

Safeguarding/ PREVENT Policy

Policy review

Developed by: Donna Potts
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Policy Statement

TradeTechs Northern Ltd is strongly committed to practices that protect children, young people and adults at risk from abuse, neglect, significant harm or radicalisation.

TradeTechs Northern recognise and accept their responsibility to develop the awareness of the risks and issues involved in Safeguarding. The company also recognises that it has a responsibility to protect staff from unfounded allegations of abuse. TradeTechs Northern is committed to working with existing local Safeguarding Boards, Health and Social Care partnerships, Police and the Channel Programme to ensure the safeguarding of its learners. TradeTechs Northern will work in accordance with the requirements of the Office of the Public Guardian (OPG) and the Mental Capacity Act 2005, supporting the 6 principles of Empowerment, Protection, Prevention, Proportionality, Partnership, and Accountability. The policy applies to all users/all learners and staff of TradeTechs Northern Ltd who have access to our IT systems, both on the premises and remotely. Any user of TradeTechs Northern's IT systems must adhere to this policy. The e-Safety Policy (Appendix 2) applies to all who use the internet and forms of electronic communication such as email, mobile phones and social media sites.

Definition

The term “children and young people” refers to “those under the age of 18”.

In relation to children and young people, TradeTechs adopts the definition used in the Children Act 2004, Apprenticeships, Skills, Children and Learning Act 2009 and the Department for Education (DfE) guidance document, Keeping Children Safe in Education 2021, Working Together to Safeguard Children 2018 which defines safeguarding and promoting children and young people’s welfare as:

- protecting children from maltreatment
- preventing impairment of children’s health or development
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care, and
- taking action to enable all children to have the best outcomes.

Definition of Safeguarding Adults

The term 'adult at risk' is used in this policy to replace 'vulnerable adult' in accordance with OPG's statement, that the term 'vulnerable adult' may imply that some of the fault for abuse may lie with the victim of abuse.

It is also recognised that some adults are at risk of abuse. Accordingly, our policy and procedures also apply to allegations of abuse and the protection of Vulnerable Groups/ Adults Act 2006, the Care Act 2014, Mental Capacity Act 2005, by protection of the Freedoms Act 2012. Guidance on who is an 'adults at risk' is taken from 'No Secrets' (Department of Health 2000), which defines 'adults at risk' as: 'those adults who are or may be in need of community care services by reason of mental illness or other disability, age or illness'.

The definition of 'Adults at risk' (but is not exclusive to) individuals with any of the following:

- Learning Difficulties
- Physical Impairments
- Sensory Impairments
- Mental illness Needs
- Age Related frailty
- Dementia
- Brain Injuries
- Drug or Alcohol Problems
- Domestic Violence

The Mental Capacity Act 2005 (MCA) is a legal framework which protects people who may lack capacity to make decisions for themselves. It also sets out how decisions should be made on their behalf, extra safeguards are needed if the restrictions and restraints used will deprive a person of their liberty. These are called the Deprivation of Liberty Safeguards (DoLS) The presumption is that adults have mental capacity to make informed choices about their safety, how they live their lives and a person's ability to give consent. The Deprivation of Liberty Safeguards (DoLS) are an amendment to the Mental Capacity Act 2005. TradeTechs Northern will adhere to and support all of our learners and employees in accordance with statutory legislation, including 'Clare's Law' or the

Domestic Violence Disclosure Scheme.

Definition of Safeguarding Adults

The Care Act 2014 makes it clear that abuse of adults links to circumstances rather than the characteristics of the people experiencing the harm. Labelling groups of people as inherently 'vulnerable' is seen to be disempowering.

An adult at risk of abuse can be anyone over the age of eighteen, including service users, staff or volunteers. Whilst personal characteristics may make an individual more vulnerable i.e. disability and communication difficulties, it is the situation around an individual which may increase risk or place them at potential risk of harm. It is therefore vital to be open to the possibility that any adult may be at risk and that this can be temporary or on-going depending on the support and protective factors around them.

As stated in the Care Act 2014 "Adult safeguarding" is working with adults with care and support needs to keep them safe from abuse or neglect. It is an important part of what many public services do, and a key responsibility of local authorities.' Safeguarding duties apply to an adult who;

- Has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- Is experiencing, or is at risk of, abuse or neglect; and;
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

Our policy and procedures also apply to allegations of abuse and the protection of Vulnerable Groups/Adults Act 2006, the Care Act 2014, Mental Capacity Act 2005, by protection of the Freedoms Act 2012.

Prevent Duty

In respect of safeguarding individuals from radicalisation, TradeTechs Northern works to the Prevent element of the Government's Counter Terrorism Strategy, and where deemed appropriate seeks external support for learners through referrals to the Channel Programme. This programme aims to work with the individual to address their specific vulnerabilities, prevent them becoming further radicalised and possibly entering the criminal justice system because of their actions. It is recognised that radicalisation can occur to an individual from any section of society and is not particular to any racial, ethnic or social group. It is further recognised that in many instances the process of radicalisation is essentially one of grooming by others.

Accountability and Responsibility Duty to Report

This Policy applies to all staff, employers and partnership organisations who have a legal responsibility to take seriously any safeguarding issues that come to their attention and follow the procedure as set out in Appendix 1 of this document

- Policy and procedures are issued to all members of staff
- Partners, Suppliers and Employers will be informed of this Policy and be responsible for reporting any concerns reported to them by contacting the Designated Safeguarding Lead.
- All learners are referred to this Policy at their induction

Key staff with designated safeguarding responsibilities includes:

- **Managing Director:** To ensure the promotion of ALL Safeguarding throughout the organisation and all partnerships.
- **Designated Safeguarding Lead (DSL):** To record, document and act appropriately to ALL safeguarding disclosures, including low level risks.
- **Deputy Designated Safeguarding Lead (DDSL):** To act in the absence of the DSL to record, document and act appropriately to ALL safeguarding disclosures, including low level risks.

TradeTechs Northern has a Designated Safeguarding Lead (DSL) and a Designated Deputy Safeguarding Lead (DDSL). Incidents or concerns are reported at local level to the DSL or to the DDSL in the absence of the DSL. The DSL is responsible for monitoring and managing incidents or concerns and liaising with the respective safeguarding agencies. The DSL will produce an annual report on safeguarding issues raised.

Training

The company has a duty to promote safeguarding issues and measures to staff and ensure they:

Analyse their own practice against established good practice, and assess risk to ensure their practice is likely to protect them from false allegations.

- Recognise their responsibilities and report any concerns about suspected poor practice or possible abuse (Code of Conduct)
- Follow the guidelines provided for all staff, learners, related partners and employers
- All staff will undertake annual training on safeguarding to raise awareness of current issues and legislation.
- The DSL will attend the recommended Designated Safeguarding Lead Training every 2 years

Employees, who are responsible for recruitment of staff, have also taken further safeguarding training 'safer recruitment' to ensure that all policies, procedures and pre- appointment checks are completed safely and accurately.

Disclosure Barring Service

The company recognises it has a responsibility to ensure safe recruitment and employment practices. TradeTechs Northern outsource the service of a registered company who complete DBS checks on new and existing staff who frequently or intensively work with children, young people and adults at risk in training, supervision advice and guidance.

Review

DSL and Quality Lead will review the Safeguarding Policy and associated relevant documents annually.

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This policy and procedure should be read in conjunction with the Code of Conduct for Staff, Safeguarding Flowchart and the Safeguarding leaflets issued to all learners at induction.

All staff should keep a copy of Appendix 1 – reporting guide

A very useful reference guide for all staff, partners and employers is Safer Practice, Safer Learning from the National Institute of Adult and Continuing Education (NIACE) <https://www.excellencegateway.org.uk/content/import-pdf4619>

PROCEDURE FOR REPORTING CASES OF SUSPECTED ABUSE INVOLVING CHILDREN/YOUNG PEOPLE OR ADULTS AT RISK.

1. THE DUTY TO REPORT

- 1.1 **WE ALL** have a legal duty to report cases of suspected abuse. If you, have concerns that a child/young person or adults at risk who have been mistreated or abused or at risk of being radicalised, you **MUST** report this, see (TTN002 Adult Safeguarding Incident Reporting Form) which must go directly to the Designated Safeguarding Lead as soon as possible.

TYPES OF ABUSE

Categories of abuse and neglect can take many forms. Individuals should not be constrained in their view of what constitutes abuse or neglect and should always consider the circumstances of the individual case. The Care Act 2014 highlights 10 categories of abuse.

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning or otherwise causing physical harm. Physical injury may occur as a result of injury inflicted by a family member, including a brother or sister, or by another person, or an injury sustained accidentally but as a result of neglect. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to a child whom they are looking after. This situation is commonly described using terms such as fabricated or induced illness by proxy, or Munchausen Syndrome by Proxy.

Bullying can also be a form of physical and emotional abuse. However, it is more often between peers and needs to be dealt with locally by personal Trainers and Tutors with the assistance of the DSL, with cases reported as per TradeTechs Northern's Anti-Harassment & Bullying Policy.

Psychological/Emotional Abuse is the persistent emotional ill-treatment of a person such as to cause severe and persistent adverse effects on him or her emotional development. This may include threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, or withdrawal from services or supportive networks. It may also involve conveying to that child or person that they are worthless or unloved, inadequate or valued only in so far as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on the child or person concerned. It may involve causing that child or person to feel frightened or in danger, or exploitation or corruption. Emotional and other forms of abuse may occur as a result of domestic violence. Some level of emotional abuse is involved in all types of ill-treatment or abuse, though it may occur alone.

Domestic abuse is classed as any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to Psychological, Physical, Sexual, Financial and emotional abuse, it also can include “honour” based violence, forced marriage and female genital mutilation (FGM). Domestic Violence is not confined to one gender or ethnic group.

Sexual abuse involves forcing or enticing a child or vulnerable adult to take part in sexual activities, whether they are aware of what is happening or not. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activity such as involving children or vulnerable adults in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging them to behave in sexually inappropriate ways. Sexual abuse may also take place through the inappropriate use of cameras and phone images.

Neglect and act of omission is the persistent failure to meet a child or vulnerable adult’s basic physical and/or psychological needs, likely to result in the serious impairment of his or her health or development. It may involve a parent or carer ignoring medical or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Financial or material abuse is defined as the misappropriation of money or assets; transactions to which the person could not consent or which were invalidated by intimidation or deception; or, the misuse of assets. Examples include misuse of benefits, denying access to money, not spending allowances on the individual, and unreasonable restriction on a person’s right to control over their lives to the best of their ability. This includes theft, fraud, internet scamming, and coercion in relation to an adult’s financial affairs or arrangements.

Discriminatory abuse is defined as any form of abuse based on a person’s age, race, gender - or any of the protected characteristics stated in the Equality Act 2010.

Organisational/Institutional abuse includes neglect and poor care practice within an institution or specific care setting, such as a hospital or care home, or in relation to care provided in one’s own home.

Institutional abuse is defined as incidents of poor professional practice or neglect, and inflexible services. This can be through neglect or poor professional practice because of the structure, policies, processes and practices within an organisation. Organisational abuse may take the form of physical, financial, emotional abuse, inappropriate use of power and neglect.

Modern Slavery encompasses slavery, human trafficking, forced labour, forced marriage and domestic servitude.

Self Neglect covers a range of behaviours related to neglecting to care for one's own personal hygiene, health or surroundings. An example of this behaviour is hoarding. The Care Act 2014 states A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour.

There are four additional types of harm that are not included in The Care Act, but they are also relevant to safeguarding adults. These are;

Cyber Bullying Cyber-Bullying is a type of bullying which can involve the victim being harassed, humiliated, embarrassed, or otherwise targeted via the internet, social media or by mobile phone. It includes various different types of bullying, including racist bullying, homophobic bullying, or bullying related to special education needs and disabilities.

Mate-Crime A "mate crime" is when "vulnerable people are befriended by members of the community who go on to exploit and take advantage of them" (The Safety Net Project, ARC). This can lead to, but not limited to, people losing their independence, financial, physical, and sexual abuse. Mate Crime can also lead to '**Cuckooing**' which is a practice where people take over a person's home and use the property to facilitate exploitation.

Forced Marriage. This is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will, or coercion or pressure may be a factor. This does not include arranged marriages where both parties consent to enter the marriage. The Anti-Social Behaviour, Crime and Policing Act 2014 made it a criminal offence to force someone to marry.

Radicalisation is the process through which a person comes to support or be involved in extremist ideologies. It can result in a person becoming drawn into terrorism and is in itself a form of harm. The process of radicalisation is different for every individual and can take place over an extended period or within a very short time frame.

POSSIBLE SIGNS OF RADICALISATION CAN INCLUDE:

- The individual's views become increasingly extreme regarding another section of society or government policy
- The individual becomes increasingly intolerant of more moderate views
- The individual expresses a desire/intent to take part in or support extremist activity
- They are observed downloading, viewing or sharing extremist propaganda from the web

- They become withdrawn and focused on one ideology
- The individual may change their appearance, their health may suffer (including mental illness) and they may become isolated from family, friends, peers or social groups.

2. WHAT TO DO IF YOU NOTICE ABUSE/SIGNS OF RADICALISATION

2.1 You may become aware of potential abuse in three ways:

2.11 you may observe signs in a learner that lead you to suspect that they have been physically, emotionally, or sexually abused, or suffer severe neglect, or are becoming radicalised; or in addition in the case of an adult at risk, they may be experiencing financial, discriminatory, or institutional abuse.

2.12 In addition to these a person may be being abused by virtue of their race, gender, age, disability, or sexual orientation which would indicate discriminatory abuse. Similarly, any of the examples listed may be an indication of institutional abuse if the individual is in receipt of organised care.

2.13 the learners themselves may disclose to you that they have been abused.

2.2 If a learner discloses to you that they (or indeed another child/young person or adult is at risk) have been, or are being abused/ radicalised **DO**

- **Do** listen very carefully to what they tell you.
- **Do** take what is said seriously and accept what you are told.
- **Do** stay calm and reassure the student that they have done the right thing in talking to you.
- **Do** write down as soon as you can exactly what you have been told.
- **Do** tell them that you must pass this information on but that only those that need to know will be told. Tell them to whom you will report the matter.
- **Do** preserve any evidence, taking pictures if possible and appropriate.

DO NOT

- **Do not** panic.
- **Do not** promise to keep things secret. You have a duty to refer a child/ young person or adult who is at risk.
- **Do not** lie or say that everything will be fine now that they have told.

- **Do not** criticise the abuser, especially if it is a parent/carer
- **Do not** ask lots of detailed or leading questions such as: 'What did he do next?' Instead, ask open questions such as: 'Anything else to tell me? 'Yes', or 'And...?'. Do not press for answers the learner is unwilling to give.
- **Do not** dispose of any evidence or allow the individual to wash themselves.

It is important that the person to whom disclosure is made **does not investigate** or question the person concerned except to clarify what they have heard. This is particularly important in cases of sexual abuse.

2.3 It is very important to record, as accurately as possible, what was said to you when you received the disclosure of abuse/radicalisation. Clearly all written records should be handled confidentially.

2.4 **You must inform the Designated Safeguarding Lead immediately** if you have concerns that a child/young person or adult at risk has been, or is, being abused / radicalised. They should be informed in person, or by telephone or (in extreme circumstances) by email.

2.5 In the highly unlikely event of not being able to contact the Designated Safeguarding Lead, or the Deputy Designated Safeguarding Lead and the matter is urgent, then contact the Local Authority or the police directly and report the matter to the Designated Safeguarding Lead at the earliest available opportunity.

2.6 **In all cases, if you are concerned, the rule is to pass this on quickly** and to seek help and further support, rather than to worry alone or to do nothing.

3. THE ROLE OF THE DESIGNATED TEAM

3.1 When a member of staff refers a case of suspected abuse to the Designated Safeguarding Lead, this person will decide whether or not the situation should be referred to the Local Authority or the police, or whether some other course of action is more appropriate. If they consider that abuse may have taken place, or that a child/young person is at risk / risk of abuse/radicalisation, they will formally notify the Local Authority or police about this. Most local authorities and safeguarding teams require an **Adult Alert Form** completed initially (located on the relevant website), containing all relevant, factual and accurate details. At this point they will take responsibility making further investigations.

3.2 At this point the Local Authority take over responsibility for the issue. If they decide that there are serious concerns, they will initiate a formal assessment and, where circumstances warrant it, involve the police.

- 3.3 A confidential record will be kept of all cases referred to the DSL, including details of cases referred to the Local Authority or the police. These records will be kept securely via a restricted file on TradeTechs Northern's SharePoint system, with any paper information held securely.
- 3.4 Disclosure of or being the subject of abuse is obviously a very difficult and distressing time for the learner, who will be made aware of the support available to them and helped to initiate contact with this support if so desired.

Involvement in cases of suspected abuse can be personally disturbing and distressing. Although the individuals involved in taking the disclosure may feel a need to talk about it with someone – a colleague, a friend, a partner – they should avoid this in order to respect the confidentiality of the learner concerned and only talk to a member of the Safeguarding Team.

Appendix 1 - Reporting guide handout

This procedure **must** be followed whenever any member of staff or related partner / employer hears an allegation from a child or adult at risk, that abuse has, or may have, occurred or where there is a significant concern that a child or adult at risk, may be abused/radicalised:

RECEIVE

What is said

- Accept what you are told – you do not need to decide whether or not it is true
- Listen without displaying shock or disbelief.

REASSURE

- The learner
- Acknowledge their courage in telling
- Do not promise confidentiality
- Remind them they are not to blame – avoid criticising the alleged perpetrator
- Do not promise that “everything will be alright now” (it might not be)

REACT

- Respond to the learner but do not interrogate
- Avoid leading questions but ask open ended ones
- Clarify anything you do not understand
- **Explain what you will do next, i.e. inform the DSL**

RECORD

- Make notes as soon as possible – during the interview if you can.
Include: time, date, place, the learner’s own words – do not assume – ask, e.g. “Please tell me what xxxxx means”.
- Describe observable behaviour and appearance
- Cross out mistakes – do not use Tippex
- Do not destroy your original notes – they may be needed later on and must be given to the Designated Safeguarding Lead or Deputy Designated Safeguarding Lead

Appendix 1 - Reporting guide handout continued.

SUPPORT

- Consider what support is needed for the learner– you may need to give them a lot of your time to ensure they feel reassured and supported.
- Ensure you are supported – such interviews can be extremely stressful and time consuming
- Once reported to them, the DSL will take responsibility for the matter and will take the necessary actions. However, if you have questions or need additional support then do ask.

Contact Information:

Designated Safeguarding Lead

Lisa Kiely

lisa@tradetechs.co.uk

Mobile: 07511 703292

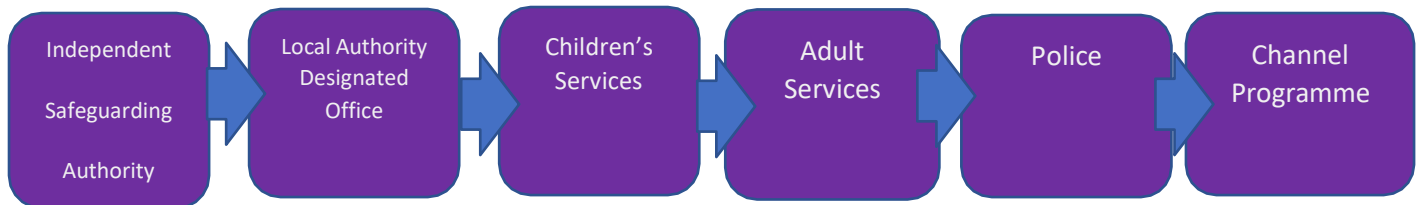
Deputy Designated Safeguarding Lead

Donna Potts

donna@tradetechs.co.uk

Mobile: 07511 703292

Safeguarding/PREVENT FLOWCHART



E-Safety policy

Roles and Responsibilities

There are clear lines of responsibility for e-safety within the company. The first point of contact should be Head of Quality and Curriculum. All staff are responsible for ensuring the safety of learners and should report any concerns immediately to their line manager. All Trainers and Tutors are required to offer guidance on e-safety to their learners and to read through and report incidents in line with the policy. When informed about an e-safety incident, staff members must take particular care not to guarantee any measure of confidentiality towards either the individual reporting it, or to those involved. All learners must know what to do if they have e-safety concerns and who to talk to. In most cases, this will be the Head of Quality and Curriculum. All parties should know what procedure is triggered and how this will be followed up. Where management considers it appropriate, the DSL may be asked to intervene with appropriate additional support from external agencies.

e-Safety Officer

The e-Safety Officer is responsible for keeping up to date with new technologies and their use, as well as attending relevant training. They will be expected to complete, review, and update the e-Safety Policy, deliver staff development and training, record incidents, report any developments and incidents to the SMT and liaise with the local authority and external agencies to promote e-safety.

Learner:

Learners are responsible for using IT systems and mobile devices in accordance with the company requirements. Learners must always act safely and responsibly when using the internet and/or mobile technologies. They are responsible for attending e-safety lessons as part of the curriculum and are expected to know and act in line with other relevant company policies e.g. mobile phone use, sharing images, cyber-bullying etc. They must follow reporting procedures where they are worried or concerned, or where they believe an e-safety incident has taken place involving them or another member of the company.

Staff:

All staff are responsible for using IT systems and mobile devices. Staff are responsible for attending staff training on e-safety and displaying a model example to learners at all times through embedded good practice.

All digital communications with learners must be professional at all times.

All staff should apply relevant company policies and understand the safeguarding incident reporting procedures. Any incident that is reported to or discovered by a staff member must be reported to the Designated Safeguarding Lead or the Deputy Designated Safeguarding Lead without delay.

Security

TradeTechs Northern will do all that it can to make sure the company network is safe and secure. Every effort will be made to keep security software up to date. Appropriate security measures will include the use of enhanced filtering and protection of firewalls, servers, routers, workstations etc. to prevent accidental or malicious access of company systems and information. Digital communications, including email and internet postings, over the company network, will be monitored in line with the IT Computer Usage Policy.

Behaviour

TradeTechs Northern will ensure that all users of technologies adhere to the standard of behaviour as set out in the IT Computer Usage Policy.

The company will not tolerate any abuse of IT systems. Whether offline or online, communications by staff and learners should be courteous and respectful at all times. Any reported incident of bullying or harassment or other unacceptable conduct will be treated seriously and in line with the company and staff disciplinary codes.

Where conduct is found to be unacceptable, the company will deal with the matter internally. Where conduct is considered illegal, the company will report the matter to the police.

Communications

TradeTechs Northern Training Ltd requires all users of IT to adhere to Use of Internet, Email & Social Media Policy, which states clearly when email, mobile phones, social media sites, video conferencing / meetings and web cameras may be used during the day. All sensitive and personal data shared via email both internally and externally will be password protected.

Use of Images and Video

The use of images, or photographs, is popular in teaching and learning and should be encouraged where there is no breach of copyright or other rights of another person (e.g., images rights or rights associated with personal data). This will include images downloaded from the internet and those belonging to staff or learners.

All learners and staff should receive information on the risks when taking, downloading and posting images online and making them available to others. There are particular risks where personal images of themselves, or others are posted onto social networking sites. This includes photographs of learners and staff as well as using third party images. Our aim is to reinforce good practice as well as offer further information for all users on how to keep their personal information safe.

Personal Information

Personal information is information about a particular living person. TradeTechs Northern collects and stores the personal information of learners and staff regularly e.g. names, dates of birth, email addresses, assessed materials and so on. The company will keep that information safe and secure and will not pass it onto anyone else without the express permission of the learner. No personal information can be posted to the company website/without the permission of the learner. Only names and work email addresses of (senior) staff will appear on the company website. No staff or learners' personal information will be available on the website without consent. All personal information is stored in line with the Data Protection and Confidentiality policy (GDPR).

Staff must keep learners' personal information safe and secure at all times. No personal information of individuals is permitted offsite unless the member of staff has the permission of their line manager. Every user of IT facilities is required to log off on completion of any activity, or where they are physically absent from a device for any period.

Where the personal data is no longer required, it must be securely deleted in line with the Data Protection and Confidentiality policy (GDPR).

Education and Training

With the current unlimited nature of internet access, it is impossible for the company to eliminate all risks for staff and learners. It is our view therefore, that the company should support staff and learners stay e-safe through regular training and education.

Within classes, learners will be encouraged to question the validity and reliability of materials researched, viewed or downloaded. They will also be encouraged to respect the copyright of other parties and to cite references properly.

Staff will take part in annual e-safety training. This will be led by the Deputy Designated Safeguarding Lead. Further resources of useful guidance and information will be available to staff. Each member of staff must record the date of the training attended on their CPD calendar.

Incidents and Response

Where an e-safety incident is reported to the company this matter will be dealt with very seriously. The company will act immediately to prevent, as far as reasonably possible, any harm or further harm occurring. If a learner wishes to report an incident, they can do so to their tutor or to the company Designated Safeguarding Lead. Where a member of staff wishes to report an incident, they must contact their line manager as soon as possible. Following any incident, the company will review what has happened and decide on the most appropriate and proportionate course of action. Sanctions may be put in place; external agencies may be involved or the matter may be resolved internally depending on the seriousness of the incident.