

Maximize education policies and procedures

1. Allegations policy
2. Antibullying policy
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8. Role of the safe guarder
9. Safeguarding response to absent or missing students
10. Student behavior policy
11. Student complaint procedure

Key links:

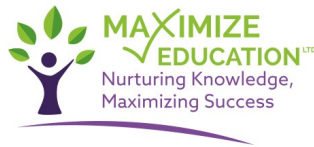
Keeping Children Safe in Education (2024)

[Keeping children safe in education 2024 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

SEND code of Practice (2015)

[SEND code of practice: 0 to 25 years - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

MAXIMIZE EDUCATION



ALLEGATION POLICY

REVIEWED AND ADOPTED July 2024

Guidelines

Any member of staff who suspects a young person may have been abused should report the matter immediately to the Designated Safeguarding Person. The report should be in written form consisting of concise, bullet pointed, factual information, after which, all information should be treated as confidential until you are told otherwise.

Referrals

All intended referrals of suspected child abuse should be reported to the designated Safeguarding Person in the first instance. If written by any other member of staff, this must be sanctioned by the DSP. The name of the DSP and his/her title together with the name of the member of staff writing the referral and their title must appear on the form. A Cause for Concern form can be obtained from Tutor Support.

The DSP needs to feel secure in the knowledge that the appropriate member of staff has the overview for those learners for whom they are responsible.

Internal Guidelines

Finding Out

Tutors have regular contact with their students. Their extensive knowledge of them puts them in a unique position to identify abuse. They may find out about it in a number of ways:-

- i) Direct disclosure by the young person to the adult.
- ii) Their own observation of an injury. This is a very contentious area so care must be taken when interpreting any injury without accompanying, direct, disclosure.
- iii) Some third party, such as another student may disclose information

- iv) The behaviour of the young person may change or show exaggerated traits of present behaviour. As with physical injuries, great care must be taken in interpretation in the absence of an accompanying disclosure.

Reporting

Report your concerns to the DSP immediately in writing, using 'Cause for Concern Form'

The written information should be:

- ✓ Factual
- ✓ Bullet pointed
- ✓ Dated
- ✓ Signed

Once you have reported your concerns to the DSP it is then their responsibility to assess and decide whether or not to proceed any further.

If the decision is to proceed further, then Talbot House Trust Child Protection Policy will be followed and the Referral and Initial Information Record Form will be completed; if not then the concerns should be recorded on Cause for Concern.

The decision about whether or not you should report your concern to the DSP can be quite difficult. Remember two things.

- Even minor injuries, behaviour changes, or seemingly unimportant reports can be very significant when combined with information from other professionals who know the learner.
- Trust your judgment rather than fear over reaction. The consequences of misinterpretation and wrong reporting can be difficult, even unpleasant, but the consequences of not reporting will be much more unpleasant for the learner and infinitely more far reaching than those which are attendant upon misinterpretation.

Who does the DSP inform?

- Other safeguarding personnel
- Managing Director of Maximize Education
- Northumberland County Council Safeguarding team
- The Social Care Team from the Local Authority involved with the young person if applicable

When and how does the DSP make this referral?

- Immediately by phone; follow it up with a written referral within 48 hours. Attach any report by the involved member of staff. Keep a record in the Centre

Staff Facing Allegations of Abuse

We all have a duty of care towards the young people we look after. The Government's Child Protection guidance "Working Together to Safeguard Children" (Department of Health, Home Office, Department for Education and Employment (1999)) offers clear advice on what should happen if somebody has concerns about the welfare of a young person, together with concerns that a young person may be suffering, or at risk of suffering abuse or neglect. The guidance also

clearly explains how staff should deal with young people who allege that a member of staff have abused them.

General Principles

The welfare principle “The welfare of the child is Paramount” Children Act 1989 must be upheld at all times and in all cases. The young person must be listened to and any concerns taken seriously. Managers also have a continuing duty of care to any staff member who become the subject of an allegation. They should ensure that staff in this position are treated fairly and offered professional support.

Examples that may be interpreted as abuse:

Physical Abuse. Any forms of physical assault (including attempts)

Punching

Kicking

Pushing

Smacking

Slapping

Shaking

Throwing a missile at a pupil (chalk, board rubber etc)

Sexual Abuse. Any form of sexual assault (including attempts)

Abuse of a position of trust

Possession of indecent and pseudo indecent photographs of young people (including computer images)

Showing indecent or pornographic material to young people

Inappropriate touching, language, or behaviour towards any young person for sexual purposes

Inappropriate use of text messaging, e-mail or other IT toward any young person for sexual purposes

Emotional Abuse and Neglect.

Racial comments or behaviour, or failing to address these in others.

Homophobic comments or behaviour, or failing to address these in others.

Bullying young people, or failing to address this in others.

Persistent sarcasm.

Belittling young people e.g. persistently placing a young person in a corner or a corridor.

Creating a climate of fear in a classroom.

Damaging a pupil's self-esteem through persistent lack of warmth and positive regard.

Inappropriate punishment e.g. placing a young person in a cupboard.

Failing to protect a young person from physical harm or danger (e.g. school trips).

Failing to ensure access to appropriate medical care or treatment e.g. where a young person sustains an injury).

The above examples are not exhaustive and only serve as a guide. Many of these behaviors' do constitute a criminal offence some do not and some may not reach a threshold of significant harm, but they all constitute professional misconduct.

Ways in which concerns may come to notice:

Direct disclosure by the young person

Indirect disclosure by the young person through written/art work or through a friend

Complaints from a parent or carer to:

A trusted member of staff

Social Services
Headteacher/Manager
Police

Other colleagues or agencies
Anonymously

Whistleblowing

If you have concerns about or if you have witnessed behaviour by a colleague that you consider in good faith to be abusive or inappropriate, it is important that you disclose these views without fear of retribution, even if the concerns are subsequently unsubstantiated. In such circumstances you will be supported in accordance with Maximize Education's Whistle Blowing Policy.

Listening to Young People

If a young person tells you that another member of staff has abused them you must listen to them.

The young person should be listened to but not interviewed or asked to repeat the account. Avoid questions, particularly leading questions.

The young person should not be interrupted when recalling significant events.

All information should be noted carefully, including details such as timing, setting, who was present and what was said, in the young person's own words. The account should be obtained verbatim or as near as possible.

Care should be taken not to make assumptions about what the young person is saying or to make interpretations.

Listened to means just that; on no account should suggestions be made to children as to alternative explanations for their worries.

The written record of the allegations should be signed and dated by the person who received them as soon as practicable.

All actions subsequently taken should be recorded.

Confidentiality

You cannot promise confidentiality to a young person who makes an allegation. In responding to a who makes a disclosure every effort should be made to create an environment conducive to speaking freely, but you must also make it clear to the young person that you will need to pass on the information in order to ensure protection. You should also explain to the young person that the matter will only be disclosed to those people who need to know about it.

Reporting to the Designated Persons

Following speaking to the young person you must then report the allegation to the designated person(s):

Designated Senior Person (DSP)

Christine Jamieson

At this point there would be an initial assessment of the situation taking into account all of the evidence available.

Outcomes

A decision will be made as to what will happen next depending upon the interpretation and professional judgement, based on the known facts. Where a complaint or allegation has been made against a member of staff and the young person is considered to be suffering or is likely to suffer significant harm a referral must be made to Social Services.

In simple terms, if the harm or risk of harm attributable to a member of staff falls within the category of either physical, sexual or emotional abuse or neglect, a referral should be made to Social Services.

When an allegation against an adult in Maximize Education the designated person must be informed immediately. There should be urgent initial consideration whether or not there is sufficient substance to an allegation to warrant an investigation.

The designated person should contact the Senior Child Protection Officer – to inform and agree the management and referral route for allegation cases. In this instance, Melanie Scott is the Local Authority Designated Officer. Her contact details are:

Childrens Safeguarding Standards Unit
Northumberland County Council
County Hall
Morpeth

01670 533000

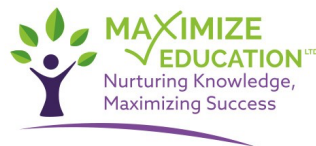
An accurate record of all that has happened must be made to include facts of any injury, times, explanations, persons present at time and action taken by the school.

There could be one of four possible outcomes:

1. An immediate referral under Local Safeguarding Children Board guidelines
2. There is reason to believe abuse may have occurred and referral is needed under Local Safeguarding Children Board procedures or internal disciplinary procedures are necessary.
3. There is no foundation to the allegation.
4. If the allegation was instigated by inappropriate behaviour by someone employed by Maximize Education consideration is needed for disciplinary procedures.

When an allegation has been made against the Head Teacher or Registered Manager, the designated person should inform the Managing Director who will have the responsibility to liaise with other agencies and inform the governing body.

MAXIMIZE EDUCATION



ANTI BULLYING POLICY

REVIEWED AND ADOPTED July 2024

1. Rationale

1.1 Bullying is an anti-social behavior which can affect both staff and young people. It may result in mental, emotional and physical abuse. It is not acceptable and will not be tolerated in Maximize Education. Every young person has the right to be safe and feel safe and to work in an environment of mutual trust and respect. All staff share the responsibility to safeguard and promote the welfare of all young people.

1.2 We share an objective to help keep young people safe by providing an environment where they feel valued and respected, comfortable, relaxed and secure. It is our responsibility to safeguard and promote the welfare of our young people by protecting them from physical, sexual or emotional abuse, neglect and bullying.

1.3 We are vigilant in identifying young people who are suffering or likely to suffer significant harm, and take appropriate action with the aim of making sure they are kept safe both at home and in the education setting.

2. Equality of Opportunity

2.1 We respect and value difference and strive to remove barriers and disadvantages which people may face, in relation to disability, ethnicity, gender, religion, belief or faith and sexual orientation. We believe that diversity is a strength, which should be respected and seek to ensure that all policies and procedures are informed by equal opportunities perspectives and are in line with national legislation and local authority policies.

2.2 Purposes:

- No one deserves to be a victim of bullying.
- Everybody has the right to be treated with respect.
- Ensure young people are safe and feel safe.
- Ensure that young people are growing up in circumstances consistent with the provision of safe and effective care.
- Prevent the impairment of young peoples' health or development.
- Ensure all young people have a right to be free from all forms of abuse and exploitation.
- Ensure that all young people have equal rights to protection from harm.
- Protect all young people from maltreatment.
- Ensure that everybody recognises their responsibility to support the care and protection of young people in Talbot House Trust.
- All Board of Trustees, staff, pupils and parents have an understanding of what bullying is and what they should do if bullying arises.
- Pupils and parents/carers are assured that they will be supported when bullying is reported.
- Bullying will not be tolerated.

2.3 Scope of Policy

- Bullying of young people by young people within Maximize Education.
- Bullying of and /or by young people outside of Maximize Education, where Maximize Education is aware of it.
- Bullying of staff by young people within or outside Maximize Education.

2.4 All allegations about bullying of young people by staff will be dealt with in accordance with our procedures for reporting allegations. Please refer to:

- Allegations Policy
- Child Protection Policy
- Whistleblowing policy.

2.5 This anti-bullying policy is linked with the following policies:

- Allegations Policy
- Behaviour Management Policy
- British Values Statement
- Bullying and Harassment (Staff) Policy
- Child Protection Policy
- Cyber-Bullying Policy
- Equal Opportunities Policy
- Peer on Peer Abuse
- Safer Recruitment Policy
- Whistleblowing Policy

3. What Is Bullying?

3.1 Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim.

3.2 Bullying can be:

- Emotional, being unfriendly, excluding, tormenting (e.g. hiding books, threatening gestures)
- Physical, pushing, kicking, hitting, punching or any use of violence
- Racist, racial taunts, graffiti, gestures
- Sexual, unwanted physical contact or sexually abusive comments
- Verbal, name-calling, sarcasm, spreading rumours, teasing
- Cyber, All areas of internet, such as email and internet chat room abuse. Mobile threats by text messaging & calls. Misuse of associated technology, i.e. camera and video facilities

MAXIMIZE EDUCATION CHALLENGES ALL FORMS OF PREJUDICE AND PREJUDICE BASED BULLYING

This includes:

- ✓ Prejudice because of religion, belief or culture,
- ✓ Prejudice because of disability, shape, size or looks
- ✓ Prejudice because of gender, sexual orientation which would include homophobic and trans-phobic attitudes or focusing on the issue of sexuality. Refer to 'Responding to Homophobic Bullying' Policy
- ✓ Prejudice because of race including issues around Travellers, migrants and people seeking asylum

Guidelines:

- ✓ All forms of bullying should be challenged by staff
- ✓ All concerns will be taken seriously and investigated
- ✓ Staff will be alert to the signs of bullying *See Appendix 1 Signs of Bullying*
- ✓ Staff and young people will be encouraged to report bullying
- ✓ Parents/Carers will be encouraged to report any forms of bullying within Maximize Education
- ✓ Staff will follow Maximize Education procedures in dealing with the person being bullied
- ✓ Staff will have strategies to help young people who are bullying to understand and change their behavior
- ✓ Staff will record all bullying incidents in the incidents record file.

Steps for reporting Bullying and procedures if it continues – *See App2 Procedural Flow Chart.*

Self-referral by young person or concerned person:

1. Meeting with tutor or preferred person – discussion – way forward
2. Discussion with all parties – records kept – parents informed
3. Referred to Managing Director – detailed record kept – suggested actions/strategies followed
4. Referral to external agencies

4. Support

4.1 Young people and staff **who have been bullied** will be supported by:

- ✓ Giving them opportunity to discuss the incident/s
- ✓ Giving reassurance that the bullying is being addressed
- ✓ Offering an open door for support to restore confidence
- ✓ The use of specialist support, if needed or requested

See APPENDIX 3: Help and Support

4.2 Young people **who have bullied** will be helped by:

- ✓ Discussing what happened
- ✓ Discovering why they became involved
- ✓ Understanding and discussing ways to improve and change their behavior
- ✓ Working with parents/carers/care support team to help change the attitude of the young person
- ✓ The use of specialist interventions and referrals to other agencies where appropriate

4.3 Sanctions:

- ✓ Warnings
- ✓ Request to parents to withdraw the student from Maximize Education

4.4 Parents/Carers/Care support teams who are concerned about bullying:

- ✓ Resolved through discussion with the Managing Director
- ✓ If a parent/carer/care support team is still unhappy after discussion, they may follow the formal complaints procedure
- ✓ Where the bullying takes place outside Maximize Education, parents/carers will be asked to work together with staff in addressing the young person's behavior
- ✓ Referral to external support agencies will be made where appropriate *App 2*

4.5 Preventative measures:

- ✓ Effective Anti-Bullying policy
- ✓ Displaying 'Code of Conduct' in study areas
- ✓ Incidents treated seriously and dealt with immediately

4.6 The Managing Director and the Designated Safeguarding Person:

- ✓ Will be responsible in implementing the policy and will be the link person with Local Authorities
- ✓ Will present an annual report to the Management Committee, with information regarding, reported concerns, young persons involved, actions taken and outcomes
- ✓ Review the Policy annually

5. Contextual Information

School standards and Framework Act 1998

Education Inspection Bill 2006

Children's Act 2004

Safe to Learn DCSF 2007

Warwickshire's Anti bullying Partnership Oct.2007

Teachernet.go.uk

Kidscape Org.

North Lincolnshire Anti Bullying Strategy

Preventing and Tackling Bullying July 2017

Good Practice Guidelines, Response – Newcastle Action Against Bullying

6. Related Policies

Child Protection Policy

Equal Opportunities

Whistle Blowing Policy

Behaviour Management Policy

Peer on Peer Abuse

Appendix 1

Signs and Symptoms

A young person may indicate by signs or behaviour that they are being bullied. Adults should be aware of these possible signs and that they should investigate if a young person:

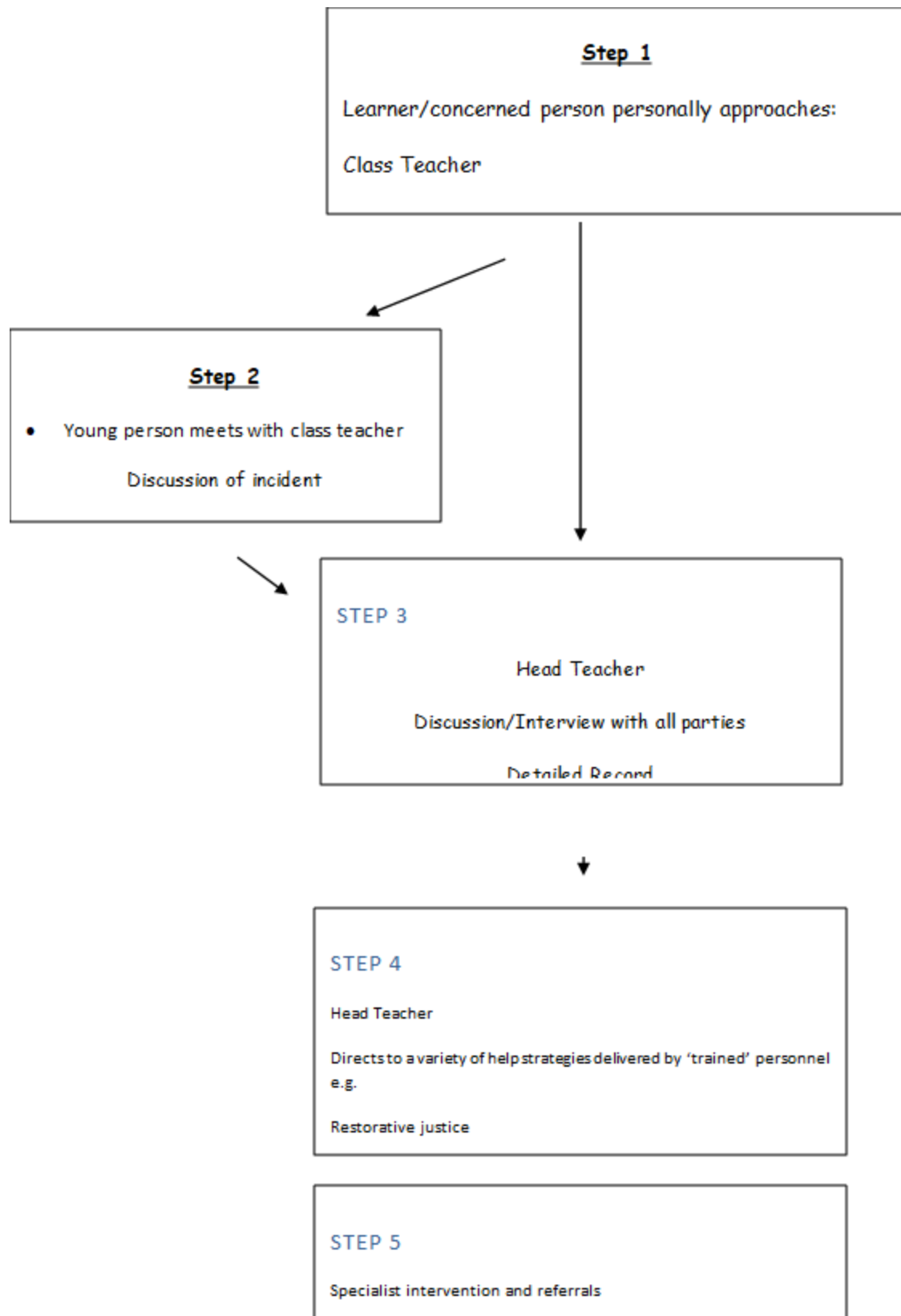
- is frightened of walking to or from school
- doesn't want to go on the school / public bus
- begs to be driven to school
- changes their usual routine
- is unwilling to go to school (school phobic)
- begins to truant
- becomes withdrawn anxious, or lacking in confidence
- starts stammering
- attempts or threatens suicide or runs away
- cries themselves to sleep at night or has nightmares
- feels ill in the morning
- begins to do poorly in school work
- comes home with clothes torn or books damaged
- has possessions which are damaged or "go missing"
- asks for money or starts stealing money (to pay bully)
- has dinner or other monies continually "lost"
- has unexplained cuts or bruises
- comes home starving (money / lunch has been stolen)
- becomes aggressive, disruptive or unreasonable
- is bullying other children or siblings
- stops eating
- is frightened to say what's wrong
- gives improbable excuses for any of the above
- is afraid to use the internet or mobile phone
- is nervous & jumpy when a cyber message is received

These signs and behaviours could indicate other problems, but bullying should be considered a possibility and should be investigated

Source: Kidscape

APPENDIX 2

RECOMMENDED PROCEDURES FOR REPORTING BULLYING Young Person is bullied



APPENDIX 3

HELP ORGANISATIONS:

Advisory Centre for Education (ACE)	0808 800 5793
Children's Legal Centre	0845 345 4345
KIDSCAPE Parents Helpline (Mon-Fri, 10-4)	0845 1 205 204
Parentline Plus	0808 800 2222
Youth Access	020 8772 9900
Bullying Online	www.bullying.co.uk

Visit the Kidscape website www.kidscape.org.uk for further support, links and advice.

Support Agencies

Anti-bullying Alliance - the alliance brings together over 60 organisations into one network with the aim of reducing bullying. Their website has a parent section with links to recommended organisations who can help with bullying issues
www.anti-bullyingalliance.org.uk

Kidscape
www.kidscape.org.uk
02077303300

Childline – advice and stories from children who have survived bullying
08000 1111

Bullying on line
www.bullying.co.uk

Parentline Plus – advice and links for parents www.parentlineplus.org.uk
08088002222

Parents Against Bullying
01928 576152

Useful sources of information

Stonewall - the gay equality organisation founded in 1989. Founding members include Sir Ian McKellen. www.stonewall.org.uk.

Cyberbullying.org - one of the first websites set up in this area, for young people, providing advice around preventing and taking action against cyberbullying. A Canadian based site
www.cyberbullying.org

Chatdanger - a website that informs about the potential dangers online (including bullying), and advice on how to stay safe while chatting www.chatdanger.com

Think U Know - the Child Exploitation and Online Protection Centre (CEOP), has produced a set of resources around internet safety for secondary schools www.thinkuknow.co.uk

Know IT All for Parents – a range of resources for primary and secondary schools by Childnet International. Has a sample family agreement www.childnet-int.org/kia/parents

Appendix 4

Guidance for Young People

Anti-Bullying

If you think you are being bullied

- ✓ Tell someone you trust
- ✓ Try and ignore the bully and don't show them you are upset
- ✓ Avoid being alone

If you see someone being bullied

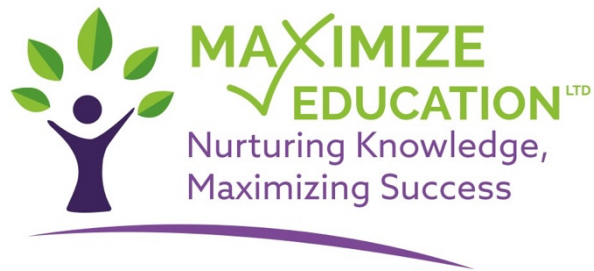
- ✓ Report it to someone you trust
- ✓ Don't join in bullying even if everyone else is

Always

- ✓ Think of other people's feelings
- ✓ Remember you are important and have the right to feel safe and happy

Never

- ✓ Pick on others



MAXIMIZE EDUCATION

CHILD PROTECTION & SAFEGUARDING POLICY

JANUARY 2024

Updated Sept 2024

Part one: Safeguarding information for all Maximize Education staff

A child centred and coordinated approach to safeguarding

1. Schools and colleges and their staff are an important part of the wider safeguarding system for children. This system is described in statutory guidance Working Together to Safeguard Children.

2. Safeguarding and promoting the welfare of children is everyone's responsibility. Everyone who comes into contact with children and their families has a role to play. In order to fulfil this responsibility effectively, all practitioners should make sure their approach is child-centred. This means that they should consider, at all times, what is in the best interests of the child.

3. No single practitioner can have a full picture of a child's needs and circumstances. If children and families are to receive the right help at the right time, everyone who comes into contact with them has a role to play in identifying concerns, sharing information and taking prompt action.

4. Safeguarding and promoting the welfare of children is defined for the purposes of this guidance as:

- protecting children from maltreatment;
- preventing impairment of children's health or development;
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- taking action to enable all children to have the best outcomes.

5. Children includes everyone under the age of 18.

The role of Maximize Education Staff

6. Tutors are particularly important as they are in a position to identify concerns early, provide help for children, and prevent concerns from escalating.

7. All staff have a responsibility to provide a safe environment in which children can learn.

8. All staff should be prepared to identify children who may benefit from early help. Early help means providing support as soon as a problem emerges at any point in a child's life, from the foundation years through to the teenage years.

9. Any staff member who has a concern about a child's welfare should follow the referral processes set out in paragraphs 36-47. Staff should expect to support social workers and other agencies following any referral.

10. Every school and college should have a designated safeguarding lead who will provide support to staff to carry out their safeguarding duties and who will liaise closely with other services such as children's social care.

11. The designated safeguarding lead (and any deputies) are most likely to have a complete safeguarding picture and be the most appropriate person to advise on the response to safeguarding concerns.

12. The Teachers' Standards 2012 state that teachers (which includes headteachers) should safeguard children's wellbeing and maintain public trust in the teaching profession as part of their professional duties. Maximize Education Tutors are working within the independent teaching sector, but uphold Teachers Standards.

13. All staff should be aware of systems within their school or college which support safeguarding and these should be explained to them as part of staff induction. This should include the:

- child protection policy;
- behaviour policy
- staff behaviour policy (sometimes called a code of conduct);
- safeguarding response to children who go missing from education; and
- role of the designated safeguarding lead (including the identity of the designated safeguarding lead and any deputies).

Copies of policies and a copy of Part one of this document are provided to staff at induction via the tutor drive, maximizetutors1@gmail.com, listed under safeguarding

14. All Maximize Education staff are required to undertake appropriate safeguarding and child protection training for regular updating. All update evidence, e.g. Certificates, must be photocopied and submitted to staff personnel files.

Safeguarding and child protection updates are available via staff meetings, as required, and at least annually, to provide tutors with relevant skills and knowledge to safeguard children effectively.

15. All staff are made aware of their local early help process in order to understand their role in it.

16. All staff must ensure they are aware of the process for making referrals to children's social care and for statutory assessments under the Children Act 1989, especially section 17 (children in need) and section 47 (a child suffering, or likely to suffer, significant harm) that may follow a referral, along with the role they might be expected to play in such assessments.

17. All staff need to know what to do if a child tells them he/she is being abused or neglected.

Staff should know how to manage the requirement to maintain an appropriate level of confidentiality. This means only involving those who need to be involved, such as the designated safeguarding lead (or a deputy) and children's social care. Staff should never promise a child that they will not tell anyone about a report of abuse, as this may ultimately not be in the best interests of the child.

What Maximize Education staff should look out for Early help

18. Any child may benefit from early help, but all

Maximize Education staff should be particularly alert to the potential need for early help for a child who:

- is disabled and has specific additional needs;
- has special educational needs (whether or not they have a statutory Education, Health and Care Plan);
- is a young carer;
- is showing signs of being drawn in to anti-social or criminal behaviour, including gang involvement and association with organised crime groups;
- is frequently missing/goes missing from care or from home;
- is at risk of modern slavery, trafficking or exploitation;
- is at risk of being radicalised or exploited;
- is in a family circumstance presenting challenges for the child, such as drug and alcohol misuse, adult mental health issues and domestic abuse;
- is misusing drugs or alcohol themselves;
- has returned home to their family from care; and
- is a privately fostered child.

Abuse and neglect

Knowing what to look for is vital to the early identification of abuse and neglect. All staff should be aware of indicators of abuse and neglect so that they are able to identify cases of children

who may be in need of help or protection. If staff are unsure, they should always speak to the designated safeguarding lead (or deputy).

20. All Maximize Education staff should be aware that abuse, neglect and safeguarding issues are rarely stand-alone events that can be covered by one definition or label. In most cases, multiple issues will overlap with one another.

Indicators of abuse and neglect

21. **Abuse:** a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults or by another child or children.

22. **Physical abuse:** a form of abuse which 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 in a child.

23. **Emotional abuse:** the persistent emotional maltreatment of a child such as to cause severe and adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability as well as overprotection and limitation of exploration and learning, or preventing the child from participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), 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 maltreatment of a child, although it may occur alone.

24. Sexual abuse

: involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also

commit acts of sexual abuse, as can other children. The sexual abuse of children by other children is a specific safeguarding issue in education (see paragraph 27).

25. **Neglect:** the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy, for example, as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate care-givers); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Safeguarding issues

26. All staff should have an awareness of safeguarding issues that can put children at risk of harm. Behaviours linked to issues such as drug taking, alcohol abuse, deliberately missing education and sexting (also known as youth produced sexual imagery) put children in danger.

Peer on peer abuse

27. All staff should be aware that children can abuse other children (often referred to as peer on peer abuse). This is most likely to include, but may not be limited to:

- bullying (including cyberbullying);
- physical abuse such as hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm;
- sexual violence,⁸ such as rape, assault by penetration and sexual assault;

For further information about sexual violence see Annex A.

- sexual harassment, such as sexual comments, remarks, jokes and online sexual harassment, which may be stand-alone or part of a broader pattern of abuse;
- upskirting, which typically involves taking a picture under a person's clothing without them knowing, with the intention of viewing their genitals or buttocks to obtain sexual gratification, or cause the victim humiliation, distress or alarm;
- sexting (also known as youth produced sexual imagery); and
- initiation/hazing type violence and rituals.

28. All staff should be clear as to Maximize Education's policy and procedures with regards to peer on peer abuse.

Serious violence

29. All staff should be aware of indicators, which may signal that children are at risk from, or are involved with serious violent crime. These may include increased absence from school, a change in friendships or relationships with older individuals or groups, a significant decline in performance, signs of self-harm or a significant change in wellbeing, or signs of assault or unexplained injuries. Unexplained gifts or new possessions could also indicate that children have been approached by, or are involved with, individuals associated with criminal networks or gangs.

30. All staff should be aware of the associated risks and understand the measures in place to manage these. Advice for schools and colleges is provided in the Home Office's Preventing youth violence and gang involvement and its Criminal exploitation of children and vulnerable adults: county lines guidance.

Female Genital Mutilation.

31. Whilst all staff speak to the designated safeguarding lead (or deputy) with regard to any concerns about female genital mutilation (FGM), there is a specific legal duty on teachers. If a teacher, in the course of their work in the profession, discovers that an act of FGM appears to have been carried out on a girl under the age of 18, the teacher must report this to the police. See Annex A for further details.

Contextual safeguarding

32. Safeguarding incidents and/or behaviours can be associated with factors outside the school or college and/or can occur between children outside the school or college. All staff, but especially the designated safeguarding lead (and deputies) should be considering the context within which such incidents and/or behaviours occur.

This is known as contextual safeguarding, which simply means assessments of children should consider whether wider environmental factors are present in a child's life that are a threat to their safety and/or welfare. Children's social care assessments should consider such factors so it is important that schools and colleges provide as much information as possible as part of the referral process. This will allow any assessment to consider all the available evidence and the full context of any abuse. Additional information regarding contextual safeguarding is available here: Contextual Safeguarding.

Additional information and support

33. Departmental advice What to Do if You Are Worried a Child is Being Abused - Advice for Practitioners provides more information on understanding and identifying abuse and neglect. Examples of potential indicators of abuse and neglect are highlighted throughout the advice and will be particularly helpful for school and college staff.

The NSPCC website also provides useful additional information on abuse and neglect and what to look out for.

34. Annex A contains important additional information about specific forms of abuse and safeguarding issues. School and college leaders and those staff who work directly with children should read the annex.

What Maximize Education staff should do if they have concerns about a child

35. Staff working with children are advised to maintain an attitude of ‘it could happen here’ where safeguarding is concerned.

When concerned about the welfare of a child, staff should always act in the best interests of the child.

36. If staff have any concerns about a child’s welfare, they should act on them immediately. See page 16 for a flow chart setting out the process for staff when they have concerns about a child.

37. If staff have a concern, they should follow their own organisation’s child protection policy and speak to the designated safeguarding lead (or deputy).

38. Options will then include:

- managing any support for the child internally via the school’s or college’s own pastoral support processes;
- an early help assessment or

- a referral for statutory services, for example as the child might be in need, is in need or suffering or likely to suffer harm.

39. The designated safeguarding lead or a deputy should always be available to discuss safeguarding concerns. If in exceptional circumstances, the designated safeguarding lead (or deputy) is not available, this should not delay appropriate action being taken. Staff should consider speaking to a member of the senior leadership team and/or take advice from local children's social care. In these circumstances, any action taken should be shared with the designated safeguarding lead (or deputy) as soon as is practically possible.

40. Staff should not assume a colleague or another professional will take action and share information that might be critical in keeping children safe. They should be mindful that early information sharing is vital for effective identification, assessment and allocation of appropriate service provision. Information Sharing: Advice for Practitioners Providing Safeguarding Services to Children, Young People, Parents and Carers supports staff who have to make decisions about sharing information. This advice includes the seven golden rules for sharing information and considerations with regard to the Data Protection Act 2018 and General Data Protection Regulation (GDPR). If in any doubt about sharing information, staff should speak to the designated safeguarding lead or a deputy. Fears about sharing information must not be allowed to stand in the way of the need to promote the welfare, and protect the safety of children.

Early help

41. If early help is appropriate, the designated safeguarding lead (or deputy) will generally lead on liaising with other agencies and setting up an inter-agency assessment as appropriate. Staff may be required to support other agencies and professionals in an early help assessment, in some cases acting as the lead practitioner. Any such cases should be kept under constant review and consideration given to a referral to children's social care for assessment for statutory services, if the child's situation does not appear to be improving or is getting worse.

Statutory assessments

42. Where a child is suffering, or is likely to suffer from harm, it is important that a referral to children's social care (and if appropriate the police) is made immediately. Referrals should follow the local referral process.

Children in need A child in need is defined under the Children Act 1989 as a child who is unlikely to achieve or maintain a reasonable level of health or development, or whose health and development is likely to be significantly or further impaired, without the provision of services;

or a child who is disabled. Local authorities are required to provide services for children in need for the purposes of safeguarding and promoting their welfare. Children in need may be assessed under section 17 of the Children Act 1989. Children suffering or likely to suffer significant harm Local authorities, with the help of other organisations as appropriate, have a duty to make enquiries under section 47 of the Children Act 1989 if they have reasonable cause to suspect that a child is suffering, or is likely to suffer, significant harm. Such enquiries enable them to decide whether they should take any action to safeguard and promote the child's welfare and must be initiated where there are concerns about maltreatment, including all forms of abuse and neglect, female genital mutilation or other so-called honour based violence, and extra-familial threats like radicalisation and sexual exploitation.

43. The online tool Report Child Abuse to Your Local Council directs to the relevant local children's social care contact number.

What will the local authority do?

44. Within one working day of a referral being made, a local authority social worker should acknowledge receipt to the referrer and make a decision about the next steps and the type of response that is required. This will include determining whether:

- the child requires immediate protection and urgent action is required;
- the child is in need, and should be assessed under section 17 of the Children Act 1989;
- there is reasonable cause to suspect the child is suffering or likely to suffer significant harm, and whether enquiries must be made and the child assessed under section 47 of the Children Act 1989;
- any services are required by the child and family and what type of services
- further specialist assessments are required to help the local authority to decide what further action to take;
- to see the child as soon as possible if the decision is taken that the referral requires further assessment.

45. The referrer should follow up if this information is not forthcoming.

46. If social workers decide to carry out a statutory assessment, staff should do everything they can to support that assessment (supported by the designated safeguarding lead (or deputy) as required).

47. If, after a referral, the child's situation does not appear to be improving, the referrer should consider following local escalation procedures to ensure their concerns have been addressed and, most importantly, that the child's situation improves.

Record keeping

48. All concerns, discussions and decisions made, and the reasons for those decisions, should be recorded in writing. If in doubt about recording requirements, staff should discuss with the designated safeguarding lead (or deputy).

Why is all of this important?

49. It is important for children to receive the right help at the right time to address risks and prevent issues escalating. Research and serious case reviews have repeatedly shown the dangers of failing to take effective action.¹⁵ Examples of poor practice include:

- failing to act on and refer the early signs of abuse and neglect;
- poor record keeping;
- failing to listen to the views of the child;
- failing to re-assess concerns when situations do not improve;
- not sharing information;
- sharing information too slowly; and
- a lack of challenge to those who appear not to be taking action.

What school and college staff should do if they have concerns about another staff member who may pose a risk of harm to children

50. If staff have safeguarding concerns, or an allegation is made about another member of staff (including volunteers) posing a risk of harm to children, then:

- this should be referred to the headteacher or principal;
- where there are concerns/allegations about the headteacher or principal, this should be referred to the chair of governors, chair of the management committee or proprietor of an independent school; and
- in the event of concerns/allegations about the headteacher, where the headteacher is also the sole proprietor of an independent school, allegations should be reported directly to the designated officer(s) at the local authority. (Further details can be found in Part four of this guidance).

What school or college staff should do if they have concerns about safeguarding practices within the school or college

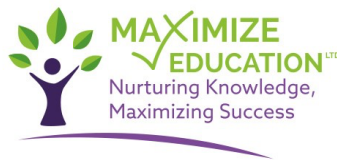
51. All staff and volunteers should feel able to raise concerns about poor or unsafe practice and potential failures in the school's or college's safeguarding regime, and know that such concerns will be taken seriously by the senior leadership team.

52. Appropriate whistleblowing procedures should be put in place for such concerns to be raised with the school's or college's senior leadership team.

53. Where a staff member feels unable to raise an issue with their employer, or feels that their genuine concerns are not being addressed, other whistleblowing channels may be open to them:

- general guidance on whistleblowing can be found via: Advice on Whistleblowing; and
- the NSPCC's what you can do to report abuse dedicated helpline is available as an alternative route for staff who do not feel able to raise concerns regarding child protection failures internally or have concerns about the way a concern is being handled by their school or college. Staff can call 0800 028 0285 – line is available from 8:00 AM to 8:00 PM, Monday to Friday and email: help@nspcc.org.uk

Please refer to the Maximizetutors1@gmail.com TUTOR DRIVE for a full copy of this document regarding safeguarding and all associated policies.



Employee Data Protection Policy

SEPTEMBER 2024

1. Introduction

This Policy sets out the obligations of MAXIMIZE EDUCATION, regarding data protection and the rights of its employees (in this context, “employee data subjects”) in respect of their personal data under EU Regulation 2016/679 General Data Protection Regulation (“GDPR”).

The GDPR defines “personal data” as any information relating to an identified or identifiable natural person (a “data subject”); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or to one or more factors

specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person.

This Policy sets the Company's obligations regarding the collection, processing, transfer, storage, and disposal of personal data relating to employee data subjects. The procedures and principles set out herein must be followed at all times by the Company, its employees, agents, contractors, or other parties working on behalf of the Company.

The Company is committed not only to the letter of the law, but also to the spirit of the law and places high importance on the correct, lawful, and fair handling of all personal data, respecting the legal rights, privacy, and trust of all individuals with whom it deals.

2. The Data Protection Principles

This Policy aims to ensure compliance with the GDPR. The GDPR sets out the following principles with which any party handling personal data must comply. All personal data must be:

- i. Processed lawfully, fairly, and in a transparent manner in relation to the data subject.
- ii. Collected for specified, explicit, and legitimate purposes and not further processed in a manner that is incompatible with those purposes. Further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes.
- iii. Adequate, relevant, and limited to what is necessary in relation to the purposes for which it is processed.
- iv. Accurate and, where necessary, kept up to date. Every reasonable step must be taken to ensure that personal data that is inaccurate, having regard to the purposes for which it is processed, is erased, or rectified without delay.
- v. Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data is processed. Personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes, or statistical purposes, subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of the data subject.
- vi. Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction, or damage, using appropriate technical or organisational measures.

3. The Rights of Data Subjects

The GDPR sets out the following rights applicable to data subjects (please refer to the parts of this policy indicated for further details):

- i. The right of access
- ii. The right to rectification
- iii. The right to erasure (also known as the 'right to be forgotten')
- iv. The right to restrict processing
- v. The right to object

4. Lawful, Fair, and Transparent Data Processing

- i. The GDPR seeks to ensure that personal data is processed lawfully, fairly, and transparently, without adversely affecting the rights of the data subject. The GDPR states that processing of personal data shall be lawful if at least one of the following applies:
 - a. The data subject has given consent to the processing of their personal data for one or more specific purposes;
 - b. The processing is necessary for the performance of a contract to which the data subject is a party, or in order to take steps at the request of the data subject prior to entering into a contract with them;
 - c. The processing is necessary for compliance with a legal obligation to which the data controller is subject;
 - d. The processing is necessary to protect the vital interests of the data subject or of another natural person;
 - e. The processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the data controller; or
 - f. The processing is necessary for the purposes of the legitimate interests pursued by the data controller or by a third party, except where such interests are overridden by the fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child.

5. Specified, Explicit, and Legitimate Purposes

- i. The Company collects and processes the personal data. This includes:
 - a. Personal data collected directly from employee data subjects.

- b. Personal data collected from a third party (DBS Certificate & HMRC)

6. Accuracy of Data and Keeping Data Up-to-Date

- i. The Company shall ensure that all personal data collected, processed, and held by it is kept accurate and up-to-date. This includes, but is not limited to, the rectification of personal data at the request of an employee data subject, as set out in Part 14, below.
- ii. The accuracy of personal data shall be checked when it is collected and at regular intervals thereafter. If any personal data is found to be inaccurate or out-of-date, all reasonable steps will be taken without delay to amend or erase that data, as appropriate.

7. Data Retention

- i. The Company shall not keep personal data for any longer than is necessary in light of the purpose or purposes for which that personal data was originally collected, held, and processed.
- ii. When personal data is no longer required, all reasonable steps will be taken to erase or otherwise dispose of it without delay.
- iii. For full details of the Company's approach to data retention, including retention periods for specific personal data types held by the Company, please refer to our Data Retention Policy.

8. Secure Processing

The Company shall ensure that all personal data collected, held, and processed is kept secure and protected against unauthorised or unlawful processing and against accidental loss, destruction, or damage. Further details of the technical and organisational measures which shall be taken are provided in Parts 26 to 31 of this Policy.

9. Accountability and Record-Keeping

- i. The HR department is responsible for overseeing the implementation of this Policy and for monitoring compliance with this Policy, the Company's other [employment and] data

protection-related policies, and with the GDPR and other applicable data protection legislation.

- ii. The Company shall keep written internal records of all personal data collection, holding, and processing, which shall incorporate the following information:
 - a. The name and details of the Company, its Data Protection Officer, and any applicable third-party data processors;
 - b. The purposes for which the Company collects, holds, and processes personal data;
 - c. Details of the categories of personal data collected, held, and processed by the Company, and the categories of employee data subject to which that personal data relates;
 - d. Details of how long personal data will be retained by the Company (please refer to the Company's Data Retention Policy); and
 - e. Detailed descriptions of all technical and organisational measures taken by the Company to ensure the security of personal data.

10. Data Subject Access

- i. Employee data subjects may make subject access requests ("SARs") at any time to find out more about the personal data which the Company holds about them, what it is doing with that personal data, and why.

11. Rectification of Personal Data

- i. Employee data subjects have the right to require the Company to rectify any of their personal data that is inaccurate or incomplete.

12. Erasure of Personal Data

- i. Employee data subjects have the right to request that the Company erases the personal data it holds about them in the following circumstances:
 - a. It is no longer necessary for the Company to hold that personal data with respect to the purpose(s) for which it was originally collected or processed;
 - b. The employee data subject wishes to withdraw their consent to the Company holding and processing their personal data;
 - c. The personal data needs to be erased in order for the Company to comply with a particular legal obligation.

13. Data Portability

- i. The Company processes personal data relating to employees using automated means. [DBS Enhanced Certificate. NEREO] [payroll: NATA]
- ii. Where employee data subjects have given their consent to the Company to process their personal data in such a manner, or the processing is otherwise required for the performance of a contract between the Company and the employee data subject, employee data subjects have the right, under the GDPR, to receive a copy of their personal data and to use it for other purposes (namely transmitting it to other data controllers).

14. Personal Data

The Company holds personal data that is directly relevant to its employees. That personal data shall be collected, held, and processed in accordance with employee data subjects' rights and the Company's obligations under the GDPR and with this Policy.

- i. Identification information relating to employees:
 - a. Name;
 - b. Contact Details;
- ii. Equal opportunities monitoring information (such information shall be anonymised where possible)
 - a. Age;
 - b. Gender
 - c. Nationality
- iii. Health records
 - a. Details of sick leave;
 - b. Medical conditions;
 - c. Disabilities;
 - d. Prescribed medication
- iv. Employment records:
 - a. Interview notes;
 - b. CVs, application forms, covering letters, and similar documents;

- c. Assessments, performance reviews, and similar documents;
- d. Details of remuneration including salaries, pay increases, bonuses, commission, overtime, benefits, and expenses;
- e. Records of disciplinary matters including reports and warnings, both formal and informal;
- f. Details of grievances including documentary evidence, notes from interviews, procedures followed, and outcomes;

15. Health Records

- i. The Company holds health records on [all] employee data subjects which are used to assess the health, wellbeing, and welfare of employees and to highlight any issues which may require further investigation. In particular, the Company places a high priority on maintaining health and safety in the workplace, on promoting equal opportunities, and on preventing discrimination on the grounds of disability or other medical conditions. In most cases, health data on employees falls within the GDPR's definition of special category data (see Part 4 of this Policy for a definition). Any and all data relating to employee data subjects' health, therefore, will be collected, held, and processed strictly in accordance with the conditions for processing special category personal data, as set out in Part 4 of this Policy. No special category personal data will be collected, held, or processed without the relevant employee data subject's express consent.
- ii. Health records shall be accessible and used only by the HR department and shall not be revealed to other employees, agents, contractors, or other parties working on behalf of the Company [without the express consent of the employee data subject(s) to whom such data relates], except in exceptional circumstances where the wellbeing of the employee data subject(s) to whom the data relates is at stake and such circumstances satisfy one or more of the conditions set out in Part 4.2 of this Policy.
- iii. Health records will only be collected, held, and processed to the extent required to ensure that employees are able to perform their work correctly, legally, safely, and without unlawful or unfair impediments or discrimination.
- iv. Employee data subjects have the right to request that the Company does not keep health records about them. All such requests must be made in writing and addressed to the HR Department

16. Employee Monitoring

- i. Monitoring will only take place if the Company considers that it is necessary to achieve the benefit it is intended to achieve. Personal data collected during any such monitoring will only be collected, held, and processed for reasons directly related to (and necessary for) achieving the intended result and, at all times, in accordance with employee data subjects' rights and the Company's obligations under the GDPR.

17. Data Security - Transferring Personal Data and Communications

The Company shall ensure that the following measures are taken with respect to all communications and other transfers involving personal data (including, but not limited to, personal data relating to employees):

- i. All emails containing personal data must be encrypted
- ii. All emails containing personal data must be marked "confidential";
- iii. Personal data may be transmitted over secure networks only; transmission over unsecured networks is not permitted in any circumstances.
- iv. Where personal data is to be transferred in hardcopy form it should be passed directly to the recipient or sent via Royal Mail postal service.
- v. All personal data to be transferred physically, whether in hardcopy form or on removable electronic media shall be transferred in a suitable container marked "confidential".

18. Data Security - Storage

The Company shall ensure that the following measures are taken with respect to the storage of personal data (including, but not limited to, personal data relating to employees):

- i. All electronic copies of personal data should be stored securely using passwords and data encryption;
- ii. No personal data should be transferred to any device personally belonging to an employee and personal data may only be transferred to devices belonging to agents, contractors, or other parties working on behalf of the Company where the party in question has agreed to comply fully with the letter and spirit of this Policy and of the GDPR (which may include demonstrating to the Company that all suitable technical and organisational measures have been taken).

19. Data Security - Disposal

When any personal data is to be erased or otherwise disposed of for any reason (including where copies have been made and are no longer needed), it should be securely deleted and disposed of. For further information on the deletion and disposal of personal data, please refer to the Company's Data Retention Policy.

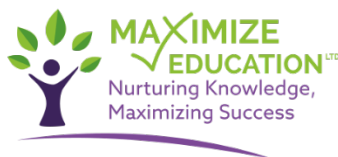
20. Implementation of Policy

This Policy shall be deemed effective as of 9.3.19. No part of this Policy shall have retroactive effect and shall thus apply only to matters occurring on or after this date.

1. This Policy has been approved and authorised by:

Name:	STINE JAMIESON
Position:	CTOR
Date:	EMBER 2024
Due for Review by :	MBER 2024
Signature:	

MAXIMIZE EDUCATION



FIRE, HEALTH & SAFETY POLICY

April 2024

REVIEWED: August 2024

NEXT REVIEW: December 2024

I.FIRE PROCEDURES

9 Telford Court, Morpeth, NE61 2DB

- (i) Fire procedure drill is carried out every Monday morning.

- (ii) In the event of a fire, the building alarms will emit an audible high-pitched beeping.
- (iii) The Tutor Support worker is to collect the sign in clipboard detailing who is present and the emergency contact list.
- (iv) Each Tutor is to accompany their student out of the building led by the acting Tutor Support Worker.
- (v) Do not return to your teaching booth for belongings.
- (vi) Exiting the building via the main door.
- (vii) Everyone must leave the building and muster at the designated assembly point:

Fire assembly point out the front of the building.

2. HEALTH AND SAFETY POLICY

STATEMENT OF GENERAL POLICY

Maximize Education LTD fully accepts the obligations placed upon it by the various Acts of Parliament covering health and safety. The Company requires its director to ensure that the following policy is implemented and to report annually on its effectiveness.

MANAGEMENT ORGANISATION AND ARRANGEMENTS

Introduction

This policy has been prepared and published under the requirements of Health & Safety at Work legislation. The purpose of the policy is to establish general standards for health and safety at work and to distribute responsibility for their achievement to all

managers, supervisors, and other employees through the normal line management processes.

MANAGEMENT RESPONSIBILITIES

Managing Director

The Managing Director has overall responsibility for the implementation of the Company's policy. In particular they are responsible for ensuring that the policy is widely communicated and that its effectiveness is monitored.

Centre Managers and Tutor Support Workers

Centre Managers and Tutor Support Workers are wholly accountable to the Managing Director for the implementation and monitoring of the policy within the area of their specified responsibility.

Safety Officer

The Safety Officer is a nominated staff member responsible for co-ordinating effective health and safety policies and controls across the organisation.

The Safety Officer is responsible for:

- the production and maintenance of the Company's policy and ensuring that Department Guidelines are consistent with policy;
- its application;
- monitoring and reporting on the effectiveness of the policy;
- the provision of general advice about the implication of the law;
- the identification of health and safety training needs. The safety officer also acts on behalf of the Chief Executive, as the Company's formal link with the Health and Safety Executive, Environment Health Departments and other external agencies;
- the production and maintenance of any health and safety documents or codes of practice as necessary for any relevant area of the Company services where this is required.

HEALTH AND SAFETY MANAGEMENT PROCESS

Maximize Education LTD believes that consideration of the health, safety and welfare of staff is an integral part of the management process. The provision of the Health and Safety at Work etc Act, associated Codes of Practice and other relevant Directives will be adopted as required standards within the Company. Responsibility for health and safety matters shall be explicitly stated in management job descriptions.

The Company requires staff to approach health and safety in a systematic way, by identifying hazards and problems, planning improvements, taking executive action and monitoring results so that the majority of health and safety needs will be met, in discussion with the Managing Director.

If unpredictable health and safety issues arise during the year, the Managing Director must assess the degree of risk, in deciding the necessary resources and actions to commit to addressing these issues.

HEALTH, SAFETY AND WELFARE GUIDELINES

It is the policy of Maximize Education LTD to produce appropriate health and safety policies or guidelines. These should embody the minimum standards for health and safety for the centre and the work organised within it.

It shall be the responsibility of the centre manager or Tutor Support Worker to bring to the attention of all members of his or her staff, the provisions of the guidelines, and to consult with appropriate Health and Safety Representatives about the updating of these guidelines. Suggested model contents of a guideline are:

- a clear statement of the role of the department; •regulations governing the work of the department,
- clear reference to safe methods of working.
- information about immediate matters of health and safety concern, such as fire drills, fire exits, first aid;
- training standards;
- the role and identity of the Health and Safety Representative;
- names of specialist advisers who can be approached about the work of the department;
- the manager responsible for organisation and control of work;
- accident reporting procedures;
- departmental safety rules;
- fire procedures;
- policies agreed by the Company.

IDENTIFICATION OF HEALTH AND SAFETY HAZARDS

ANNUAL AUDIT AND REGULAR RISK ASSESSMENTS

It is the policy of Maximize Education LTD to require a thorough examination of health and safety performance against established standards in each department, at least annually. The technique to be adopted for such examinations will be the 'Safety Audit'. The Audit requires review of:

- standards laid down in the policy;
- departmental guidelines; relevant regulations;
- environmental factors;
- staff attitudes;
- staff instructions;
- methods of work;
- contingency plans;
- Recording and provision of information about accidents and hazards and the assessment of risk.

The information obtained by the Audit will be used to form the basis of the plan for the department for the following year.

The responsibility for ensuring that audit activity is carried out as part of this policy rests with the Managing Director and will be carried out by the Safety Officer. Although the Audit remains a management responsibility, managers are required as part of this policy to seek the involvement of the appropriate Health and Safety Representative in the conduct of the Audit.

It is the management's responsibility to ensure that any deficiencies highlighted in the Audit are dealt with as speedily as possible.

In addition to carrying out Safety Audits, it is the responsibility of the centre manager to have checked, at least quarterly, all portable equipment, including electrical appliances, in their area, and to ensure that all problems are immediately dealt with.

Centre managers have a continual responsibility for the elimination of hazards in order to maintain a safe working environment and will also be expected to carry out regular **risk assessments** in line with the Health and Safety Executive Guidelines; that is follow the 5 steps:

1. Identify the hazards
2. Decide who might be harmed and how
3. Evaluate the Risks and decide on precautions
4. Record the findings and implement the precautions
5. Review the assessment and update when necessary

SAFETY REPRESENTATIVES

Maximize Education LTD will support Safety Representatives in carrying out their role and give all reasonable assistance. Safety Representatives will be encouraged to discuss specific

health and safety issues with the relevant Head of Department. They may also formally report hazardous or unsafe circumstances to the Managing Director and will be formally notified of the remedial action taken or be given a reason why the action cannot be taken.

TRAINING

Health and Safety training shall be incorporated within annual training programmes, as part of the development of a systematic training plan. Health and Safety training needs will, therefore, be identified and planned for in the same manner as other training needs.

Four areas of need shall be given special priority:

- training for managers, to equip them with an understanding of the manager's responsibilities under this policy, and the role and purpose of safety representatives,
- training for safety representatives to enable them to discharge their function;
- training for all members of staff to acquaint them with the main provisions of the law and its practical implication, the main features of this policy and key safety rules;
- induction and in-service training for staff at all levels to acquaint them fully with new requirements and hazards.

RECORDS, STATISTICS AND MONITORING

The Company will operate systems for recording, analysis and presentation of information about accidents, hazard situations and untoward occurrences. Advice on systems will be provided by the Safety Officer, in conjunction, where appropriate with specialist advisory bodies for example local Environmental Health Departments, and the responsibility for the operation of these systems rests with managers and supervisors at all levels. Information obtained from the analysis of accident statistics must be acted upon and, where necessary, bids for additional expenditure made to the Chief Executive. -

REPORTS TO THE HEALTH AND SAFETY EXECUTIVE

The responsibility for meeting the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985 (RIDDOR) to the Health and Safety Executive, shall rest with the Managing Director as delegated to the Safety Officer.

SPECIALIST ADVISORY BODIES

Certain bodies and the individual members of those bodies, have always had a Health and Safety role, most notably, the Health & Safety executive, or local Environmental Health Departments. If further specialist advice is required, this may be obtained by Managers from expert individuals or bodies outside the Company.

THE OCCUPATIONAL HEALTH SERVICE

It is the policy of the Company to obtain independent Occupational Health advice when required. Such services can include counselling on health and associated matters, investigation of hazards and accidents, environment studies, health interviews and employment medicals.

FIRST AID

It is the policy of the Company to make provision for First Aid and the training of 'First Aiders'¹ in accordance with the First Aid Regulations (1982). The Safety Officer is responsible for ensuring the Regulations are implemented and for identifying training needs.

FIRE

The Managing Director is responsible for ensuring that the staff receive adequate fire training, and that nominated fire officers are designated in all Maximize Education LTD premises. The Managing Director delegates these responsibilities to the Centre Managers.

In addition the Company will nominate a Fire Officer (this may be the Safety Officer or someone external to the Company) who will:

- report and advise on the standard of fire safety in the Company's premises and the standard of fire training of its staff;
- undertake overall responsibility for fire training,
- assist in the investigation of all fires in the Company's premises and to submit reports of such incidents.

CONDEMNATION AND DISPOSAL OF EQUIPMENT

Procedures for the, condemnation and disposal of equipment are determined by the managing Director Managers introducing new equipment should have such equipment checked initially by the Safety Officer.

FOOD HYGIENE

Those Managers who have responsibility for food acquisition, storage, processing and serving, and staff induction and hygiene training, are responsible for ensuring that these functions are undertaken to the necessary legal standards. Any suspected outbreak of food poisoning or other unexplained and possibly food related incidents must be reported to the Safety Officer.

LIFTING AND HANDLING

Managers are responsible for informing staff of safe lifting techniques. The Safety Officer will identify specific training needs and ensure training in lifting and handling is provided to staff who require it.

NON-SMOKING ON COMPANY PREMISES

Maximize Education LTD policy is that there will be no smoking in its buildings. The overall aim is to reduce smoking and so save life, reduce risk of fire, prevent unnecessary illness and chronic disability. The rules relating to smoking on Company premises are available from Head Office. These rules also extend to e-cigarettes / vaping.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

The Control of Substances Hazardous to Health Regulations (COSHH) require the Company to identify those substances which are in use and which are hazardous to health (as legally defined) and to assess the risk of those substances. The Company must also provide and use controls to prevent exposure to substances hazardous to health; maintain controls by monitoring exposure, or by health surveillance of employees; and provide information, instruction and training for employees on all these matters. The Safety Officer is responsible for implementing these Regulations.

COMPUTER INSTALLATIONS AND VISUAL DISPLAY UNITS

All new computer installations must adhere to the British Standard Specifications and comply with the Health and Safety (Display Screen Equipment) Regulations 1992. All new employees operating such equipment are expected to read the Health and Safety Executive guidance entitled 'Working with Display Screen Equipment'. New employees who regularly use VDUs will be required to undergo sight screening.

CONTROL OF WORKING TIME

Maximize Education LTD is committed to the principles of the Working Time Regulations. No member of staff is expected to work more than 48 hours per week (including overtime) unless there are exceptional circumstances. Similarly all other requirements of the regulations e.g. in relation to breaks, night workers etc. will be complied with.

HEALTH AND SAFETY AND THE INDIVIDUAL EMPLOYEE

The Health and Safety at Work Act requires each employee 'to take reasonable care for the Health and Safety of himself and of other persons who may be affected by their acts and omissions' and co-operate with management to enable management to carry out their responsibilities under the Act. Employees have equal responsibility with the Company for Health and Safety at Work.

The refusal of any employee to meet their obligations will be regarded as a matter to be dealt with under the Disciplinary Procedure. In normal circumstances counselling of the employee should be sufficient. With a continuing problem, or where an employee leaves themselves or other employees open to risk or injury, it may be necessary to implement the formal stages of the Disciplinary Procedure.

PEOPLE WORKING ON COMPANY PREMISES NOT EMPLOYED BY THE COMPANY

Persons working in Maximize Education LTD premises who are employed by other organisations are expected to follow Company Health and Safety Policies with regard to the safety of Company employees, their own personal safety (and that of other parties such as the general public if appropriate) and their method of work. This responsibility will be included in contracts or working arrangements.

VISITORS AND MEMBERS OF THE PUBLIC

The Company wishes to ensure that as far as is reasonably practicable, the Health, Safety and Welfare of visitors to Company establishments will be of the highest standard.

Any member of staff who notices persons acting in a way which would endanger other staff, should normally inform their Head of Department. If the danger is immediate, common sense must be used to give warning, call for assistance or give aid as necessary. It is equally important not to over-react to a situation.

CONTRACTORS

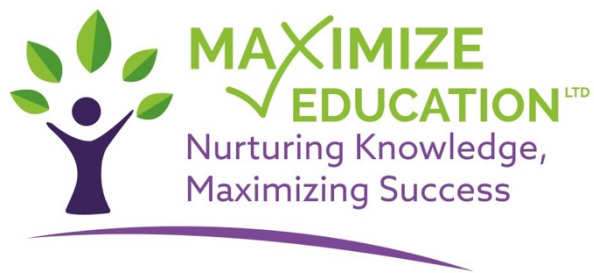
The Company wishes to ensure that as far as is reasonably practicable, the Health, Safety and Welfare of Contractors working in the Company's establishments will be of the

highest standards. In addition, Contractors and their employees have an obligation so far as is reasonably practicable to ensure all equipment, materials and premises under their control are safe and without risks to health.

Contractors must also observe the Company's Fire Safety Procedures. These obligations will be drawn to the attention of the Contractors in the contract document issued to them.

In addition a Company Manager will be identified in the contract as having authority to stop the work of Contractors who are placing themselves, other staff, or visitors at risk. Any member of staff who judges there is a risk where contractors are working, should inform their Manager immediately.

In tendering, Contractors will be asked to confirm they have a written Health, Safety and Welfare Policy. The Company's Manager letting the Contract will be responsible for monitoring the Health and Safety performance of the Contractor and the Contractor's performance will be a factor in deciding whether or not to invite the Contractor to tender again.



General Data Protection Regulation (GDPR)

Policy and Procedures

DATE REVIEWED: 10TH SEPTEMBER 2024

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Terminology	Definition
processing	Any action or operation performed on personal data, such as, collecting, recording, storing, altering, using, transmitting, destroying, or erasing. Processing also includes transferring personal data to third parties.
data subject	Any person about whom we hold personal data. In the case of the school this could relate to pupils, parents, staff, governors, volunteers, and visitors.
personal data	Any information that relates to an identified or identifiable (either directly or indirectly), person or data subject.
sensitive data	Relates to a set of special categories that should be treated with extra security. These categories are: • Racial or Ethnic Origin Data • Political Opinions • Religious or Philosophical Beliefs

	• Trade Union Membership • Genetic Data • Biometric Data
data controller	Any person, agency or authority who decides how and why data is processed. In the case of this policy the school is the data controller.
data processor	Any person, agency or authority that processes data on behalf of a data controller.
data protection officer (DPO)	The person responsible for independent and impartial monitoring and application of laws that protect personal data within the school.
data breach	A breach of security that leads to the accidental or unlawful loss, destruction, alteration, disclosure of or access to personal data while stored, transmitted, or being processed must be reported to the Information Commissioner's Office (ICO).
Information Commissioner's Office (ICO)	A UK based organisation responsible for upholding information rights.
data users	Those who process personal data. They must protect data in accordance with this data protection policy.
data	Information, which is stored electronically, on a computer, or in certain paper-based filing systems.

Aims

Maximize Education takes data protection very seriously. As such, this policy outlines the measures that the company will put in place to ensure the protection of all personal and sensitive data about staff, governors, visitors, pupils and other individuals. This policy outlines a data protection by design culture within the company so that all collection, storage and processing of data, whether digital or on paper, is carried out lawfully in accordance with the General Data Protection Regulation (GDPR) and Data Protection Act (DPA) 2018.

Legislation and Guidance

General Data Protection Regulation (GDPR) came into force in May 2018 as part of the Data Protection Act 2018 (DPA 2018) which replaces the previous Data Protection Act 1998. GDPR relates to the collection, processing, and storage of personal data. This policy is based on guidance published by the Information Commissioner's Office (ICO) and the ICO's code of practice for subject access requests.

Definitions

Throughout this policy, the following terminology with the accompanying definitions will be used.

Roles and Responsibilities

Maximize Education will follow the outline below for distribution of responsibilities in relation to GDPR within the school.

Role	Responsibility
Director	Ensure that GDPR policies are reviewed and updated regularly and that new staff are trained in GDPR compliance during induction.
Designated Safeguarding Lead	Ensure policies are followed and the in-centre and online use of data adheres to the outlined guidance. Ensure that data is destroyed appropriately in accordance with Right to Be Forgotten guidance.
Admin Staff	Ensure that data used during administrative tasks (pupil registration, contact with parents/guardians etc.) are appropriately stored and kept private.
Teachers	Ensure that identifiable information about students is not used on private devices and adhere to GDPR policy at all times.
Others (volunteers, visitors, pupils)	Understand and adhere to GDPR policy of the centre at all times.

Data Protection Principles

The data protection principles that the school must follow in order to be compliant with GDPR state that personal data must be:

- processed lawfully, fairly and in a transparent manner;
- collected for legitimate purposes;
- relevant and limited to what is necessary in order to fulfil the purposes for which it is processed;
- kept up to date;
- stored for no longer than is necessary;
- processed in a way that ensures it is appropriately secure.

This policy outlines how the school will comply with these principles.

Collecting Personal Data

Collecting personal data will be an inevitable part of the day-to-day business of Maximize Education. We will only collect personal data for specific, explicit and legitimate reasons. We will explain these reasons to the individuals when we first collect their data. To ensure that this data is handled and processed appropriately and with minimal risk, Maximize, as data controller, adheres to the guidelines outlined below.

Scenario	Procedure
Pupil Contact Records	Contact forms are stored securely and entered into a password-protected system. This system is not accessible outside of the centre and information is destroyed after one academic year if the pupil will not return to Maximize.
Pupil Attendance Records	Attendance information is stored securely and entered into a password-protected system. This system is not accessible outside of the centre and information is destroyed after two academic years if the pupil will not return to Maximize.
Pupil Progress Data	Progress and attainment information is stored securely and entered into a password-protected system. This system is not accessible outside of the centre and information is destroyed after two academic years if the pupil will not return to Maximize.
Staff Records	Staff records are kept inside a locked cabinet with individual files inaccessible to staff other than the DSL and Director. Staff records are destroyed after 5 years in accordance with policy, to allow reference requests to be submitted if needed.
Intervention Records	Intervention records are stored securely and entered into a password-protected system. This system is not accessible outside of the centre and information is destroyed after two academic years if the pupil will not return to Maximize.

Special Educational Needs (SEN) Records	SEND records are stored securely in individual student files and entered into a password-protected system. This system is not accessible outside of the centre and information is destroyed after two academic years if the pupil will not return to Maximize. Email files are permanently deleted once documentation is obtained.
Medical Information and Administration	Medical information is stored securely in individual student files and entered into a password-protected system. This system is not accessible outside of the centre and information is destroyed after one academic year if the pupil will not return to Maximize.
Safeguarding Records	Safeguarding records are handled only by the Designated Safeguarding Lead and the Director. They are stored in a locked cabinet and are not accessible to other staff. DSL forms are filed against individual student records and placed securely in a password-protected system.

Sharing Personal Data

As with the collection of personal data, it is integral to the effective functioning of Maximize that personal data will need to be shared in certain circumstances. To ensure that personal data is shared lawfully, the following considerations must be taken into account.

Scenario	Procedure
Regulatory Bodies e.g. government agencies or healthcare	Before sharing personal data with regulatory bodies requesting access, the DSL will verify the identity of the body and investigate how they intend to use the data shared with them. Only when satisfied with the response will Maximize share any personal data.
Suppliers or Subcontractors Requiring Access to Personal Data.	The DPO will assess all suppliers and subcontractors' ability to adhere to GDPR. All suppliers and subcontractors requiring access to personal data will read and follow the school GDPR policy.
The Police	The police will only be able to request access to data with a relevant warrant.

Subject Access Request (SAR)

As part of GDPR, data subjects are entitled to make a request to any organisation, such as a school, to access personal data held about them. This is known as a subject access request (SAR). Maximize therefore needs to be reasonably prepared for such an eventuality by establishing the procedure outlined below.

NB: Personal or sensitive data about a child belongs to the child. However, if a child is deemed unable to understand their rights or the implications of a SAR, or is unable to give consent, a parent or guardian can make the request on their behalf.

Subject Access Request Procedure

- 1) All staff are trained to recognise a subject access request.
- 2) Staff involved in responding to a SAR clearly understand the notion of the right to access. They also know when a SAR can be refused and how to act when refusing a SAR.
- 3) The school will use the school specific SAR form. (See appendix 1)
- 4) Identification of the subject requesting access will be verified.
- 5) The school aims to respond to all SARs within one month of submission.
- 6) Upon receiving a valid SAR, the following procedure will be followed:
 - The staff member who receives the written SAR refers this to the headteacher (or another member of senior leadership team if necessary).
 - A review of the SAR is carried out in order to establish the exact information requested.
 - The SAR is recorded in the school SAR log and reported to the DPO.
 - The DPO will send a response to the data subject to inform them that their SAR is being processed.
 - The information will be collated and the request responded to.
 - The record on the SAR log is marked as closed.

Video-recordings of Online Tutorials

Maximize does not use CCTV within the centre and photographs are not permitted of pupils unless consent is obtained by parents. Consent should be obtained for each individual occurrence and consent should not be assumed. Recordings of tutorials containing images and sound files of pupils will be part of the personal data processed by the school. As a result, the following measures are adhered to in order to ensure responsible handling and processing of such data.

Photos and Video

- Photos and videos taken within school for public use are to be considered under GDPR.

- Any photo or video of recognisable individuals which the school wishes to publish for example, on the school webpage or social media platform, will only be published with prior written consent.
- Photographs and video captured by parents for personal use do not fall under the scope of GDPR.
- Recordings of tutorials are stored securely in a password-protected system and are permanently deleted after 2 academic years. These recordings are not accessible and will not be accessed by any teaching staff member. The recordings can be accessed by the Designated Safeguarding Lead, Director or the Police, should an accusation be made against a staff member/pupil. These recordings may also be supplied to the Police with the appropriate warrant.

Data Retention - Security and Storage

At Maximize Education only data that is adequate, purposeful, necessary and limited to what is essential will be stored. The school will ensure that any stored data will be protected from unauthorised access and data breaches through the implementation of up to date and well-maintained security protocols. This will guarantee the confidentiality, integrity and availability of personal data. Confidentiality means that data will only be accessed by those who are authorised to access it. The integrity will be maintained through guaranteed accuracy and suitability of all data stored; inaccurate or unsuitable data will not be retained. Availability will be maintained, meaning those that are authorised to access the personal data are able to do so as and when required.

Specific Data Type	Security Measures
paper records	All paper records stored on site will be kept in a secure and locked location. Only those authorised to access the records will be granted access to the storage location.
portable electronic devices e.g. Laptops, iPads.	All portable electronic devices will be password protected. In the case of laptops the hard drives will be encrypted.
papers containing personal data e.g. class lists contact sheets dinner registers	Any paperwork containing personal data will not be left unattended and in sight at any time. Teachers and other classroom staff will ensure that any paper containing personal data will be suitably stored to limit access to the data.
desktop computers within the school	All computers used in the school will be password protected and have a timed lock function when left unattended. Staff will be required to lock their workstations when leaving them unattended at any time.
staff personal devices	Staff will not be permitted to use personal devices to access or store any personal data relating to the school.

sharing with authorised third parties	When required to share data with authorised third parties, the school and staff will make the necessary checks to guarantee it is handled securely and in line with GDPR.
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Staff Remote Working

For remote working to comply with GDPR, Maximize Education implements the following procedures:

- All staff laptops will have encrypted hard drives and will be password protected.
- When working remotely and accessing the school network, staff will use a secure password; this will prevent unauthorised access to school computer systems and networks.
- Staff will only be able to use electronic devices provided by the school to work at home on any personal/sensitive data and/or access the school network.
- Staff laptops will have up-to-date antivirus software installed to prevent any malicious or unauthorised access to school records, personal or sensitive data.
- Staff are permitted to use personal or home Wi-Fi networks but are not permitted to use public Wi-Fi when working remotely. Public Wi-Fi security is not always strong enough to prevent a data breach.
- All laptops provided by school will be encrypted and password protected. If using a USB stick to transport personal or sensitive data, this will also be encrypted.

Disposal of Data

Maximize Education will always ensure that records containing personal and/or sensitive data are disposed of safely and securely.

For example, any paper records due to be disposed of will be securely shredded, either on site, or through an approved third-party disposal service. When using a third party, it is the school's responsibility to ensure that the company guarantees the records are disposed of securely.

Any digital records containing personal data will be deleted using the internal erasure procedure of the relevant software. For example, records stored on a Windows laptop would be deleted using the Windows delete functions. It is up to individuals to make sure they have deleted personal data from devices once that data is no longer relevant, or the device is being passed on.

When disposing of sensitive personal data, the school will use a file-wiping utility to remove the sensitive personal data, preventing the possible retrieval if erased, using internal procedures.

Compliance Monitoring

As data collection and processing changes and updates, Maximize Education confirms continual compliance through compliance monitoring. The designated DPO will, as part of their role, undertake

regular monitoring of data records held by the school, checking they are relevant, necessary and accurate. The DPO will monitor the compliance of the roles outlined in this policy with their assigned responsibilities, impartially checking that these are carried out in accordance with policy. The DPO will monitor who the school is sharing data with and the integrity and necessity of the third-party data processing. The DPO will monitor procedures for SAR and data breaches, ensuring these are followed correctly and in a timely manner.

Data Breaches

At Maximize Education all reasonable action will be taken to keep data handling and processing safe and secure within GDPR. However, should a data breach occur, Maximize Education will be prepared to handle any such breach in the manner outlined below. Potential data breaches within a school context could be the loss of a USB containing pupil assessment data or an email containing sensitive personal data could be sent to an incorrect email address.

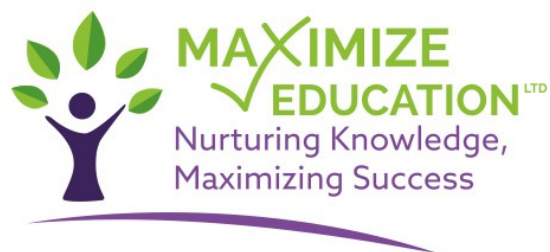
Maximize Education-Procedure for Handling A Data Breach

- Any potential or confirmed data breach must be reported in the first instance to the Director.
- The Director will investigate the data breach further to assess the severity of the breach.
- Once the assessment has been made the outcome will be logged by the Director, whether the breach does or does not need reporting. The log will include the cause of the data breach and any facts surrounding the breach, the effects of the breach and the action taken to minimise risk and prevent a repeat occurrence.
- If the Director determines that the data breach poses a significant threat to the data subject(s), they will report the breach to the ICO within 72 hours.
- The Director will attempt to minimise the impact of the breach, supported by relevant parties within the school.
- Upon receiving the ICO report, the Director will act upon the ICO's recommendation.

Training

To guarantee continued compliance with GDPR all staff will receive data protection training as part of the induction process at Maximize Education.

Ongoing continuing professional development (CPD) for all staff will include relevant and topical GDPR training as and when required.



Maximize Education Ltd Health and Safety Policy

Maximize Education recognizes that our business involves supporting the learning process through individual tutorials to enable students to build the knowledge and confidence to maximize their academic achievements and deliver equitable and excellent outcomes. Maximize Education is an organisation where everyone can undertake their roles and responsibilities and

fulfil their potential free from work related or education related injury or ill health; this includes all staff, volunteers, pupils/students, partners and others who may be affected by our work activities. To achieve this, Maximize education will:

- conduct all our activities safely and in compliance with legislative standards.
- provide safe working and learning conditions.
- ensure a systematic approach to the identification of risks and the allocation of resources to control them.
- promote the principles of risk management which enables innovation and learning.
- promotes a positive health and safety culture that is demonstrated by open communication and a shared commitment to the importance of health, safety and welfare.
- develop and implement emergency plans to deal with various types of emergencies.
- ensure that all staff members and students receive adequate health and safety training.
- provide a system in place for reporting and investigating accidents and incidents that occur on the premises.
- ensure a system is in place to manage contractors who work for or on behalf of.
- regularly monitor and review its health and safety policies and procedures to ensure that they remain effective and up to date.

This policy applies to all staff and students of Maximize Education. This policy will be regularly reviewed and communicated to ensure on going suitability. This is critical to the continuous success of our business as it allows us to optimize our company performance and adds value for all our stakeholders.

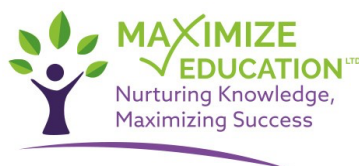
Signature

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Christine Jamieson

C.E.O

Maximize Education Ltd

MAXIMIXE EDUCATION



SEPTEMBER 2024

Role of the Designated Safeguarding Lead

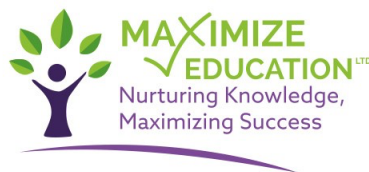
areas of responsibility for the designated safeguarding lead are Maximize Education are:

Managing referrals

- Refer all cases of suspected abuse to the local authority children's social care.
- Refer to the local authority designated officer (LADO) for child protection concerns (all cases which concern a staff member)
- Referral to Disclosure and Barring Service (cases where a person is dismissed or left due to risk/harm to a child) and/or Police (cases where a crime may have been committed).
- Liaise with the Centre Manager/ Tutor support to inform them of issues especially ongoing enquiries under section 47 of the Children Act 1989 and police investigations
- Act as a source of support, advice and expertise to staff on matters of safety and safeguarding and when deciding whether to make a referral by liaising with relevant agencies

The named safe guarder for Maximize Education : Christine Jamieson

MAXIMIZE EDUCATION



A STUDENT MISSING FROM TUTORIALS

UNDER 18 YEAR OLDS

1. Students arriving at the centre directly from school or without their parent/carer accompanying their arrival, who do not turn up as expected triggers a safeguarding response from Maximize Education.
2. Staff will inform parents or carers within 10 minutes of absence if a student is expected in the centre, to ensure that the parent/carer is aware that the student has not arrived.
3. For those students attending the centre from cared for provision, the same procedures are applied in addition to any specified procedures detailed in the student's risk assessment, provided by the commissioning body.

Admissions register

Students attendances are registered on arrival via a register of attendance and a sign in document.

4. Parents/carers are asked to notify Maximize Education in advance if the student will not be attending the centre on their allocated timetable slot.
5. Attendance is not compulsory but an unexpected absence will be followed up to ensure the safety of the student.

SIGNED

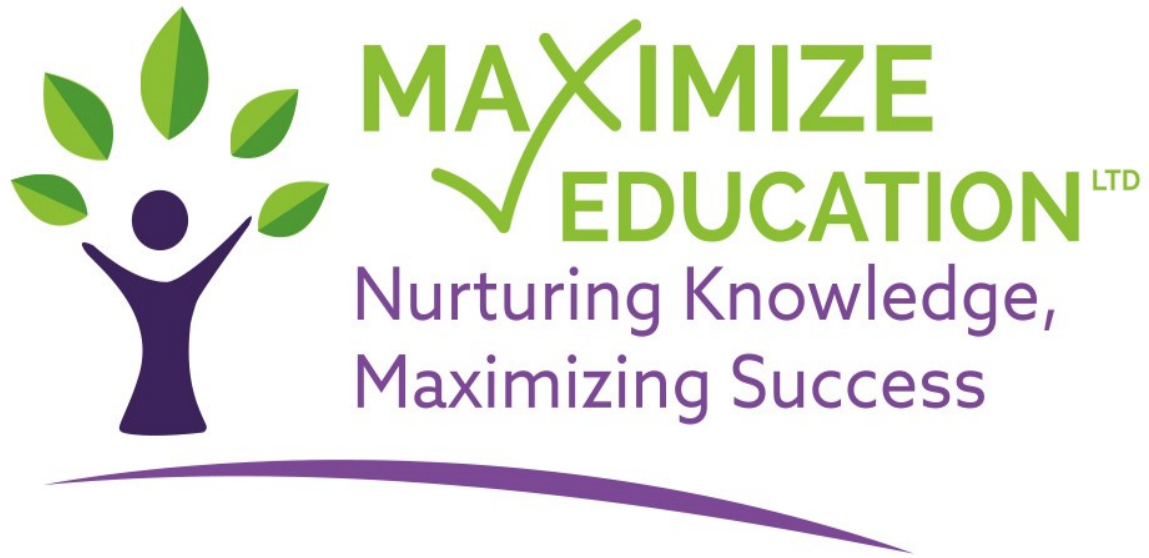
REVIEWED BY: CHRISTINE JAMIESON

ROLE: CEO

DATE REVIEWED: SEPTEMBER 2024

MAXIMIZE EDUCATION

STUDENT BEHAVIOUR POLICY



SEPTEMBER 2024

STUDENT BEHAVIOUR POLICY

RESPECT TOWARDS TUTORS, STAFF AND OTHER STUDENTS

At Maximize Education we want our students to enjoy attending their tutorials.

We expect students to respect each other and each other's property. Any inappropriate behaviour will be mentioned to your parent or carer.

Persistent inappropriate behaviour will require a parent/carers meeting to discuss how this can be improved.

HOW YOU SPEAK TO TUTORS STAFF AND OTHER STUDENTS

There is to be no use of inappropriate language such as swearing or slang terms within the Centre.

WHAT YOU TALK ABOUT TO TUTORS, STAFF AND OTHER STUDENTS

We respect all aspects of diversity; this means that inappropriate comments about

- Gender
- Race
- Disability
- Religion
- Sexuality
- Physical appearance

Are not acceptable within the Maximize Education Centre.

HOW YOU BEHAVE DURING TUTORIALS

Students remain within their own study area and do not disturb other students.

Students do not eat during a tutorial but can drink at their desk. An area is available within the centre to eat prior to, or after your tutorial if required.

Students can access toilets at any time during their tutorial. Your tutor or tutor support will direct you to the restroom area and accompany you back to your study area.

YOUR MOBILE PHONE

Your mobile phone is allowed to be switched on but kept in silent mode for the duration of the tutorial in your bag or pocket. We are sensitive to the fact our students are attending facilities out of school hours and parents/carers may need to be in contact for collection arrangements.

However, you are not allowed to use your phone to take photographs unless your tutor request that you take an image of work, for example uncompleted notes on the white board can be photographed to write up for homework.

You cannot use your phone to voice record while in the Maximize Education Centre.

YOUR HOMEWORK

Your tutor will set you homework. This is to be completed for your next tutorial, however school homework takes priority over Maximize Education homework, so if you are having a busy week, let you tutor know.

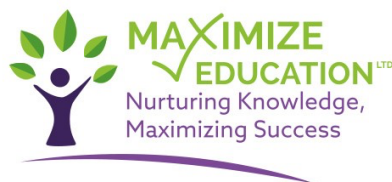
SIGNED.....

REVIEWED BY: CHRISTINE JAMIESON

ROLE: CEO

REVIEW DATE: 10TH SEPTEMBER 2024

MAXIMIZE EDUCATION



STUDENT COMPLAINT PROCEDURE

SEPTEMBER 2024

Student Complaints Procedure - for all students

Step 1: Local resolution

Where appropriate, you should attempt to raise a concern with the Centre Manager at Maximize Education, directly. If you would rather write to, the address is 32a Newgate Street, Morpeth. NE61 1BA .

You should raise your complaint as soon as it occurs or at least within 28 days of the matter arising. Many issues can be resolved easily and quickly if you communicate your problem to someone.

Step 2: Formal resolution

If the response from the centre manager has not resolved your complaint, or your complaint is so serious complete a formal complaint form within 28 days of the matter arising or within 28 days of the response you received from the Centre Manager. You should not include unnecessary information about other people in your complaint.

Formal resolution process

If your complaint is eligible, an investigation will be undertaken; the staff involved in your complaint will be sent a copy of the information you have provided and will be requested to provide a response.

Your complaint and any responses will be considered by a staff member who is not connected to your centre who has no knowledge of the case. They will make a decision about your complaint and consider a remedy, where this is appropriate. You will be sent the decision and any staff responses.

Occasionally further information may be needed from you during the investigation, if so, you will be sent the staff responses at this point, before being asked to provide a written statement or to attend a meeting.

Step 3: Review

If you are dissatisfied with the decision, you can request a review of the decision on the following grounds:

- procedural irregularities that occurred during Formal Resolution, which were material or potentially material to the decision reached;
- the Formal Resolution decision is unreasonable, in that no reasonable person could have reached the same decision on the available evidence;
- the availability of new evidence, which materially impacts the complaint outcome and which, for valid reasons, could not have been submitted at an earlier stage.

In order to request a review, you will need to complete and submit a review form within 14 days of receiving the decision. Providing your request for review is eligible, it will be considered by a Reviewer who can either uphold or dismiss your request. Where a request is upheld, a remedy can be put in place. You will receive a Completion of Procedures letter with the Reviewer's decision. This letter confirms the completion of Maximize Education's internal procedures.

SIGNED.....

REVIEWED BY: CHRISTINE JAMIESON

ROLE: CEO

DATE REVIEWED: 10TH SEPTEMBER 2024