

Student Protection Procedure

As a visitor to our tuition centre, either as a helper, supply tutor or someone who has come to work with our students in any other capacity, it is important that you are aware of our Student Protection procedures.

- As required, our Designated Safeguarding Lead who is Abrar Al-Habtari. In her absence, you need to address any concerns to the Centre Manager.

There are four categories of abuse

- *Physical abuse*
- *Sexual abuse*
- *Emotional abuse*
- *Neglect*

It may be that you are approached by a student who wants to talk to you about something that has or is happening to them. They will tend to choose someone that they trust or know well and this will not always be their own class tutor. It may be someone that reads with them regularly and with whom they have formed a good relationship.

There may however be occasions when you have cause for concern either about marks or bruises on a student, about something that say or the condition that they are in at tuition centre, e.g. dirty, smelly or hungry.

Disclosure of abuse by a student

If you are approached by a student wanting to talk, you should listen positively and reassure the student. If you can, try and ensure a degree of privacy, but this may not always be possible.

Whilst this can be an alarming situation to find yourself in, it is important not to let the moment pass – for every student that does finally disclose information, evidence shows that they have usually tried up to 12 times before.

Helping the student when abuse is disclosed

- Be prepared to listen and comfort.
- Do not show revulsion or distress, however distasteful the events are.
- Stay calm and controlled.

Do not make false promises, i.e., that you will keep the abuse a secret or that the police will not be involved.

Do not promise confidentiality.

- Let the student know at once that it was not his/her fault and keep restating this.
- Be aware of your own feelings about abuse and find someone you can share those feelings with once the procedures have been completed.
- Reassure the student that they were right to tell, even though the abuse may have happened a long time ago.
- Reassure the student that you still care for them and that what they have said does not make you care for them less.
- As soon as possible, record a first hand account of what was said and done.
- Make them aware that their disclosure will be reported only to those who need to know and can help.

Do not question a student; try to limit your involvement to listening. A student can be interviewed only once.

It is also important to remember that it is not your responsibility to investigate suspected cases of abuse, only to report them to the Designated Safeguarding Lead.

If you have concerns about a student's welfare

- It may be that you might have concerns about a student's well-being, but they have not actually said anything to you. If such a situation arises, you should speak to the Designated Safeguarding Lead.
- Abuse or neglect can have a damaging effect on a student's health, educational attainment and emotional well-being. If you have worked with a group of students over many weeks, you may see changes in behaviour. Such changes may not necessarily indicate that a student is suffering abuse or neglect. In some cases those changes may be the symptoms of a hidden disability or undiagnosed medical condition, and the need to distinguish those cases reinforces the need for a careful and thorough assessment of the student and his/her needs when concerns are passed on.
- **It is important you do not feel afraid about communicating their concerns to the DLS. The concerning information may be a small piece in a bigger jigsaw & help to get a better understanding of the students' predicament.**
- **Any concerns, however seemingly trivial, should be passed.** Once again, you should put your concerns in writing as well as talking to the designated Student Protection tutor.

Guidance for recording information

You should record your concerns as soon as possible and any note should include the following:

- *The nature of your concerns;*
- *what is the evidence that led to the concern;*
- *what the student said (if a discussion has taken place); and,*
- *What you did or said in response (if a discussion has taken place).*

It may be that you have a concern which feels very vague & would simply like to discuss your concerns with the Designated Safeguarding Lead, or in her absence, the Managers. Please feel free to do so.

Dealing with issues of student abuse can be distressing for the adult to whom the abuse is disclosed or who has concerns. It is terribly important that you talk about your feelings after the event.

However, it is also very important to remember that students's details and names must remain confidential and any discussion that you feel you need to undertake does not allow the student to be identified to anyone else.

If you have any queries regarding the information contained in this leaflet, or require further clarification of any points, please do not hesitate to contact Abrar Al-Habtari.

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Head of the Class

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SAFEGUARDING/ STUDENT PROTECTION PROCEDURES

An information leaflet for parents, volunteers and visitors to the centre

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