

Our risk and response management training for schools



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Training packages for schools

Being able to adapt to risk is a vital requirement for every school, but how can you ensure that your school is best equipped to handle a risk once it's identified?

With our specialist training packages our Insurance Risk and Regulatory team will help you improve compliance and enable you to effectively respond to any scenario.

Our array of packages are specifically tailored to the education sector and are designed to help schools achieve the following:

- Successfully consider actions that will improve your risk identification
- Ensure that internal policies and procedures fulfil their purpose
- Provide earlier and better-informed decision making
- Ensure greater compliance with regulatory requirements
- Achieve better outcomes.

Our approach is to help schools manage risks with a longstanding commitment that doesn't stop once the training sessions end. We aim to help schools improve their prospects of successfully preventing, defending and mitigating claims through long-term collaboration.

Our ISBL risk lifeline

For ISBL members we provide a 30-minute per member, per annum, advice lifeline to answer your questions on risk and insurance concerns, putting you in a better position to manage risk with greater confidence and comply with onerous insurance requirements. We are here to support you so please get in touch if you require guidance.

To contact our lifeline for ISBL members please phone Jonathan Edwards on [03301 076 551](tel:03301076551).

Our risk management modules

We have several risk management modules that we provide to schools.

Module A - essential housekeeping

In this module, we will consider the systems and processes that schools should have in place to reduce the risks of accidents and near misses. We'll also consider the information and documents you will require to ensure that your school has the best defence to a claim if one is intimated following an event.

This module will cover:

- The benefits of developing a good safety attitude, reduction in worker absenteeism and increased productivity
- Identifying and prioritising hazards in the workplace
- Deciding who might be harmed and how

- Controlling risk
- Recording and disseminating key findings
- The importance of regular reviews and updates
- Instruction and training considerations.

Module B - contractor management

In this module we'll consider the implications of the use of contractors, covering the important aspects of supply chain management from the selection process through to managing and supervising contractors. We'll also look at the legal considerations and what should be done when investigating incidents involving contractors to maximise the prospects for defending claims.

This module will cover:

- Selecting a suitable contractor
- Legal considerations: The Health & Safety at Work etc Act 1974, The Management of Health and Safety at Work Regulations 1999 and The Construction (Design and Management) Regulations 2015
- Planning the work; assessing and controlling the risks
- Communication: the provision of clear instructions, and instructions and training
- Managing and supervising the work
- Maximising the opportunities for recoveries.

Module C - crisis management

In this module we look at how you can protect your school by being ready to respond effectively to a crisis. We'll discuss the possible damages from a crisis including loss of reputation, revenue and trust as well as how to plan for it, including the creation of a strong crisis management plan and response.

This module will cover:

- The impact of a crisis
- Crisis management planning
- Embedding the plan, training and simulations
- Crisis response.

Module D - accident investigation

In this module we'll look at what should happen after an accident occurs and what you should do to ensure that you conduct an effective investigation.

Investigating and analysing an accident is an essential part of managing health and safety at your school and demonstrates to employees and others that your school has a positive attitude to safety and a concern for the wellbeing of those affected.

This module will cover:

- Who should investigate and why
- Types of accidents to investigate
- Accident reporting - including RIDDOR
- Evidence gathering
- Witness evidence - early statement taking, golden rules, hints and tips, legal professional privilege
- Particular claims issues
- Opportunities to improve policies and procedures.

Module E - regulatory investigation

A good reputation is a crucial part of a school's success. Ultimately, it is now more important than ever for schools to take steps to embed a positive health and safety culture throughout their operations; if you neglect your legal responsibility, you face significant fines and the possibility of imprisonment.

Enforcement authorities - whether that is the Police, Health and Safety Executive (HSE), Local Authority or other regulator - have extensive powers to investigate breaches of health and safety legislation and take appropriate enforcement action. Such action is likely to culminate in criminal prosecution.

This module will cover:

- Preparing and planning your response to a notifiable event
- Taking forward internal investigations
- S20 HSWA: an investigator's powers
- Managing disclosure requests and understanding the concept of privilege
- The important role of technical experts in an investigation
- Attending an interview under caution
- HSE's Fee For Intervention (FFI) scheme
- The prosecution process
- Sentencing.

Risk training workshops for schools

In addition to our modules, we also provide a variety of training workshops for schools including:

Crisis preparation and response

It's tempting to believe "it can never happen to us" but in an uncertain and risky world, the likelihood of a crisis striking is higher than ever. Damage can be quick and severe if you fail to respond effectively under extreme pressure so simply hoping you'd be able to handle whatever comes your way is a dangerous strategy.

Having robust crisis management infrastructure in place is the only way to ensure you will effectively navigate the challenge of a major incident or issue.

In this workshop we'll ensure you are ready to take control when a crisis develops. Through pre-crisis planning, training and exercising we'll build your organisational capability, confidence and resilience to overcome the challenge of a major incident. With sound counsel we'll guide you through your crisis response when things go wrong to ensure you achieve the best possible outcome.

We provide comprehensive health-checks, training, workshops and advisory services that include:

- Crisis management audits
- Risk assessments
- Scenario planning
- Crisis plan development
- Crisis management training
- Crisis exercises and simulations
- Crisis counsel and advice.

Personal injury claim mock trial

A personal injury claim by a pupil against a school is a risk that every institution must prepare for. In order to prepare a suitable response strategy we recommend that schools attend one of our personal injury mock trials.

The mock trial is aimed at education professionals who are responsible for the creation and implementation of health and safety strategy, as well as those involved in accident investigation, human resources and insurance.

During the trial we simulate a real-life personal injury claim by a pupil against a school. As in most real-life disputes, the law will be important, but the core of the disagreement will be about the facts i.e. what happened and what its effects were. Some witnesses will be more credible than others. Both parties will have strong and weak points but ultimately it will be up to the judge to decide.

Our mock trial will involve the use of footage and materials which have been designed and produced to give attendees a real understanding of the court process. This will involve a demonstration of how witness evidence and documentation is presented and challenged in court.

Key participants, including the judge and counsel for each party, will be played by real-life legal professionals who will be well-equipped to give you an authentic trial experience. There will also be detailed documentation which will help attendees understand the case and consider the evidence as the trial progresses.

Are your insurance policies fit for purpose?

Policyholders are increasingly concerned about whether their insurance policies will respond effectively when required, and with some justification. One of the learnings of the 2020 Business Interruption and Covid-19 court battles is that you ignore the construction of policy wordings at your peril.

Our insurance policy training session will guide you through the potential pitfalls so that when the time comes and a claim is made, you can have a greater degree of confidence that your policy will provide the value you purchased.

The training workshop will cover:

- Identifying your key risks
- What are you actually covered for?
- Are you satisfied the covers you have in place will respond?
- Statement of fact – fact or fiction?
- The importance of condition precedents
- Claim notification – when should you notify?
- Avoiding prejudicial actions that might lead to insurers declining cover
- Alteration to risk – an ongoing duty
- Exclusions, when they apply and why might they apply
- Indemnity limits – are you over-insured?
- The importance of checking reinstatement values on property insurance
- Policyholders – is the right entity insured?
- When should I look at my policies?

Contact us

To discuss any of the modules or training packages listed above, please contact:

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