

MEDICAL & FIRST AID POLICY

Bury Tuition Centre

Part of North West Education Hub Ltd

1. Purpose and Scope

Bury Tuition Centre is committed to protecting the health, safety and wellbeing of students while they are attending the Centre. This policy explains how we respond to illness, injury, medical conditions and medicines, and the information we require from parents/guardians so that appropriate support can be planned.

The policy applies to students attending Bury Tuition Centre, including children and young people with short-term or long-term medical needs. It should be read alongside the Centre's Safeguarding Policy, Data Protection & Privacy Policy, Terms & Conditions and relevant health and safety arrangements.

Bury Tuition Centre is a tuition provider rather than a maintained school or academy. We nevertheless use relevant Department for Education and Health and Safety Executive guidance as good-practice benchmarks, proportionate to our setting.

2. First Aid Arrangements

The Centre will maintain first aid arrangements appropriate to its activities, premises, student population and operating hours.

- A suitably stocked first aid kit will be available and checked/replenished as required.
- The Centre will identify a responsible person for first aid arrangements and ensure suitable first aid cover is available in accordance with its first aid needs assessment.
- Staff will know how to obtain first aid assistance and how to contact the emergency services.
- First aid provision will be reviewed where activities, staffing, premises or known medical needs materially change.

First aid is immediate assistance given to someone who is injured or becomes ill. It is not a substitute for diagnosis, medical treatment or professional healthcare advice.

3. Information Parents / Guardians Must Provide

Parents/guardians must provide accurate and relevant health information during enrolment and tell the Centre promptly if anything changes.

- medical conditions that may affect the student's attendance, safety or participation;
- allergies, including known triggers, symptoms and required emergency action;
- prescribed medication that may be needed while the student is at the Centre;
- relevant disabilities or additional needs that affect medical support;
- an Individual Healthcare Plan, allergy plan, action plan or other professional instructions where one exists;
- current parent/guardian and emergency contact details.

The Centre may ask for additional information from a parent/guardian or relevant healthcare professional where this is reasonably necessary to understand how a student's needs can be supported safely.

4. Students with Ongoing or Complex Medical Needs

Where a student has a medical condition that may require regular support or emergency intervention, the Centre will consider with the parent/guardian whether an Individual Healthcare Plan (IHP) or equivalent written plan is appropriate.

A plan may record:

- the condition, signs, symptoms and triggers;
- the student's resulting needs and any reasonable adjustments relevant to tuition;
- medication, dose, storage and administration arrangements;
- what constitutes an emergency and what action staff should take;
- who should be contacted and when;
- any staff training or competency required before particular support can safely be provided.

The Centre will not agree to provide a medical intervention that requires specialist competence unless suitable arrangements, information and training are in place.

5. If a Student Becomes Unwell or Is Injured

If a student becomes unwell or is injured during tuition, staff will assess the immediate situation and respond proportionately.

- Appropriate first aid will be provided where required.
- The student will be supervised and made as comfortable as reasonably possible.
- The parent/guardian may be contacted and asked to collect the student where they are not well enough to remain at the Centre.
- The incident and any first aid provided will be recorded where appropriate.
- Parents/guardians will be informed of significant injury, illness or first aid and of any further action that may be required.

A student who is seriously unwell, has a potentially infectious illness or is otherwise not well enough to participate safely should not attend tuition. Parents/guardians should follow relevant NHS/public-health advice on illness and infection where applicable.

6. Medical Emergencies

In a medical emergency, protecting the student's life and safety takes priority.

- Staff will call 999 where emergency medical assistance is required.
- Appropriate first aid will be provided within the competence of the person responding.
- Any known emergency care plan or prescribed emergency instructions will be followed where it is safe and appropriate to do so.
- The parent/guardian or emergency contact will be notified as soon as reasonably possible.
- A member of staff will remain with and support the student until responsibility is transferred appropriately.

Emergency treatment will not be delayed solely because a parent/guardian cannot immediately be contacted. The enrolment process includes parent/guardian consent for appropriate emergency first aid/medical assistance to be sought where required.

7. Medicines

First aid and the administration of medicines are separate matters. The Centre will only support or administer medication where there is a clear need, appropriate information and a safe agreed arrangement.

Medication supplied to the Centre

- Medication should normally be prescribed for the individual student and supplied in the original container/packaging as dispensed or supplied, with the student's name and clear instructions.
- Parents/guardians must provide written information/consent where staff are being asked to administer or assist with medication.
- Staff will follow the prescriber's instructions and the student's agreed healthcare arrangements.
- Medication must be within its expiry date and parents/guardians remain responsible for supplying replacements.
- Medicines must not be placed inside the general first aid kit.

Storage and access

- Medicines will be stored safely and in accordance with the product instructions.
- Non-emergency medication will normally be kept securely with access limited to authorised staff.
- Emergency medication, such as a student's reliever inhaler or adrenaline auto-injector, must be readily accessible in an emergency and must not be locked away in a manner that causes unsafe delay.
- Where a student is sufficiently competent and an agreed plan allows it, they may carry and use their own emergency medication.

Administration and records

- Only staff who have been authorised and, where necessary, appropriately trained/assessed as competent will administer medication.
- A written record will be made when staff administer medication, including the medicine, dose, date/time and person administering it.
- If a student refuses medication, staff will not force them to take it. The parent/guardian will be informed and emergency action taken if the student's safety requires it.
- Unused or expired medication will normally be returned to the parent/guardian for safe disposal. Sharps must be disposed of using an appropriate sharps container.

The Centre will not routinely administer non-prescription pain relief or other over-the-counter medicines simply on request. Any exceptional arrangement must be specifically agreed and safely documented.

8. Allergy and Anaphylaxis

Allergy safety is treated as an important medical and safeguarding consideration. Parents/guardians must tell the Centre about any diagnosed allergy and provide the student's prescribed emergency medication and current allergy/action plan where applicable.

- Known allergy information will be shared with staff who need it in order to keep the student safe.
- Students at risk of anaphylaxis should have rapid access to their prescribed adrenaline auto-injector(s) in accordance with their individual arrangements.

- Staff expected to provide specific allergy or emergency-medication support will receive appropriate information and training.
- Serious allergy incidents and relevant near misses will be recorded and reviewed so that lessons can be learned and risk controls improved.
- The Centre will take reasonable steps to reduce identified exposure risks but cannot guarantee an entirely allergen-free environment.

The Department for Education published new statutory allergy-safety guidance for schools in July 2026. Although that statutory duty is directed at specified school settings rather than a tuition centre such as Bury Tuition Centre, we have taken the principles into account as current good practice.

9. First Aid and Medication Records

The Centre will maintain appropriate records, which may include:

- first aid/accident records;
- medication administration records;
- parental consent/instructions;
- Individual Healthcare Plans or allergy/action plans;
- records of relevant staff training or competency;
- records of serious medical incidents or near misses where appropriate.

Medical information is sensitive personal data. Records will be stored securely, access will be restricted to those who need the information for their role, and retention will be managed in accordance with the Centre's Data Protection & Privacy Policy and internal retention requirements.

10. Accident Reporting and RIDDOR

Accidents and incidents will be recorded and reviewed as appropriate. Where an incident meets the legal reporting criteria under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), the responsible person for the Centre will ensure that the required report is made to the relevant enforcing authority.

Not every accident or first aid incident is reportable under RIDDOR.

11. Reasonable Adjustments and Inclusion

A medical condition or disability should not, by itself, prevent a student from accessing tuition. The Centre will consider reasonable adjustments and appropriate support in accordance with the Equality Act 2010 where applicable.

Support will be planned with regard to the student's needs, the nature of the tuition setting, professional advice where available, staff competence and the safety of the student and others.

12. Safeguarding

Medical and welfare information can sometimes indicate a safeguarding concern. Staff must remain alert to concerns including unexplained or repeated injuries, neglect of essential medical needs, fabricated or induced illness concerns, or information suggesting that a child may be at risk of harm.

Safeguarding concerns will be referred promptly to the Designated Safeguarding Lead (DSL) or Deputy DSL and managed under the Centre's safeguarding procedures. A safeguarding referral does not depend on parental consent where information must be shared to protect a child.

13. Responsibilities

Bury Tuition Centre will:

- maintain appropriate first aid arrangements and supplies;
- consider known medical needs when planning support;
- ensure staff do not undertake medical tasks beyond their competence;
- keep appropriate records and protect medical information;
- review significant incidents and arrangements where necessary.

Parents / guardians will:

- provide complete, accurate and up-to-date medical and emergency information;
- supply required medication in accordance with this policy;
- provide relevant care plans or professional instructions where available;
- collect a student promptly when asked because they are unwell or unable to remain safely at the Centre;
- tell the Centre promptly of changes to diagnosis, medication, allergy, emergency action or contact details.

14. Key Contacts

Health & Safety Lead

Nazia Younis

Email: info@northwesteducationhub.co.uk

Phone: 07485 184081

Designated Safeguarding Lead (DSL) / Designated First Aider

Shazia Tahir

Email: safeguarding@northwesteducationhub.co.uk

Phone: 07527 675842

Deputy Designated Safeguarding Lead (Deputy DSL)

Nazia Younis

Email: info@northwesteducationhub.co.uk

Phone: 07485 184081

15. Related Documents

- Safeguarding / Child Protection Policy
- Data Protection & Privacy Policy
- Equality, Anti-Bullying & Complaints Policy
- Behaviour & Code of Conduct Policy
- Terms & Conditions



- Student Enrolment Form and emergency medical consent
- Individual Healthcare Plan / medication administration records, where applicable

16. Monitoring and Review

This policy will be reviewed at least annually and sooner where required following a significant incident or near miss, a change to the Centre's activities or premises, a material change in student medical needs, or updated legislation/guidance.

The Centre will keep its first aid needs assessment and practical first aid arrangements under review.

17. Legal Entity

Bury Tuition Centre is a trading name of North West Education Hub Ltd.

Policy Information

Policy Owner	Nazia Younis (Director / Deputy DSL)
Policy Reviewed	August 2026
Next Review Due	August 2027
Version	2.0