

Incident, Accident and Near-Miss Reporting Policy

1. Purpose

Safe Skills Training Ltd records, reports, and reviews incidents, accidents, and near misses to protect learners, clients, staff/associates, and the public.

This policy ensures that:

- Immediate actions prioritise safety
- Events are recorded consistently
- Escalation routes are clear
- Learning is captured and controls are improved

2. Scope

This policy applies to incidents, accidents, and near misses that occur:

- During training delivery (in-person and any remote delivery)
- At client venues and training locations
- During travel for business purposes
- When using training equipment or delivering practical activities
- During administration activities where safety, safeguarding, or data may be affected

This policy applies to:

- The Director/Lead Educator
- Employees (current or future)
- Associates and subcontractors

3. Definitions

- **Accident:** An unplanned event that results in injury or ill health.
- **Incident:** An unplanned event that causes, or could cause, harm, loss, disruption, or reputational damage.
- **Near miss:** An unplanned event that did not cause injury/damage but had the potential to do so.
- **Hazard:** Something with the potential to cause harm.

4. Principles

Safe Skills Training Ltd applies the following principles:

- Safety first
- Prompt reporting and accurate recording
- Proportionate response
- Confidentiality and data protection
- Learning and continuous improvement

5. Roles and responsibilities

5.1 Director/Lead Educator

The Director/Lead Educator is responsible for:

- Receiving reports and ensuring records are completed
- Deciding escalation actions and communications
- Liaising with clients/venues where required
- Deciding whether delivery can continue safely
- Reviewing trends and implementing improvements

5.2 Staff, associates, and subcontractors

Staff, associates, and subcontractors are responsible for:

- Taking immediate safety actions
- Reporting incidents/accidents/near misses as soon as possible
- Cooperating with investigations and providing information

6. Immediate actions (at the time of the event)

The following actions are taken as appropriate:

- Make the area safe and stop the activity if required
- Provide first aid and call emergency services where required
- Follow venue/site emergency procedures
- Inform the client/venue representative
- Preserve evidence where appropriate (without putting anyone at risk)

7. Reporting requirements and timescales

7.1 What must be reported

The following must be reported:

- Any injury, illness, or medical event during delivery
- Any safeguarding concern (also follow the Safeguarding Policy)

- Any equipment failure that could affect safety
- Any hazardous condition at a venue that could affect learners or staff
- Any near miss with potential for harm
- Any aggressive, abusive, or threatening behaviour
- Any event that disrupts delivery or could affect assessment fairness

7.2 How to report

Reports are made to the Director/Lead Educator by:

- Verbal report as soon as possible, followed by
- A written record (email or incident form)

7.3 Timescales

- **Immediate:** serious injury/illness, safeguarding concerns, or ongoing danger
- **Same day:** any accident or near miss during delivery
- **Within 1 working day:** any other reportable incident

8. Recording and incident log

Safe Skills Training Ltd records incidents in an incident log.

Records may include:

- Date, time, and location
- People involved (as appropriate)
- Description of what happened
- Immediate actions taken
- First aid/emergency response (if applicable)
- Witnesses (if applicable)
- Contributing factors and hazards
- Outcome and any follow-up actions
- Whether the event was escalated to the client/venue or external bodies

Records are stored securely and access is restricted.

9. Investigation and review

Safe Skills Training Ltd reviews incidents to identify:

- Root causes and contributing factors
- Whether controls were adequate
- What changes are required

Investigation actions may include:

- Speaking with those involved
- Reviewing venue conditions and equipment
- Reviewing delivery approach, ratios, or session plan
- Reviewing documentation and communications

10. Corrective and preventive actions

Where required, Safe Skills Training Ltd implements actions that may include:

- Updating risk assessments and controls
- Updating training delivery standards
- Repairing/replacing equipment
- Additional briefings or standardisation
- Changes to venue requirements or pre-course checks

Actions are recorded with an owner and target date.

11. External reporting and notifications

Where required, Safe Skills Training Ltd:

- Follows venue/client reporting requirements
- Reports to relevant authorities where legally required
- Reports to insurers where required

Data protection incidents are handled in line with the Data Protection Policy.

12. Support for those affected

Safe Skills Training Ltd supports learners and others affected by incidents by:

- Providing clear communication
- Making reasonable adjustments to support continued participation where appropriate
- Rescheduling where safe and necessary

13. Review and version control

- **Policy owner:** Director/Lead Educator
- **Review frequency:** Annually, or sooner if incidents or risks change

Version control

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

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