

Policies & Procedures

Handbook

SB SKILLS 4 LIFE TRAINING

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Document control

Record each new version of this handbook below. All policies are reviewed at least annually, or sooner if legislation or awarding body guidance changes.

Version	Date	Summary of changes	Approved by
1.0	October 2026	First published edition	

Policy owner: Stacey, SB Skills 4 Life Training

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1. Safeguarding Children & Vulnerable Adults

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk who may attend or be present during our training.

- All instructors hold an Enhanced DBS certificate, renewed regularly.
- Instructors complete safeguarding awareness training.
- Any concerns or disclosures are recorded factually and reported to the Designated Safeguarding Lead (Stacey) without delay.
- Where a person is at immediate risk, the police or local authority safeguarding team will be contacted.
- Learners under 16 must be accompanied or have written consent from a parent or guardian.
- We follow the Children Act 1989/2004, Working Together to Safeguard Children and the Care Act 2014.

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2. Equality, Diversity & Inclusion

We treat every learner fairly and with respect, in line with the Equality Act 2010.

- We do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.
- Course materials and delivery are reviewed to avoid bias and stereotyping.
- Discriminatory language or behaviour on a course will not be tolerated.
- Concerns can be raised through our complaints procedure.

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3. Reasonable Adjustments & Special Considerations

We want every learner to have a fair chance to succeed.

- Please tell us about any disability, learning need, medical condition, pregnancy or injury when booking.
- Adjustments may include extra time, a reader or scribe, verbal questioning, rest breaks or adapted practical positions (for example CPR on a raised surface where permitted).
- Adjustments will not change the standard required to pass the qualification.
- Special consideration may be requested where illness or personal circumstances affected performance on the day.
- All decisions follow the rules of our awarding body.

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4. Health & Safety

We take reasonable steps to protect learners, instructors and anyone affected by our training, in line with the Health and Safety at Work etc. Act 1974.

- A risk assessment is carried out for each venue and type of course.
- Fire exits, assembly points and first aid arrangements are explained at the start of every course.
- Learners may decline any practical activity they feel unable to do safely; we will discuss alternatives.
- Accidents, injuries and near misses are recorded and reviewed, and reported under RIDDOR where required.
- Clients hosting on-site training must provide a safe, suitable room.

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5. Infection Control & Manikin Hygiene

We keep our equipment clean and safe for every learner.

- Manikin faces and airways are cleaned and replaced or disinfected after every course, following manufacturer guidance.
- Individual face shields or lungs are provided for each learner.
- Hand sanitiser is available throughout the course.
- Learners with a contagious illness are asked to rebook free of charge.

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6. Assessment & Quality Assurance

Our qualifications are assessed fairly, consistently and to awarding body standards.

- Learners are assessed through practical demonstration and written or verbal questions.
- Instructors are qualified, hold current teaching and first aid qualifications and complete regular CPD.
- Course content follows current Resuscitation Council UK and HSE guidance.
- Our work is subject to internal quality assurance and external review by our awarding body.
- Learner feedback is collected after every course and used to improve.

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7. Malpractice & Maladministration

We protect the integrity of every certificate we issue.

- Cheating, plagiarism, impersonation or falsifying records is treated as malpractice.
- Suspected malpractice by learners or staff is investigated promptly and fairly.
- Confirmed cases are reported to the awarding body and certificates may be withheld or withdrawn.
- Anyone can report concerns in confidence to info@sbskills4life.co.uk.

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8. Appeals Procedure

If you disagree with an assessment decision, you can appeal.

- Talk to your instructor on the day where possible; many issues can be resolved straight away.
- Otherwise, send a written appeal to info@sbskills4life.co.uk within 14 days of the course.
- We will acknowledge your appeal within 5 working days and give a decision within 28 days.
- If you remain unhappy, you may escalate the appeal to our awarding body.

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9. Complaints Procedure

We aim for every learner to leave happy, but if something goes wrong we want to know.

- Raise your concern with the instructor first if you feel comfortable doing so.
- Formal complaints should be emailed to info@sbskills4life.co.uk within 14 days.
- We will acknowledge within 5 working days and aim to resolve within 28 days.
- Complaints are handled confidentially and will never affect your assessment.
- Unresolved complaints about a qualification can be referred to our awarding body.

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10. Data Protection & Confidentiality

We handle personal information in line with UK GDPR and the Data Protection Act 2018.

- We only collect information needed to run courses and issue certificates.
- Learner details are shared with our awarding body solely for registration and certification.
- Records are stored securely and kept only as long as required (normally 3 years for certification records).
- You can request access to, correction of, or deletion of your data at any time.
- Full details are in our Privacy & Cookies policy.

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11. Learner Code of Conduct

To keep courses safe and enjoyable for everyone, we ask all learners to:

- Arrive on time and attend the full course (required for certification).
- Treat instructors and other learners with respect.
- Follow health and safety instructions at all times.
- Not attend under the influence of alcohol or drugs.
- Keep mobile phone use to breaks unless agreed otherwise.
- We may ask anyone who behaves unsafely or abusively to leave without a refund.

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12. Anti-Bullying & Harassment

Bullying, harassment and intimidation of any kind are not acceptable at our courses.

- This includes verbal, physical, online and sexual harassment.
- Incidents will be dealt with immediately and may result in removal from the course.
- Anyone affected should speak to the instructor or email us in confidence.

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13. Whistleblowing

Anyone can raise concerns about wrongdoing without fear of being treated unfairly.

- Concerns may relate to safeguarding, health and safety, fraud or malpractice.
- Reports are treated in confidence and investigated properly.
- We follow the Public Interest Disclosure Act 1998.

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14. Environmental & Sustainability

We try to reduce our impact on the environment.

- Digital certificates and course materials are used wherever possible.
- Equipment is maintained and reused to extend its life.
- Recycling is used for consumables where available.
- Travel is planned efficiently when delivering on-site training.

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15. Insurance

We hold appropriate insurance for the training we deliver.

- Public liability and professional indemnity insurance are in place.
- Certificates of insurance are available to clients on request.

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Staff acknowledgement

I confirm I have read, understood and agree to follow the policies and procedures in this handbook.

Name	Role	Signature	Date