

Online Safety & Remote Delivery Policy

1. Purpose

Safe Skills Training Ltd delivers some training and supporting activity remotely (for example, online theory sessions, briefings, pre-learning, follow-up support, or administrative meetings). We are committed to ensuring remote delivery is safe, professional, inclusive, and effective.

This policy sets out how we:

- Protect learners, clients, staff, and associates during remote delivery
- Maintain safeguarding, professionalism, and appropriate boundaries
- Manage data protection and information security risks
- Ensure quality, accessibility, and fair assessment where relevant

2. Scope

This policy applies to:

- All remote/online training delivered by Safe Skills Training Ltd
- Any remote assessment activity (where applicable)
- Any remote meetings or communications with learners/clients connected to training delivery
- All employees and associates/subcontractors delivering services on behalf of Safe Skills Training Ltd

This policy should be read alongside:

- Safeguarding Policy
- Equality, Diversity and Inclusion (EDI) Policy
- Access to Fair Assessment Policy
- Assessment and Certification Policy
- Training Delivery Standards Policy
- Code of Conduct and Professional Standards Policy
- Data Protection Policy and Privacy Notice
- Information Security Policy
- Candidate Records Keeping Policy
- Malpractice and Maladministration Policy
- Complaints Policy and Appeals Policy
- Incident, Accident and Near-Miss Reporting Policy

3. Definitions

- **Remote delivery:** Training delivered where the trainer and learners are not in the same physical location.
- **Online platform:** The software used for remote delivery (e.g., video conferencing, LMS, webinar platform).
- **Learner:** Any person attending training.
- **Client:** The organisation or person booking the training.

4. Principles

We will:

- Put safety and safeguarding first
- Deliver remote sessions in a professional, respectful manner
- Protect confidentiality and personal data
- Use secure, appropriate technology
- Make reasonable adjustments to support access and inclusion
- Maintain training quality and assessment integrity

5. Suitability of remote delivery

5.1 What is suitable for remote delivery

Remote delivery may be suitable for:

- Theory-based learning
- Pre-learning and knowledge refreshers
- Briefings, inductions, and updates
- Q&A sessions
- Some forms of knowledge checks (where appropriate)

5.2 What is not suitable for remote delivery

Remote delivery is not suitable where safe, effective learning requires hands-on practice, close supervision, or physical demonstration that cannot be assessed reliably online.

Where practical competence is required, Safe Skills Training Ltd will normally deliver in person.

6. Roles and responsibilities

6.1 Director/Lead Educator

Responsible for:

- Selecting/approving platforms and delivery approach
- Ensuring staff/associates understand this policy
- Responding to online safety concerns and incidents
- Ensuring quality assurance arrangements are followed

6.2 Trainers (employees and associates)

Responsible for:

- Delivering sessions professionally and safely
- Following safeguarding, data protection, and information security requirements
- Reporting concerns promptly
- Maintaining appropriate boundaries and conduct

6.3 Learners and clients

Responsible for:

- Joining sessions from a safe, appropriate environment where possible
- Behaving respectfully and not recording or sharing content without permission
- Following instructions for participation and safety

7. Platform, access, and security controls

7.1 Approved platforms

Safe Skills Training Ltd will use platforms that are suitable for professional training delivery and allow appropriate security controls.

7.2 Access controls

Remote sessions must use appropriate controls, such as:

- Meeting links shared only with intended attendees
- Passwords or waiting rooms where available
- Host control of screen sharing and participant permissions
- Removal of disruptive participants where necessary

7.3 Accounts and devices

Trainers must:

- Use secure accounts (unique login, strong password, MFA where available)
- Use devices protected by screen lock and up-to-date security updates
- Avoid shared or public computers for delivery

8. Professional boundaries and conduct

8.1 Professional environment

Trainers should deliver from a professional environment, including:

- Neutral background where possible
- Appropriate clothing and presentation
- Minimising interruptions and protecting confidentiality

8.2 Communication boundaries

- Communication with learners should be professional and related to training.
- Trainers must not engage in inappropriate personal contact with learners.
- If a learner contacts a trainer directly in a way that is not appropriate, this must be reported.

8.3 One-to-one remote sessions

Where one-to-one remote sessions are required:

- The purpose must be clear and documented
- The session should be scheduled and time-limited
- Where appropriate, the client may be asked to provide a second person to join or to confirm attendance arrangements

9. Safeguarding and welfare during remote delivery

9.1 Safeguarding concerns

If a safeguarding concern arises during remote delivery, it must be managed in line with the Safeguarding Policy.

9.2 Immediate risk

If there is an immediate risk of harm:

- Call emergency services (999)
- Follow the client sites procedures if the learner is on site

9.3 Managing distress or sensitive disclosures

If a learner becomes distressed or discloses sensitive information:

- Pause the session where appropriate
- Respond calmly and respectfully
- Do not promise confidentiality

- Record and report the concern promptly

10. Online behaviour, harassment, and unacceptable conduct

Safe Skills Training Ltd will not tolerate:

- Bullying, harassment, discrimination, or hate speech
- Sexualised comments or behaviour
- Threats or intimidation
- Deliberate disruption

Trainers may:

- Issue a clear warning
- Mute/remove a participant
- End the session if safety or wellbeing is at risk

Any serious incident must be recorded and reported.

11. Recording, screenshots, and use of materials

11.1 Recording

Remote sessions must not be recorded by learners/clients unless:

- Safe Skills Training Ltd has given permission in advance, and
- The purpose, retention, access, and sharing arrangements are agreed

Where Safe Skills Training Ltd records a session (rare), we will:

- Inform attendees in advance
- Explain the purpose
- Store the recording securely
- Retain it only as long as necessary

11.2 Screenshots and sharing

Learners must not take screenshots or share session content (including chat messages) without permission.

11.3 Copyright and intellectual property

Training materials remain the intellectual property of Safe Skills Training Ltd unless agreed otherwise.

12. Data protection and confidentiality

Remote delivery can involve personal data (names, emails, video/audio, chat messages, attendance records).

We will:

- Collect only what is necessary
- Use secure storage and sharing methods
- Avoid sharing personal data in group chat where not needed
- Follow retention periods set out in the Candidate Records Keeping Policy

13. Remote assessment integrity (where applicable)

Where assessment takes place remotely, Safe Skills Training Ltd will take reasonable steps to protect integrity, including:

- Clear assessment instructions and conditions
- Identity checks where proportionate
- Controls to reduce collusion (e.g., question variation, time limits)
- Review of unusual patterns or concerns

Any concerns about cheating or improper conduct will be managed under the Malpractice and Maladministration Policy.

14. Accessibility and reasonable adjustments

We will make reasonable adjustments for remote delivery where possible, for example:

- Providing materials in advance
- Allowing additional time for knowledge checks
- Using captions or accessible formats where available
- Offering alternative methods (phone follow-up, in-person options) where remote access is limited

Learners should raise adjustment needs as early as possible.

15. Technical issues and contingency

15.1 Before the session

Trainers should:

- Test audio/video and screen sharing
- Have materials available offline where possible

- Confirm attendee joining instructions

15.2 During the session

If technical issues occur:

- Pause and attempt reasonable troubleshooting
- Use a backup method where possible (e.g., phone audio, alternative link)
- Reschedule if learning outcomes cannot be met

15.3 Reporting platform issues

Any significant platform or security issue must be reported promptly.

16. Reporting online safety concerns (must speak to someone)

Online safety concerns, safeguarding concerns, or serious conduct issues arising from remote delivery must be reported by **telephone** so the reporter can **speak with someone** and ensure the concern is received.

Telephone: **0330 043 4663**

- **Email alone is not acceptable** for urgent online safety concerns.
- The reporter must ensure they **speak with someone** and receive confirmation that the message has been received.

If the call is not answered, the reporter must:

1. Leave a voicemail (where available), and
2. Continue to attempt contact until they have spoken with someone, and
3. Follow up by email to andy@safeskillstraining.com once contact has been made.

17. Review and version control

- **Policy owner:** Director/Lead Educator
- **Review frequency:** Annually, or sooner if technology, delivery methods, or legal expectations change

Version control

Version	Date	Summary of changes
1.0	19/04/2026	First issue

Safe Skills Training Ltd Website: <https://www.safeskillstraining.com> Email: andy@safeskillstraining.com Business phone: 0330 043 4663