HEALTH & SAFETY POLICY STATEMENT

Reflections Training Academy's belief is that all its learners and staff are entitled to learn and work in a safe, healthy and supportive environment and that Health and Safety and Safeguarding of the learner is of the highest importance to its undertakings. Reflections Training Academy are committed to providing a safe, healthy and supportive environment by complying with the below regulations as far as Reasonably Practicable:

- ❑ Health & Safety at Work etc Act 1974
- ❑ Management of Health & Safety at Work Regulations 1999
- ❑ Reporting Injuries, Diseases & Dangerous Occurrences (R.I.D.D.O.R) 2013
- ❑ Control of Substances Hazardous to Health (C.O.S.H.H) 2002
- ❑ The Electricity at Work Regulations 1989
- ❑ Regulatory Reform 2005
- ❑ Childrens Act 1989 & 2004
- ❑ Safeguarding Vulnerable Groups Act 2006
- ❑ Provision and Use of Work Equipment Regulations (PUWER) 1998
- ❑ Health and Safety (Display Screen Equipment) Regulations 1992
- ❑ Personal Protective Equipment at Work Regulations (2022 update)

This policy is implemented through the policies and procedures within the Health & Safety Policy & Procedures manual. These policies & procedures cover every aspect of Reflections undertakings that takes place within the Academy buildings and are provided to control hazards, minimise risks, and provide safe systems of work and safeguard the learner at all times.

Reflections Training Academy have in place an effective Health & Safety Management system in place that continually reviews and monitors its health & Safety policies and procedures, encourages and supports the raising of standards and adopts a continuous improvement approach.

The safeguarding of the learner and 'safe learner' concept is central to the Training Academy's approach on Health and Safety. All staff and learners will receive comprehensive health and safety instruction and training in line with their apprenticeship framework. All learner work placements undergo health & safety checks to ensure the learners work in a safe environment.

This policy and its associated policies and procedures will be reviewed annually to ensure its effectiveness. Risk assessments will be reviewed annually or after any significant change, following the HSE five-step model.
This Policy is training and learner focussed and is in addition to the Reflections Group Safety Policy, which is signed by the Managing Director and forms part of the

Reflections staff handbook

Jordan Cross, Divisional Health & Safety Manager
Reflections Training Academies 08/12/2025

This policy was considered and adopted by the Directors named below in line with their overall duty to meet the business H&S goals

Clare Barrett
Company Managing Director

Lucy Agnew
Divisional Director of Training

Phil Davis
Director of Bristol Training Academy

Kate Sperring
Director of Next Level Training

Cheryl Townsend
Director of Birmingham Training Academy

Policy Owner	Director sign off	Details of update	Date of Update	Version number
Jason Timms	Lucy Agnew	Policy review & update	29/12/2018	14
Jason Timms	Lucy Agnew	Policy review & update	21/12/2019	15
Jason Timms	Lucy Agnew	Policy review & update	18/12/2020	16
Jason Timms	Lucy Agnew	Policy review & update	13/12/2021	17
Jason Timms	Lucy Agnew	Policy review & update	08/12/2022	18
Jordan Cross	Lucy Agnew	Policy review & update	08/12/2023	19
Jordan Cross	Lucy Agnew	Policy review & update	05/12/2024	20
Jordan Cross	Lucy Agnew	Policy review & update	08/12/2025	21

HEALTH & SAFETY RESPONSIBILITIES

Overall and final responsibility for health and safety within the Reflections Group is that of **Clare Barrett, Company Managing Director**. As detailed in the Reflections group Health & Safety policy.

Lucy Agnew, Divisional Director of Training, has responsibilities to monitor the Health & Safety performance of the Head of Health & Safety within the training division and ensuring the relevant Managers are complying with their Health & Safety responsibilities

Phil Davis, Bristol Director of Training, has responsibilities of ensuring the relevant Bristol Managers are complying with their Health & Safety responsibilities

Cheryl Townsend, Birmingham Director of Training, has responsibilities of ensuring the relevant Birmingham Managers are complying with their Health & Safety responsibilities

Kate Sperring, Next Level Director of Training, has responsibilities of ensuring the relevant Next Level Managers are complying with their Health & Safety responsibilities

Jordan Cross, Divisional Health & Safety Manager has overall responsibility for all aspects of Health & Safety with the Training Academy Division and is the Training Academies competent person in accordance with Regulation 5 and 6 of the Management of Health & Safety at Work Regulations. These duties include the responsibility for the development and monitoring of all health & safety policies and procedures within the Training Division. Responsibilities also include the vetting of Bristol & Birmingham training Academies, learner placements, meeting the requirements of the DfE safe learner concept and feeding all relevant information to the Senior Management team.

Regular internal H&S inspections will be carried out and findings reported to directors and senior management and Where required, health surveillance is provided in line with COSHH and industry risk profiles.
Accidents, incidents and near misses will be analysed by the Health and safety manager for trends and used to drive continuous improvement. Corrective actions will be tracked to completion working with directors for timely correction as far as reasonably practicable.

Placement providers will undergo re-checks to ensure continued suitability.
Safeguarding and Prevent considerations form part of all placement vetting processes.
Where required, health surveillance is provided in line with COSHH and industry risk profiles.
Regular internal H&S inspections will be carried out and findings reported to directors and senior management.
Accidents, incidents and near misses will be analysed for trends and used to drive continuous improvement.

Corrective actions will be tracked to completion.

Business Development Manager(s) & DSO(s), are responsible for Reflections Training Academy (Birmingham) & Next Level Training programme placement health & safety checks feeding into **Jordan Cross**

Admin Managers for Birmingham, Bristol and Next Level, have health and safety responsibilities for their relevant administration teams, ensuring their staffs compliance with all Health and Safety policies and procedures.

Academy Managers/Leads have responsibility for maintaining a safe and healthy training environment and to read and understand the safety policy and ensure that its provisions are being effectively carried out within their respective buildings by all staff, learners and members of the public

Tutor / Assessors, have the responsibility for monitoring learner health surveillance and ensuring the best health and safety practise during training sessions and whilst attending learner work placements. Ensuring learners carry out their training in a safe manner and raising any concerns to their Line Manager, who will in turn, forward the concern onto the designated person for health & safety within their academy building (**Jordan Cross for Bristol & Birmingham**). Tutor / Assessors have the responsibility to ensure that learners follow correct health & safety procedures. Tutor / Assessors have the responsibility to ensure they adhere to all safeguarding policies, procedures and practices.

All Staff have the responsibility to follow all Training Academy Health & Safety instruction and training, to report any hazards and to adhere to all health, safety and safeguarding policies and procedures.

All learners have the responsibility to follow all Academy health & Safety rules, training and instruction and to take reasonable care of their own health & safety and that of others who may be affected by what they do whilst attending the Training Academy.

Governance & Oversight
The Board of Directors receives regular Health & Safety performance reports and ensures ongoing compliance.
Health & Safety forms part of our internal quality assurance cycle, with scheduled audits and monitoring.
Policies are shared with staff and learners during induction and made available on internal systems.
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HEALTH & SAFETY ARRANGEMENTS

ACADEMY BUILDINGS & ENVIRONMENT

Academy buildings are clean, tidy and well maintained, with excellent welfare arrangements and facilities, and provide a safe and healthy learning environment for the learners and safe working environment for staff. Suitable and well-maintained staff and learner conveniences and facilities are available within both academy building.

Stairs and corridors are well lit and free from obstruction. Regular checks for housekeeping (monthly) and fire compliance (quarterly) are conducted by each academy designated person. Any damage to facilities, fixtures, fittings, and the Academy buildings themselves is/should be reported to the relevant Academy Manager/ Lead who will then authorise the Maintenance Request to Head Office for the attention of the Maintenance Team.

To protect the health, safety and welfare of staff, learners and the general public smoking is prohibited in all Reflections Training Buildings.

Reflections Training do not produce any hazardous waste materials that requires special disposal arrangements and all waste materials are disposed of according to manufacturer's instructions and /or local authority requirements. A fire risk assessment is completed for each site and reviewed annually or following significant changes. Within this will be specified requirements for fire drills which will be carried out at least twice a year per academy and appropriately appointed fire marshals trained in line with the Regulatory Reform and the Fire Safety Order. Reflections will create and maintain PEEPs (personal emergency evacuation plan) for any learner or staff member requiring assistance in an emergency evacuation.

Specific risk assessments will be carried out for young persons in line with Regulation 19 of the Management of Health & Safety at Work Regulations.
Reflections will create and maintain PEEPs (personal emergency evacuation plan) for any learner or staff member requiring assistance in an emergency evacuation.
Risk assessments will be reviewed annually or after any significant change, following the HSE five-step model.

Learner wellbeing and mental health risk factors will be considered as part of the organisation's duty of care.
A fire risk assessment is completed for each site and reviewed annually or following significant changes.
Fire drills will be carried out at least twice per year in each academy.
Fire marshals are appointed and trained in line with the Fire Safety Order.

TRAINING PLACEMENTS

All student placements undergo vetting checks that are carried out by the designated health & safety/ business development teams to ensure the safety of the learner for the duration of their apprenticeship in line with HSE (The Health & Safety Executives) requirements as well as DFE (Department For Education). A set template as written by the Divisional Health & Safety manager is completed and any areas that may cause concern are questioned. Once satisfied, a learner will be able to commence with their programme. Placement providers will undergo re-checks to ensure continued suitability with safeguard and prevent consideration forming part of all placement vetting processes.

SAFE PLANT AND EQUIPMENT

All equipment is maintained and tested in accordance with manufacturer's instructions and legal requirements by Reflections in house maintenance department. Any damaged or faulty equipment should be removed from use and labelled as faulty and reported to the relevant Academy Manager/ Lead who will then authorise replacement request and contact Head Office for the attention of the Maintenance Team.

All plant & equipment is risk assessed and safe systems of use are in place and operated in accordance with the risk assessments and industry best practice.

Learner's only use equipment once they have received adequate theory on its use and are then supervised at all times until competent in its use follow all qualification guidelines.

SUBSTANCES

All substances used within the Training Academy buildings are assessed in accordance with the Control of Substances Hazardous to Health (C.O.S.H.H) Regulations 2002. No new substances are used with the Academy until suitable C.O.S.H.H assessments are carried out.

Learners only use substances once they have received adequate theory on its use and are then supervised at all times until competent in its use. Under no circumstances are any learners to use chemicals until full training is given or suitable supervision (tutor/assessor) is available. Copies of the Reflections C.O.S.H.H Assessments are kept within all studios and a copy can be found within the Health and Safety Manual at both Training Academies. Personal protective equipment (gloves, aprons and barrier creams) are provided by Reflections and must be used in accordance with C.O.S.H.H assessments at all times when handling substances and chemicals.

MANAGEMENT OF CONTRACTORS / MEMBERS OF THE PUBLIC

All contractors are required to sign into the academy buildings and if significant or dangerous tasks are being carried out are required to supply risk assessments and/or method statements and agree to follow Reflections Health & Safety rules and procedures before commencing any activity within the training academy buildings. They must also provide Reflections Health & Safety officer with liability insurance before proceeding with work.
Contractors receive a site-specific induction outlining hazards, procedures, emergency routes and safeguarding expectations.

All contractors and business visitors are required to sign in at reception and wear a visitor's badge which must be returned to reception on departure.
Any visiting tutors or guest speakers are required to agree to a code of conduct prior to carrying out any activities.

All clients are required to report to reception where their attendance will be checked against the appointment database. Clients are then issued a wristband to identify they are authorised to be in the building for an appointment and are escorted around the building by a learner carrying out the service or a member of staff.
Clients must abide by all academy Health & Safety rules including product skin test requirements (as directed by Manufacturers instructions or Academy policy).

OUTPUT OF SERVICES

All training of learners is conducted within the standards required by Birmingham and Bristol local authorities, Department for Education (DfE), awarding bodies, HABIA (sector skills council for hairdressing) and Health and Safety legislation.
All Tutor/Assessor have relevant trade qualifications and any shortfalls are remedied via the individuals CPD (continual professional development plan).

All members of staff undergo a DBS (disclosure and Barring service) disclosure at the required level in line with DBS guidelines and requirements to comply with all relevant safeguarding and local Authority regulations.
Reflections operate a sustainable development policy.

All members of staff are fully inducted to academy safeguarding processes.

HEALTH & SAFETY TRAINING PROCEDURE

LEARNER

On commencement of training all learners undergo a comprehensive health & safety and safeguarding induction. All learners are trained continuously towards good health & safety practices within their programme and qualification framework, which is further supported by dedicated health and safety training sessions that are incorporated into the scheme of work.

Training session health & safety observations are carried to assess that the learners are working in a safe and healthy manner.
Feedback is given at the end of the observation that highlights good practices observed and poor practice observed. Follow up observations are arranged if a particularly poor practice is observed in line with the observation process.

Health & safety concerns and health issues (including dermatitis) are reported to health & safety personnel by tutor/assessors via the learner concern form.

10 weekly Pre-review and reviews process carried out with all learners which include dedicated health and safety section to disclose any accidents/incidents/ill health whilst on training programme. Pre Review also allows learner to disclose any health and safety concerns. All concerns are followed up by Health and Safety personnel.

Specific risk assessments will be carried out for young persons in line with Regulation 19 of the Management of Health & Safety at Work Regulations. Learner wellbeing and mental health risk factors will be considered as part of the organisation's duty of care.

STAFF

All staff undergo a Health, Safety & Safeguarding induction in accordance with HSE guidelines and the Reflections Induction process. Then staff receive regular updates through team meetings and emails from the Health and Safety personnel. Only staff with the suitable, necessary, industry experience and qualifications are appointed to ensure they are aware of the health & safety requirements for the industry deliver training to the learner.

Staff receive feedback from training sessions & health & safety observations. Tutors sessions are also subject to Quality Assurance observations that have health & safety elements included. All staff undertake annual safeguarding training/updates to ensure safeguarding policies, procedures and conduct is adhered to at all times