

# Safeguarding & Prevent Policy Statement

## 1. Introduction and Aims

Arden University is committed to the safeguarding and promotion of the welfare of all its students. To that end, we seek to ensure that our organisation, its activities, staffing and procedures are carefully managed through rigorous application of safeguarding principles that reflect our statutory responsibilities and government guidance.

We also aim to ensure that our approach to handling any issues of a safeguarding nature is in accordance with sector best practice.

Our safeguarding policy and procedures seek to ensure that regardless of age, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio-economic background, all students:

- have a positive and enjoyable experience of their education at Arden University;
- have the opportunity to study or take part in their studies in an environment where they are safe, listened to, respected and valued;
- are supported to challenge discrimination and promote the right to equal protection;
- are protected from emotional and other forms of abuse whilst participating in:
  - lecturer-led sessions, where in class or via our virtual learning environment (VLE);
  - organised online discussion forums on the VLE;
  - Arden University-led online networking groups (social media);
  - any extra-curricular activities based at an Arden University study centre.

Our safeguarding policy also seeks to ensure:

- effective management of safeguarding and prevent procedures through support and training;
- prompt response to any concerns raised;
- confidential, detailed and accurate records of all safeguarding and prevent concerns are kept and securely stored;
- ensure that all staff members in unsupervised contact with minors (physical or virtual) are subject to annual DBS checks, and that accurate records of these tests are maintained.

Failure to comply with the safeguarding and prevent policy and procedures will be addressed without delay and may ultimately result in dismissal or exclusion from the organisation.

## 2. Definitions

- 2.1 A Minor  
A minor is defined as anyone who has not yet reached their eighteenth birthday.
- 2.2 A Vulnerable Adult  
A vulnerable adult is someone aged eighteen or over who is, or may be, in need of additional support and/or community services due to age, illness or mental or physical disability, or who is, or may be, unable to take care of him/herself or unable to protect him/herself against significant harm or exploitation.
- 2.3 Abuse  
Abuse (physical, emotional, sexual or neglect) is a form of maltreatment of a child or vulnerable adult, caused by inflicting harm or by failing to act to prevent harm.
- 2.4 Prevent  
Prevent is the government's national counter-terrorism strategy aimed at stopping people from being drawn into terrorism or extremism. It aims to reduce the risk of radicalisation and to ensure those at risk are given advice and support.
- 2.5 Extremism  
Extremism is vocal or active opposition to fundamental British values including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.
- 2.6 Radicalisation  
Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism.

## 3. Designated Safeguarding Person

In the event of any concern of a safeguarding nature, a student or his/her parents/carer or chosen representative should contact the relevant Designated Safeguarding Person by emailing [safeguarding@arden.ac.uk](mailto:safeguarding@arden.ac.uk) or otherwise contacting:

For **Distance Learning** students:

Sian Duffin, Student Support Manager

Arden University, Arden House, Middlemarch Park, Coventry CV3 4JF; Tel: 02476 515 700

For **Blended Learning** students:

Debbie Groom, Head of Centre Operations

Arden University Manchester Study Centre, Linley House, 2<sup>nd</sup> Floor, Dickinson Street, Manchester;  
Tel: 01618 203 893

For **Apprenticeship** students:

Helen Duff, Apprenticeship Manager

Arden University, Arden House, Middlemarch Park, Coventry CV3 4JF; Tel: 02476 515 700



#### **4. Prevent Lead**

In the event of any concern relating to Prevent, any student, staff member or other individual should email [prevent@arden.ac.uk](mailto:prevent@arden.ac.uk) or contact:

The University Registrar  
Arden University, Arden House, Middlemarch Park, Coventry CV3 4JF; Tel: 02476 515 718.

#### **5. Responsibilities**

All staff in direct contact with students have a responsibility to be alert to the possibility of abuse, extremism or exposure to radicalisation and to raise a concern via the appropriate channel. The University expects its staff to promote tolerance and respect by acting as a role model. Guidance on how to behave if a student discloses abuse, or provides any information that suggests abuse, is included as Appendix 1.

Designated Safeguarding Persons have responsibility for operational coordination of safeguarding procedures and for advising and supporting staff who raise concerns.

The Director of Student Achievement has overall responsibility for the strategic and operational implementation of safeguarding policy.

The Registrar has overall responsibility for compliance with the Prevent Duty and for operational coordination of prevent procedures and for advising and supporting staff or students who raise concerns.

Safeguarding and Prevent Contacts will be identified for each Study Centre, they will be permanently based at that centre and will act as the 'go to' people or person on site and have responsibility for ensuring that any concerns are promptly relayed via the appropriate channel.

Under supervision of the Designated Safeguarding Person for Blended Learning students, Safeguarding and Prevent Contacts will also ensure compliance with the procedure for approval of external speakers on their site.

#### **6. Procedures**

Safeguarding or Prevent concerns should be reported immediately to the relevant Designated Safeguarding Person (see Section 3 above) or to the on-site Safeguarding Contact.

A list of Safeguarding and Prevent Contacts is provided in Appendix 2. Details of the Designated Safeguarding Person and the Safeguarding and Prevent Contacts for each study centre will also be displayed on site.

Any allegation against a member of staff with regard to safeguarding or prevent should be reported immediately to the Designated Safeguarding Person in the first instance.



Designated Safeguarding Persons will assess any concern raised and determine what action, if any, should be taken. Actions may include:

- Escalation of the issue to the Prevent Lead (Registrar) for consideration;
- Referral to social services, police or other relevant agencies;
- Referral StudentLine for counselling or support;
- Referral to the HR Manager and relevant SMT Manager for any case involving an allegation against a member of staff.

The Prevent Lead (Registrar) will then assess any potential prevent-related concern raised and determine what action, if any, should be taken. Actions may include:

- Referral to social services, police or other relevant agencies, including the Channel programme;
- Seeking further advice from the relevant Department for Education Regional Prevent Coordinator.

Designated Safeguarding Persons and the Prevent Lead will keep confidential case notes for all referrals.

Arden University recognises that its student body is internationally based and that referrals to local services will not be feasible for students who are resident outside the UK. Nevertheless, it will seek to support its international students so far as possible through providing access to StudentLine for all students and through its agreement with the West Midlands Police to relay any prevent concerns internationally wherever feasible and appropriate.

## **7. Admission of students who are minors**

The University is not able to take on the usual rights, responsibilities and authority which parents or guardians have in relation to a minor, and it will not act *in loco parentis* (assuming parental responsibility) in relation to students who are under eighteen years.

The Admissions Department will identify any applicant who will be under the age of eighteen at the point of enrolment as a matter of routine and will advise the applicant that the University is required to seek consent from a parent or guardian prior to their enrolment on a programme of study. Parent/guardian contact details and consent to share information will be obtained from the applicant, as a condition of considering their application. The Head of Admissions will write to the parent or guardian using the template in Appendix 3. The relevant Designated Safeguarding Person will contact the parent or guardian by telephone to check their understanding of this letter, to clarify the learning experience in which the applicant would be participating and to answer any queries or address any concerns.

The University will correspond directly with its students, not normally with parents or guardians, even where the student is under eighteen.

Parents and guardians of Blended Learning students will need additionally to understand and give consent for students to:

- (i) participate in any field trips and excursions; Risk assessments will be carried out before all field trips and excursions and participation in some activities may be limited for students who are minors.
- (ii) access unregulated internet services in an unsupervised environment. Students are expected to comply with the acceptable use provisions within the University's terms and conditions.

The University will collect emergency contact details for all students under the age of eighteen. If an emergency arises on University premises, for example, medical or criminal, and it is not possible for the University to contact the named individual within the timescale necessitated by the particular situation, then the University may be required to act on the student's behalf. In such circumstances a senior member of the University will, on behalf of the student's parent or guardian, give such consent to treatment as is in the best interests of the student.

The Designated Safeguarding Persons will jointly maintain accurate records of all current students under the age of eighteen and alert module lecturers and student support coordinators accordingly at the start of each semester or delivery period.

## **8. Student Information**

Students will be advised about university procedures with regard to safeguarding and prevent through induction, Student Handbooks, the University's terms and conditions (in relation to online monitoring and acceptable use policies) and publication of this policy.

Students are further advised on the tolerant and respectful behaviour required of them via the Student Charter and Student Handbooks.

## **9. Confidentiality and information sharing**

Staff should only disclose information or sensitive information about students with nominated safeguarding or prevent contacts. All staff must be aware that they have a professional duty to share information with other agencies in order to safeguard minors, adults and those at risk of radicalisation. However, information will be shared on a need to know basis only, as judged by the Designated Safeguarding Persons and the Prevent Lead.

## **10. Staff Training**

All student facing staff will undertake WRAP training (Working to Raise Awareness of Prevent). Designated Safeguarding Persons and Safeguarding and Prevent Contacts will undertake safeguarding training, including updates at least every two years.

## **11. External speakers**

Any external speakers, whether contributing via the VLE or face to face at a Study Centre, must be approved in advance through completion and consideration of the checklist included as *Appendix 4 Approval of External Speakers*. All requests must be submitted to the secretary of the SMT a minimum of two weeks before the event/date of speaking. Where the answer to all questions on the checklist is 'no', the request will be deemed low risk and approval to proceed will be granted. Where



the answer to any question on the checklist is 'yes', the request will be referred to the Registrar for consideration.

## **12. Online Monitoring**

Arden University undertakes automated online monitoring of areas of its VLE that are not directly managed by staff, including direct messaging via its VLE and student blogs. Students are advised of this practise via the terms and conditions.

Weekly reports of the automated monitoring process, identifying any terms that are linked to terrorism or extremism, are monitored by the Prevent Lead or nominee to determine whether there is any cause for concern.

## **13. Reporting and Review**

The Academic Board will receive a report annually on the number and type of referrals made. Where no referrals are made, a nil report will not be required.

The number of referrals made each month will be reported to the Operational SMT at each meeting. Again, nil reports are not required.

The safeguarding and prevent policy and associated procedures are reviewed at least every two years, or in the following circumstances:

- changes in legislation and/or government guidance;
- as a result of any other significant change or event.

## APPENDIX 1

### STAFF GUIDANCE

If a student discloses that they are being abused, or provides any information suggesting that this is the case, staff should follow the guidance below.

#### DO

- Remain calm, accessible and receptive
- Ensure you are meeting the student in an appropriate place (i.e. private)
- Listen carefully without interrupting or asking leading questions
- Communicate with the person in a way that is appropriate to their age, understanding and preference
- Be aware of the non-verbal messages you are giving
- Make it clear that you are taking them seriously.
- Acknowledge their courage and reassure them that they are right to tell.
- Reassure them that they should not feel guilty and say that you're sorry that this has happened to them.
- Let them know that you are going to do everything you can to help them and what may happen as a result.
- Make a note of what was said, using the person's actual words wherever possible
- Make note of your observation (signs of abuse, if any)
- Complete cause for concern form (if urgent contact a safeguarding officer immediately)

#### DON'T

- Judge the person
- Investigate or seek to prove or disprove possible abuse Investigate, suggest or probe for information
- Make promises about confidentiality or keeping 'secrets'
- Jump to conclusions, be dismissive or react with shock, anger, horror etc.
- Speculate or accuse anybody
- Offer opinions about what is being said or the persons allegedly involved
- Confront another person (adult or child/young person) allegedly involved
- Forget to record what you have been told
- Assume that someone else will take the necessary action
- Fail to pass this information on to a safeguarding officer

## APPENDIX 2

### Safeguarding and Prevent Contacts:

Nadine Riley - Birmingham Study Centre  
[nriley@arden.ac.uk](mailto:nriley@arden.ac.uk)

Rebecca Roberts - Manchester Study Centre  
[rroberts@arden.ac.uk](mailto:rroberts@arden.ac.uk)

Salina Faro - Holborn Study Centre  
[sfaro@arden.ac.uk](mailto:sfaro@arden.ac.uk)

Keisha Gayle - Tower Hill Study Centre  
[kgayle@arden.ac.uk](mailto:kgayle@arden.ac.uk)

Ravi Bakshi - Ealing Study Centre  
[rbakshi@arden.ac.uk](mailto:rbakshi@arden.ac.uk)

Aleksandra Przybylinska - Berlin Study Centre  
[aprzybylinska@arden.ac.uk](mailto:aprzybylinska@arden.ac.uk)

### Designated Safeguarding Person:

#### For **Distance Learning** students:

Sian Duffin, Student Support Manager

Arden University, Arden House, Middlemarch Park, Coventry CV3 4JF; Tel: 02476 515 700

#### For **Blended Learning** students:

Debbie Groom, Head of Centre Operations

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### Prevent Lead:

email [prevent@arden.ac.uk](mailto:prevent@arden.ac.uk) or contact:

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## APPENDIX 3

### Parent or Guardian Consent Letter

Ref:     STU:  
       Course title:

The Parent/Guardian of:

*(Address)*

Date:

Dear

**Course:**                   **Intake:**

We are delighted to have received an application from your son/daughter to study with Arden University.

To comply with legislation, Arden University has procedures that apply to students who will be under the age of 18 years at the commencement of their studies.

Our policy is to treat students who are minors as we do our other students, as far as is possible. The University is not able to take on the usual rights, responsibilities and authority which parents or guardians have in relation to a minor, and it will not act in *in loco parentis* in relation to your child and therefore we need to raise with you a number of issues.

The principal issues are as follows:

- offer of a place to study with Arden University
- teaching and other activities in an online and study centre environment
- tuition fees
- the Data Protection Act 1998

#### **Offer of a place on an Arden University programme of study**

*(student name)* application has been considered using the set entry criteria for the course for which he/she has applied.

(i)     *Teaching and other activities*

Once *(student name)* has accepted a place on the course, Arden University will appoint a designated person to oversee all arrangements regarding his/her study and welfare. This designated person will have had an Enhanced Disclosure and Barring Service (DBS) check.

We must make you aware that *(student name)* will attend classes and may participate in discussions in our virtual learning environment (VLE) alongside other students, and led by staff, who may not have had such clearance.



There are no one-to-one tutorials, although (*student name*) may correspond with his/her lecturer via email on an individual basis. Equally, for any dissertation or project component, individual supervision may be required.

Parents and guardians of Blended Learning students will need additionally to understand and give consent for students to:

- (i) participate in any field trips and excursions; Risk assessments will be carried out before all field trips and excursions and participation in some activities may be limited for students who are minors
- (ii) access unregulated internet services in an unsupervised environment. Students are expected to comply with the acceptable use provisions within the University's terms and conditions. Personal computing equipment brought onto the campus remains the students' own responsibility.

The University will collect emergency contact details for all students under the age of eighteen. If an emergency arises on University premises, for example, medical or criminal, and it is not possible for the University to contact the named individual within the timescale necessitated by the particular situation, then the University may be required to act on the student's behalf. In such circumstances a senior member of the University will, on behalf of the student's parent or guardian, give such consent to treatment as is in the best interests of the student.

The Designated Safeguarding Person will maintain accurate records of all current students under the age of eighteen and alert module lecturers and student support coordinators accordingly at the start of each semester or delivery period.

### **Contracting with the University and Responsibility for Tuition Fees**

(*student name*) will normally be liable for tuition fees. It is usual for adult students (i.e. those 18 or over) to sign a contract with regard to payment of tuition fees, thus binding them to pay whatever monies they owe. Our terms and conditions are provided as part of a full offer pack, and acceptance of this offer is acceptable of these terms. **Your signature on this letter indicates acceptance of the terms and conditions set out in your son/daughter's offer pack, including liability for payment of any tuition fees.**

We understand that (*student name*) is funding her studies through Student Finance England. (*if applicable*)

- (ii) *The Data Protection Act 1998*

Under the Data Protection Act 1998, Arden University is required to keep confidential details of its dealings with all of its students, whatever their age.

We regret, therefore, that it is not generally possible for us to share with parents/guardians details of students' progress, except with the written permission of the student concerned. We can supply a *Consent to Share Data* form, if (*student name*) wishes you to have access to his/her information.

We apologise if the above appears formal or legalistic. However, the law relating to children is now very complex and it is important that we provide you with as much information as we can. Please do not hesitate to contact us if you have any queries.

I would be grateful if you would complete the form below and return to me via email at [hduff@arden.ac.uk](mailto:hduff@arden.ac.uk) I would also like to contact you via telephone to discuss and answer any queries



or concerns you may have. Perhaps you could advise of a convenient time of day to contact you (NB our office hours are 09.00 – 17.00 Monday to Friday) and a telephone number to contact you on. I will try to accommodate your availability as far as possible, but due to other diary commitments I would appreciate a choice of times that you are available if possible.

I look forward to hearing from you.

Yours sincerely,

Student Support Manager &  
Designated Safeguarding Person (Blended Learning)

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### **Consent Form for Applicants under the age of 18**

Name of Applicant:

Course Applied for:

I hereby confirm that I have read and accept the information outlined above regarding applicants under the age of eighteen and the full contractual information contained in the offer pack.

Name of signatory (parent/guardian):

Relationship to applicant:

Signed:

Date: