REDDUNE TRAINING CETNER

RISK ASSESSMENT AND CONTINGENCY POLICY

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REVISION HISTORY

REVISION	DATE	REMARKS
1	13 June, 2024	
2	16 June, 2025	

RED DUNE

Risk Assessment and Contingency Policy

Contents

1. Purpose, Scope & Compliance Alignment

This policy sets out how Red Dune Training Centre identifies, evaluates, controls, and reviews risks across all Centre activities, and how we maintain continuity of service when disruptions occur. Our purpose is to protect learners, staff, visitors, contractors, and assets; preserve the integrity of assessments and certifications; and ensure legal and awarding-body compliance. The policy embeds preventative risk management, proportionate controls, and continual improvement so that training and assessments are delivered safely, fairly, and reliably under normal and exceptional conditions.

Scope
This policy applies to all delivery modes and locations under Red Dune's control, including: classroom training, workshops and practical demonstrations, assessments and examinations (paper-based and digital), invigilation and certification processes, field/site visits, office and welfare areas, third-party venues used by the center, online/remote learning and proctoring (where permitted), transportation arranged by the Centre, visiting contractors and suppliers, and Centre-hosted events. The scope covers routine operations and foreseeable emergencies (e.g., fire, medical incidents, power or IT failure, severe weather/sandstorm, tutor unavailability, public health events) and includes both risk assessment and contingency arrangements.

Compliance Alignment
The policy aligns with Awarding Bodies and Saudi regulations and the Technical and Vocational Training Corporation (TVTC) requirements for licensed training centres. It adopts internationally recognized health, safety, environmental, and quality management practices consistent with ISO 45001 (occupational health and safety), ISO 14001 (environmental management), and ISO 9001 (quality management). Our risk management approach is guided by ISO 31000 principles and integrates hierarchy-of-control thinking and "reasonably practicable" judgements. Where relevant to course content and workshop practice, OSHA-based control principles inform hazard identification and control selection.

For qualification integrity and learner protection, the policy is designed to be compatible with awarding-bodies. It supports secure assessment delivery, malpractice prevention, reasonable adjustments, incident reporting, and communication pathways to awarding bodies when required. The policy also recognizes host-site rules during field visits and ensures our assessments and controls do not conflict with client or venue safety procedures.

Implementation
The Head of Centre is accountable for this policy. The Centre Manager maintains the Centre-level risk register and supports tutors, assessors, IQAs, facilities, and exams personnel to complete and review activity-specific risk assessments. Contingency plans are maintained for critical activities (teaching, invigilation, certification, IT systems, facilities) with clear triggers, roles, and recovery objectives. Staff receive role-appropriate training (e.g., NEBOSH/IOSH competence for HSE roles; invigilator training for exam integrity). Learners are briefed on relevant risks, controls, emergency arrangements, and how to report hazards or concerns.

Review & Continual Improvement
Risk assessments and contingency plans are reviewed at planned intervals, after incidents or near misses, upon changes to law, TVTC requirements, awarding-body protocols, curriculum, venues, or equipment, and during management review. Outcomes of drills, audits, inspections, and incident investigations feed corrective and preventive actions. Document control ensures that current versions are issued, obsolete versions are withdrawn, and records are retained in line with Centre requirements.

2. Governance, Roles & Responsibilities (RACI)

This section defines who is **Responsible, Accountable, Consulted,** and **Informed (RACI)** for risk assessment and contingency arrangements across training, assessments, exams, facilities, and online delivery. It aligns TVTC requirements and good practice from ISO 45001 (occupational H&S), ISO 9001 (quality), and ISO 14001 (environment), and is compatible with international awarding-body expectations.

Head of Centre (HoC) — *Accountable.*
Approves the centre-wide Risk Assessment (RA) framework, the risk register, and all contingency plans. Chairs management reviews, signs off high/very-high risks, authorizes resource allocation for controls, and approves emergency communications. Deputizes the H&S Lead when necessary.

Centre Manager — *Responsible/Accountable (local).*
Implements controls in daily operations, ensures tutors/assessors follow RA controls, and confirms pre-classroom checks. Leads local incident response until relieved by the H&S Lead. Maintains action trackers and verifies closure dates.

Tutors, Assessors & IQAs — *Responsible/Consulted.*
Complete activity-based RAs for courses, practicals, and site visits; brief learners on hazards and controls; enforce PPE/house rules; and report hazards, near misses, and exam-related irregularities. IQAs verify that assessment environments meet awarding-body HSE and integrity requirements.

Exams Officer — *Responsible (exam risks).*
Maintains exam security RAs and contingency plans (secure storage, identity checks, alternative venues/sittings). Logs incidents and coordinates awarding-body notifications and rescheduling in line with rules.

Facilities & IT — *Responsible/Consulted.*
Own RAs for premises, fire protection, utilities, equipment, and digital risks (data protection, backups, cyber). Keep statutory inspections current and support continuity measures (UPS, offline packs).

Contractors & Suppliers — *Responsible (their work); Centre Accountable for oversight.*
Submit RAMS, attend inductions, and work under centre controls. The Centre Manager and H&S Lead vet competencies and monitor performance.

Learners & Visitors — *Informed/Responsible (to comply).*
Follow inductions, signage, and invigilator/tutor instructions; report hazards immediately.

Escalation & Review
High risks escalate to HoC within 24 hours. All RAs are reviewed annually or after incidents/changes. RACI ownership appears on each RA, contingency plan, and action log, with deputies named to ensure continuity.

3. Risk Assessment Method & Criteria

Red Dune applies a simple, evidence-based method consistent with TVTC requirements and the principles of ISO 45001 and ISO 31000, while supporting quality and statutory compliance under ISO 9001 and ISO 14001. Risk assessment is required for all teaching, exams, practical, workshops, contractor activities, field visits, and online delivery.

Method (step-by-step):

1. **Identify hazards** linked to the activity, venue, equipment, materials, environment, and people.
2. **Identify who may be harmed and how** (learners, staff, visitors, contractors, vulnerable persons).
3. **List existing controls** (training, supervision ratios, SOPs, guarding, PPE, emergency measures).
4. **Rate risk** using the Centre's **5×5 matrix**: **Likelihood (1–5)** × **Severity (1–5)** to obtain a numerical score.
5. **Apply ALARP**: determine if the risk is reduced to "as low as reasonably practicable" considering hierarchy of controls.
6. **Define additional controls** (eliminate, substitute, engineer, administrate, PPE), with **named owner** and **due date**.
7. **Approve and communicate** (RACI: preparer, reviewer, approver); brief tutors/learners and, where relevant, contractors.
8. **Monitor and review** at defined intervals or upon change, incident, near-miss, or audit finding.

5×5 Matrix & Tolerability Rules:

- **1–4 (Low):** Acceptable; keep controls; review annually.
- **5–9 (Moderate):** Manage; implement further controls; line manager sign-off.
- **10–14 (High):** Escalate to H&S Lead/Centre Manager; controls must be implemented before proceeding.
- **15–25 (Intolerable):** Stop; senior approval required after risk reduction and verification.

Escalation & Records:

- High/Intolerable risks are logged in the **Centre Risk Register** with corrective actions (CAPA), deadlines, and verification checks.
- Exam/assessment activities include added security controls (identity checks, secure storage/transfer, malpractice prevention).
- All assessments, briefings, and reviews are version-controlled and retained per the document control schedule.
- Competence: assessors/tutors must be trained in this method and refreshed regularly; findings feed management review and continual improvement.

4. Operational Risk Controls for Delivery

Red Dune Training Centre will deliver all teaching, practical, and assessments under controls consistent with TVTC rules and good practice from other international bodies. Before each session, tutors complete a pre-use checklist covering room capacity, ventilation, lighting, housekeeping, clear egress routes, calibrated equipment, and availability of first aid/AED and fire-fighting equipment. Layouts keep walkways unobstructed, heavy items stored low, and emergency signage visible in Arabic and English.

Equipment is selected, installed, and used per manufacturer instructions, with documented pre-use checks and defect tags/lock-out for faults. Any demonstration involving energy (electrical, mechanical, thermal, chemical) applies isolation/LOTO where practicable, guards and interlocks remain in place, and only competent staff operate equipment. Supervision ratios are set by activity risk; higher-risk demonstrations use tighter ratios and named observers.

Personal Protective Equipment (PPE) is issued where residual risk remains, with training on correct fit, limits, and hygiene; spares are held on site. High-risk topics receive specific controls:

- **Manual handling:** weight limits, team lifts, handling aids, warm-up guidance.
- **Electricity:** safe voltages for demos, RCD protection, no live working with learners.
- **Machinery/hand tools:** guarding, stable workpieces, cut-resistant gloves where appropriate.
- **Chemicals (COSHH/SDS):** smallest practical quantities, labelled containers, secondary containment, eyewash, spill kits, and waste segregation.
- **Heat stress/environment:** shaded breaks, water access, work/rest guidance aligned to local climate.
- **Slips/trips/falls:** dry floors, taped cables, immediate cleanup and signage.
- **Ergonomics:** adjustable seating, screen height guidance, micro-breaks for DSE tasks.

Contractors and visitors receive an induction, are supervised in controlled areas, and must follow Centre rules; contractor risk assessments and method statements are reviewed before work. The centre provides accessible routes, seating and facilities, and applies reasonable adjustments for learning and assessment (without compromising safety or assessment integrity), recording decisions and controls in the session risk assessment and delivery plan.

5. Assessment & Exam Security Risk Controls

Red Dune protects the integrity of all assessments through proportionate, risk-based controls aligned to TVTC requirements and the security expectations of international HSE awarding bodies to ISO 9001/14001/45001 management-system principles.

Invigilation & room controls. Examinations are invigilated by trained, impartial staff using a standard checklist: room swept before entry, seating plans to prevent collusion, visible clocks, prohibited-items brief, and start/finish announcements. Invigilator–candidate ratios meet or exceed awarding-body rules.

Identity checks. Candidates present original, valid photo ID, the invigilator cross-checks names against the register and admission letters. Discrepancies trigger a hold and escalation to the Exams Officer.

Secure storage & transfer. Question papers, answer scripts, and login credentials are protected under a documented chain-of-custody (two-person rule, tamper-evident seals, locked cabinets/rooms). E-assessment access is time-bound and role-based; devices use strong authentication. Courier or digital transfers follow approved, auditable methods.

Malpractice/maladministration prevention. Controls cover plagiarism detection, device and material checks, late entry management, supervision of permitted breaks, and segregation of any candidate removed for suspected misconduct. Staff sign annual declarations of impartiality; conflicts are managed by substitution.

Incident logging & evidence. Any irregularity (suspected collusion, paper breach, impersonation, IT disruption) is logged immediately with time, persons involved, actions taken, and evidence secured (scripts, seating plan, statements).

Notification pathways. The Exams Officer informs the awarding body and TVTC as required, within stated timelines, using their prescribed forms. Candidates are kept informed of next steps and appeals routes.

Contingency arrangements. If security is compromised (e.g., paper leak, invigilator unavailability, IT outage), the session is paused or voided, materials quarantined, and a resit scheduled at an alternative time/venue. Post-incident reviews drive corrective and preventive actions and documented improvements.

6. Emergency Preparedness & Response

Red Dune Training Centre maintains clear, practiced arrangements to protect learners, staff, visitors, and contractors during emergencies. In line with TVTC requirements and ISO 45001/9001/14001 principles, we plan for credible scenarios, test our plans, and review after every drill or incident.

Fire Safety. We keep alarm systems maintained, extinguishers inspected and signed, exits unobstructed, and routes/assembly points clearly marked. Fire wardens are appointed per floor/wing, trained, and listed on local signage. Pre-class checks confirm headcount limits and door functionality. On alarm: stop activity, take registers, evacuate to the designated assembly point, and report to the Senior Warden/Centre Manager. No re-entry until cleared by Civil Defense.

First Aid & AED. Trained first aiders are on each shift, with stocked first-aid kits and an AED in a clearly marked location. The nearest clinic/hospital and ambulance access points are displayed. For serious cases: call 997 (Saudi Red Crescent), provide location and casualty condition, assign a marshal to meet responders, and preserve the scene.

Medical Escalation. Tutors escalate symptoms early (heat stress, fainting, chest pain, allergic reactions). Record vital details, apply basic life support where trained, and document in the incident log.

Severe Weather/Sandstorms. We monitor official advisories. For sandstorms/extreme heat: suspend outdoor or dusty activities, switch to sheltered/indoor delivery, provide masks where appropriate, increase hydration breaks, and delay travel until visibility improves.

Public Health Outbreaks. Follow Ministry of Health/Civil Defense guidance. Maintain hygiene stations, enhance cleaning, enable distancing where required, and switch to approved remote options or reschedule assessments in consultation with awarding bodies.

Coordination & Review. We coordinate with Saudi authorities as needed, conduct biannual drills, brief newcomers at induction, keep grab-sheets (roles, numbers, maps) at reception, and complete post-incident debriefs with corrective actions and documented updates.

7. Business Continuity & Contingency Planning

Red Dune Training Centre maintains a practical Business Continuity framework to keep people safe and learning on track during disruptions while meeting TVTC, ISO 9001/14001/45001 and international HSE awarding-body expectations. We complete a Business Impact Analysis (BIA) each year to identify **critical activities** (learner safety, invigilation/exams, secure handling of assessment data, regulated communications, facilities/IT availability, and finance). For each, we set **Recovery Time Objectives (RTOs)** and **Recovery Point Objectives (RPOs)** and assign an accountable owner.

We keep short, actionable **scenario playbooks** that define triggers, roles, and step-by-step actions for: fire; medical emergency; utility failure (power/water/HVAC); IT or cyber outage (LMS, e-assessment, email); tutor/invigilator no-show; venue loss or damage; transport disruption; exam paper breach or suspected malpractice; severe weather/sandstorm; and public-health restrictions. Every playbook covers immediate safety controls, minimum viable service, communication templates, data integrity, and return-to-normal.

Where safe and permitted, we use **alternative delivery options**: approved virtual sessions, backup venues pre-checked for capacity, accessibility, and life-safety, and substitute staff from a pre-qualified pool. For **assessment continuity**, we apply awarding-body and TVTC rules: secure postponement, alternative dates/venues, controlled redistribution or voiding of materials, and accurate incident logging. **Rescheduling** follows a documented decision path: (1) protect life; (2) secure assessment materials; (3) inform learners; (4) notify awarding bodies/TVTC where required; (5) publish revised dates; (6) record root cause and corrective actions.

All continuity actions are recorded in the **Incident & Contingency Log**, reviewed at management meetings, and feed continuous improvement. Drills validate playbooks; outcomes, gaps, and timings are tracked as KPIs. The framework is reviewed at least annually or after any significant incident, change in law, or awarding-body requirement.

8. Risk Register & Documentation Control

Red Dune Training Centre maintains a single, controlled **Centre-Level Risk Register** that consolidates all operational, training, examination, environmental, and information-security risks. Each entry records: risk description, affected persons, existing controls, risk rating (likelihood × severity), required actions, **risk owner**, target dates, and review frequency. Activity-specific **Risk Assessments (RAs)**—for classrooms, workshops, field visits, and online delivery—are logged against this register and linked to relevant courses and venues.

For assessments, we keep **Exam Contingency Logs** to record incidents (e.g., invigilation issues, IT failures, paper breaches), actions taken, notifications to awarding bodies, and rescheduling outcomes. All corrective and preventive actions are captured in an **Action Plan** with status tracking until closure.

All documents are controlled per our ISO-aligned procedures: a unique ID, title, version number, owner, approval/sign-off, issue date, and next review date. **Version control** ensures only the latest approved forms, RAs, and playbooks are accessible; superseded versions are marked “obsolete” but retained for audit traceability. **Retention periods** meet awarding-body and TVTC expectations and our ISO 9001/14001/45001 documented-information rules. Typical retention: risk assessments and incident/contingency records for a minimum of the prescribed period or course cycle, whichever is longer.

9. Monitoring, Incident Reporting & Improvement

Red Dune will maintain a proactive monitoring system to verify that risk controls and contingencies remain effective and compliant with International Bodies and TVTC requirements and good practice aligned to ISO 45001/14001/9001. Routine **workplace inspections** (classrooms, workshops, exams areas, welfare and e-learning spaces) are scheduled monthly, with additional pre-session checks completed by tutors/invigilators. **Internal audits** are planned at least annually, sampling risk assessments, exam security controls, contractor management and emergency readiness.

All **incidents, near-misses and hazards** must be reported immediately to the Centre Manager Lead using the standard form (paper or digital). The Exams Officer records any assessment-related irregularities in the Exam Incident Log. Serious events are escalated the same day to the Head of Centre, with onward notifications to relevant authorities/awarding bodies per their rules.

Each case is **investigated for root cause** using proportionate methods (e.g., 5 Whys, task analysis, simple cause–effect mapping). Findings lead to **Corrective and Preventive Actions (CAPA)** with named owners, due dates, required resources and verification steps. CAPA effectiveness is confirmed through follow-up checks and, where needed, updated risk assessments, refresher training, or changes to contingency playbooks.

We track **KPIs** to drive improvement: incident and near-miss rates, percentage of completed risk assessments, CAPA on-time closure, emergency drill timings/evacuation performance, exam incident frequency, inspection completion, and audit findings closed. KPI trends are reviewed **monthly** by the Centre Manager and **quarterly** at Management Review, informing objectives, resources, and competence plans.

All records (reports, logs, CAPA, drills, audits) are controlled under document management and retained per policy. Personal data is handled securely and only for legitimate purposes. Lessons learned are shared with staff and learners, embedded into training, and used to continually improve our HSE controls, exam integrity, environmental performance, and service quality across Red Dune’s operations.

10. Competence, Training & Review Cycle

Red Dune Training Centre ensures that all people who plan, deliver, supervise, assess, invigilate, or support training and examinations are competent for their roles and remain current. Competence is defined as the right mix of education, qualification, experience, and up-to-date awareness relevant to our HSE activities and risk profile.

10.1 Competence Requirements

- **Leadership:** demonstrable knowledge of risk management and business continuity; formal International qualification and familiarity with ISO 45001/14001 and ISO 9001 governance.
- **Tutors/Assessors/IQAs:** appropriate subject International qualifications assessor/internal quality assurance credentials where required by awarding bodies, plus recent industry/teaching experience.
- **Exams/Invigilation Staff:** training in secure exam delivery, malpractice prevention, incident logging, and contingency procedures.
- **Facilities/Technicians/Contractors:** task-specific competence (equipment checks, fire safety, first aid, electrical/chemical handling) verified before work starts.

10.2 Induction & Refresher Training
All staff and contractors receive an HSE and exam security induction covering: hazard identification, emergency arrangements, role-specific controls, safeguarding, information security, and reporting lines. Mandatory refreshers run at least annually or sooner when risks, legislation, awarding-body rules, or centre operations change. Refresher cycles include: first aid/AED, fire warden, exam security, data protection, and high-risk activities (e.g., manual handling, electrical safety, chemicals).

10.3 Drills & Exercises
We schedule and record fire evacuations, first-aid simulations, IT/assessment outage exercises, and scenario walk-throughs for field visits. Outcomes feed corrective and preventive actions.

10.4 Review & Continual Improvement
This policy and the training matrix are reviewed at least annually and after incidents, near misses, audits, significant changes, or awarding-body/TVTC updates. We maintain records of competence evidence, attendance, assessments of learning, and completed actions. Management reviews track KPIs (e.g., drill timings, action close-out, incident trends) to drive continual improvement and assure safe, compliant, and resilient operations.