



Safe Working Practices Guidelines for Trainers and Trainees

Welcome

Heritage Crafts wants every training experience whether in a workshop, studio, institution, or private workspace to be safe, respectful, and supportive for everyone involved. This guide brings together key points from our [Safeguarding Policy](#) and [Health & Safety Policy](#), along with practical expectations for both trainers and trainees.

It is designed to help you work safely, confidently together, understand each other's responsibilities, and know what to do if something doesn't feel right.

If you ever have a concern about safety or safeguarding, you can contact our Designated Safeguarding Lead (DSL):

Mary Lewis – mary@heritagecrafts.org.uk

1. What safe working practices mean

Safe working practices cover three areas:

Health & Safety

Ensuring that the physical environment, tools, equipment and working methods are safe and appropriate.

Heritage Crafts is committed to preventing accidents, managing risks, and maintaining safe working conditions. While we are not responsible for managing health and safety in each training space, we will always do what we reasonably can to support safe practice and help prevent harm.

Safeguarding

Protecting children, adults, and each other from harm, abuse, or neglect.

Heritage Crafts believes everyone has the right to work free from harm and with dignity and respect.

Professional Conduct

Clear boundaries, respectful communication, and behaviour that supports a positive learning environment for everyone.

2. Code of Conduct and expected behaviour

All individuals supported by Heritage Crafts, including trainers and trainees on Heritage Crafts funded placements are expected to adhere to a strict code of conduct that promotes mutual safe and professional behaviour. This includes:

- Act professionally and respectfully at all times.

- Maintain appropriate boundaries and keep communication training-focused.
- Follow safeguarding expectations by ensuring that any one-to-one contact is conducted appropriately and in a communal space wherever possible.
- Work safely, follow health & safety guidance, and use tools and PPE responsibly.
- Respect personal space and comfort levels during all activities.
- Raise concerns early about safety, behaviour, or conduct.

3. What trainers and trainees can expect from each other

Everyone has the right to:

- Be treated with respect and kindness.
- Work in a safe, professional environment.
- Have their privacy protected.
- Feel comfortable raising concerns.

Everyone is expected to:

- Maintain a safe working environment.
- Communicate clearly and professionally.
- Keep training focused on craft learning.
- Use appropriate language and behaviour.
- Respect personal space and boundaries.
- Follow relevant health & safety procedures.

4. Professional boundaries

Maintaining boundaries protects both trainers and trainees.

Good practice includes:

- Keeping relationships professional and training-focused.
- Avoiding sharing personal information that isn't relevant to the training.
- Using respectful, appropriate communication (in person and online).
- Avoiding inappropriate physical contact or jokes.

Online conduct

If connecting online (e.g., social media), interactions must remain professional and related to the craft. Avoid private messaging that could be misinterpreted.

5. Safe learning environments

Training may take place in varied settings, but all must be safe, transparent, and appropriate.

A suitable learning environment includes:

- **Visibility:** Clear sightlines or transparent working practices.
- **Professionalism:** A space used primarily as a workshop/studio, not a private living area.
- **Minimised isolation:** Avoiding long periods of one-to-one work without oversight.
- **Emergency access:** Safe entry/exit and communication routes.

Where training involves under-18s or adults at risk, Heritage Crafts may require a chaperone to be present, or may advise against one-to-one training in a trainer's private home unless no safer alternative is available.

6. Health & safety responsibilities

Trainers should:

- Provide a safe working environment.
- Ensure tools, equipment, and materials are safe and appropriate.
- Provide or advise on necessary PPE(Personal Protective Equipment).
- Share relevant health & safety procedures.
- Have an up-to-date risk assessment for all training activities.

If working with under-18s or adults at risk, trainers must supply Heritage Crafts with a risk assessment and DBS details.

Trainees should:

- Follow all health & safety and PPE instructions.
- Attend training in a fit state to work safely (meaning not under the influence of alcohol or drugs, not impaired by extreme tiredness, illness, or anything else that could affect concentration, judgement, or safe use of tools).
- Use tools and equipment responsibly.
- Keep the workspace tidy and hazard-free.

- Ask questions if unsure about any safety procedure.

7. One-to-one working

With children or adults at risk

Avoid one-to-one situations where possible or have a chaperone in attendance. If unavoidable:

- Work in a visible area.
- Keep doors open where appropriate.
- Maintain regular check-ins with Heritage Crafts.

With adults (18+)

Less restricted, but transparency and visibility remain good practice.

8. Recognising when something isn't right

Be aware of potential signs that someone might be experiencing abuse or neglect. These can be subtle and include:

- Unexplained injuries or changes in behaviour.
- Becoming withdrawn, anxious, or distressed.
- Changes in financial situation (for adults).
- Inappropriate sexualised behaviour or language.
- Neglect of personal care.
- A trainee/trainer disclosing abuse to you.
- Concerns about another person's conduct (e.g., a visitor to your workshop).

If something feels wrong, trust your instincts.

9. What to do if you're worried

Whether you are a trainer or trainee:

If someone discloses a concern:

- **Listen calmly:** Let them speak without interruption or judgment.
- **Reassure:** Tell them you take their concerns seriously and they did the right thing.

- **Do NOT promise secrecy (especially for under 18s):** You **must** explain that you will need to share the information with Heritage Crafts' DSL and potentially others whose job it is to keep people safe.
- **Record:** Make brief, factual notes immediately (date, time, exact words used, observations). Write a full, detailed report as soon as possible.
- **Report:** Immediately contact the Heritage Crafts DSL.

If you feel unsafe yourself:

- Speak to your trainer (if appropriate).
- Contact the DSL directly.
- If under 18, also tell a parent/carers or trusted adult.

10. Reporting a concern

Contact the Designated Safeguarding Lead (DSL):

- **Reporting to Heritage Crafts:** All safeguarding concerns, no matter how minor, must be reported immediately to Mary Lewis (DSL). Follow up your verbal report with a written Safeguarding Incident Report (template available from Mary).
- **External referrals: Mary (the DSL)** will decide if the concern needs to be referred to external agencies like Children's Social Care, Adult Social Care, or the Police
 - **For Under 18s:** If a child is at risk of significant harm, parental consent is not required to make a referral. The child's welfare is paramount.
 - **For adults at risk (18+):** If an adult meets the 'adult at risk' criteria, Mary will consider a referral. If the adult has mental capacity, their consent is generally needed, unless there are overriding safety concerns (e.g., a crime, severe self-neglect).
 - **Allegations against you or another professional:** If an allegation of abuse is made against you or another staff member/volunteer/trainer, Mary will immediately refer this to the Local Authority Designated Officer (LADO).

In an emergency:

Call **999**.

For non-emergency police concerns: **101**.

No concern is ever too small.

11. Heritage Crafts support

We are here to help. If you have questions, concerns, or need advice, contact:

Mary Lewis – Designated Safeguarding Lead
mary@heritagecrafts.org.uk