



ILM Safeguarding Policy

V1 November 2017

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Document Change History

This is a brand new policy created in November 2017.

Scope

This policy sets out ILM and City and Guilds Group responsibilities for staff and representatives with regards to safeguarding children and vulnerable adults. It is for both internal and external use.

It relates to all situations, both UK and International, where ILM comes into contact with children and vulnerable adults.

This policy is informed by the Joint Council for Qualifications (JCQ) 'Principles for safeguarding children and vulnerable adults' document ([JCQ Principles](#))

While primarily intended to safeguard children and vulnerable adults, this safeguarding policy also serves to protect staff and representatives from unsubstantiated allegations of improper conduct.

Commitment

ILM is committed to safeguarding the interests of children and vulnerable adults. ILM and City and Guilds Group believes that anyone who participates in any learning activities is entitled to do so in an environment that is both safe and enjoyable.

ILM will aim to safeguard children and vulnerable adults by:

- Valuing them, listening to and respecting them
- Maintaining policy, procedures and a code of conduct (where applicable) for staff and representatives' which adheres to the requirements of the JCQ
- Recruiting representatives safely by ensuring all necessary checks are made in line with current government guidance and legislation
- Updating staff and ILM representatives on the relevant policy and procedures and providing access to relevant information
- Ensuring that all assessments, communications, documentation, records, materials, personnel deployment, processes and procedures in no way undermine the interests of children and vulnerable adults but actively seek to protect them
- Respecting confidentiality whilst sharing information about concerns with agencies who need to know and appropriately involving parents, carers, children and vulnerable adults
- Providing effective support and management for staff and representatives.

Definitions

For the purposes of this Policy, the term “Children” refers to a child who has not yet reached their eighteenth birthday in England, Wales and N. Ireland and their sixteenth birthday in Scotland.

For the purposes of this Policy, the term “Vulnerable Adult” refers to someone over the age of 18, or 16 in Scotland, to whom ‘regulated activity’ is provided.

For the purpose of this policy, the term ‘representatives’ refers to anyone who is contracted to act on behalf of members of the City and Guilds Group and who come into contact with learners’ work for assessment purposes.

Regulated Activity

This definition is taken from the Joint Council for Qualifications (JCQ) ‘Principles for safeguarding children and vulnerable adults (autumn 2014) document.

‘Regulated activity’ is a broad term which applies to:

- Specified unsupervised activities relating to children and vulnerable adults (e.g. teaching, training, instruction, care or supervision) which are carried out on a frequent (as a general rule at least once a week), or intensive (more than three days in any 30 day period) basis, or overnight (between 2am and 6am where the activity gives the person the opportunity to have face-to-face contact with children or vulnerable adults); or
- Certain work in a specified place which provides the opportunity for frequent contact with children or vulnerable adults (e.g. a school); or
- Certain specified positions (e.g. a school governor) and functions (e.g. early years child minding).

Note: Appendix 1 lists the five main categories used to define the abuse of children and vulnerable adults.

The Prevent Duty

The Prevent strategy, published by the Government in 2011, is part of our overall counter-terrorism strategy, Contest. The aim of the Prevent strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism. In the Act this has simply been expressed as the need to “prevent people from being drawn into terrorism”.

Key Legislation and Regulation

The Act

- Children Act (1989)
- The Children's Act (Scotland) (1995); The Children's Order (Northern Ireland) 1995;
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Criminal Justice and Court Services Act 2000; Section 26 and Schedule 4 – Offenders and individuals banned from working with children and/or vulnerable adults
- Counter Terrorism and Security Act 2015 (Prevent duty).

Contracting with ILM

Under the Criminal Justice and Court Services Act 2000, it is an offence punishable by imprisonment to apply for work with children and/or vulnerable adults if an individual has been:

- Convicted of a Schedule Four Offence² and/or;
- Put on the Protection of Children Act List (POCA³) and/or;
- Put on the Protection of Vulnerable Adults List (POVA⁴) and/or;
- Considered unsuitable or banned from working with children under section 142 of the Education Act 2002⁵.

If such information is received as a result of criminal records check from the Disclosure & Barring Service (England & Wales) or Disclosure Scotland or Access NI, the individual may be **immediately** reported to the police. ILM via City and Guilds Group will take the necessary appropriate action.

It is also an offence for anyone knowingly to employ such as person in such a capacity, either on a voluntary or a paid basis.

Regulation

ILM and City and Guilds each operates within the regulatory requirements of the Office of Qualifications and Examinations Regulator (Ofqual), Scottish Qualifications Authority (SQA), the Council for the Curriculum, Examinations & Assessment (CCEA – Northern Ireland) and Qualifications Wales.

² Schedule Four offences include murder, manslaughter, rape and offences against children

³ POCA: Protection of Children Act List. This is a list of people banned from working with children, formerly managed by the Department for Education and Skills (DfES) on behalf of the Department of Health (DH), and now managed by the Disclosure & Barring Service (DBS)

⁴ POVA: Protection of Vulnerable Adults List. This is a list of people banned from working with vulnerable adults, formerly managed by the Department for Education and Skills (DfES) on behalf of the Department of Health (DH), and now managed by the Disclosure & Barring Service (DBS)

⁵ This list was formerly maintained by the Department for Education and Skills (DfES) and was known as 'List 99'. This list is now maintained by the Disclosure & Barring Service (DBS)

The prevent duty

Since July 2015 all schools¹, Registered early years childcare providers² and registered later years childcare providers³ are subject to a duty under section 26 for the Counter – Terrorism and Security Act 2015, in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism. This duty is known as the Prevent Duty. Bodies to which the duty applies **must have regard to the statutory guidance**. Paragraphs 57 – 75 of the guidance are concerned specifically with schools and childcare providers.

The advice complements the statutory guidance and refers to other relevant guidance and advice. It is intended to help schools think about what they can do to protect children from the risk of radicalisation⁴ and suggests how they can access support to do this. It reflects actions that many schools and childcare providers will already be taking to protect children from this risk.

The Prevent Duty applies to England, Wales and Scotland. It does not apply to Northern Ireland.

¹ Including early years and later years childcare provision in schools that is exempt from registration under the Childcare Act 2006.

² Those registered under Chapter 2 or 2A of Part 3 of the Childcare Act 2006, including childminders.

³ Those registered under Chapter 3 or 3A of Part 3 of the Childcare Act 2006, including childminders.

⁴ “Radicalisation” refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism. During that process it is possible to intervene to prevent vulnerable people being drawn into terrorist-related activity.

Operational Framework

Structure

ILM carries out its responsibilities in relation to Safeguarding through the following operational structure:

- The Safeguarding Reference Group
- The Safeguarding Panel
- Designated Safeguarding Leads

Further information about the above can be found in the following sub-sections.

Safeguarding Reference Group

Responsibilities

The Safeguarding Reference Group oversees the content and currency of the Policy and its implementation. It has the responsibility for the:

- Safeguarding Panel (constituted of members from the Safeguarding Reference Group) which reviews safeguarding incidents; and
- Safeguarding Leads (designated by the Safeguarding Reference Group) who undertake direct activities related to safeguarding.

The Safeguarding Reference Group is accountable to the City and Guilds Group Management Board and to the ILM Executive.

Terms of Reference

- Determine the scope of the Policy and procedures for implementation, maintenance, monitoring and revision, in line with the JCQ Principles of Safeguarding Children and Vulnerable Adults standards and UK legislation
- Act as a reference point for consistent management of safeguarding concerns reported to the ILM from internal or external sources.
- Advise the ILM Executive on particular activities to maintain the Policy objective on the Safeguarding Reference Group
- Proactively seek to develop the ILM expertise and identification of good practice regarding Safeguarding in relation to the development and implementation of assessment and qualifications
- Consider issue of interest, sharing views and good practice and, where relevant, propose solutions and/or alternative approaches to managing and implementing Safeguarding policy
- Ensure that ILM is appropriately represented at any relevant external groups, meetings or consultations in this area
- Identify any strategic and policy matters to the person responsible for regulation at ILM and the City and Guilds Group Management Board as appropriate
- Appoint safeguarding panel members and leads
- Management internal/external communications.

Membership

Members will be from ILM and City and Guilds Group Business Units. Members will be, but not solely, from the following teams: HRD, Legal, Quality Teams, Consultant Management, Portfolio Management & Development, Qualification Assessment and Development, Regulation and Audit and Customer Services.

Frequency of meeting

The Safeguarding Reference Group shall meet on a quarterly basis to review Policy and monitor implementation progress.

Safeguarding panel

The Safeguarding Panel's responsibilities are to review any safeguarding concerns that are reported by members of ILM, City and Guilds Group, representatives or external sources (e.g. learners, parents or centre staff).

The Safeguarding Panel will make a judgement about what action, if necessary, should be taken in relation to any reported concern.

The Safeguarding Panel will have three representatives comprised of one Safeguarding lead and at least one member of the Safeguarding Reference Group. The third member will be nominated by the Safeguarding Panel and does not necessarily need to be a member of the Safeguarding Reference Group. The Safeguarding Panel is accountable to the Safeguarding Reference Group.

Safeguarding leads

The responsibility of the City and Guilds Group Safeguarding Leads are to:

- Act as a source of advice on safeguarding matters
- Receive copies of the Safeguarding Report Forms
- Receive and review copies of Disclosure Declaration Forms (see Appendix 2) requiring decision
- Respond to communications made to the Safeguarding email address
- Be a member of the Safeguarding Panel
- Co-ordinate action within the City and Guilds Group and liaise with the appropriate authorities or agencies about suspected or actual cases of child or vulnerable adult abuse
- Provide guidance and support to those dealing with any issues about safeguarding children or vulnerable adults involving the inappropriate behaviour or actions of a member of City & Guilds Group or representatives
- Advise on safeguarding training within the City and Guilds Group.

Safeguarding Leads will be employees of the City and Guilds Group. Where possible, they will be identified and nominated on the basis of their experience which may include registration and/or experience as a social worker, probation officer, nurse, teacher or police officer. There will always be two Safeguarding Leads in position to ensure year round cover. The names of the current Safeguarding Leads will always be available through the Safeguarding Reference Group.

The Safeguarding Leads are designated by and accountable to the Safeguarding Reference Group.

Disclosure Procedures for Recruitment of Representatives

Disclosure for representatives involved in unregulated activity

As part of the recruitment process, the City & Guilds Group requires completion of a signed Disclosure Declaration Form (see Appendix 2) providing all details of

- any changes to the status of their registration with any relevant regulatory body¹
- any unspent convictions for the purposes of the Rehabilitation of Offenders Act
- whether any child has been removed temporarily or permanently from their care as a result of child protection proceedings

The City & Guilds Group also complies fully with its obligations under the Data Protection Act 1998. The City & Guilds Group will ensure that information contained in the Disclosure Declaration Form is available only to those who need to have access in the course of their duties.

City & Guilds Group reserves the right to reject any applicant who refuses to complete the Disclosure Declaration Form.

Disclosure for representatives involved in regulated activity

The City & Guilds Group will require that the applicant undertakes a criminal records check.

The information received will be treated with the utmost confidentiality and will only be used by the Safeguarding Panel to reach a conclusion as to whether a contract of services should be offered to the applicant. The information received around disclosures will, unless there are exceptional circumstances, be securely destroyed within a period of 6 months.

The City & Guilds Group complies fully with the relevant criminal records checking guidelines issued within the UK by:

- the Disclosure & Barring Service (England & Wales) <https://www.gov.uk/disclosure-barring-service-check/contact-disclosure-and-barring-service>
- Disclosures Scotland <http://www.disclosurescotland.co.uk>
- Access NI <http://www.dojni.gov.uk/accessni>

City & Guilds Group shall reject any applicant who refuses to complete a criminal records check.

Code of Conduct

The City & Guilds Group requires that representatives will behave appropriately at all times.

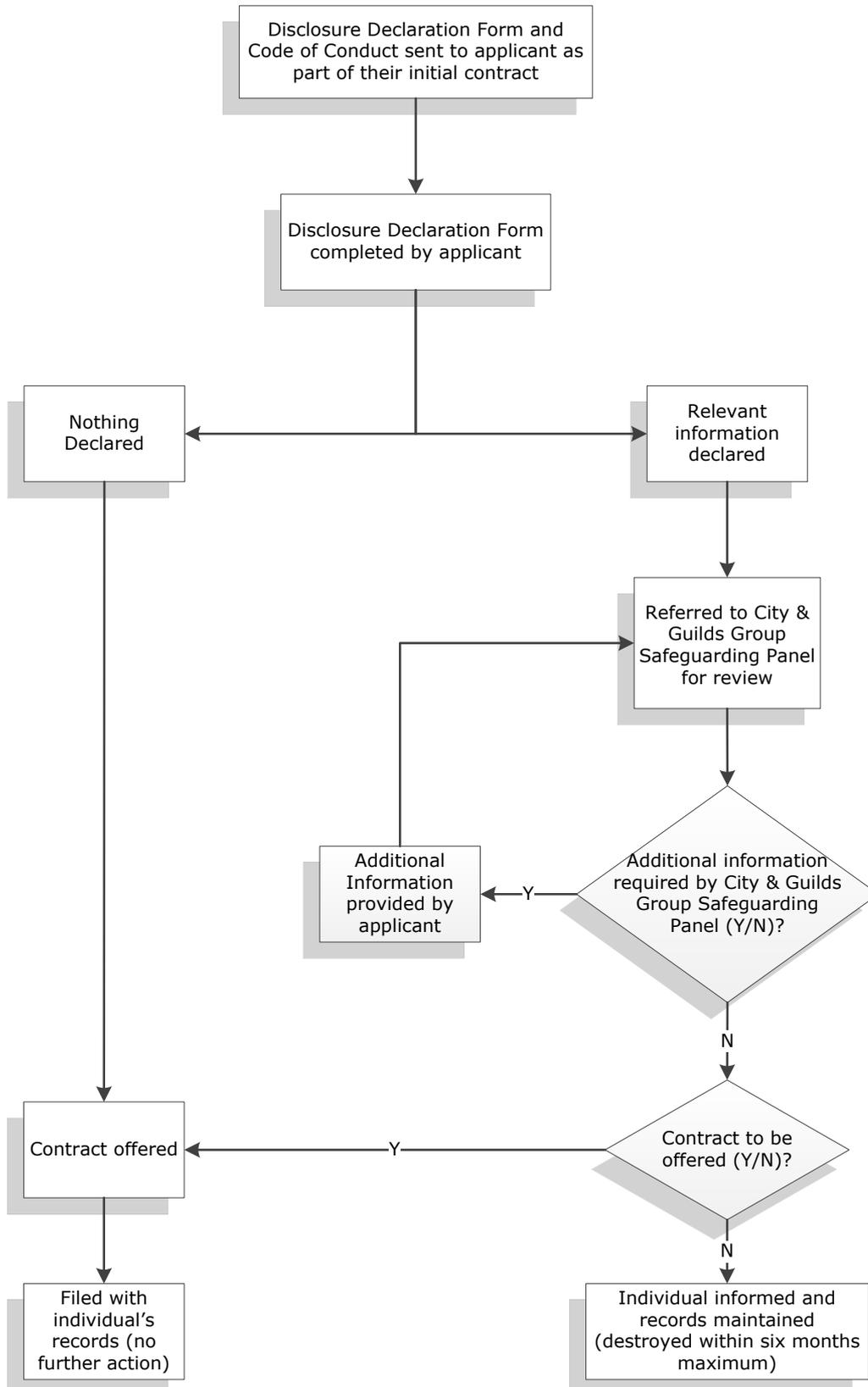
In order to provide guidance as to what constitutes appropriate behaviour in terms of safeguarding children and vulnerable adults, the City & Guilds Group has produced a Code of Conduct.

Representatives are required to read and forward a signed copy of the Code of Conduct (see Appendix 3) to the appropriate department within the City & Guilds Group.

Recruitment of ex-offenders

Having a criminal record will not necessarily bar an applicant from working with the City & Guilds Group. The City & Guilds Group undertakes not to unlawfully discriminate against any individual on the basis of information revealed in the Disclosure documentation. Any action taken on the basis of such information will depend on the nature of the role and the circumstances and background of the offence.

Safeguarding: Disclosure process flow sheet (Representatives)



Reporting Policy and Procedures

Roles and Responsibilities

It is vital that any member of the City & Guilds Group and representatives who suspects that a child or vulnerable adult is at risk of harm or abuse, take personal responsibility to report their concerns. Not reporting concerns may put children and vulnerable adults at further risk of harm. It is **not** the City & Guilds Group's responsibility to investigate a child or adult safeguarding concern but to review the information provided and, where necessary, escalate to the relevant authorities.

Responding to a safeguarding concern

Concerns about safeguarding children and vulnerable adults may arise in different situations. Staff and representatives may:

- Witness or observe something first hand
- Receive information by phone/email/letter/in person
- Receive learners work that raises potential safeguarding concerns.

The following guidance must be followed if staff or representatives receive an allegation of child or vulnerable adult abuse or if a disclosure or allegation of abuse is being made to them by a child or vulnerable adult. Staff should:

- Listen to what is being said with an open mind
- Not ask probing or leading questions designed to get them to reveal more
- Never stop a person who is freely recalling significant events
- Check their understanding of the situation, without being investigative
- Explain that they cannot keep such information confidential, and that they have a responsibility to report what has been said to City & Guilds Group. It is important to record if the person has consented to having the information shared
- Make a note of the discussion, taking care to record the timing, setting and people present as well as what was said
- Ensure that any medical attention needed is addressed as a priority

Reporting Information

Staff and representatives must inform the Safeguarding Reference Group (via e-mail: safeguarding@cityandguilds.com). Representatives should also inform their main managing contact at the City & Guilds Group

The City & Guilds Group *Safeguarding Concerns Report Form* (see Appendix 4) should be used to record as much information as possible about the situation. This should include:

- What has happened
- Where and when
- Who was involved
- Any contact details
- What action, if any, has so far been taken

Staff and representatives must pass on what information they have, even if the informant has only divulged a little or will not give their details. The information may join up with reports from someone else. All information should be treated as confidential and staff and representatives must not talk about this information with anyone other than their agreed Safeguarding contact as rumour spreads quickly, can be damaging and might even hinder any investigation that may result.

This information should be passed immediately (within 5 working days).

Further action

The Safeguarding Panel may discuss any raised concerns with staff and representatives and decide what action to take. They will not start a safeguarding investigation but will make sure if necessary that the relevant authorities have the information they need to decide themselves what to do next. The Panel will treat all information received with complete discretion, and will maintain as much confidentiality as possible whilst making sure that action is taken to safeguard a child or vulnerable adult. All information given will be treated seriously and with respect for the person providing it.

If an allegation of abuse is being made against you a City & Guilds representative

- In all instances, representatives must inform the Safeguarding Reference Group (via e-mail: safeguarding@cityandguilds.com). Representatives should also inform their main managing contact at the City & Guilds Group
- If the City & Guilds Group receives an allegation against a representative, they will inform the representative in question and may suspend them from their contractual duties while the matter is investigated. Any allegation will be scrupulously investigated, having regard to confidentiality.

If an allegation of abuse is being made against a City & Guilds staff member

If a staff member is in a centre and an allegation of abuse is made, he/she must inform the Safeguarding Reference Group (via e-mail: safeguarding@cityandguilds.com) and should inform their line manager.

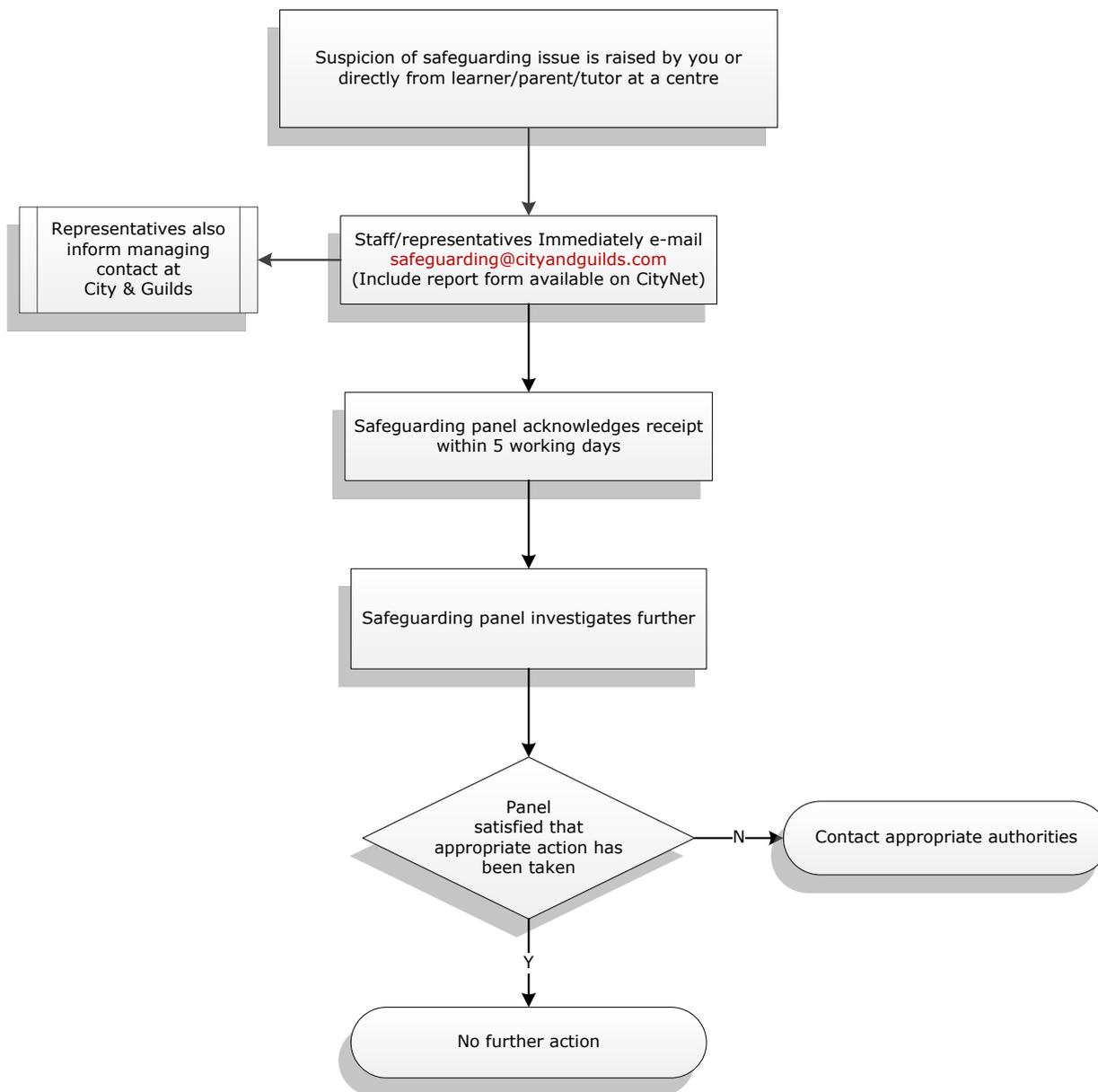
Information sharing

If the allegation could constitute a potential risk of abuse to a child or vulnerable adult then the City & Guilds Group will **always** share the information with relevant agencies in order to protect the child or vulnerable adult. If there is insufficient information to enable a referral then the reasons for this will be recorded.

The City & Guilds Group recognises its responsibility to protect the identity of anyone reporting suspected or actual abuse and no information will be made available externally without careful consultation and prior approval at senior level.

Further support

It is always possible that reading or talking about safeguarding will cause distress, particularly if staff or representatives have had direct experience themselves. Any individual requiring further advice or support can contact the **NSPCC Child Protection Helpline**. This is staffed 24 hours a day, 7 days a week on **0808 800 5000**.
Reporting Flow Sheet



Implementation

In order to achieve the successful implementation of this policy, the City & Guilds Group will:

- Issue the Safeguarding policy statement to all its representatives, centres and partner organisations to ensure that it should be available on request to learners and other interested parties
- Provide development activities/updates appropriate to the needs of representatives when required
- Ensure that issues concerning safety and confidentiality are addressed as an integral part of qualification development, review and assessment guidance
- Maintain the Safeguarding Reference Group which will oversee the development and implementation of the policy and to advise on changes and amendments as appropriate
- Require that all representatives have completed and signed a *Disclosure Declaration Form* covering offences, cautions, reprimands, warnings etc.
- Require that all representatives complete a new *Disclosure Declaration Form* should their circumstances change
- Require centres to ensure that members of the City & Guilds Group and representatives are accompanied during visits to centres.

Confidentiality

Except in exceptional circumstances, we will try to ensure that your complaint remains confidential, but in some cases the circumstances giving rise to the complaint may make it impossible to maintain confidentiality. In these situations we will discuss this with you.

Continuous Improvement

All complaints are reported and reviewed internally each month. They are also reviewed by the by the Quality and Regulatory Group on a quarterly basis to ensure our qualifications and programmes are accessible to all whilst maintaining quality in implementation.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, ILM's products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. ILM cannot accept liability for loss or damage arising from the use of information in this publication.

We aim to improve our business processes and our response to customers in the light of learning from the feedback we receive. If you have a complaint, or any suggestions for improvement about any of the services that we provide, please email: customer@i-l-m.com

This policy shall be the subject of a three year review cycle or as necessary.

Appendix 1 - Key definitions and concepts

Although the legal context is different for vulnerable adults, much of the following information on the types of abuse and neglect of children is also applicable to vulnerable adults.

Abuse and Neglect – Children

It is generally accepted that there are five main forms of abuse. The following definitions are taken from *Working Together to Safeguard Children* (HM Government 2006) and *Safeguarding Children: Working Together* under the Children Act 2004.

Abuse and neglect are forms of maltreatment of a child. Someone may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family, institutional setting or community setting; by those known to them, or by a stranger. They may be abused by adult/s or another child or children.

1. Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness. An important indicator of abuse is where bruises or injuries are unexplained or the explanation does not fit the injury.

2. Emotional Abuse

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve making a child feel or believe they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may involve serious bullying causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of ill treatment of a child, though it may occur alone.

3. Sexual Abuse

Sexual abuse involves forcing or enticing a child to take part in sexual activities, including prostitution whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may also include non-contact activities, such as involving children in looking at pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

4. Neglect

Neglect is the persistent failure to meet a child's basic physical and psychological needs, likely to result in the serious impairment of the child's health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a child from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of a child's basic emotional needs.

5. Bullying

Bullying may come from another child or an adult. Bullying is defined as - deliberate hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves.

There are four main types of bullying.:

- Physical (e.g. hitting, kicking, slapping),
- Verbal (e.g. racist or homophobic remarks, name-calling, graffiti, threats, abusive Text messages, abuse via social media),
- Emotional (e.g. tormenting, ridiculing, humiliating, ignoring, isolating from the group),
- Sexual (e.g. unwanted physical contact or abusive comments).

Vulnerable Adults Abuse - Definitions

Adult abuse is:

- A violation of an individual's human and civil rights by any other person or persons
 - Any behaviour towards a person that deliberately or unknowingly causes him or her harm, endangers their life or violates their rights
 - Physical, sexual, emotional, financial or through neglect or discrimination
 - Perpetrated by an individual, a group or an organisation
- "No Secrets" DOH 2000*

Financial Abuse, Discriminatory Abuse & Institutional Abuse

- Financial abuse is abuse or misuse of possessions or money. Indicators may be an unusual shortage of money to pay bills, to buy food or to maintain adequate living conditions.
- Discriminatory abuse is harassment or similar discriminatory or derogatory treatment which is racist, sexist or refers to disability.
- Institutional abuse or Practice abuse is neglect due to bad or poor care practice or unsatisfactory professional practice and low standards.

Appendix 2 – Disclose Declaration Form (Representatives Only)

Due to the nature of the services, we will require disclosure of any criminal convictions, cautions etc. (including the penalty or penalties imposed) which are not spent (for the purposes of the Rehabilitation of Offenders Act).

The information received will be treated with the utmost confidentiality and will be used by the Safeguarding Panel to reach a conclusion as to whether a contract should be offered to the applicant. The information received around disclosures will, unless there are exceptional circumstances, be securely destroyed after a period of 6 months.

Please note that disclosure of offences will not in itself mean that a contract of services will not be issued. City & Guilds shall make a decision after careful consideration of the individual circumstances and with due regard to the safeguarding risks.

I can confirm that I have read and understood the Safeguarding **Disclosure Declaration Form** and due to the nature of my services am willing to provide details of any criminal convictions.

(tick as appropriate)

Yes* **No**

Have there been any changes to the status of your registration with any regulatory body?

| | |
|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|

Have you any convictions which are unspent (for the purposes of the Rehabilitation of Offenders Act)?

| | |
|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|

Has any child been removed, temporarily or permanently, from your care as a result of child protection proceedings

| | |
|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|

Continued over

* If you answered 'Yes' to any of the above questions please give the details below:

Name (please print in block capitals):

Signature: **Date:**

Address **Post Code**.....

Return in the enclosed reply paid self-addressed envelope.

IMPORTANT NOTE

If you have answered **YES** to any question, please send the Disclosure Declaration Form together with duplicate of the contract letter and the Code of Conduct Form. Please ensure that you clearly mark the envelope: **CONFIDENTIAL – FAO The Safeguarding Committee only**. This is to ensure the confidentiality of any information that you have revealed.

If you have answered **NO** to all questions, please send all the forms together in the envelope provided **without making any amendment to the envelope**.

Appendix 3

Code of Conduct Form (Representatives Only)

All City & Guilds Group representatives are required to acquaint themselves with the City & Guilds Group's policies and procedures on Safeguarding Children and Vulnerable Adults including the following Code of Conduct.

Code of Conduct

As a representative, you **must**:

- Listen to, value and respect everyone as an individual
- Appropriately involve learners/students in decision making
- Encourage and praise achievement
- Actively contribute to an organisational culture where inappropriate behaviour is not tolerated
- Provide an example of the good conduct you wish others to follow
- Ensure that whenever possible there is more than one adult present during activities with children and vulnerable adults, or at least that you are within sight or hearing of others
- Not give out personal information, or share email addresses, mobile phone numbers etc. with any child, young person or vulnerable adult
- Report all allegations/suspicions of abuse by seeking further support and guidance, including any allegation made against yourself or other staff
- Ensure that any concerns about inappropriate behaviour are quickly and appropriately reported on to the Safeguarding Leads within the City & Guilds Group
- Be aware that some children and vulnerable adults may behave inappropriately. Any sanctions and approaches to discipline used must be appropriate to age and understanding

Representatives who come into contact with children and vulnerable adults must always avoid:

- Being alone or out of sight of others. Where privacy is required, the door should be left ajar having ensured that others have been informed and are within earshot
- Transporting learners by car on one's own
- Having unnecessary physical contact
- Engaging in or allowing sexually provocative games or activities
- Making or permitting suggestive or discriminating remarks to/or about children or vulnerable adults
- Meeting children or vulnerable adults outside of organised/formal interaction
- Entering a room where learners may be changing their clothes, or are not fully dressed
- Participating in, or tolerating any bullying

- Not engage in sexual relationships with learners (which may in any event constitute a criminal offence)
- Taking any photographs or videos which include any participant unless authorised by the appropriate member of staff and the learner/parental (for children) consent has been given

I agree to comply with all the requirements of this Code of Conduct.

Name (please print in block capitals):

.....

Signature: **Date:**

Address **Post Code**.....

Please retain a copy for your own records for future reference

Appendix 4 Safeguarding Concerns Report Form

| | | | |
|---|--|---|--|
| Name of Child/ Vulnerable Adult (if known) | | Age and D.O.B (if known) | |
|---|--|---|--|

| | | | |
|---|--|--------------------------------|--|
| Name of Centre/Centre No and Centre Tel No. OR City & Guilds location | | | |
| Name of person whose behaviour is causing concern | | Their work role | |

Are you reporting (please tick as appropriate):

a) your own concerns

or

b) concerns raised with you by someone else

If so, by whom?

| |
|---|
| Description of what has prompted concerns about a child/ vulnerable adult (please include details of any specific incident, date, times) |
| |

| |
|---|
| <p>Have you or anyone else spoken with the child/ vulnerable adult and/or parents/carers/other adult, OR with the person against whom the allegation has been made OR your manager (please delete as appropriate).</p> <p>If so, what was discussed?</p> |
| |

| To whom reported | Date and time |
|------------------|---------------|
| Your name | |
| Your position | |

Further Information

About ILM

ILM is the UK's leading provider of leadership, management and coaching qualifications, and a City & Guilds Group Business. ILM offers a specialist suite of qualifications ranging from Level 2 to Level 7, which are awarded by The City and Guilds of London Institute. ILM also specialise in assessment, learning content, and accreditation of training.

We believe that great leaders can come from anywhere. With the right support, anyone can grow and develop to make a real difference to their team and organisation. Which is why we help individuals from all levels to realise and apply their potential, so that the organisations they work for can reap the benefits.

City and Guild Group

ILM is a City & Guilds Group Business. Together, we set the standard for professional and technical education and corporate learning and development around the world, helping people and organisations to develop their skills for personal and economic growth.

Useful Contacts

ILM Customer Service

General enquiries

Events enquiries

International enquiries

E: customer@i-l-m.com

Complaints and feedback

Complaints and feedback

E: customer@i-l-m.com

ILM Regulation and Compliance

Reporting malpractice/maladministration

Reporting incidents of plagiarism

Lodging appeals

E: ILMregulation@i-l-m.com

ILM Assessment

Lodging Enquiries

Requests for Special Consideration

Request for Access Arrangements

E: ilmassessmentpolicy@i-l-m.com

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