



Safeguarding and Child Protection Policy Document of Adhyayan Quality Education Services Pvt. Ltd.

Mandatory for all Adhyayan Staff, Assessors and Associates

*Annexures 1,2,3 and 5 reviewed in: September 2016
Additional document added in February 2017: Annexure 4*

*This policy is further supplemented with three diagnostics created by Adhyayan Quality Education
Foundation: (1) Inclusion, (2) Child Protection and (3) Safe Schools.*

*The diagnostics of Inclusion and Child Protection have already been shared with some schools.
The safe schools diagnostic is under construction*

Adhyayan Quality Education Services Pvt. Ltd.

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1. Background

- i. Adhyayan Quality Education Services is a social enterprise, set up in October 2011. We assist school leaders to transform the quality of their schools and the learning opportunities of their students by embedding internationally accepted school approaches and practices in review and improvement, contextualised for India.
- ii. Adhyayan works to ensure a good school for every child by teaching school leadership teams how to review their own schools. The school's leadership team learning to review its school's performance is comprised of representatives of all its stakeholders, including students. Adhyayan's staff and trained consultant pool of facilitators introduce the school team including the students to the protocols and processes of the self-review. The process of evidence collection includes learning walks across the school, class observations, book looks and interactions with stakeholders including students, during an entire school day.
- iii. The self-review by the school team is validated by an external team of peer reviewers who mirror the methods of collecting evidence to arrive at their own judgements. This includes multiple interactions with all students during the day(s) of the external review. There is additional interaction with the students in the self-review team during the final day(s) of the review in which the self and external review teams discuss their judgements, arrive at a greater understanding of impact and create an action plan.
- iv. Adhyayan's staff, Facilitators, Assessors and Associates (paid and voluntary individuals, sponsors, researchers, donors, consultants and staff and/or representatives of partner organisations, who have committed to work as Apprentice and Intern Assessors) are drawn from our own staff and from leadership teams of schools that have already taken on the process of school self-review. The Facilitator and Assessor Programmes are by invitation only, offered to school leadership teams and resource persons.
- v. Interactions with students is essential when triangulating evidence between stakeholders in order for the evidence to be secure. It has been found over time that students are not only integral to the robustness of the evidence but also have the greatest investment in, and often the most acuity about, the improvement of their school.

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2. Purpose of the Policy

- i. It is necessary for Adhyayan's staff, Facilitators, Assessors and Associates, to be aware of the law regarding Indian law and International conventions on child rights so that they are aware of best practice and the expectations of them as well as the consequences of disobedience.
- ii. Adhyayan's staff, Facilitators, Assessors and Associates must know what assessors look like when following Adhyayan's safeguarding and child protection policy and code of conduct. They must role-model best practice in their interactions with students.
- iii. In order to be able to assess the impact of a schools conformance to safeguarding and protection, Adhyayan's staff, Facilitators, Assessors and Associates must also know what good looks like in schools in which students are included, safeguarded and protected.

3. Implementation

A. Building Awareness of Adhyayan's policies and protocols

- i. Adhyayan's Staff, Facilitators, Assessors and Associates are made aware of the nature of documents in the pen drive given to them or soft copy emailed to them, that includes:
 - a. Extracts from the Right to Education Act, 2012;
 - b. National Protection of Child Rights document on Guidelines for Eliminating corporal Punishment in Schools;
 - c. Protection Of Children From Sexual Offences (POCSO) Act, 2012
 - d. A summary fact sheet on Child Rights endorsed by UNICEF
- ii. In the course of learning to be facilitators and assessors, Adhyayan's Staff, Facilitators, Assessors and Associates are provided with the rationale and the imperative for treating students with dignity, enable and encourage them to participate in the school review, respect their opinions and at all times, give them a voice.
- iii. Adhyayan regularly reviews the extent to which each one of Adhyayan's Staff, Facilitators, Assessors and Associates understands their roles and responsibilities in respect of safeguarding and is provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to students.
- iv. Adhyayan's Staff, Facilitators, Assessors and Associates sign the code of conduct along (Annexure 1) with their contract that ensures they treat every person they meet, child or adult, with dignity.
- v. Adhyayan's Staff, Facilitators, Assessors and Associates are informed of the policy on confidentiality (Annexure 2) and media release (Annexure 3). They are not allowed to take from or share with, personal information, contact details or access of any kind with any student.
- vi. Adhyayan's Staff, Facilitators, Assessors and Associates will henceforth, from the time of this policy's date be required to sign a Self-Disclosure form regarding any history of criminal investigation or conviction against them. (Annexure 4)

B. Building Awareness of what schools that include, protect and safeguard students, look like

- vii. Adhyayan's Staff, Facilitators, Assessors and Associates learn to assess the Key Performance Area of The Child in the Adhyayan Quality Standard, that is focused around the safety and security of every student in the school.
- viii. Adhyayan's Staff, Facilitators, Assessors and Associates are additionally introduced to diagnostics on Inclusion, Protection, and Safety during their certification as Adhyayan Assessors to enable them to deepen their assessment of impact of school provision and monitoring.

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- ix. Adhyayan's Staff, Facilitators, Assessors and Associates skills are continuously developed to ascertain good safeguarding of students by the school and whether learners feel safe and are kept safe. They assess the impact of the culture of watchfulness in the schools, where safeguarding children is visibly an important part of a school's everyday life, including from visitors such as us, the Adhyayan Assessor Team.
- x. Adhyayan's Staff, Facilitators, Assessors and Associates are given guidance on how to assess whether: (a) appropriate action is taken in the event of incidents/concerns of abuse at school sites; (b) support is provided to the individual/s who raise/s or disclose/s the concern and (c) confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored.
- xi. The review process followed by Adhyayan's Staff, Facilitators, Assessors and Associates includes checking the impact of the school's recruitment procedures, service rules, disciplinary measures, incident records and attendance procedures (or their absence) of staff - teaching, non-teaching, support and transport - on child safeguarding and protection as well as the impact of existing (or absent) safeguarding provisions, protocols and procedures when relating to each other and to teachers and also when entering, exiting and transitioning within school.

C. Taking Action on omission by Adhyayan's staff, Facilitators, Assessors and Associates

- xii. A grievance process (Annexure 5) is in place for schools to notify us immediately if any of Adhyayan's Staff, Facilitators, Assessors and Associates is not conforming to Adhyayan's standards and protocols by which children with whom we interact feel secure. It is made known to Assessors that any complaint about the behaviour of Adhyayan employees and associates is directly communicated to Adhyayan's directors and the consequences of such a complaint being upheld could result in the withdrawal of their Assessor certification and the termination of their relationship with Adhyayan.
- xiii. If a legitimate concern about suspected abuse of a student by an Adhyayan Staff, Facilitator, Assessor or Associate is raised, which later proves to be unfounded on investigation, no action will be taken against the reporter. However, appropriate sanctions will be applied in cases of false and malicious accusations of Child abuse.
- xiv. Failure to comply with the policy and procedures on the part of any one of Adhyayan's Staff, Facilitators, Assessors and Associates will be addressed without delay and may result in dismissal/exclusion from the organisation.

D. Taking Action on omission by the school

- xv. In the event that Adhyayan's Staff, Facilitators, Assessors and Associates find the school does not have a child protection policy and is lax in safeguarding its students, they are required to record this fact and bring it to the notice of the school leadership as a strong recommendation for a child safeguarding and protection policy in their review report to the school.
- xvi. In the event that Adhyayan's Staff, Facilitators, Assessors and Associates find the school is unaware of safeguarding and child protection and/or is using corporal punishment or being abusive, the immediate action to be taken is to provide the leadership team with copies of the aforesaid documents on the pen drive provided, make them aware of the contents and recommend they share the contents with the staff of the school.
- xvii. In the event that a case of sexual abuse is discovered during the review, Adhyayan's Staff, Facilitators, Assessors and Associates are constrained by law to report the same to the school Principal and if relevant a senior representative of the school/network to which they belong, and failing action by the Principal, to the special Juvenile Police Unit or the local police.

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4. Monitoring the Policy

- i. All of Adhyayan's processes and procedures by its Staff, Facilitators, Assessors and Associates, must promote and prioritise the safety and well-being of students when in contact with them in their school.
- ii. We acknowledged that Adhyayan is not an advocacy organisation. The entire effort and focus is on enabling a school to learn the use of the tools and the process of self-review in order to improve and where necessary, reform itself. Adhyayan's Staff, Facilitators, Assessors and Associates must be welcomed as a critical friend, a great resource, non-judgemental and unbiased.
- iii. The policy will be reviewed every two years, or earlier if there is a change in Indian law.

signed

Kavita Anand
Executive Director,
Adhyayan Quality Education Services Pvt. Ltd.

Neha Chheda
Director
Adhyayan Quality Education Services Pvt. Ltd.

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Annexure 1: Adhyayan Code of Conduct

We, Adhyayan, believe that all of us are born free and equal in dignity and rights. We are equally deserving of respect, notwithstanding the roles we play in life, irrespective of race, colour, gender, language, religion, social origin, property, birth or other status, how old we are, how we look or what we own or which community we belong to and regardless of the level of education we have been fortunate to receive. We are conscious of this perspective at all times and make this visible in our work.

Our norms:

We do not tolerate any situation in which the mutual giving of respect is not exhibited between any two persons, adult or child. The expectation we share is that the following behaviours would be adhered to at all times:

1. Each of us performing our duties to the fullest to demonstrate our commitment to making Adhyayan a role model in the field of education.
2. Treating every child and adult as equally worthy of respect, and equally responsible for protecting and developing this perspective in themselves and in the others.
3. Role modelling the right to freedom of thought, conscience, opinion and belief.
4. Ensuring that all viewpoints are taken into consideration and wherever this has not been possible during development, provide the rationale for all decisions made, sharing the same with all and remaining open to change based on critical feedback.
5. Speaking our minds at Adhyayan including for uncomfortable raising of issues regarding any disruption of the policy in the company.
6. Responding to issues identified with deep listening and clear reasoning, to ensure that the person(s) responsible improve their capacity to understand and maintain this policy.
7. Ensure the safety and security of all in the company, looking out for each other and ourselves.
8. Not using any influence or pressure groups to get our way, nor allowing others to do so.
9. Not denigrating any religion or custom or culture.
10. Being accountable to each other and expecting and demand accountability from each other in return.
11. Participating in the cultural life of the community, enjoying the arts and sharing in scientific advancement and its benefits.

Actions we must cultivate into habits, to live these norms and this perspective:

1. All human beings have the same needs. Every morning, reflect on how you would like to relate to yourself and others so that you start the day as interested in enabling others to get their needs met, as you are in meeting your own needs.
2. When asking someone to do something, check if your words and tone are communicating a request or a demand. Instead of saying what we don't want someone to do, say what we do want the person to do. Say what action you'd like the person to take that would help the person to meet their own and/or your needs. Ask if (s)he/they need help to take the action.
3. Don't agree or disagree before you understand what the person is feeling and needing. Then say what enables you to say yes, or which need of yours prevents you from saying yes.
4. When the other person does something nice for you, tell the person what need of yours that action met.
5. If you are upset, think about what need of yours is not being met, and think what you could do to meet it, instead of thinking about what's wrong with others or yourself.

The purpose for the existence of the company is to ensure that all schools deliver a high quality of education to their students. Adhyayan has chosen holistic learning that requires the adults and children to address their multiple intelligences in a manner that makes them self-reliant learners. To achieve this perspective, Adhyayan works with self-appraisal and self-review, leading to self-evaluation of individual and school performance. The appraisal/review follows clear pedagogical standards that are clearly articulated and visible on the website.

signed:

Date:

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Annexure 2: Confidentiality Agreement

This Confidentiality Agreement (the “Agreement”) is dated the _____, and is by and between Adhyayan Quality Education Services Pvt. Ltd. and _____ (the “Receiving Party”).

WHEREAS Receiving Party has requested access to certain information and materials that are nonpublic, confidential, and proprietary in nature (“Confidential Information”) from Adhyayan; and Adhyayan is willing to disclose such nonpublic, confidential, and proprietary information and materials to Receiving Party only in exchange for commitments of confidentiality, as set forth below.

Confidential Information includes all information that Adhyayan considers confidential or proprietary information of Adhyayan or third-party sources, regardless of whether such information is marked as such by Adhyayan, including but not limited to rubrics, assignments, or other programme related information.

The Receiving Party covenants and agrees not to disclose or permit to be disclosed any Confidential Information and that the Receiving Party will not appropriate, copy, reproduce, or in any fashion replicate any Confidential Information without the prior written consent of Adhyayan.

The Receiving Party agrees that any disclosure of Confidential Information in violation of this Agreement would cause immediate and substantial damage to Adhyayan and to any parties that provided Confidential Information to Adhyayan. The Receiving Party agrees to use all reasonable effort to maintain the confidentiality of the Confidential Information and agrees not to disclose the Confidential Information obtained from Adhyayan unless required to do so by law.

The Receiving Party agrees not to use any Confidential Information for its own benefit or that of a third party unless authorised in advance in writing by Adhyayan. Confidential Information shall not include information that enters the public domain through no fault of the Receiving Party or which the Receiving Party rightfully obtains from a third party without comparable restrictions on disclosure or use.

Any addition or modification to this Agreement must be made in writing and signed by the Parties. If any provisions of this Agreement are found to be unenforceable, the remainder shall be enforced as fully as possible and the unenforceable provision(s) shall be deemed modified to the limited extent required to permit enforcement of the Agreement as a whole. This Agreement may be executed in any number of counterparts, all of which taken together will constitute one and the same agreement, and the Parties hereto may execute this Agreement by signing such counterpart.

WHEREFORE the Parties acknowledge that they have read and understand this Agreement and voluntarily accept the duties and obligations set forth herein.

Adhyayan

Assessor

Signed: _____

Signed: _____

Name: _____

Name: _____

Title: _____

Title: _____

Address: _____

Address: _____

Date: _____

Date: _____

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Annexure 3: Digital Multimedia Content Release Form

Name of School:

Name of Student: _____

Name of Parent: _____

Email id: _____

Phone Number:

Name of Photographer: _____ for Adhyayan Quality Education Services Pvt. Ltd.

I, the parent of the student mentioned above, give my consent to _____ and Adhyayan Quality Education Services to take photographs, videos and audio of my child. I hereby allow Adhyayan Quality Education Services Pvt. Ltd., the copyright to use and publish the same photos in print and/or electronically.

Adhyayan ensures that it will not distribute the photographs clicked at my school to any other organisation. Under no circumstances, will a child's identity be classified at the publication of any photograph without parental consent.

All the photographs will be taken in accordance to the guidelines laid down by the National Commission for Protection of Child Rights (NCPCR). <https://goo.gl/0ke9zr>

Signature of Parent:

Date:

School Stamp:

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Annexure 4: Self Disclosure Declaration

To The Directors,
Adhyayan Quality Education Services Pvt. Ltd.

I, _____, resident of _____ since _____,
volunteer the following information in the knowledge that it is necessary and important for the safeguarding
of children.

(please sign under the statement that is applicable. If signing #2 or #3, kindly attach all relevant documents)

1. I have not had any criminal allegation regarding children made against me, nor have I been convicted of
any crime against children in my entire career,

signed:

dated:

or

2. I have had a criminal allegation regarding a child/children made against me in the past. I have attached
the content of the allegation made against me and the outcome of the allegation.

signed:

dated:

or

3. A criminal allegation regarding a child/children has been made against me to which I am pleading not
guilty. I am attaching the content of the allegation. The outcome has not yet been arrived at.

signed:

dated:

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Annexure 5: Adhyayan Review Redressal Procedure

Background

Over the past five years there have been a small number of complaints about the process of the review. Almost all of these have concerned the judgements made by our assessor team and been expressed during the Quality Dialogue. It is on this day that the school teams develop a greater understanding of the weight of evidence required to make a secure judgement. However, in a few cases the school leader is unconvinced. Since the aim of the review is to equip the school with the ability to judge itself effectively it is in all our interests that fundamental differences are resolved promptly. As a consequence, we have introduced this redressal process

Process

As the Chairperson/President of the school's board or the Principal/ HM if you think there has been a problem with:

- the review process
- how the inspection was conducted (eg the behaviour of a member of the external review team) you should:
 - a) Speak to the lead external assessor raising your concern. Normally we would expect any concerns to be resolved at this stage since our Assessors are school leaders who have been through the process in their own schools and will be able to respond appropriately to your concerns. It is essential that this contact is made before the end of the review process in your school. The Lead Assessor will respond to the concern by interrogating the evidence provided by the school that it used in coming to judgement.
 - b) If the issue is not resolved to your satisfaction, you should immediately contact the Adhyayan Hotline. The Hotline is a telephone support service provided by Adhyayan to address concerns related to the review process. It is manned by our most experienced national assessors and faculty members who we are confident, will be able to resolve any outstanding questions.
 - c) Hotline Contact for National Assessors:
 - a. Cell Phone 1: 09664579893
 - b. Cell Phone 2: 09821318733
 - d) If unavailable please contact our Adhyayan Partnership Lead to schedule a call-back on Cell Phone: 09769800533
 - e) In the unlikely circumstance that your concern has not been resolved you should direct your complaint to the School Review Co-ordinator(SRC) of your chain of schools and accompany it with a written statement of your concerns: If in their view there is sufficient substance to the concern they will then contact Adhyayan's Head of External Review.
 - f) Any complaints arising after the process is over will be communicated in writing to the entire external assessor team for the school and their combined response will be communicated in turn to you.
 - g) Adhyayan will always respond to your concerns promptly and will endeavour to resolve them to the best of your satisfaction. All complaints will be routed back to our assessors to ensure our systems are continuously improving.

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