

1. Privacy policy

Your privacy is important to us. This statement describes the practices we follow with respect to the privacy of all visitors to all of the pages on www.englishica.com.

Cookies

Please note that when you connect to any of our pages, the server that hosts our site will automatically track the IP address of your computer, the date and time that you entered and left the site and which pages you browsed. We use this information only for statistical purposes and in order to improve the experience and services we offer on this site.

For this purpose, we use session cookies when you visit our site. A cookie is a small text file written to your computer that helps us know your preferences while you are surfing our website and therefore know how our web works. A session cookie is a temporary file that is deleted from your computer when you close your browser. Our cookies do not store passwords or any personal information about you.

We do not track your personal information such as name, address, and telephone number etc. unless you have expressly given them to us.

Data collection and use

If you decide you would like more information about our services, you should contact us at info@englishica.com for a form to complete. This form collects basic information about you as well as some demographic information such as your country, company name and position. Some of this information is optional.

You will also be asked for basic contact information if you decide to subscribe to our newsletters.

If you register as a student for any of our courses, we will request your personal details such as first and last name, address, phone numbers, date of birth, profession, and e-mail address.

The personal information that you provide us with will be stored in a confidential file for which Englishica, has sole responsibility. We use demographic information only for statistical analysis and internal research purposes to help us better understand the needs and preferences of our clients.

We may use this information to keep you informed regarding future promotions. In no instance will the information you provide be made available to third parties.

Data Security/Integrity

We have technological and operational security functions in place to protect personally identifiable information from loss, misuse, alteration or destruction.

Online registration and payment for our courses takes place by secure server.

If you wish to see the information that we have about you, modify the data or erase the information from our database, please contact us, by any one of the means given in the contact details at the foot of this page.

Third parties

The personal information that you give us is not available to third parties at any time. We use the information you provide only for the reasons specified in this document.

We do not carry third-party advertising on our site. We do provide links to third-party websites and if you visit them you will obviously be subject to their privacy policies, not ours.

Acceptance of this policy

Visiting this web site, or using any of the services provided on it, constitutes your acceptance of the policy described on this page.

If you have any questions or comments regarding your privacy while using www.englishica.com, please contact us at infor@englishica.com.

This website conforms to the recommendations of the European Data Protection Agency.

2. Safeguarding policy

Safeguarding Children, Young People and Vulnerable Adults Policy (hereinafter referred to as "Young People")

NAME OF ORGANISATION:

Englistica Business English
School

THE LEAD PERSON FOR
SAFEGUARDING IS:

KevinGardner

CONTACT:

kevin@englishica.com
Director of Law and
Compliance

THE DEPUTY IS:

Peter Thompson

CONTACT:

peter@englistica.com

Managing Director

We recognise that the welfare of children, young people and vulnerable adults is paramount and that they have equal rights of protection. We have a duty of care when they are in our charge and will do everything we can to provide a safe and caring environment whilst they attend our activities.

Key Definitions

A child or a young person is anyone under 18 years of age.

A vulnerable adult is someone who is, or may be, unable to protect themselves against significant harm or exploitation, for example:

- Older people
- People with mental health problems
- Disabled people
- People with learning difficulties
- People with acquired brain damage
- People who misuse substances

We will:

- treat all young people and vulnerable adults with respect and celebrate their achievements through awarding, praising and positive feedback
- carefully recruit and select all adults whether paid or unpaid
- respond to concerns and allegations appropriately
- adopt the recommendations of the SAFE CIC safeguarding toolkit.

Safeguarding is the responsibility of all!

When there are concerns about the welfare of any young person/vulnerable adults all adults in our organisation are expected to share those concerns with the Lead Person for Safeguarding.

S/He is responsible for:

- monitoring and recording concerns
- making referrals to children's social care services without delay
- liaison with other agencies
- arranging training for all staff

We are aware that our students may be particularly vulnerable as non-native speakers of English... and that any abuse we may expect may be taking place in their home country. We will report all cases according to this policy with no exceptions.

We are also aware that teachers we recruit may have spent time overseas and that Access NI/CRB/DBS checks will only cover any offences in the UK.

Confidentiality

In cases of disclosure of abuse by children, young people, vulnerable adults parents or carers, we are obliged to share the information with the lead person for safeguarding who may have to refer our concerns to children's social care services, or the police in an emergency.

Staff Allegations

Concerns about the behaviour of adult/s in the organisation will be referred without delay to the Lead Person for Safeguarding who will contact the LADO (Local Authority Designated Officer) at Children's Social Care Services, or the police in an emergency.

In the rare situations that the concerns are about the lead person, it is important to refer to the deputy person. This may not be appropriate, in which case any member of staff may personally refer direct to the LADO.

Handling Disclosures

A disclosure may be made verbally or through play or through the behaviour by a child, young person or an adult and it is important for everyone to remember the following:

If you are concerned about a child/young person/vulnerable adult it is important that this information is communicated to the lead and/or deputy for safeguarding.

You may become aware of suspected or likely abuse by:

- Your own observations and concerns;
- Being told by another person that they have concerns about a child;
- The child tells you;
- The abuser tells you.

Also remember that you may not always be working directly with the child but become concerned because of difficulties experienced by the adults e.g.:

- Domestic violence incidents
- Mental health issues
- Substance and alcohol abuse Incidents

Other concerns may be:

- Children living away from home or gone missing
- Peer abuse including bullying
- Race and racism
- Violent extremism
- Sexual exploitation

- Female genital mutilation
- Forced marriage
- Concealed pregnancy
- Child trafficking
- eSafety

Remember:

- Do not delay.
- Do not investigate.
- Seek advice from the child protection lead or deputy.
- Make careful recording of anything you observe or are told.

Responding to Concerns

We ensure and emphasise that everyone in our organisation understand and know how to share any concerns immediately with the safeguarding lead and deputy. We do this by training/poster/staff handbook/staff areas/enrollment information. Everyone including both the lead and deputy for child safeguarding will deal with concerns using the following:

Step 1

- You have seen something
- A child says they have been abused
- Somebody else has told you they are concerned
- There has been an allegation against a member of staff
- There has been an anonymous allegation
- An adult has disclosed they were abusing a child
- An adult has disclosed they were abused as a child

Step 2 (within 24 hours)

Your organisation should have a policy for child protection. Talk to the lead person for child protection or their deputy

Step 3

S/he (or anyone else if not available) should refer the concern to Children's Social Care Services and/or the police (in an emergency) and follow up the referral in writing within 24 hours.

Important: Any consultation should not delay a referral. In emergency, dial 999.

Handling Allegations/Dealing with Complaints / Disciplinary & Grievance Procedures

We have clear policies in line with SAFE recommendations about handling allegations, dealing with complaints and our own disciplinary and grievance procedures and these details will be made available to all adults, children, parents

and carers as necessary by training/ poster/ staff handbook/staff areas/enrollment information.

We are mindful that the three procedures may confuse the next appropriate steps to take. We are clear that, in any case where a complaint has been made with regards to any inappropriate or poor practice, we will discuss the situation with children's social care services before making an open decision about the best way forward.

It is the responsibility of the child protection lead and/or deputy to ensure that these procedures are rigorously adhered to. In the case that the child protection lead is implicated, the deputy should be informed. In the exceptional circumstances that both are involved, it is the duty of the person concerned to contact children's social care services direct.

Children's social care services will manage any investigations, overseen by the Local Authority Designated Officer (LADO) in accordance with Local Safeguarding Children Board (SCB) procedures. These are available on the SCB website.

With regards to disciplinary and grievance procedures, we are very clear that we will take no steps until we have fully discussed and agreed a strategy with the Local Authority Designated Officer, children's social care services and/or the police. Any investigation will override the need to implement any such procedures. Providers of child care, educational, health or other formal services are responsible for making any referral of an individual who does or may pose a danger to children and young people. Other organisations will liaise with their LADO and local agencies if such a referral needs to be made.

Record Keeping

All records will be securely kept in the safe, Accountant's Office first floor landing in building 109 University Street. Only the child safeguarding lead and/or deputy will have access and records will only be kept as long as necessary.

Normally these records will be passed to children's social care services as soon as possible. All records will be handwritten (and if recorded electronically, kept in a secure area) by the person with the concern within 24 hours, on headed paper or incident sheets and will be factual, non-judgmental. All such records will have a front page listing the papers in chronological order.

It is helpful to record any known details of the child/children or young people involved e.g. name, address, date of birth etc. All records should be factual. It is equally important to record the reasons for making the decision not to refer to children's social care services as when the decision is taken to refer. Always sign, clearly detail name and job role of the person making the record. date and time these records.

We will review this Policy annually:

DATE OF NEXT REVIEW: April 2021

Reference

Working Together to Safeguard Children 2013 Equality Act 2010 Additional materials available in reference section at www.safecic.co.uk

3. E-safety policy

We recognise that the welfare of all children is paramount and that all children and young people; regardless of ability or culture, have equal rights of protection. We have a duty of care when children and young people are in our charge and we will do everything we can to provide a safe and caring environment whilst they attend our activities.

Policy Aim

We promote the highest standard of safeguarding practice in all our activities with children, young people, their families and/or carers. We will adhere rigorously to this policy in all aspects of our work when anyone in our organisation is accessing any form of digital or electronic communication, including the internet, mobile phones, games, photography, videos. This policy should be read in conjunction with our Safeguarding Children and Young People and Photography Policies

Why do we need an E-Safety Policy?

Recent advances of the internet, mobile phones and other electronic technology has made access to information and communication increasingly easy for everyone. It is estimated that 98% of young people can access the internet away from school. In addition to research for homework, the majority use social networking sites including bebo, MySpace, Facebook; along with playing games such as RuneScape and downloading music and videos from sites such as Lime Wire.

Recent Child Exploitation & Online Protection Centre (CEOP) research in 2007 with 6,000 young people aged 11-16 years, demonstrated that 25% had met a new "friend" from the internet for real, 25% of whom had met that person alone, 2% had taken a trusted adult, the remainder had taken a friend of their own age. Government guidance is clear, that all organisations working with children, young people, families, parents and carers have responsibilities. It is important to remember that children and young people can also abuse and that such incidents fall into the remit of this policy.

"All agencies providing services to children have a duty to understand E-Safety issues, recognising their role in helping children stay safe online while also supporting adults who care for children".

Safeguarding Children in a Digital World, BECTA 2007; 02.1

Our E-Safety Code of Conduct

We expect everyone in our organisation to agree and sign up to our code of conduct. I will:

- Use the internet and other forms of communication in a sensible and polite way.
- Only access websites, send messages or access and use other resources that will not hurt or upset anybody.
- Seek permission if I want to use personal information or take photographs of other people.
- Report any concerns to the lead or deputy person for E-Safety immediately.
- Be clear that I cannot maintain confidentiality if there is a concern about the welfare of a child or young person.

What are the risks?

There are many potential risks for children and young people including:

- Accessing age inappropriate or illegal websites.
- Receiving unwanted or upsetting text or e-mail messages or images.
- Being “groomed” by an adult with a view to meeting the child or young person for their own illegal purposes including sex, drugs or crime.
- Viewing or receiving socially unacceptable material such as inciting hatred or violence.
- Sending bullying messages or posting malicious details about others.
- Ignoring copyright law by downloading music, video or even homework cheat material.

What else might be of concern?

A child or young person who:

- is becoming secretive about where they are going to or who they are meeting.
- will not let you see what they are accessing on-line.
- is using a webcam in a closed area, away from other people.
- Is accessing the web or using a mobile or Personal Data Assistant (PDA) for long periods and at all hours.
- clears the computer history every time they use it.
- receives unexpected money or gifts from people you don't know.

An adult who:

- befriends a child/children on the internet or by text messaging.
- has links to children on their Facebook or other social network site; especially if they work in a position of care such as a sports coach or youth worker.
- is secretive about what they are doing and who they are meeting.

What do I do if I'm concerned?

If you have any concerns, speak to the lead or deputy person for E-Safety immediately.

He/she will take the following action(s). Contacts for referring If the concern is about:

- A child in imminent danger, ALWAYS DIAL 999 FOR THE POLICE.
- The welfare of a child, ring the local Children's Social Care Services. The number can be found at www.SAFE.co.uk, by following your Local Safeguarding Children's Board (LSCB) web link.
- A known person's sexual behaviour or intentions, ring the Local Children's Social Care Services.

- A person who has a “duty of care” in the organisation, ring the Local Children’s Social Care Services. The Local Authority Designated Officer (LADO) will oversee and advise upon any following procedures. • An unknown person’s sexual behaviour or intentions, report at www.ceop.gov.uk (Child Exploitation and Online Protection Centre).

Harmful content, including child sexual abuse images or incitement to racial hatred content contact www.iwf.org.uk.

Remember:

1. Do not delay
2. Do not investigate.
3. Seek advice from the lead or deputy person for E-Safety.
4. Make careful recording of anything you observe or are told.

Other Useful Contacts

NSPCC, Tel: 0800 800 5000 Young people can get help and advice at: www.childline.org.uk Tel: 0800 1111 www.there4me.com Advice about concerns including bullying and hacking, visit: www.thinkuknow.co.uk

Technical Advice:

- Contact your local retailer or go on line to the phone or software provider.
- Get advice about viruses from www.getnetwise.co.uk
- For mobile problems, contact your phone service provider.

Minimising the Risks

We will:

- Talk to children and young people about what they are accessing online.
- Keep the computer(s) in a general space where we can monitor what is going on.
- Explain the risks of giving out personal details online.
- Talk about how people can be anyone they want to be online, e.g. by using misleading e-mails, photographs of other people, telling lies about their age, school, hobbies.
- Encourage children and young people to think carefully about what photographs or videos they use online. They can be used and tampered with by other people, or they may not be appropriate.
- Advise children and young people to only text, chat or webcam to people they know for real.
- Talk about how to identify SPAM messages or junk mail and how to delete them. This also applies to messages from people they do not know, or opening attachments.
- Discuss how people hide their identities online and the importance of never meeting new online “friends” for real.
- Make sure children and young people understand they can always talk to us or their parents and/or carers about anything that makes them feel uncomfortable.
- Look on the internet together for information about how to deal with or report problems.
- Talk about how/when information or images get on to the internet, they can never be erased.

References

- “Every Child Matters” DCSF 2003 and subsequent Children Act 2004.
- Children Act 1989
- What To Do if You’re Worried A Child Is Being Abused 2003 (Download from www.dcsf.gov.uk)
- Sexual Offences Act 2003

- Children Act 2004
- Working Together to Safeguard Children 2013
- Local Safeguarding Children Board Policies and Procedures See all relevant references on the home page of www.SAFE.co.uk.