

H&S Information Sheet #9

Training

Mandatory H&S Training

Employers are required by law to give workers the information, instruction, training and supervision necessary for their health and safety.

More specifically employers have to provide H&S training for people:

- when they start work
- when their work or responsibilities change, resulting in new or greater risks
- periodically, if needed
- to take account of new or changed risks
- during working hours and not at the expense of staff

All new recruits on their **induction** need to be told the organisation's safety policy and the arrangements for dealing with H&S matters. Those who are young and inexperienced may need more induction training.

Refresher training should be provided to bring people's skills up to date, especially when the training relates to something they do not often do, such as dealing with emergencies.

The HSE considers it important that records of training are kept to show that employees have received training. They also advise that these records be monitored to see when refresher training is needed. Accordingly, these records should feature:

- the name of the trainer and trainee
- signatures from the trainer and trainee
- description of the training itself, i.e. topic list, duration, etc.

Shop Managers

A Shop Manager is responsible for the health and safety of all those who work in, and visit, the shop.

In order to fulfil these duties properly he/she should have a general awareness of H&S matters as well as knowledge of the specific tasks he is expected to perform.

PDSA Shop Managers attend a 1-day training course run for the organisation by consultants. This provides an awareness of H&S law and the importance of effective H&S management, as well as instruction on the H&S duties expected of PDSA Shop Managers, including how to assess risks in their area of control.

The Shaw Trust provides a 1-day course for Shop Managers, which culminates in an exam leading to the award of The Chartered Institute of Environmental Health Certificate.

The Shaw Trust and Acorns Children's Hospice Trust have an H&S session at every Shop Managers' meeting. This helps to foster a "positive H&S culture".

First Aid

The Health and Safety (First Aid) Regulations 1981 require employers to provide adequate and appropriate equipment, facilities and personnel to enable first aid to be given to employees who are injured or become ill at work.

What is "adequate and appropriate" will depend on the circumstances at each workplace and employers need to assess what the first aid needs are. It is likely, though, that most charity shops would be classed as lower risk sites and, therefore, would only be obliged to have **Appointed Persons** rather than fully qualified first aiders to deal with first aid.

An Appointed Person is someone who:

- **takes charge when someone is injured or falls ill, including calling an ambulance if required**
- **looks after the first aid equipment (e.g. restocking the first aid box)**



An Appointed Person needs to be available at all times people are at work. Because of this a charity shop will need to have at least one other person to perform this role in the Shop Manager's absence.

Appointed Persons should not attempt to give first aid for which they have not been trained. The HSE strongly advises employers to consider providing emergency first aid training for Appointed Persons. Courses normally last 4-6 hours and cover:

- what to do in an emergency
- cardio-pulmonary resuscitation
- first aid for the unconscious casualty
- first aid for the wounded or bleeding

PDSA and Acorns Children's Hospice Trust send Shop Managers on Appointed Persons training courses.

There is no legal obligation on an employer to provide first aid to members of the public.

Fire Safety

Shop Managers should also know how to deal with a fire as well as how to prevent it.

Some charities ask the local Fire Brigade to provide training for Shop Managers in how to use fire extinguishers. Others use the company that services their fire extinguishers to provide such training.

PDSA sends its Shop Managers on a 1-day Fire Awareness Safety course. On successful completion of this, participants receive a nationally recognised certificate.

Personal Safety

Some charities provide personal safety training for Shop Managers.

The Shaw Trust holds a 1-day course on Personal Safety for its Shop Managers. Its trainers first attended a course run by The Susie Lamplugh Trust and used the learning thus gained to train Shop Managers.

Shop Manager Workbook

The Association has produced a self-learning workbook for Shop Managers. This can be downloaded free of charge from the Association's website so that a charity could amend and tailor it to suit its own needs.

The workbook allows Shop Managers to learn about H&S at their own pace and in the context of their own shop. It encourages them to find out what their own charity's H&S policies and procedures are and to discuss with their Manager any point on which they want further clarification.

Volunteers

Employers are also required to give all volunteers the information, instruction, training and supervision necessary for their health and safety. It is in the interests of charities to keep a record of the training and instruction given to each volunteer, including optional training that was offered to, but declined by, the volunteer.

Shelter's volunteer induction training programme comprises 8 modules. The H&S module is one of 3 that are compulsory for all volunteers. This training must be completed in the first 2 weeks and a record, signed by the Shop Manager and the volunteer, is kept at the shop. This module consists of talking the volunteer through all parts of the H&S section of the Shelter Shop Manual.

Oxfam provides new shop workers with an A5 booklet on H&S. This is an induction guide containing all the essential information they need to know to make their shop a safe place in which to work and browse.

New volunteers are required to read this when they start and to sign a form confirming that they have read the booklet and understand their H&S responsibilities.

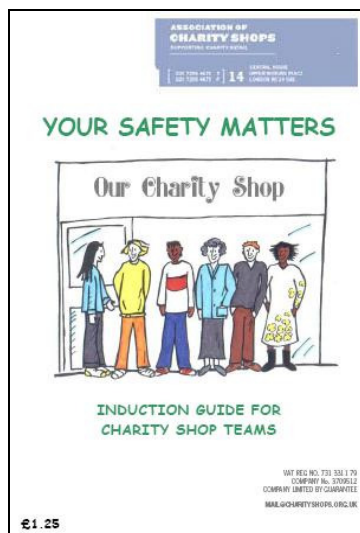
A sample volunteer H&S induction checklist can be found at the end of this chapter, based upon those used by Shelter and other charities.

Shelter also requires staff and volunteers to receive refresher H&S training every 6 months. This is done in March and September, coinciding with when its half-yearly safety inspections are carried out, when H&S is fresh in the mind of shop staff. Shop Managers have a form for volunteers to sign indicating that they have received this refresher training.

Members-only Training from the Charity Retail Association

Members of the Association have free access to e-learning courses on both Health & Safety and Security matters, which run through shop's obligations and legal position.

The Association has also produced an Induction Guide for Charity Shop Teams, based upon Oxfam's booklet. This is available for members to order at £1.25 per copy (minimum quantity of 20; discounts for orders greater than 200, 500 or 1000).



A training video is available for members to hire from the Association, complete with tutor notes. This was produced by the HSE in conjunction with the Charities Safety Group especially for the voluntary sector.

Further Reading

Preventing Violence Against Staff – A Guide for Retailers. A booklet published by Home Office Communications Directorate 1995

Health and safety training. HSE leaflet INDG 345

Health and safety for charity and voluntary organisations. Training video produced by HSE and the Charities Safety Group. Available for members to hire from the Association.

SAMPLE: SHOP VOLUNTEER H&S INDUCTION CHECKLIST

TOPIC	✓
Location of fire exit(s)	
Location and use of fire extinguishers	
Fire Emergency Plan - evacuation drill and location of Fire Assembly Point	
Visitor and Staff signing-in procedures	
Fire precautions – clear stairways and walkways, storage of combustible materials	
No smoking policy	
Location of First Aid box and names of Appointed Persons	
Location of local doctor/casualty department notice	
Location and use of Accident Book	
Control of hazardous substances	
Good housekeeping standards	
Use of electrical appliances, domestic and commercial	
Use of equipment – stepladder, trolleys, pricing gun, etc.	
Safe Manual Handling techniques	
Safe storage of stock, equipment and rubbish	
Safe sorting/handling of donated stock	
Personal Protective Equipment	
Working Alone policy	
Security/Personal Safety policies	
Location and contents of H&S Law poster	
H&S Policy Statement	
Explanation of volunteer responsibilities for H&S	
Location and contents of H&S posters and notices	
Location of H&S manual and files	

I confirm that I have covered the topics as indicated above and that I understand my responsibilities under the charity’s Health and Safety Policy.

Signed..... Name..... Date.....

Signed..... (Shop Manager) Date.....

Location.....