

Safeguarding Policy

1. Our Commitment

We are committed to safeguarding and promoting the welfare of all students, staff, contractors, and volunteers who engage with our services.

We believe that everyone has the right to learn and work in an environment that is safe, respectful, and free from abuse, neglect, exploitation, and harm.

As an online learning provider, we recognise that safeguarding includes both general welfare and online safety. We are committed to responding appropriately to safeguarding concerns and, where necessary, working with external agencies to help protect those at risk.

2. Who This Policy Applies To

This policy applies to:

- students
- staff
- contractors
- volunteers
- anyone engaged with us in relation to our education services

It applies to safeguarding concerns arising through learning, teaching, student support, staff conduct, and online engagement.

3. What We Mean by Safeguarding

For the purpose of this policy:

Safeguarding means protecting the health, wellbeing, rights, and safety of individuals so that they can live, learn, and work free from abuse, harm, and neglect.

Child means any person under the age of 18.

Adult at Risk means a person aged 18 or over who may need care, support, or protection because of age, illness, disability, mental health need, or another vulnerability, and who may be unable to protect themselves from harm, abuse, or exploitation.

Designated Safeguarding Lead (DSL) means the person with lead responsibility for safeguarding within the organisation.

4. What We Expect

We expect everyone covered by this policy to:

- help maintain a safe and respectful learning and working environment
- report safeguarding concerns as soon as possible through the appropriate internal route
- use online systems appropriately and take reasonable steps to protect privacy and personal information

We expect staff, contractors, and volunteers to:

- understand their safeguarding responsibilities
- complete safeguarding training where required for their role
- act appropriately if a concern or disclosure is raised, including making an accurate record and reporting it promptly

Students should raise concerns if they are worried about themselves or someone else and follow guidance on safe and appropriate online behaviour.

5. Reporting a Safeguarding Concern

Any safeguarding concern should be reported as soon as possible through the appropriate internal route.

The Designated Safeguarding Lead (DSL) does not need to be the first person told about a concern, but they must be made aware promptly.

The role of the person receiving a concern is to record and report it, not to investigate it unless this forms part of their safeguarding role. The DSL or another authorised safeguarding lead will review the information available and determine the appropriate next steps. This may include:

- speaking with the individual concerned, where appropriate
- gathering further information
- putting internal support measures in place
- referring the matter to an external agency or authority where necessary

All safeguarding concerns are handled sensitively and confidentially. Information will only be shared where necessary and appropriate.

6. If Someone Makes a Disclosure

If a student, member of staff, or another individual discloses a safeguarding concern, the person receiving the disclosure should:

- listen calmly and take the concern seriously
- avoid promising complete confidentiality
- explain that the information may need to be shared with those who need to know
- make an accurate record

- report the concern promptly

The person receiving the disclosure should not investigate the concern themselves unless this forms part of their safeguarding role.

7. Online Safety

As an online learning provider, we recognise that online safety is an important part of safeguarding.

We aim to ensure that the systems and platforms used for learning and support are managed as safely and securely as possible.

Students and staff are expected to use online systems appropriately and to take reasonable steps to protect their privacy and personal information.

Concerns relating to online behaviour, cyberbullying, inappropriate contact, exploitation, or other online risks should be reported in line with this policy.

8. Recruitment, Training, and Awareness

We are committed to safer recruitment practices where these apply to the role concerned.

Appropriate checks, references, and other safeguards may be used in line with legal, regulatory, and organisational requirements.

Staff, contractors, and relevant volunteers will receive safeguarding training where required and appropriate to their role. The Designated Safeguarding Lead will receive additional training and maintain awareness of current safeguarding requirements and good practice.

9. Whistleblowing

Staff are encouraged to raise concerns if they believe that the conduct of a colleague, a failure in process, or another issue may create a safeguarding risk.

Concerns raised in good faith will be taken seriously and reviewed fairly. Individuals should not be disadvantaged for raising a genuine safeguarding concern.

10. Record Keeping

We maintain appropriate records of safeguarding concerns, actions taken, and outcomes.

These records are handled securely, kept confidential, and only shared with those who need access as part of their safeguarding responsibilities.

11. Monitoring and Review

This policy will be reviewed periodically to ensure it remains clear, effective, and up to date.

It may also be reviewed in response to changes in legislation, guidance, organisational structure, or safeguarding need.

12. Contact

To raise a safeguarding concern, please contact:

E: safeguarding@icslearn.co.uk

13. Supporting Guidance

The Safeguarding Support Guidance provides a practical summary of responsibilities and reporting steps. It should be read alongside this policy. Where there is any difference between the two documents, this Safeguarding Policy remains the authoritative document.