1. **Purpose:**

The purpose of this procedure is to identify the general methodology to Protect learners under the supervision of schools from all acts and omissions constituting maltreatment. The scope of this procedure is the provisions provided for those Learners that might affect their performance ability in relation to training courses and programs provided by Atlas Training Services.

1. **Definitions**

***Learner Protection***: all measures, steps, and actions that must be taken to prevent, protect, and support learners from risk of maltreatment while they are under the supervision of the school.

***Maltreatment:*** Physical, emotional, or sexual abuse. Maltreatment includes neglect, exploitation, and/or bullying.

***Safeguarding***: Protecting learners from all risk of harm, including maltreatment and other types of risks that impact their overall health and development, wellbeing, and safety.

1. **Responsibility**

The Center manager is responsible for the implementation of this procedure and to ensure that staff are aware of their responsibilities in relation to administration and assessment.

1. **Requirements**

Atlas Training Services will ensure that in developing, adapting or delivering training and/or assessment products and services:

## Best interests and safety of the student shall be a primary consideration in all actions taken to safeguard their wellbeing.

* It is the responsibility of the center manager to recognize, respond to, and manage student protection risk and impact to the best of their ability.
* Zero tolerance of all forms of maltreatment shall be implemented and upheld in all actions and environments pertaining to students.

## Customization meets the requirements specified in the relevant training package or accredited course.

## Learners must self-disclose their requirements at the time of enrolment; otherwise, it may not be possible to provide reasonable adjustment for all the assessment.

**All learners have the right to be:**

1. Heard and express their voice/opinion and participate in select decision-making processes in the school (to be determined by staff).

2. Treated with dignity and respect.

3. Treated with fairness and justice.

4. Supported by an advocate and provided with necessary support when required.

5. Safe, protected from harm, and aware of what constitutes risk and harm.

1. **Provisions for Handling Various Forms of Special Needs**

## Learners with special needs will be offered the same assessment standards as those applied to all other Learners. No concessions are made regarding the assessment criteria used. However, reasonable adjustments are made for Learners who provide medical documentation of their disabilities and the special needs, which these necessitate:

## The Learner must inform Atlas Training Services about his/her special assessment needs in writing at the time of enrolment. A request should be submitted for each assessment for which the Learner enrolls, as information about special needs will not be kept on our system.

## The Training coordinator will assess the request and applicant will be advised of the decision within 2 working days of lodging the request.

## In case the Learners enrolls with one of the internationally accredited courses, Atlas Training Services will officially inform the accrediting body at the time of registration to make the reasonable adjustments necessary in time for the assessment.

## Special provisions which may be provided:

* Visual Impairment (medical certificate required)

For Learners who are partially sighted:

* Large print version of papers may be prepared (Learners need to specify the enlargement ratio).
* Extra time may be provided
* Dyslexia (medical certificate required)

Learners with medically documented dyslexia may be allowed additional time to complete the assessment. Learners and trainers will discuss support options required.

* Hearing Impairment (medical certificate required)

Learners with a medically documented hearing impairment may request:

* Seating near the front of the room.
* An oral/ sign interpreter provided by the Learner.
* Learner with low language literacy or numeracy needs

Extra time may be allotted on request and the instructor will provide extra assistance by using different strategies like:

* Providing extra time to complete the assessment (when applicable)
* Using short and simple sentences to explain
* Consider providing bilingual instructor or translation during training and assessment.
* Using life experiences examples in the classroom
* Confirm understanding for example ask Learners to rephrase questions
* Including more pictures or diagrams e.g. power point presentation, videos etc. during the learning process.
* Other disabilities

Each case will be considered on its merits and each application must be supported with current medical documentation. In some such cases such as behavioral problems, Learners may not require special provisions but the instructor may still be made aware of how the nature of the condition may affect the assessment.

Instructors at Atlas Training Services consider the needs of people from different background, which includes the language used and any cultural issues that may affect the response of the person being assessed. Assessment procedures are culturally appropriate for the individual and the situation.

1. **Staff Responsibilities:**

**6.1** Staff and shall respect and protect the rights of all students and take no actions that may put the student at risk of maltreatment.

 **6.2** Staff and shall not undertake any inappropriate behaviors towards the student and/or in the presence of the student.

 **7.3** Staff shall report any incidents of inappropriate behaviors against students.

**7.4** Serious allegations of misconduct by staff, and/or invited visitors shall be directly reported to the ROP and the authorities concerned