



35 St Lawrence Quay, Salford Quays, Salford. M50 3XT  
0161 915 1126 / [Manager@professionalskillsacademy.org](mailto:Manager@professionalskillsacademy.org)  
Website <http://professionalskills.academy/>

## Safeguarding Policy, Prevent Duty Policy and Volunteer Policy (Policy H)

updated 5th July 2024

(to be updated by 5th July 2025 by our Company Manager Policy Review and annually)

### **Company Manager's Statement on how we will protect all apprentices and how we must prevent any abuse towards them:-**

We are dedicated to and recognise our moral and statutory responsibility to safeguard and promote the welfare of all apprentices and learners. All those involved in training must adhere to the ethos of Safeguarding to reinforce the protection of individuals and the identification/reporting of concerns.

We recognise the importance of providing an ethos and environment that helps apprentices and learners to be safe and feel safe, secure and respected; encourage them to talk openly; and enable them to feel confident that they will be listened to.

We remain alert to signs of abuse and neglect. We follow procedures to ensure all apprentices, volunteers, children, young people and vulnerable adults receive support, protection and justice.

#### **We aim to ensure that:**

Appropriate action is taken in a timely manner to safeguard and promote apprentice and learner's welfare. As a City and Guilds accredited centre of excellence we endorse their protection, prevention, abuse reporting and complaints system which is explained to staff, volunteers, apprentices and learners.

All staff are trained to be aware of statutory responsibilities with respect to safeguarding.

All staff are properly trained in recognising and reporting safeguarding issues.

It is everyone's responsibility to safeguard and promote welfare of apprentices and learners.

All apprentices, learners, children (defined up to age of 18) and vulnerable adults regardless of age, gender, ability, culture, race, language, religion or sexual identity, have equal rights to protection.

**Raising Concerns** - All apprentices and learners have a right to be heard and to have their wishes and feelings taken into account and they are welcome to converse with any member of our staff at any time who will give them relevant support and suitable guidance to the apprentice or learner.

**In cases of urgency confidentially email us at [Manager@professionalskillsacademy.org](mailto:Manager@professionalskillsacademy.org)**

All our staff will understand safe professional practice and adhere to our code of conduct and safeguarding policies. They have a responsibility to recognise vulnerability in apprentices and learners and act on any concern in accordance with this guidance

## Promotion of these Policies

The policies are published on Professional Skills Academy website (policy H)

All staff, apprentices, learners, and employers will receive our safeguarding induction and all staff and volunteers, apprentices and learners receive ongoing safeguarding training including Prevent Duty Policy and Volunteer Policy training where the policies are updated and when our content is disseminated.

News staff will be training in the policies in their first week by the Company Manager who will include their relevant comments in annual policy review.

Our website (live) and virtual learning zone (developing in 2024/25), learner, volunteer and staff employer handbooks will contain a summary of safeguarding and vulnerable adult policy.

Safeguarding and the protection of staff and learners will be an agenda item at each monthly team meeting.

### **Investigation and Record-keeping:-**

Staff, volunteers and others must follow procedures set out below in the event of a safeguarding issue taking any references to our Company Manager The Designated Safeguarding Lead (DSL)

If a child or vulnerable adult is suffering or likely to suffer harm, or in immediate danger make a referral to children's social care or adult care and/or the police immediately if you believe a child or vulnerable adult is suffering or likely to suffer from harm, or in immediate danger.

Anyone can make a referral. Tell our DSL as soon as possible if you make a referral directly.

Contact the relevant partner or their recorded next of kin immediately to report a concern that a child or vulnerable adult is in immediate danger.

**Urgent contacts:- Our Designated Safeguarding Lead (DSL) 07801 898 695**

Call Police 101 (or 999 if there is an immediate risk of harm)

NSPCC 0808 800 5000 or Child line on 0800 1111.

If a person makes a disclosure to a member of staff to disclose a safeguarding issue, you should:

Listen to and believe them. Allow them time to talk freely and do not ask leading questions.

Stay calm and do not show that you are shocked or upset. Tell the person they have done the right thing in telling you. Do not tell them they should have told you sooner.

Explain what will happen next and that you will have to pass this information on. Do not promise to keep it a secret. Write up your conversation as soon as possible in the discloser's own words. Stick to the facts, and do not put your own judgement on it.

Sign and date the write-up and pass all records, including originals on to our DSL. Alternatively, if appropriate, make a referral to children or adult social care and/or the police directly and tell the DSL as soon as possible that you have done so.

If you have concerns an apprentice, learner, young person or vulnerable adult is suffering or likely to suffer from harm, or is in immediate danger where possible, speak to our DSL first to agree a course of action.

If in exceptional circumstances our DSL is not available, this should not delay appropriate action being taken. Seek advice from the local authority social care, adult care or from the police.

Our DSL will keep the case under constant review and will obtain a decision within 1 working day of a referral about what course of action to take and will let person who made the referral know the outcome and ensure outcomes are properly recorded.

We will hold records in line with our records retention schedule as outlined below:-

All safeguarding concerns, discussions and decisions made and the reasons for those decisions must be recorded in writing.

Non-confidential records will be easily accessible and available.

Confidential information and records will be held securely and only available to those who have a right or professional need to see them.

Safeguarding records relating to individual apprentices or learners will be retained for a reasonable period of time after they have left the training in line with Data Protection Rules.

**In addition our staff must understand the following:-**

All records will be stored electronically and stored on a secure drive and password protected.

Any original paper-based notes must be scanned and emailed to the Company Manager to be held in the secure drive and then destroyed.

Records will be retained in accordance with the Data Protection Policy and not kept for longer than necessary.

All records must remain confidential and only be shared on a need-to-know basis and with safeguarding partners if necessary to protect the apprentice, learner, person or vulnerable adult.

Information will only be shared with safeguarding partners to official telephone numbers and email addresses held by the Company Manager or checked with the relevant safeguarding partner, where such a case involved City and Guilds or confidential stakeholder and wherever possible utilising official website and complete the report form embedded in the official sites.

## **Safeguarding (Adult Protection) Policy**

### 1. Introduction.

1.1 The organisation seeks to be approachable for all, and to treat everyone, including vulnerable people, with approachability, quality enterprise and respect.

1.2 Any adult (being anyone 18 years or older) may be vulnerable to abuse or neglect by others. For this Policy, a “vulnerable adult” means an adult who is or may be in need of community care services by reason of mental or other disability, age or illness, and who is or may be unable to take care of himself or herself, or unable to protect himself or herself against significant harm or exploitation. (note:- community care services include all care services provided in any setting or context).

1.3 The purpose of this Policy is to make sure that the actions of anyone in the context of the work carried out by the organisation are transparent and safeguard and promote the welfare of all vulnerable adults.

1.4 There is the responsibility for all Directors, staff and volunteers to respond to any suspected or actual abuse or neglect of a vulnerable adult in accordance with these procedures.

1.5 If any vulnerable adult has any concerns about the conduct of any Director, employee or volunteer, this should be raised in first instance with the designated adult protection contact (who is the Director of Operations) or in their absence the Chief Executive.

### 2. Principles upon which the Adult Protection Policy is based.

- All vulnerable adults have the right to be protected from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in care of others.
- The welfare of the vulnerable person will always be paramount.
- The empowerment and well-being of vulnerable adults and their carers will be actively promoted and everyone in the organisation will work in such accordance.

Professional Skills Academy is an ADULT SKILLS training centre providing services and activities to persons aged 18 years of age or above. It is not envisaged that the awarding body qualification schemes approved for the Centre to deliver would become available to persons below the age of 18. However, to ensure clarity this Child Protection Policy is approved by the organisation. Where service or activity was to become available to younger ages this policy would be updated accordingly before engaging such person.

## 1 Overview and scope

### Child Protection Policy

Professional Skills Academy does not have any intention to provide services or/and activities for persons that are under the age of 18. Where events at which the organisations takes part involve persons below this age (such as public events) then the organisation will adopt the relevant Child Protection Policy of the event's official organising body.

## 2 Areas of responsibility

Professional Skills Academy takes Child Protection very seriously and implements any awarding body guidance in place without change and without omissions as the ruling authority for any Child Protection Policy. It is a requirement of Professional Skills Academy that where anyone is in the child age range they will be required to be accompanied by their guardian or validated adult attendee to access any services provided by Professional Skills Academy, with such adult attendee accepting their legal obligation to ensure the child has their adequate supervision at all times.

## 3 Child Policy definitions

Child Policy specifically refers to any service or/and activities for persons that are aged under 18 years.

### **Definitions:-**

Safeguarding and promoting welfare of apprentices and learners means:

Protecting apprentices and learners from maltreatment

Preventing impairment of apprentice's and learner's mental and physical health or development

Ensuring apprentices and learners are training in physical circumstances consistent with the provision of safe and effective environments and care.

Taking action to enable all apprentices and learners have best outcomes

Child protection refers to activities undertaken to prevent children suffering, or being likely to suffer harm.

Abuse is a form of maltreatment of and may involve inflicting harm or failing to act to prevent harm. Different types of abuse include:-

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child, young person or vulnerable adult.

Emotional abuse is the persistent emotional maltreatment of an individual such as to cause severe and adverse effects on the emotional development. Some level of emotional abuse is involved in all types of maltreatment of a children, young people or vulnerable adults, although it may occur alone.

Neglect is a form of abuse and is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Appendix 1 defines neglect in more detail.

Sexting (also known as youth produced sexual imagery) is people share nude or semi-nude images, videos or live streams.

Sexual abuse involves the forcing or enticing any child, young person or vulnerable adult to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child, young person or vulnerable adult is aware of what is happening.

Children includes everyone under the age of 18.

Young Person- there is no legal definition of young person, for Professional Skills Academy's purposes we deem this to be an individual up to their 25th birthday.

Vulnerable Adult includes a person who is aged 18 or over that is or may need community care services because of a disability (mental or other), age or illness and is someone who could be unable to look after themselves or protect themselves from harm or exploitation.

The following 3 safeguarding partners are identified in Keeping Children Safe in Education (and defined in the Children Act 2004, as amended by chapter 2 of the Children and Social Work Act 2017). They will make arrangements to work together to safeguard and promote the welfare of local children, including identifying and responding to their needs:

*Other definitions we use are those on the City and Guilds Centre Handbook which is accessible from the link on our website. Following our Manager's CPD by the Amateur Swimming Association (ASA) including taking their "Time to Listen" and "Protection of Young People and Vulnerable Adults course run by ASA we adopt their guidance on such matters which can be read at the ASA Swim21 website by any person that has cause to require access to such information.*

### **PREVENT DUTY Policy:-**

Under the Prevent Duty, "specified authorities" are required to have a "due regard to the need to prevent individuals from being drawn into terrorism.

[The Prevent duty](#) requires all education providers 'to have due regard to the need to prevent people from being drawn into terrorism'. This includes safeguarding children, young people and adult learners from extremist ideologies and radicalisation.

Most importantly, providers should consider the needs of children, young people and adult learners at each stage of the safeguarding process. Providers should consider radicalisation concerns in line with their existing safeguarding processes, skills and experience. (See our Safeguard Policy).

**Staff responsibilities in relation to the Prevent duty.** All staff should look out for concerning changes in behaviour and report them to their designated safeguarding lead (DSL). Staff must ensure apprentices and employees are most resilient to extreme narratives and keep aware and alert in identifying changes in behaviour of apprentices and employees. Any concern must be raised timely and reported as an urgent matter to our Company Director on 07801 898 695 who will deal with the issues raised accordingly.

**Behaviours that might cause concern.** Any concerning changes in behaviour may indicate a safeguarding concern. These changes can be emotional, verbal or physical. A child, young person or adult learner may be vulnerable in certain ways that could make them more susceptible to a range of harms. These could include sexual exploitation, extremism and radicalisation, or serious violence. For more information, read [understanding and identifying radicalisation risk in your educational setting](#).

**How to raise concerns.** If staff have any concerns about a child, young person or adult learner's welfare, speak to the DSL immediately. All staff should refer to our safeguarding procedures.

Staff should know about:

- [Prevent awareness elearning](#) from the Home Office
- the government's [Educate Against Hate](#) website
- any internal guidance or resources, such as our policies and procedures.

Staff should know about the Prevent for further education and training:

- [guidance from DfE and the Education and Training Foundation](#)
- [online course from the Education and Training Foundation](#)

**How to report extremism.** If you need to report extremism concerns about an adult working in a school, college or organisation that works with children, young people or adult learners, you should:

- contact your local authority designated officer (LADO) through your local safeguarding partnership or local authority
- submit the details at [report extremism in education](#)

### **Staff Awareness information:-**

Online courses on Prevent awareness include:

- [Prevent awareness elearning](#) - an introduction to the Prevent duty (Home Office)
- [Prevent referrals elearning](#) - make a referral that is robust, informed and with good intention (Home Office)
- [Channel awareness elearning](#) - understand the objectives of the Channel programme, the working process, roles and responsibilities (Home Office)
- [Prevent for further education and training](#) - aimed at different audiences including staff, governors and board members (Education and Training Foundation)

**Our designated safeguarding lead (DSL) is our Company Secretary.**

- [Educate Against Hate](#)
- [ETF Learners](#) from the Education and Learning Foundation
- [Lets Talk About It](#)
- [ACT - Action Counters Terrorism](#)



## Volunteer Policy:-

All types of community organisations have opportunities for co-operation and mutual benefits readily available. Each party has something it can contribute and has much to gain. It is about realising potential, the potential of others and valuing people's contributions. Key to this process is building personal fulfilment, self esteem, realising existing personal ability, confidence and pride, both at individual level and organisational level. For example, gaining confidence to influence, contribute and shape improved health and wellbeing of others.

Many people are active in their own communities through sports clubs, charities, etc, and will have developed many valuable transferable skills, probably project management or people management skills their employers may know nothing about! Others can be frustrated through lack of opportunity and volunteering can provide the outlet you have been looking for. Volunteering provides opportunities to help in community engagement and enables the individual to excel because it brings out a personal commitment. In addition, the process helps generate broad networking opportunities and awareness about the good work already going on around. It can provide valuable publicity opportunities to help showcase your individual social responsibility.

Lessons can be learned from working together in groups and will undoubtedly bring many benefits back to the community or workplace. Activities can help evidence individual PDPs:-:

City & Guilds accreditation is available to help record evidence via Professional Skills Academy

Professional Skills Academy follows co-operative values and principles.

Professional Skills Academy is a not for profit social enterprise and volunteers are important to programme delivery. The contribution of volunteers to the work of Professional Skills Academy is especially valued and respected by its mentors, assessors and verifiers.

Volunteers increase the capacity to fulfil our community programmes and help delivery objectives. This keeps the organisation in touch with a social purpose through providing a wide range of relevant skills and perspectives, helping to improve the service reach of the organisation.

## **TYPES OF VOLUNTEER**

Professional Skills Academy recognises different types of volunteers.

### **Occasional Volunteers**

These are people who volunteer at events such as community celebrations, special events or help with projects, for example by helping at health and wellbeing events. These volunteer occasionally, perhaps a few times a year.

## **Regular Volunteers**

These are people who take on a particular task, on a regular basis. Regular volunteers include those undertaking administrative work, providing a service, supporting project delivery or could be part of an event co-ordinator team.

## **PRINCIPLES**

The volunteer policy is guided by the following principles:

- The organisation and its volunteers will follow this policy.
- Regular volunteers will be asked to sign a volunteer agreement.
- The organisation recognises that volunteers donate their time.
- Volunteer contributions should be mutually agreed.
- The volunteer's role will be clearly explained and mutually agreed.
- The organisation will provide induction, information, training and support to its volunteers appropriate to their volunteer role. In skills formal courses this may incur an appropriate charge.
- The organisation will ensure volunteers work is satisfying and appropriate to their interest.
- Volunteers have the right to express their views within the organisation and about its structure.
- Volunteers and staff will work together within the organisation's rules, policies and procedures.
- Volunteers and staff will treat each other with respect and courtesy.
- The organisation is committed to equal opportunities in recruitment, selection and of volunteers.

## **Recruitment**

Professional Skills Academy will make on-going efforts to recruit volunteers who match appropriate needs. This selection process will be based on the skills and interest of the volunteer and the current needs of the organisation and will be carried out either directly or, in most cases, with volunteer leaders or other experienced project partners.

## **Volunteer agreement and work outline**

Regular volunteers will be asked to sign a volunteer agreement outlining the commitment and expectations. Professional Skills Academy may have specific roles and tasks that the volunteer is able to take. The agreement is by no means a contract; it is simply a guideline to help the volunteer feel supported and clearer about their responsibilities.

## **Induction, information and training**

Volunteers will receive an appropriate induction, which will include information on the aims, background and organisational framework of the organisation. Additional information will be provided to help the volunteer in their work. Professional Skills Academy will strive to make the information sessions accessible and relevant to local needs. Opportunities to develop knowledge and skills will also be provided as appropriate.

## **Health and Safety**

Professional Skills Academy will, as far as is practical, care for the health, safety and welfare of its volunteers. Volunteers will be provided with copies of relevant health and safety procedures and receive appropriate support and training in line with the role they are going to be taking.

## **Expenses**

Volunteers will be reimbursed travel and other approved expenses when allowed by Professional Skills Academy Expenses Policy. To claim any expense the supporting receipts must be provided.

### **Insurance**

Volunteers will be covered by the organisation's insurance policy while engaged in approved work for Professional Skills Academy. On placements stakeholder insurance of that organisation will apply. Where a volunteer takes on individual responsibility work they will need their own insurance. Some activities may require bespoke insurance and will be required to safeguard the individual.

### **Support and Supervision**

Volunteers will be supported and supervised by a named contact person who may be a member of staff or another volunteer. This person will provide the volunteer with feedback on their work, the opportunity to discuss future work and a chance to discuss any issues that may arise.

### **Equal opportunities**

All volunteers are required to make a commitment to equal opportunities. Professional Skills Academy has an equal opportunities policy, in line with awarding body rules, informing its practice.

### **Confidentiality**

Volunteers will be required to meet data and confidentiality agreement and follow its principles. Volunteers will have access to personal information about some individuals. Some volunteers will also hold information about, for example, financial and personnel matters. The organisation needs to be able to trust its volunteers with such information, which is confidential. However, volunteers suspecting mistreatment or abuse of a volunteer, staff member, associate or vulnerable adult should discuss the matter with their supervisor who will make a decision on what needs to be done.

### **Training and Development Appeals**

In line with Awarding Body rules, where any volunteer or candidate has cause to dispute a decision about a course or qualification result they are entitled to appeal. This will be taken in strict order of line of management. In the first instance to be discussed with their course supervisor who will explain the next stage(s) of appeal using open and transparent communications.

### **Resolving concerns**

Professional Skills Academy aims to identify and resolve problems at the earliest possible stage. A Grievance Procedure has been drawn up for dealing with complaints by volunteers. When action by a volunteer warrants concern the Disciplinary Procedure would be used for an appropriate action.

### **Having a voice**

Volunteers will be given opportunities to express their views about issues concerning the organisation and its work. Volunteers can also give us feedback through your appointed supervisor. Named "V" contact Michael J Felse. Telephone 07801 898 695. Email Michaelf@btinternet.com

Approved and Authorised by



Michael J Felse

Date 5th July 2024

**Designated Safeguarding Lead (DSL)**

Director of Professional Skills Academy - Company number **09316752**