

TRAIN AV

ADULT SAFEGUARDING POLICY

For adult workplace training and related services

Document Ref: TAV-POL-SAF-001

Version: 1.0

Effective Date: 20 August 2026

Review Date: August 2027

Policy Owner: Managing Director

Company: Train AV Ltd

Important: This policy is an operational draft for adult workplace training. It should be reviewed against customer requirements and by a suitably qualified safeguarding adviser before publication.

1. Policy Statement

Train AV Ltd is committed to providing a safe, professional, respectful and inclusive learning environment for all individuals participating in our training, consultancy, commissioning, managed services and room handover activities.

Although Train AV Ltd primarily delivers training to adults within workplace environments, we recognise that some individuals may be adults at risk or may require additional support due to disability, illness, mental health challenges, personal circumstances or other factors.

Train AV Ltd is committed to:

- Treating all individuals with dignity and respect.
- Promoting equality, diversity and inclusion.
- Maintaining a safe learning environment.
- Responding appropriately to safeguarding concerns.
- Protecting confidential information.
- Ensuring professional boundaries are maintained at all times.

2. Scope

This policy applies to:

- Train AV employees
- Freelance trainers
- Contractors
- Consultants
- Associates
- Visitors acting on behalf of Train AV

The policy applies during:

- Online training
- Onsite training
- Consultancy services
- Commissioning services
- Room handover training
- Managed service activities
- Customer meetings
- Events and demonstrations

3. Definition of Safeguarding

Safeguarding means protecting an individual's health, wellbeing, rights and safety, enabling the individual to live and work free from abuse, neglect, discrimination or exploitation.

Train AV recognises that adults may become vulnerable due to:

- Age
- Disability
- Hearing or visual impairment
- Mental health conditions
- Learning difficulties
- Illness
- Personal circumstances
- Temporary vulnerability caused by stress, trauma or life events

4. Responsibilities

Managing Director

The Managing Director is responsible for:

- Ensuring safeguarding arrangements are maintained.
- Reviewing safeguarding policies.
- Investigating safeguarding concerns.
- Determining appropriate actions.
- Liaising with customer representatives where appropriate.

Trainers and Staff

All personnel delivering services on behalf of Train AV must:

- Read and comply with this policy.
- Behave professionally at all times.
- Report safeguarding concerns promptly.
- Respect confidentiality.
- Treat all participants fairly.

5. Professional Conduct

All Train AV personnel must:

- Behave professionally and respectfully.
- Use appropriate language.
- Respect personal boundaries.
- Avoid discriminatory behaviour.
- Follow customer safeguarding procedures when working onsite.
- Avoid conduct that could reasonably be perceived as intimidating, offensive or inappropriate.

Train AV personnel must not:

- Harass, bully or victimise others.
- Engage in inappropriate relationships with learners.
- Share personal information unnecessarily.
- Use offensive or discriminatory language.
- Make inappropriate comments about an individual's appearance, disability, health or personal circumstances.

6. Equality, Diversity and Inclusion

Train AV is committed to providing services that are accessible and inclusive. No individual shall be disadvantaged because of:

- Age
- Disability
- Race
- Religion or belief
- Sex
- Sexual orientation
- Gender reassignment
- Marriage or civil partnership
- Pregnancy or maternity

Reasonable adjustments will be made wherever practical to support participation.

7. Accessibility Requirements

Train AV encourages customers and delegates to inform us of any accessibility requirements before training begins. Examples may include:

- Hearing assistance requirements
- Captioning requirements
- Additional breaks
- Accessible venues
- Mobility requirements
- Alternative learning materials

Information disclosed for accessibility purposes will be handled confidentially and used only where reasonably necessary to support training delivery, safety and inclusion.

8. Online Training Safeguarding

When delivering remote training:

- Only approved platforms will be used.
- Access links must not be publicly shared.
- Meeting access controls should be used where available.
- Training recordings will only be made where appropriate notice has been provided and the required permission has been obtained.
- Personal information disclosed during training must be treated confidentially.

Where a delegate behaves inappropriately during an online session, Train AV reserves the right to warn or remove the individual from the session and raise the matter with the booking customer where appropriate.

9. Confidentiality

Safeguarding concerns will be treated sensitively and confidentially. Information will only be shared where:

- There is a legitimate safeguarding concern.
- Disclosure is required by law.
- Disclosure is necessary to protect an individual from harm.
- Disclosure is required by an applicable customer safeguarding procedure.

Absolute confidentiality cannot be promised where a safety concern exists. Information should be shared only with those who reasonably need it for safeguarding, legal or investigation purposes.

10. Reporting a Safeguarding Concern

Anyone delivering services on behalf of Train AV who becomes aware of a safeguarding concern should:

1. Remain calm and objective.
2. Record factual information only.
3. Avoid making assumptions or conducting an investigation.
4. Report the concern to the Managing Director as soon as possible.
5. Preserve any relevant evidence.

Reports should include, where known:

- Date and time
- Location or online session details
- Individuals involved
- Nature of the concern
- The words used by the person raising the concern, where relevant

- Any immediate risk or action already taken
- Name of the person making the record

If there is an immediate danger or medical emergency, contact the emergency services. Where the concern relates to criminal conduct or an adult at risk, Train AV will consider referral to the appropriate authority or the relevant customer safeguarding lead.

11. Responding to a Disclosure

If an adult discloses a safeguarding concern, Train AV personnel should listen without judgement, avoid leading questions, avoid promising confidentiality, explain that the concern may need to be shared with an appropriate person, record the facts promptly and report the matter in accordance with section 10.

Train AV personnel must not attempt to determine whether an allegation is true, confront the person alleged to be responsible, or undertake an independent investigation.

12. Customer Sites

When delivering onsite services:

- Customer safeguarding procedures must be followed.
- Customer site rules and security arrangements must be respected.
- Health and safety requirements must be complied with.
- Concerns should be reported to the customer safeguarding contact where appropriate, as well as internally to Train AV.

Where customer safeguarding procedures differ from this policy, the higher practical standard of protection should be applied where lawful, proportionate and appropriate.

13. Records and Data Protection

Safeguarding records must be accurate, factual, dated, securely stored and accessible only to authorised people. Records will be retained only for as long as necessary in view of the nature of the concern, applicable law, customer requirements and the need to establish, exercise or defend legal claims.

Personal information relating to safeguarding will be handled in accordance with the Train AV Privacy Policy and applicable data protection law. Safeguarding information must not be stored in general training notes or circulated unnecessarily.

14. Concerns About Train AV Personnel

Any concern or allegation involving a Train AV employee, trainer, contractor or representative must be reported immediately to the Managing Director. If the concern involves the Managing Director, it should be reported to an appropriate senior customer contact, professional adviser or relevant authority, depending on the circumstances.

Train AV may remove a person from delivery duties while a concern is assessed. This is a neutral safeguarding measure and does not, by itself, imply that an allegation has been substantiated.

15. Training and Awareness

Personnel must understand the safeguarding responsibilities relevant to their role and the environments in which they work. Train AV will provide or arrange proportionate safeguarding awareness, particularly for personnel delivering services independently, onsite or to groups that may include adults at risk.

16. Complaints and Contact

Safeguarding concerns or complaints should be reported to:

Managing Director

Train AV Ltd
Unit 8A, Stag Business Park
164 Christchurch Road
Ringwood
BH24 3AS
Email: trainme@trainav.co.uk
Telephone: 01425 563719

17. Review

This policy shall be reviewed annually, following any safeguarding incident, following material changes in legislation or guidance, or following significant changes to Train AV services.

18. Approval

Approved by: Mike Lammas
Role: Managing Director
Company: Train AV Ltd
Version: 1.0
Effective date: 20 August 2026
Next review: August 2027

Before publishing

- Confirm the named safeguarding lead and backup contact.
- Confirm the escalation route if a concern involves the Managing Director.
- Check the policy against requirements imposed by regular venue and reseller customers.
- Arrange appropriate adult safeguarding awareness for relevant trainers and contractors.
- Obtain professional safeguarding or legal review.