

# Venue & Client Responsibilities Policy

## 1. Purpose

Safe Skills Training Ltd delivers training in a range of client venues and environments that we do not control. Clear responsibilities help ensure sessions are safe, effective, and fair for everyone.

This policy sets out:

- What Safe Skills Training Ltd will provide
- What the client/venue must provide
- What happens if requirements are not met

## 2. Scope

This policy applies to:

- Client organisations booking training
- Individuals booking training
- All in-person training delivered at a client venue or hired venue

This policy should be read alongside:

- Health and Safety Policy
- Equality, Diversity and Inclusion (EDI) Policy
- Data Protection Policy and Privacy Notice
- Refunds and Credits Policy
- Terms and Conditions of Service

## 3. Definitions

- **Client:** The organisation or individual booking the training.
- **Venue:** The location where training is delivered (client premises or a hired site).
- **Delegates/Learners:** People attending the training.
- **Practical training:** Any session involving hands-on skills practice, simulation, or assessed demonstration.

## 4. Safe Skills Training Ltd responsibilities

We will:

- Confirm the agreed course content, date/time, duration, and delegate numbers in writing.
- Provide a competent trainer/assessor and appropriate training materials.
- Arrive in reasonable time to set up (normally at least 30 minutes, unless agreed otherwise).
- Deliver training in a professional, inclusive, and respectful way.
- Carry out a dynamic risk assessment on arrival and during the session.
- Follow infection prevention and control expectations as reasonably required by the venue.
- Protect personal data in line with our Data Protection Policy.

## 5. Client responsibilities (booking and preparation)

The client must:

### 5.1 Provide accurate information

Before the session, you must tell us:

- The full venue address and any access instructions
- Parking arrangements and any restrictions
- Expected delegate numbers and role mix (e.g., nurses, carers)
- Any known learning needs or reasonable adjustment requests (where delegates consent to share)
- Any site rules we must follow (e.g., PPE, sign-in, confidentiality)
- Any relevant risks (e.g., aggressive behaviour risk, restricted areas, recent outbreaks)

### 5.2 Ensure delegates can attend

You must ensure delegates:

- Are released from duties for the full session duration
- Arrive on time and return promptly after breaks
- Bring any required items if pre-agreed (e.g., ID, workplace competency paperwork)

### 5.3 Confirm suitability for practical training

Where practical skills are included, you must ensure:

- Delegates are fit to participate (within the limits of what an employer can reasonably confirm)
- Any restrictions are shared in advance so we can plan adjustments

## 6. Venue requirements (minimum standards)

The venue must provide a suitable learning environment. As a minimum:

### 6.1 Room and space

- A room large enough for the group size and the planned practical activities
- Space to move safely during practical elements (no overcrowding)
- Seating and tables suitable for note-taking
- A comfortable temperature and ventilation where reasonably possible

### 6.2 Facilities

- Access to toilets
- Access to drinking water (or permission for delegates to bring drinks)
- A clean area for practical equipment set-up

### 6.3 Power and display

One of the following must be available (as agreed in advance):

- A TV/screen with HDMI input, or
- A projector/screen, or
- Agreement that training will be delivered without slides

Power sockets must be available for any required equipment.

### 6.4 Safety and access

- Clear fire exits and evacuation routes
- No known hazards in the training area (e.g., trailing cables, blocked exits, unsafe flooring)
- Reasonable access for delegates with mobility needs where possible (tell us early if the building has limitations)

### 6.5 Parking and unloading

- Reasonable parking arrangements close to the venue for unloading equipment
- Any permits, barriers, or time limits communicated in advance

## 7. Infection prevention and control (IPC)

The client/venue must:

- Inform us in advance of any IPC requirements (e.g., PPE, hand hygiene, restricted areas)
- Provide basic hand hygiene facilities (soap/water or sanitiser)

Safe Skills Training Ltd will:

- Clean/disinfect training equipment as appropriate
- Follow venue IPC rules where reasonable and proportionate

## 8. Behaviour and professionalism expectations

The client is responsible for ensuring a respectful learning environment. The following are not acceptable:

- Abusive, discriminatory, or threatening behaviour
- Persistent disruption that prevents learning
- Unsafe conduct during practical activities

If behaviour creates a safety risk or prevents delivery, we may pause or stop the session.

## 9. What happens if requirements are not met

### 9.1 On-the-day issues

If the venue is unsafe or unsuitable, or delegates are not available to train, we will try to resolve this on the day by:

- Adjusting the room layout
- Delaying the start (where feasible)
- Adapting delivery (where this does not compromise learning outcomes)
- Delivering a partial session and arranging completion later (where feasible)

### 9.2 If training cannot proceed

If training cannot proceed or is materially disrupted due to factors within the client/venue's control, this may be treated as a late cancellation.

Any charges, refunds, or credits will be handled in line with the **Refunds and Credits Policy** and **Terms and Conditions of Service**.

## 10. Reasonable adjustments and accessibility

We welcome reasonable adjustment requests.

- Tell us as early as possible so we can plan.
- Some venues may have limitations outside our control; where this happens, we will work with you to identify practical alternatives.

## 11. Confidentiality and data protection at the venue

The client/venue must:

- Provide a setting where confidential discussion cannot be overheard where reasonably possible
- Avoid displaying or sharing unnecessary personal data during training

Safe Skills Training Ltd will:

- Minimise personal data collected
- Store records securely in line with our Candidate Records Keeping and Data Protection arrangements

## 12. Review and version control

- **Policy owner:** Director/Lead Educator
- **Review frequency:** Annually, or sooner if business needs or legal expectations change

### Version control

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

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