

# Training and information



Employees need to know how to work safely and protect others. Managers need to understand the standards needed to protect employees and their role in achieving these. To help with this, adequate information and training is important and you may need to provide this for them.

## Legal requirements

Generally, if someone is injured you may need to show that you have met your duty of care.

If you are an employer you must comply with the general requirements of the Health and Safety at Work etc. Act 1974 and the more specific duties set out in the Management of Health and Safety at Work Regulations. Here, you must take into account employee capabilities with regard to health and safety when giving them tasks to complete.

You must then provide adequate health and safety training when employees:

- join your organisation
- are exposed to new or increased risk (e.g. where they take on new responsibilities, are required to use new work equipment or new technology is introduced etc.).

This training must be repeated periodically (as appropriate); adapted to take account of any new or changed risks to the health and safety of the employees concerned; take place during working hours; and not be at their expense.

There are quite a number of other regulations that include more specific requirements to provide health and safety training in certain circumstances. Examples include the Health and Safety (First-Aid) Regulations, the Provision and Use of Work Equipment Regulations, the Control of Substances Hazardous to Health Regulations, the Control of Asbestos Regulations and so on. Others detail more general requirements relating to the provision of training (e.g. those detailed in the Safety Representatives and Safety Committees Regulations and the Health and Safety (Consultation with Employees) Regulations.

You must also provide employees with easy to understand and relevant health and safety information. This must cover:

- the risks identified by any risk assessments and the precautions to be taken
- the procedures to be followed in the event of an emergency (e.g. a fire), including the identity of those nominated to assist (e.g. fire warden)
- any other risks and precautions necessary from another employer's activity where the workplace is shared (whether on a temporary or a permanent basis).

There are also specific requirements where any child is employed.

In many cases, you will also have to afford the same level of protection to volunteers as you do to employees. This may mean providing them with relevant information and training if appropriate.

## Making a start

ACTION	GUIDANCE
<p>1. Decide what training you need to provide for your employees and others.</p>	<p>If you have appointed someone to assist you in meeting your health and safety responsibilities, they will be able to advise you on what is required. Alternatively, you can use the information provided by the Health and Safety Executive to check what is necessary. This is available at <a href="http://www.hse.gov.uk">www.hse.gov.uk</a>.</p> <p>Also, if you are an employer, you will need to complete formal risk assessments. These should help you identify exactly what is required in your particular circumstances.</p> <p>You may need to consult your employees or their representatives for their views too. It may also be useful for you to consider your experience of injuries, near misses, or cases of ill health in your organisation.</p> <p>You can then use this information to identify any gaps in your employees' current skills and knowledge. Based on your findings, decide on your priorities for delivering what you need. This could be on the basis of:</p> <ul style="list-style-type: none"><li>■ what the law requires</li><li>■ where a serious accident could result</li><li>■ benefiting large numbers of staff</li><li>■ the needs of new workers, or those changing jobs or using new equipment.</li></ul> <p>For larger organisations or more complex activities, a detailed appraisal of training requirements might be necessary. Here, you could complete a formal Training Needs Analysis (TNA) to identify what is necessary. It may then be appropriate to include this detail in any role profiles.</p> <p>You should check that you have considered all those that might need training (e.g. managers, supervisors), as well as circumstances where refresher training will be necessary.</p>

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<p>2. Decide on how best to deliver any training or information and what resources will be required to do this.</p>	<p>As far as training is concerned, the key things to consider are to make sure that it is relevant and easily understood. Trainees must know the hazards they may face; the precautions they need to take; and any emergency procedures they need to follow.</p> <p>Whilst training can be delivered by external providers and specialist training bodies, it may be more beneficial in some circumstances to do this using 'in-house' expertise. Whatever the case, you must check the competence of the training providers.</p> <p>For many smaller organisations, providing simple information or instruction is likely to be sufficient without the need for extensive technical training or the use of external trainers. Don't forget contractors and self-employed people who may complete work for you. They may need certain health and safety information to do this safely (e.g. knowing if asbestos is present).</p> <p>You may be able to source training materials or courses from others e.g. trade unions or trade associations; professional bodies; independent health and safety consultants; employer bodies etc.</p> <p>The means by which it is delivered will vary considerably depending upon what is required, and your own particular circumstances. This could be by:</p> <ul style="list-style-type: none"> <li>■ giving information or instruction</li> <li>■ classroom training including seminars, presentations or 'tool box talks'</li> <li>■ coaching, shadowing, mentoring or on-the-job training</li> <li>■ simulations of high risk activities (e.g. provision of first-aid treatment)</li> <li>■ open and distance learning</li> <li>■ computer-based or interactive learning.</li> </ul> <p>It is important to make sure that any training you provide meets the needs of all your staff, including those:</p> <ul style="list-style-type: none"> <li>■ who are new, inexperienced or younger employees or volunteers</li> <li>■ who might not have English as their first language</li> <li>■ with poor literacy skills or disabilities (e.g. sight or hearing)</li> <li>■ who are part-time or employed on a shift basis.</li> </ul>
<p>3. Arrange for the training and information to be delivered, keeping records of what you have done.</p>	<p>Any training or information provided needs to be proportionate and delivered in a timely manner. Arrange for the delivery of any necessary training in accordance with your plan, at the frequency you have identified.</p> <p>Where necessary you should make arrangements for evaluating any training provided. This may be through formal assessment and certification in some cases. It is also a good idea to get trainee feedback, to check the adequacy of what was provided and to see if improvements can be made.</p>

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	<p>You should also keep records of any information or training you provide. This will help you identify when refresher training might be needed. They can also assist in the defence of claim should one arise. The training record should contain detail relating to the persons who were trained (including their signatures to say that they have received and understood the training); when they were trained and by whom; an overview of the training that was provided etc.</p>
<p>4. Monitor the effectiveness of any training provided.</p>	<p>It is important to make sure that any training you have provided has been successful.</p> <p>You can do this by:</p> <ul style="list-style-type: none"> <li>■ checking that staff are working in the way they have been trained to</li> <li>■ measuring any improvement in your organisation's health and safety performance</li> <li>■ asking for feedback from managers and those who have been trained.</li> </ul>
<p>5. Document your arrangements and responsibilities for providing information and training.</p> <p>Review these and your training needs where you suspect that they are no longer valid.</p>	<p>If you need to prepare a health and safety policy, you could record your arrangements as part of it.</p> <p>As time goes by, your training and information needs, and the standards required of you may change. It is important that you review your arrangements to ensure they remain adequate and relevant.</p>

### Want to know more?

Other useful health and safety information is available on our [website](#).

Further guidance and resources are also available at: [www.hse.gov.uk](http://www.hse.gov.uk).

Note: if you are in Ireland, Northern Ireland, Jersey, Guernsey or the Isle of Man, then regional variations might apply. In this instance, you should check the guidance provided by the enforcing authority for your region. This will be freely available on their website.

### Need to contact us?

For further advice Ecclesiastical customers can call our risk advice line on **0345 600 7531** (Monday to Friday 9am - 5pm, excluding bank holidays) or email us at [risk.advice@ecclesiastical.com](mailto:risk.advice@ecclesiastical.com) and one of our experts will call you back within 24 hours.

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