
Covid 19 ISC Safeguarding Protocols

This Covid 19 specific safeguarding protocols are not intended to replace any current policy but provides information on the operational adjustments required at this time to ensure the ISC Safeguarding Policy is followed.

Purpose and overview

Study Group understands that normal practice is difficult during these unprecedented times, however it is also understood that the responsibility to keep students safe remains. This document describes the approaches to be taken to ensure all students are safeguarded throughout this period and is guided by *Coronavirus (COVID-19): safeguarding in schools, colleges and other providers* and the *Office for Students Coronavirus (COVID-19): guidance for providers and students*.

Roles and responsibilities

Safeguarding remains everyone's responsibility and all concerns must be acted upon immediately.

There is a Designated Safeguarding Lead (DSL) or a Deputy Safeguarding Lead (DDSL) available for all centres that will be contactable by phone or email as per usual practice. Please refer to the appendix for contact details.

Raising Concerns

All concerns must be raised to the welfare team as per normal process. In the event that a welfare member of staff is unavailable then concerns can be raised directly to the Designated Safeguarding Lead or their deputy.

In the event that the DSL's or DDSL are unavailable due to Covid 19 related illness, concerns must be escalated to the Head of Centre/Centre Director.

Vulnerable students

Study Group understands that international students can become increasingly vulnerable as a result of the lockdown measures in place to protect against Covid 19, especially if they have not been able to return to their home country. Additionally, some students may also be experiencing mental ill health or an exacerbation of a pre-existing condition as a result of social distancing measures. In these cases, support is available via the welfare teams and referrals can be made to the partnership university if required. In addition, NHS support is available via a GP referral or 111.

For those students currently in the UK without family support, help and assistance is available via the welfare teams.

Peer on Peer abuse

Study Group understands that abuse can still occur and the global impact of Covid 19 could also result in peer on peer bullying scenarios. All staff and students must be vigilant to this and concerns referred to the DSL or DDSL as per the section on raising concerns. Further information is available within the Safeguarding Policy.

Homelessness

There have been occasions where students have lost their housing as a result of Covid 19. Support is available for these students, including the option to relocate to either university or Study Group facilitated student accommodations. Please contact the welfare team for further advice and assistance.

Hardship Assistance

There have been instances where students have experienced hardship as a result of Covid 19, or as a result of lockdown measures taken within their home countries. Any concerns about hardship must be raised to the welfare team. Please refer to the *ISC Hardship Policy* for further information.

Attendance

As all learning is now delivered virtually, attendance will be monitored via engagement with their learning which is recorded as per the *Attendance Policy*.

In the event that the whereabouts of a U18 student (or a vulnerable adult) is unknown then the missing procedures must be followed as per normal practice and a concern raised as per the *ISC Safeguarding Policy*.

Safeguarding training and inductions

Any new staff, including agency and volunteers will complete the iHasco on-line safeguarding training within 1 week of their start date as per usual procedures. As lockdown restrictions relax, further safeguarding training will be provided to all student-facing staff within 6 weeks of the employment start date.

Please refer to the *ISC Safeguarding Policy* for more information.

Safer recruitment

All new staff, including agency and volunteers, will be recruited safely as per the *Safer Recruitment Policy*.

All safer recruitment checks will be completed however further provisions have been put in place to remotely check ID and DBS certificates as per the *COVID-19: Changes to DBS ID checking guidelines*. HR is available to assist as required via *Service Now*.

Online safety

IT Provision will continue to be filtered and monitored via the partner university or via Smoothwall where Study Group Wi-Fi is available.

All staff members have been made aware of the additional principles required to safeguard students and themselves whilst interacting virtually. These are:

- Ensure that the space you are using to make the call is appropriate and offers a degree of privacy (e.g. that identifying photos and/or items offering personal information are removed)
- Dress appropriately
- Always act professionally and keep the conversation to the topic at hand; try not to discuss the student's personal situation unless it is your job to do so
- Do not divulge any personal information
- Do not communicate via social media or share your personal social media contacts.
- Do not accept any social media connections from a student (e.g. a Facebook friend request)
- If a student behaves inappropriately at any time, reschedule the meeting and email the student with a reminder about expectations around their behaviours

As per GDPR guidelines, virtual meetings via Skype, Zoom or other formats must not be recorded unless real time, active permission is provided by the student/s.

Any concerns identified as a result of one-line communications with students must be referred to the DSL or DDSL on duty. Please refer to the *ISC Safeguarding Policy* for further information.

Prevent Duty

Study Group's responsibility for the Prevent Duty is unchanged as a result of Covid 19. Any concerns that a student (or member of staff) is becoming radicalised or is exhibiting extremist viewpoints must be raised to the local Prevent Lead as per the *ISC Safeguarding Policy*.

As centres are currently closed, however external speakers could be facilitated via virtual events (Skype or Zoom) and as such the *External Speakers Policy* must be followed.

Staff who are facilitating or delivering lessons are reminded that the *Student Behaviour Charter* still applies and that the expectation of respect and tolerance remains during student debates.

Review

The Covid 19 Safeguarding Protocols will be reviewed monthly.

Key contact details

The following are the centre specific contacts in the event of welfare or safeguarding concerns:

Centre	Primary contact (DSL or DDSL)	Contact details
Aberdeen	Caren Falconer	CFalconer@studygroup.com or 07468690629
Coventry London	Yvonne Silk Jones	YSJones@studygroup.com or 07467955325
Dublin	Chantal Ryan	CRyan@studygroup.com or 07795491300
Durham	Alison Churchill	ACchurchill@studygroup.com or 07469 856281
Holland	Ashleigh Hough	Ahough@studygroup.com or 0031 633418233
Huddersfield	Leanne Atack	LAtack@studygroup.com or 07825980346
Keele	Toni Lucas-Culverwell	TLucas-Culverwell@studygroup.com or 07818 570537
Kingston	Nicola-Anne Magnusson	NMagnusson@studygroup.com or 07771732358
Lancaster	Mandy Lim	mLim@studygroup.com or 07824592783
Leeds	Rosemary Brough	RBrough@studygroup.com or 07585300591
Lincoln	Suada Revollo	SRevollo@studygroup.com or 07585900671
Liverpool	Paul Ireland	pIreland@studygroup.com or 07825274571
Royal Holloway	Simone Downie	SDownie@studygroup.com or 07557260679
Sheffield	Janet Riley	jRiley@studygroup.com or 07825596378
Strathclyde	Hani Noor	hNoor@studygroup.com or 07833285765
Surrey	Jen Glover	JGlover@studygroup.com or 07469 856347
Sussex	Helyn Soud	hsoud@studygroup.com or 07788 317504