

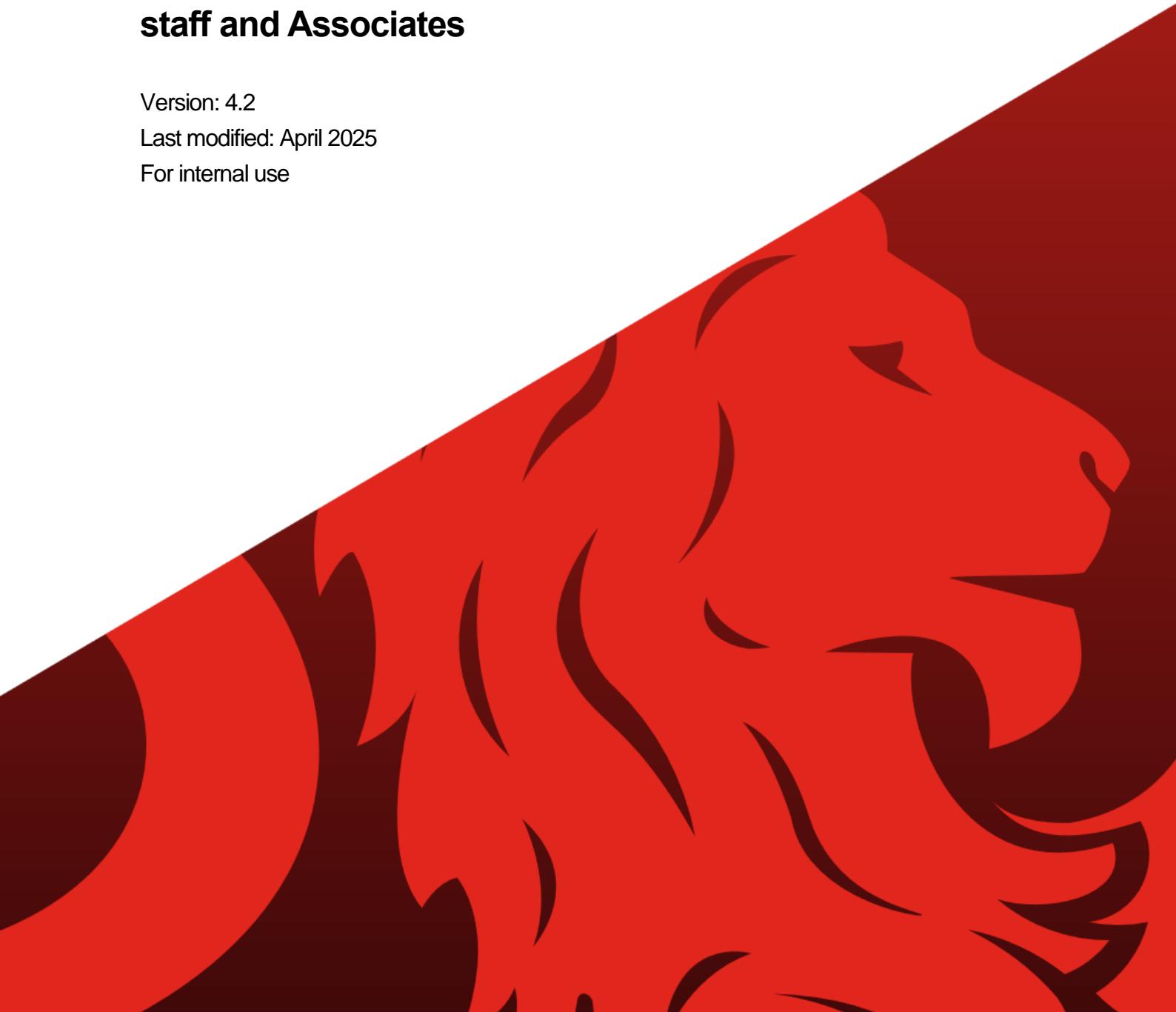
Safeguarding children and adults at risk

Policy, procedures and guidance for all staff and Associates

Version: 4.2

Last modified: April 2025

For internal use



Document revision history

Version	Changed by	Summary of change	Approval date
4.2	Regulation and Compliance	1. Code of Conduct, Appendix 4 changes made throughout the form.	April 2025
4.1	Regulation and Compliance	1. Sentence added to 5.1.2 regarding regulated activity 2. Safeguarding Associate application disclosure process added to 5.4 3. Safeguarding Associate contracted disclosure process added to 5.5	February 2025
4.0	Regulation and Compliance	See below:	October 2024

This is version 4.2 of the Safeguarding children and adults at risk policy, previously referred to as Safeguarding children and vulnerable adults.

There have been key revisions made due to changes in legislation and restructuring of City & Guilds, as well as formatting and layout.

Section	Change
General	The term 'vulnerable adults' changed to 'adults at risk' The term 'representatives' changed to 'Associates'
2.3	Updated section on Regulated activity
2.4	New section on the Prevent duty
6.5	Further support section expanded to include list of external organisations who provide advice and resources to support mental health,
6.6	SLA changed from 5 days to 2 days for acknowledging receipt of safeguarding concern
Appendix 1	New appendix to include key legislation associated with safeguarding across the UK

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1. Introduction

1.1. Scope of Policy

This document sets out responsibilities for City & Guilds awarding organisation staff and Associates with regards to safeguarding children and adults at risk.

It relates to all situations, both UK and international, where City & Guilds Associates are in contact with children and adults at risk.

This policy is informed by the Joint Council for Qualifications (JCQ) 'Principles for safeguarding children and adults at risk' document.

1.2. Commitment

City & Guilds are committed to safeguarding the interests of children and adults at risk. City & Guilds believes that anyone who participates in any learning and assessment activities is entitled to do so in an environment that is both safe and enjoyable.

City & Guilds will aim to safeguard children and adults at risk by:

- valuing them, listening to and respecting them
- maintaining policy, procedures and a code of conduct (where applicable) for staff and Associates¹ which adheres to the requirements of the JCQ
- recruiting staff and Associates safely by ensuring all necessary checks are made in line with current government guidance and legislation
- updating staff and Associates on this policy and relevant 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 adults at risk
- providing effective support and management for staff and Associates

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

¹ For the purpose of this Policy, the term 'Associates' refers to anyone who is contracted to act on behalf of members of City & Guilds and who come into contact with learners or receive learners' work for assessment purposes.

2. Definitions

2.1. Children

For the purposes of this policy, the term “children” refers to a child who has not yet reached their 18th birthday in England, Wales, N. Ireland and Scotland.

2.2. Adults at risk

For the purposes of this policy the term “adult at risk” refers to someone over the age of 18 to whom ‘regulated activity’ is provided.

2.3. Regulated activity

Regulated activity is defined differently in relation to children and in relation to adults at risk.

Following are the definitions for each:

A. Regulated activity for children²

According to the guidance set out by the government, activities are regulated for children when they meet these criteria:

- Instructing, teaching, training, coaching and supervising children (if the same person carries out the activity frequently (i.e., once per week +) for four or more days a month, or overnight);
- Delivering care (physically helping children with eating, drinking, toileting, bathing, dressing or washing, or mental health care);
- Providing guidance or advice mainly (or wholly) for children’s educational, physical and emotional wellbeing;
- Moderating services used by children online;
- Driving vehicles used by children, e.g., school buses; or/
- Providing children with foster care, even if it is a private arrangement.

B. Regulated activity for adults at risk

The Department of Health defines a vulnerable adult as a person aged 18 or over who may need community care services because of a disability (mental or other), age, or illness.

A person is also considered vulnerable if they are unable to look after themselves, protect themselves from harm or exploitation or are unable to report abuse.

Regulated activities for adults at risk include:

- Providing Health Care
- Providing Personal Care
- Providing Social Work

² [Department for Education \(publishing.service.gov.uk\)](https://www.gov.uk/government/collections/regulated-activity-for-children-and-adults-at-risk)

- Assistance with General Household Matters
- Assistance in the Conduct of a Person's Own Affairs
- Conveying

Supervision of a regulated activity also falls under the scope of a regulated activity.

Awarding organisation staff and those acting as Associates of an awarding organisation, should not engage in regulated activity and they **must not** be left unaccompanied with children and/or adults at risk.

Note: Appendix 2 lists the five main categories used to define the abuse of children and adults at risk.

2.4. The Prevent Duty

The Counter-Terrorism and Security Act 2015 contains a duty on specified authorities to have due regard to the need to prevent people from being drawn into terrorism. This is also known as the Prevent duty.

In March 2015, Parliament approved guidance issued under section 29 of the Act about how specified authorities are to comply with the Prevent duty. Specified authorities must have regard to this guidance when complying with the Prevent duty.

This guidance is intended to help providers think about what they can do to protect learners from the risk of radicalisation³ and suggest how they can provide access to support to do this. This does not apply to Northern Ireland.

³ '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.

3. Legislation

3.1. Key Legislation

This safeguarding policy is informed by the scope of relevant legislation applied across each nation within the UK. For further detail, go to Appendix 1.

3.2. Contracting with City & Guilds

Under the Criminal Justice and Court Services Act 2000⁴, it is an offence punishable by imprisonment to apply for work with children and/or adults at risk if an individual has been:

- convicted of a Schedule Four Offence⁵ and/or;
- put on the Protection of Children Act List (POCA)⁶ and/or;
- put on the Protection of Vulnerable Adults List (POVA)⁷ and/or;
- considered unsuitable or banned from working with children under section 142 of the Education Act of 2002⁸.

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

It is also an offence for anyone knowingly to employ such a person in such a capacity, either on a voluntary or a paid basis.⁹

⁴ [Criminal Justice and Court Services Act 2000 \(legislation.gov.uk\)](https://www.legislation.gov.uk)

⁵ Schedule Four offences include murder, manslaughter, rape and offences against children

⁶ 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)

⁷ 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)

⁸ 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

⁹ Safeguarding Vulnerable Groups Act, 2006

4. Safeguarding Reference Group

4.1. Structure

City & Guilds carries out their 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.

4.2. Responsibilities

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

- Safeguarding Panel (constituted of members from the Safeguarding Reference Group) which reviews alleged safeguarding incidents; and
- Safeguarding Leads (designated by the Safeguarding Reference Group) who provide technical expertise related to safeguarding.

The Safeguarding Reference Group is accountable to the Regulation and Compliance Board.

4.3. Terms of Reference

- determine the scope of the *Safeguarding children and adults at risk policy* and procedures for implementation, maintenance, monitoring and revision, in line with the JCQ Policy statement on safeguarding children and adults at risk and UK legislation
- appoint safeguarding panel members and leads
- act as a reference point for consistent management of safeguarding concerns reported to City & Guilds from internal or external sources
- identify any strategic and policy matters to the Regulation and Compliance Board
- advise the Regulation and Compliance Board on particular activities to maintain the policy objective of the Safeguarding Reference Group
- proactively seek to develop City & Guilds expertise and identification of good practice regarding Safeguarding in relation to the development and implementation of assessment and qualifications
- consider issues of interest, sharing views and good practice and, where relevant, propose solutions and/or alternative approaches to managing and implementing Safeguarding policy.
- ensure all teams across the organisation are familiar with the safeguarding policy
- ensure that City & Guilds is appropriately represented at any relevant external groups, meetings or consultations in this area
- manage internal/external communications on safeguarding matters

4.4. Membership

Members of the Safeguarding Reference Group will be from representative teams within City & Guilds, to include:

Skills Solutions, Qualification Development, Assessment, Operations, EPA Operations, Associate Management, Quality Delivery, Customer Services, Legal, People Services, Regulation and Compliance, Information Services and Data Protection¹⁰.

4.5. Frequency of meeting

The Safeguarding Reference Group shall meet every three months, to review policy and monitor implementation and progress, and to discuss the safeguarding incidents from the previous quarter. Sub-groups will be formed should there be a need for specific pieces of work.

4.6. Safeguarding Panel

The Safeguarding Panel's responsibilities are to review any alleged safeguarding concerns that are reported by members of City & Guilds, Associates or external sources, for example, third party suppliers, 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 be comprised of one Safeguarding Lead and at least one other 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.

4.7. Safeguarding Leads

The responsibilities of the City & Guilds Safeguarding Leads are to:

- have completed training as defined by the safeguarding reference group
- receive and review copies of Disclosure Declaration Forms (See Appendix 3) requiring decision
- respond to communications made to the Safeguarding email address
- be a member of the Safeguarding Panel
- co-ordinate action within City & Guilds and liaise with the appropriate authorities or agencies about alleged cases of child or adults at risk abuse as necessary

¹⁰ This membership is subject to review dependent on internal restructures or changes within the Awarding Organisation

- act as a source of advice and provide guidance and support to those dealing with any issues about safeguarding children or adults at risk involving the inappropriate behaviour or actions of a member of City & Guilds or Associates
- Provide safeguarding training within City & Guilds.

Safeguarding Leads will be employees of City & Guilds. 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.

5. Disclosure Procedures for recruitment of Associates¹¹

5.1. Declaration Disclosure for applicants applying for an Associate role/s and existing Associates

5.1.1 Disclosure for applicants/ Associates involved in unregulated activity

As part of the application process, City & Guilds require completion of a signed Disclosure Declaration Form (see Appendix 3) providing all details of

- any changes to the status of their registration with any relevant regulatory body¹²
- 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

A new Disclosure Declaration form must be completed should circumstances change since the Associate's previous submission.

City & Guilds complies fully with its obligations under the General Data Protection Regulation 2018 (GDPR). City & Guilds 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 reserves the right to reject any applicant who refuses to complete the Disclosure Declaration Form.

5.1.2 Disclosure for applicants/ Associates involved in regulated activity

If City & Guilds determines that its associates are engaged in regulated activity these are the steps it will follow.

City & Guilds will require that the applicant undertake, and pass, a DBS (Disclosure and Barring Service) 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.

City & Guilds 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>

¹¹ This section is applicable to Associates only. Employees of City & Guilds are referred to the relevant HR policies and procedures on **The Guild** around disciplinary policy and procedure.

¹² 'Regulatory body' refers to an organisation you must be registered with to carry out your role

- Disclosures Scotland <http://www.disclosurescotland.co.uk>
- Access NI <http://www.dojni.gov.uk/accessni>

City & Guilds will also comply with any relevant international legislation.

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

5.2. Code of conduct

City & Guilds requires that Associates behave appropriately at all times.

To provide guidance as to what constitutes appropriate behaviour in terms of safeguarding children and adults at risk; City & Guilds has produced a Code of Conduct (see Appendix 4).

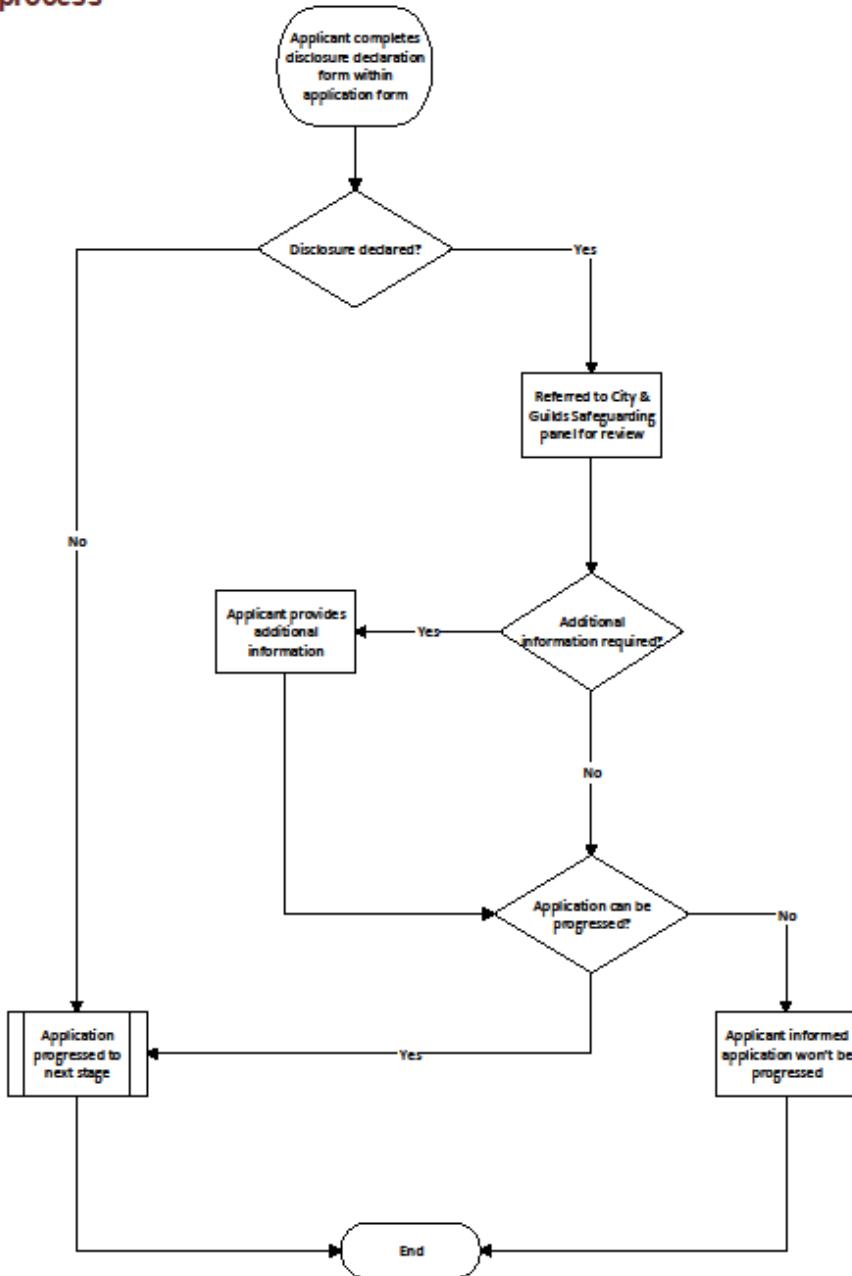
Associates are required to read and submit a signed copy of the Code of Conduct on an annual basis as part of the contracting / re-contracting process.

5.3. Recruitment of ex-offenders

Having a criminal record will not necessarily bar an applicant from working with City & Guilds. City & Guilds 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.

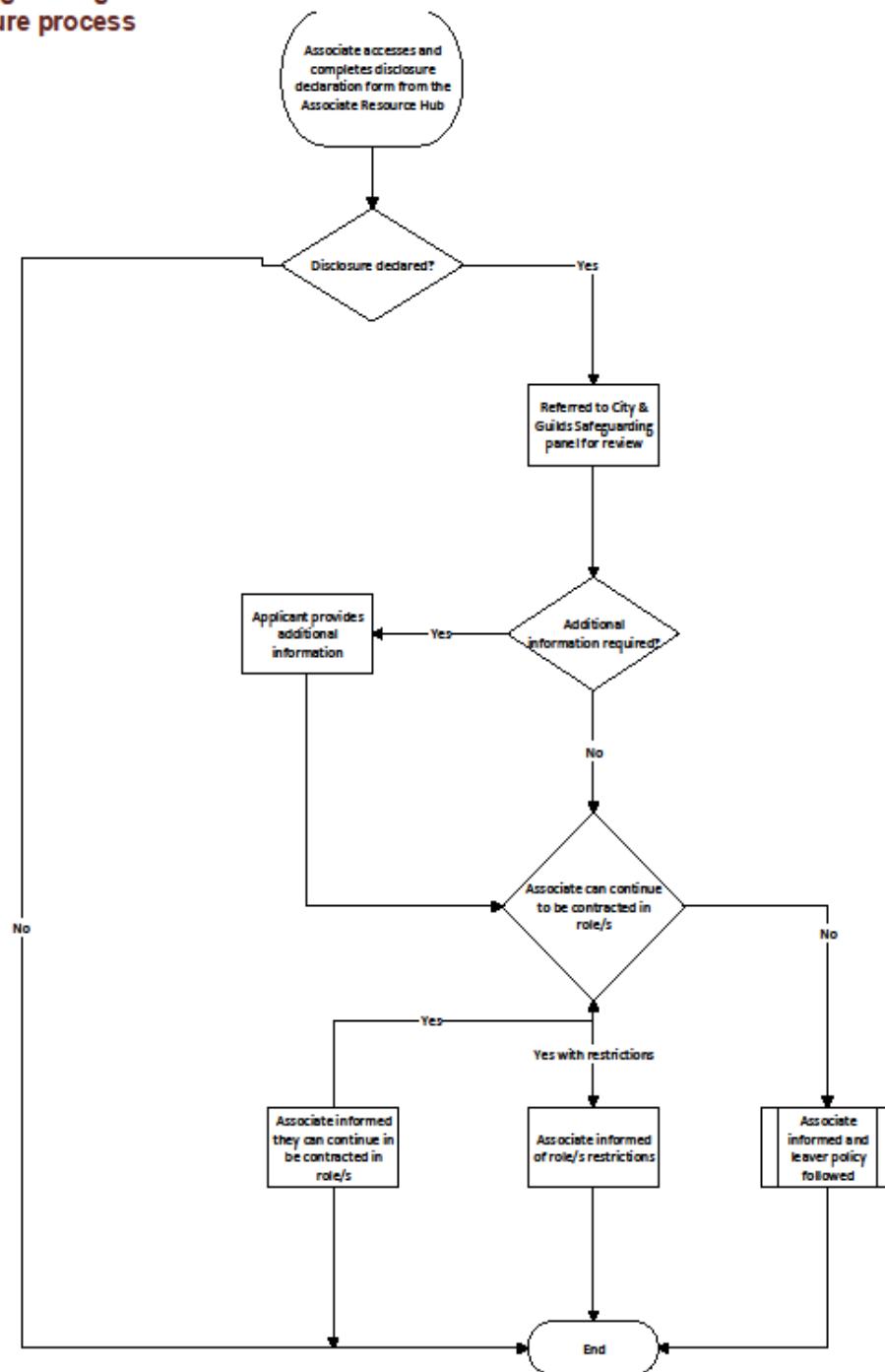
5.4. Safeguarding: Associate application disclosure process flow sheet

5.4 Safeguarding: Associate application disclosure process



5.5. Safeguarding: Associate contracted disclosure process

5.5 Safeguarding: Associate contracted disclosure process



6. Reporting safeguarding concerns

6.1. Responding to Safeguarding concerns

6.1.1 Roles and Responsibilities

It is vital that all City & Guilds staff and Associates who suspect that a child or adult at risk, is subject to potential harm or abuse, take personal responsibility to report their concerns to the Safeguarding Reference Group. Not reporting potential Safeguarding concerns may put these groups at further risk of harm.

The role of the Safeguarding Reference Group is **not** to investigate a child or adult safeguarding concern but to review the information provided and, where necessary, escalate to the relevant authorities.

6.1.2 Responding to a safeguarding concern

Concerns about safeguarding children and adults at risk may arise in different situations. Staff and Associates may:

- witness or observe something first hand
- receive information by phone/email/letter/in person
- receive learner work that raises potential safeguarding concerns

The following guidance must be followed if staff or Associates receive an allegation of child or adult at risk abuse or if a disclosure or allegation of abuse is being made to them by a child or adult at risk. 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. 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.

6.2 Reporting information

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

- what has happened
- where and when
- who was involved
- any contact details
- what action, if any, has so far been taken
- ENR, if known
- Centre name/number
- Qualification/EPA number and title

Staff and Associates must pass on what information they have, even if the informant has only divulged a little or will not give their details. All information should be treated as confidential, and staff and Associates 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 as soon as possible and no later than 2 working days to safeguarding@cityandguilds.com, preferably by a password protected email.

6.3 Further action

The Safeguarding Panel may discuss any raised concerns with staff and Associates 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 adult at risk. All information given will be treated seriously and with respect for the person providing it.

6.4 If an allegation of abuse is being made against you as a City & Guilds staff member or Associate

- In all instances, staff and Associates must inform the Safeguarding Reference Group (via e-mail: safeguarding@cityandguilds.com). Staff members should inform their line managers and Associates should inform their main managing contact at City & Guilds.
- If City & Guilds receives an allegation against an Associate, they will inform the Associate 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.

6.5 Information sharing

If the allegation could constitute a potential risk of abuse to a child or adult at risk, then City & Guilds will **always** share the information with relevant agencies in order to protect the child or

adult at risk. If there is insufficient information to enable a referral then the reasons for this will be recorded.

City & Guilds 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.

When sharing safeguarding data all documents and emails will be password protected and encrypted as appropriate

6.6 Further support

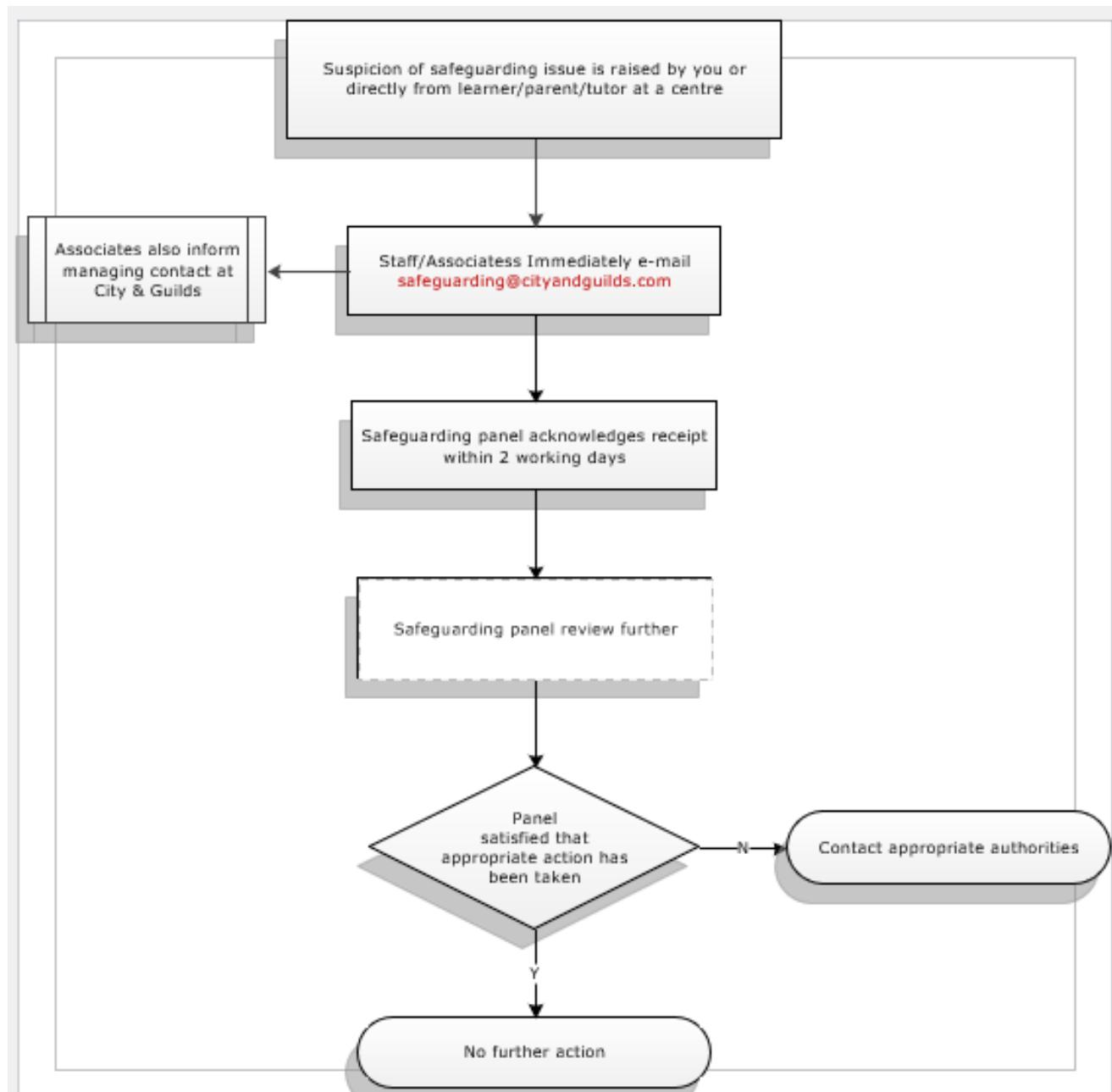
It is always possible that reading or talking about safeguarding will cause distress, particularly if staff or Associates have had direct experience themselves.

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**.

There are some very good external organisations who provide great advice and resources to support our mental health, these include:

- [Mind](#)
- [Young Minds](#)
- [It's Good to Talk](#)
- [The Mental Health Foundation](#)
- [Frank](#)
- [Cruse Bereavement Care](#)
- [Relate](#)
- [Sane](#)
- [The Gender Trust](#)
- [International Mental Health Organisation](#)
- [International Association for Suicide Prevention](#)

6.7 Responding to Safeguarding concerns flow chart



6.8 Implementation

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

- issue the Safeguarding policy to all its Associates, centres and partner organisations to ensure that it should be available on request to learners
- provide development activities/updates appropriate to the needs of staff and Associates 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 advise on changes and amendments as appropriate
- require that all Associates have completed and signed a Disclosure Declaration Form covering offences, cautions, reprimands, warnings etc.
- require that all Associates complete a new Disclosure Declaration Form should their circumstances change
- require centres to ensure that City & Guilds staff and Associates are accompanied during visits to centres.

Appendix 1 Key legislation

The table below identifies the key pieces of country specific legislation and policy that underpins our approach and responsibilities for child protection and safeguarding in the UK.

England	
Legislation	Policy/Guidance
Children Act 1989 (as amended)	Working together to safeguard children (Department for Education, 2018) https://learning.nspcc.org.uk/research-resources/2018/working-together-to-safeguard-children-caspar-briefing/
Children Act 2004 (as amended)	Children Act 2004 (legislation.gov.uk) Keeping children safe in education 2024
Children and Social Work Act 2017	Children and Social Work Act 2017 (legislation.gov.uk)
Education and Training (Welfare of Children) Act 2021	Education and Training (Welfare of Children) Act 2021 (legislation.gov.uk)
The Care Act 2014 (over 18s)	Care Act 2014 (legislation.gov.uk)

Wales	
Legislation	Policy/Guidance
Children Act 1989 (as amended)	Working Together to Safeguard People (Welsh Government, 2017)
Children Act 2004 (as amended)	Codes of Practice and Statutory Guidance under section 147 of SSWB Act 2014
Social Services and Well-being (Wales) Act 2014.	Social Services and Well-being (Wales) Act 2014 (legislation.gov.uk)
Well-being of Future Generations (Wales) Act 2015	Well-being of Future Generations (Wales) Act 2015: the essentials [HTML] GOV.WALES

Rights of Children and Young Persons (Wales) Measure 2011	Rights of Children and Young Persons (Wales) Measure 2011 Law Wales (gov.wales)
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Northern Ireland	
Legislation	Policy/Guidance
Criminal Law Act (Northern Ireland) 1967	Children and young people's strategy 2017-2027: working together to improve the well-being of children and young people living in Northern Ireland, delivering positive, long-lasting outcomes (Department for Education, 2016)
The Children (Northern Ireland) Order 1995	Co-operating to Safeguard Children and young people in Northern Ireland (Department of Health, 2017)
Safeguarding Board Act (Northern Ireland) 2011.	Safeguarding Board for Northern Ireland (SBNI) (2018) Revised regional core child protection policies and procedures for Northern Ireland
Children's Services Co-operation Act (Northern Ireland) 2015	Children's Services Co Operation Act (Northern Ireland) 2015 Department of Education (education-ni.gov.uk)
Safeguarding Vulnerable Groups (Northern Ireland) Order 2007 (as amended)	The Safeguarding Vulnerable Groups (Northern Ireland) Order 2007 (legislation.gov.uk)

Scotland	
Legislation	Policy/Guidance
Children (Scotland) Act 1995 (as amended)	Getting it right for every child (GIRFEC) (Scottish Government, 2018)
Criminal Justice (Scotland) Act 2003	National guidance for child protection in Scotland (Scottish Government, 2014a)
Children and Young People (Scotland) Act 2014	Definitions - Children and Young People (Scotland) Act 2014: National Guidance on Part 12: Services in relation to Children at Risk of Becoming Looked After, etc - gov.scot (www.gov.scot)

Safeguarding Vulnerable Groups (Scotland) Act 2007	<u>Protection of Vulnerable Groups (Scotland) Act 2007 (legislation.gov.uk)</u>
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Notes:

The following legislation have UK reach in terms of relevance and enforcement, albeit slightly differently in each member country

- Safeguarding Vulnerable Groups Act 2006 (as amended)
- Protection of Freedoms Act 2012

Appendix 2 Key definitions and concepts

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

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).

Adults at risk - 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

Care Act 2014¹³

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.

¹³ [Care and support statutory guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/care-and-support-statutory-guidance)

Appendix 3 Disclosure Declaration Form (Associates 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?

--	--

Have you any convictions which are unspent (for the purposes of the Rehabilitation of Offenders Act or similar legislation in any jurisdiction in which the service are performed)?

--	--

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

--	--

*If you answered 'Yes' to any of the previous questions please give details in this area

Name

Date

By indicating 'X' in the box below you confirm that you have read and understood the Safeguarding Disclosure Declaration Form and will provide details of any criminal convictions.

IMPORTANT NOTE

If you have answered **YES** to any question this will be reviewed by the Safeguarding team.

For more information on how we process your personal data, please visit our Associate Privacy Notice [Associate Privacy Notice | City & Guilds \(cityandguilds.com\)](https://www.cityandguilds.com/privacy-notice)

Appendix 4 Code of Conduct Form (Associates only)

Code of Conduct Form (Associates Only)

All City & Guilds Group Associates are required to acquaint themselves with the City & Guilds Group's policies and procedures as specified during training, in addition to any other role requirements, following this Code of Conduct.

Code of Conduct

As an Associate, you **must**:

- listen to, value and respect everyone as an individual
- be polite
- be responsive
- value the contributions of other Associates during meetings
- keep all correspondence professional
- provide an example of the good conduct you wish others to follow
- report all concerns about inappropriate behaviour, allegations/suspicions of abuse including any allegation made against yourself or other staff to the Safeguarding Reference Group, safeguarding@cityandguilds.com, copying in your City & Guilds main contact

Associates who come into contact with children and adults at risk **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
- unnecessary physical contact
- engaging in or allowing sexually provocative games or activities
- making or permitting suggestive or discriminating remarks to/or about children or adults at risk
- meeting children or adults at risk 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
- engaging in sexual relationships with learners (which may in any event constitute a criminal offence)
- giving out personal information, or share email addresses, mobile phone numbers etc with any child, young person or adults at risk
- 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.

Name	
Date	

By indicating 'X' you confirm you agree to comply with all the requirements of this Code of Conduct

Contact us

Giltspur House 5-6 Giltspur Street London EC1A 9DE

general.enquiries@cityandguilds.com

01924 930 801

www.cityandguilds.com

About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

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