

NEBOSH Student Safeguarding Policy



This policy is intended to ensure that the British Safety Council has a process in place to ensure the safeguarding from abuse of vulnerable adults (persons at risk) studying its NEBOSH courses. The British Safety Council recognises that a vulnerable adult learner may be at risk of harm from first engagement with British Safety Council while making the decision to purchase the course through to final receipt of certification after completion of study. Therefore, this policy extends to British Safety Council staff involved in the purchase, delivery and administration of NEBOSH courses.

Definitions

Vulnerable adult - a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their personal characteristics or life circumstances.

Their personal characteristics may include:

- Age
- Physical or mental disabilities
- Special educational needs
- Any illness, mental or physical they may have

Their life circumstances may include:

- Isolation or loneliness
- Finances and work
- Living conditions

Abuse - occurs when a vulnerable adult is mistreated, neglected or harmed by another person who holds a position of trust.

Safeguarding – what the British Safety Council does to ensure a person at risk is identified and kept safe during the purchase, delivery and administration of their NEBOSH course.

reasonable adjustments – In accordance with their Reasonable Adjustments policy, NEBOSH may, upon application at least 4 weeks prior to assessment, modify their assessment requirements for many reasons such as a permanent (long term) or temporary disability or medical condition; communication and interaction needs; where English is an additional language.

Procedure

1. Employees interacting with a person at risk while they purchase and complete their NEBOSH course studies should do all they reasonably can to ensure the person at risk feels safe always, and is not subjected to any abuse, mistreatment or harm.
2. The wellbeing of a person at risk attending an in-company delivery of an NEBOSH course is the sole responsibility of the employer engaging the services of British Safety Council to deliver the course.
3. Any British Safety Council employee concerned about the wellbeing of a person at risk during an in-company course delivery, must report their concerns in writing accompanied by any evidence to the appropriate Head of Sales who should pass this information on, as appropriate to achieve the person at risks' safety and wellbeing, to the purchasing client, police or other welfare bodies.
4. Any sales employee becoming aware that a person considering purchasing an NEBOSH course from the British Safety Council may be a person at risk, must disclose that the client may be a person at risk to their line manager before proceeding any further with the sale. At this time, the sales employee must make available for scrutiny by their line manager all records of the communication they have had with the client regarding this or any other purchase of BSC products.
5. All further communication between the sales employee and the client must be made available to the line manager as it proceeds e.g. by copying the line manager into emails,

6. Before a product purchase can be confirmed, and any money taken from the client, the sales employee must demonstrate to the line manager that
 - The client has confirmed their clear understanding of the content of the product and its costs,
 - The employee has carried out due diligence to ensure that the product is best suited to the client's needs as disclosed by the client or their employer.
 - NEBOSH's reasonable adjustment (RA) process has been explained to the client and, if appropriate, the sales employee has facilitated the client completing the RA form and sent it to NEBOSH.
 - The adult at risk understands their obligation to let the Head of Operations know the outcome of any application for reasonable adjustments before they start their course.
 - Any adult at risk who will be attending public classroom training or a public examination sitting understands that they should identify themselves and explain any special educational needs/special requirements to the tutor or invigilator at the first opportunity.
7. Once purchase of a course is confirmed, the sales employee must inform in writing the Head of Operations **and either** the Head of Education and the course tutor for a training product, **or** the Head of Digital Learning for a digital product.
8. The sales employee must include in their information
 - The intended start date of the person at risk's public or digital course
 - All relevant information about the circumstances and risks to the vulnerable person that they have understood during their interactions.
9. The Head of Education, Head of Digital, or Head of Operations should make available to the person at risk any available additional resources or information necessary to support their engagement with British Safety Council and their study of the NEBOSH course.
10. If the vulnerability of the person at risk first becomes apparent post purchase, any employee recognising the learner is a person at risk should make the Head of Education and Operations aware of their concerns.
11. If a British Safety Council employee becomes concerned that a person at risk is experiencing, abuse, exploitation, neglect or other harm, or is in danger of doing so during their engagement with British Safety Council, the employee should immediately report this concern in writing, accompanied by any supporting evidence. The report should be made to the Head of Sales if the concern occurs during the purchasing process, or the Head of Education after the course has been purchased and is being completed, and the Head of Operations in all other circumstances.
12. Within 24 hours of receiving the report of concern, the appropriate Head of Sales, Education or Operations will thoroughly investigate the concern including, as far as reasonably practicable, communicating directly with the adult at risk.
13. Following their investigation, the appropriate Head of Sales, Education or Operations will, as they deem appropriate, intervene in a timely and proportionate manner, to prevent, as far as practicable, further harm or risk of harm to the vulnerable adult.
14. Appropriate interventions are likely to include, but not be restricted to, liaison with other colleagues, giving instructions to employees, monitoring interactions, challenging other client's behaviour, informing the police, informing medical services, informing the UK or International Head of Sales, and Key Account Manager so that a next of kin, key carer, or employer is informed.
15. All such investigations into concerns regarding the safety and welfare of vulnerable persons, interventions and their outcomes should be documented and records kept securely.
16. After a report of concern is made to the Head of Sales, Education, or Operations, they will inform all other relevant stakeholders of the need to be vigilant to ensure the vulnerable adult has an excellent experience throughout the remainder of their engagements with the British Safety Council.