

- **Delivered by:** Centre Manager or Operations Manager
- **When:** Within first week of employment (preferably Day 1 or 2)
- **Duration:** 30-45 minutes
- **Format:** One-to-one or small group (if multiple new staff starting together)
- **Location:** Staff room or quiet room at centre
- **Content:** (See Policy 18.7 for full content)

#### **Procedure:**

- Centre Manager schedules time with new staff member
- Uses Fire Safety Induction presentation or checklist

#### Walks through content:

- ELI Schools fire safety policies
- Fire alarm system and how it works
- What to do if discover fire
- What to do if hear alarm
- Evacuation routes (physically walk routes with new staff member)
- Fire exits (show exits, how to open)
- Assembly point (go to assembly point, show location)
- Fire extinguishers (show locations and types)
- Specific role in fire emergency (teacher takes register, reception calls 999, etc.)
- New staff member asks questions
- New staff member signs: "I have received fire safety induction and understand fire safety procedures at ELI Schools"
- Centre Manager signs
- Copy given to new staff member, copy filed in personnel file
- Centre Manager notifies Operations Manager: "[Name] completed fire safety induction on [date]"
- Operations Manager updates Training Matrix

#### **Assessment:**

- Understanding checked through questions
- New staff member will participate in next fire drill (practical assessment)

## 7. First Aid Training

### Booking External Operations Manager:

#### First Aid Course:

- Identifies staff requiring first aid certification or renewal (from Training Matrix)
- Contacts first aid training provider (Irish Red Cross, Order of Malta, or HSA-approved provider):
- "I would like to book an Occupational First Aid course for [X] participants"
- Requests quote and available dates

#### Books course:

- On-site at ELI Schools (if suitable venue and minimum numbers) OR at provider's training centre
- Confirms dates, times, cost, what's included (certification, manual, etc.)
- Sends calendar invites to participants with full details
- Confirms booking with provider and number of participants
- Pays invoice promptly

### . First Aid Course - Participant Preparation:

#### Operations Manager emails participants before course:

Subject: First Aid Training - [Dates] - Important Information

#### Important:

- *This is a 2-day course (16-18 hours total)*
- *Attendance on all days is mandatory to receive certification*
- *Practical components: Please wear comfortable clothing*
- *Bring: Notepad and pen (manual provided by trainer)*
- *Lunch and breaks: [Provided / Bring your own / Details]*

*This training will certify you as an Occupational First Aider for ELI Schools. Your certification will be valid for 2-3 years.*

*Please confirm you will attend all sessions. If you cannot attend due to emergency, notify me immediately.*

*If you have any questions, contact me.*

### During First Aid Course:

Participants attend all sessions

Participate actively in practical components

Complete any assessments required by training provider

At end of course: Training provider issues Occupational First Aid Certificate to each participant

### After First Aid Operations Manager:

#### Course:

- Receives certificates from training provider (or participants bring certificates to office)

#### Makes copies:

- Original given to staff member (or staff member keeps original)
- Copy filed in personnel file
- Copy filed in Safety File (list of current first aiders)

#### Updates Training Matrix:

- Date completed
- Certification valid until [date - typically 2-3 years from course date]
- Updates list of designated first aiders:
- Updates list posted at each location showing current first aiders
- Informs all staff: "[Name] is now a certified first aider"
- Schedules renewal in Training Calendar for 2-3 years time

## 8. Manual Handling Training

### Booking Manual Handling Course:

#### Process similar to first aid:

- Operations Manager identifies staff requiring manual handling training
- Contacts manual handling trainer (external provider or ELI Schools may engage regular trainer)
- Books course (typically 2-3 hours, can be done on-site)
- Sends invites to participants

#### Manual Handling Course - On the Day:

- Trainer arrives at ELI Schools (or participants go to training venue)
- Practical training on lifting techniques
- Participants practice correct lifting
- At end: Trainer issues certificates of completion

#### After Manual Handling Course:

- Operations Manager files certificates
- Updates Training Matrix
- Schedules renewal (typically 2-3 years)

## 9. Children First Safeguarding Training

### Children First eLearning:

#### Procedure:

#### HR Manager or Operations Manager assigns eLearning to new staff member working with children:

Email to new staff member:

Subject: MANDATORY TRAINING - Children First eLearning

#### Staff member completes eLearning (self-paced online):

- Registers on Tusla website
- Completes modules
- Passes assessment at end
- Downloads certificate

#### Staff member emails certificate to HR Manager

#### HR Manager:

- Receives certificate
- Files copy in personnel file
- Updates Training Matrix
- Notifies Centre Manager: "[Name] has completed Children First eLearning and may now work with children"

#### Children First In-Person Training:

#### Procedure:

#### HR Manager or Operations Manager schedules in-person training:

- Typically, once or twice per year, or as needed for new staff
- May be delivered by:
  - Designated Liaison Person (DLP) - if trained to deliver
  - External Children First trainer
- Group session for multiple staff

**Quarterly Safeguarding Training Audit:**

**HR Manager conducts quarterly audit** (see Section 15.8 for full procedure):

- Reviews all staff working with children
- Checks all have current Children First training
- Identifies any non-compliance
- Schedules immediate training for any gaps
- Reports to DLP and Senior Operations Manager

**10. Activity Leader Training**

**Delivered by:** Operations Manager

**When:** Before summer season or before staff lead first activity

**Format:** Group training session, 2-3 hours

**Procedure:**

- Operations Manager schedules Activity Leader Training
- Invites all activity leaders (teaching staff who lead activities, activity coordinators)
- Delivers training covering:
  - Activity risk assessment process (step-by-step using templates)
  - Case studies and examples
  - Supervision ratios
  - Emergency procedures
- Practical exercise: Group works through risk assessment for sample activity
- Certificates issued
- Records updated
- Ongoing support: Operations Manager available to review activity risk assessments and provide guidance

**11. DSE (Display Screen Equipment) Training and Assessment**

**When:** For new desk-based staff during induction, within first 2 weeks

**Delivered by:** Centre Manager or HR Manager

**Procedure:**

**DSE Online Training:**

- New desk-based staff member completes DSE online module (30-45 minutes)
- Or receives brief in-person training from Centre Manager

**Workstation Assessment:**

Centre Manager or HR Manager conducts workstation assessment at staff member's desk:

- Checks chair adjustment (height, back support)
- Checks desk height
- Checks screen position (eye level, arm's length distance, no glare)
- Checks keyboard and mouse position (forearms horizontal, wrists straight)
- Checks footrest needed

**DSE Assessment Form completed:**

DISPLAY SCREEN EQUIPMENT (DSE) WORKSTATION ASSESSMENT

**Assessment filed in personnel file**

**Training Matrix updated**

**If equipment needs ordered:**

- Centre Manager orders (footrest, monitor stand, ergonomic keyboard, etc.)
- Staff member informed when equipment arrives
- Re-assess workstation once equipment in place

## Part D: Monitoring And Compliance

### 12. Monthly Training Compliance Monitoring

#### Operations Manager Reviews Training Matrix Monthly:

#### First week of each month:

#### Open Training Matrix spreadsheet

#### Check for Training Due or Overdue:

- Highlight any cells where training expiring within next 3 months (yellow)
- Highlight any cells where training overdue (red)

#### Identify Actions Needed:

TRAINING COMPLIANCE REVIEW - [Month/Year]

TRAINING DUE (expiring within 3 months):

- [Name] - Fire Safety Refresher due [date]
- [Name] - First Aid Renewal due [date]
- [Name] - Children First Refresher due [date]

#### Take Actions:

#### For training due within 3 months:

- Add to upcoming training schedule
- Send calendar invites
- Book external courses if needed

#### For overdue training:

- Email staff member immediately: "Your [training type] expired on [date]. You must complete refresher training urgently. You are scheduled for training on [date]. Please confirm attendance."
- Notify Centre Manager: "[Name]'s training is overdue. Please ensure they attend scheduled training."
- If training is Children First and staff working with children: Staff member may need to be removed from working with children until training updated (escalate to HR Manager and DLP)
- Escalate to Managing Director if serious or persistent non-compliance

#### Update Schedule:

Add any new training sessions needed to calendar  
Communicate updates

#### Monthly Compliance Report:

Operations Manager prepares brief monthly report for own records:

- Training compliance %
- Any issues or concerns
- Actions taken
- If compliance low or issues: Report to Senior Operations Manager and Managing Director

#### Quarterly Training Report

13.1. End of Each Quarter (Sept, Dec, March, June):

Operations Manager prepares Quarterly Training Report:

QUARTERLY SAFETY TRAINING REPORT

Q[X] 202[X]

SUMMARY:

Total Staff: [X]

Overall Training Compliance: [%] (target: 95%+)

TRAINING DELIVERED THIS QUARTER:

## 14. Annual Training Review

### Operations Manager conducts comprehensive annual training review:

#### Analyse Full Year:

- All training delivered (sessions, participants, hours)
- Compliance rates throughout year
- Budget utilized
- Training effectiveness (evaluation scores, incident analysis)

#### Responsibility

##### Operations Manager:

- Conducting annual training needs analysis
- Developing annual training schedule
- Booking external training courses
- Delivering or coordinating internal training
- Maintaining Training Matrix and training records
- Monitoring compliance monthly
- Preparing quarterly and annual training reports
- Managing training budget
- Ensuring training quality

##### HR Manager:

- Coordinating Children First safeguarding training
- Ensuring new staff complete induction training
- Maintaining training records in personnel files
- Conducting quarterly audit of safeguarding training compliance
- DSE assessments

##### Centre Managers:

- Delivering fire safety induction training at their location
- Delivering fire safety refresher training
- Ensuring all staff at their location complete required training
- Releasing staff to attend training
- Conducting DSE workstation assessments
- Supporting staff in applying training

##### Senior Operations Manager:

- Reviewing quarterly training reports
- Ensuring training programme meets standards
- Supporting Operations Manager
- Escalating training issues to Managing Director if needed

##### Managing Director:

- Approving annual training budget
- Receiving annual training report
- Ensuring adequate resources for training

##### All Staff:

- Attending all mandatory training
- Completing training on time
- Notifying manager if training expiring and renewal needed
- Applying learning in daily work

|                      |                    |
|----------------------|--------------------|
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#### Related legislation, regulation or guidelines:

- Safety, Health and Welfare at Work Act 2005
- Children First Act 201