



Consalia Limited

# Safeguarding and Prevent Duty

## Policy

Revision History:

Version number	Date of issue	Reason for update
V1.0		Draft for staff awareness
V1.1	15 <sup>th</sup> January 2019	
V1.2	5 <sup>th</sup> February 2019	Updated with Safeguarding Officer certificates
V1.3	6 <sup>th</sup> February 2019	Internal review
V1.4	20 <sup>th</sup> September 2020	Internal review
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V1.10	3 <sup>rd</sup> October 2024	Links changed and reviewed
V1.11	13 <sup>th</sup> January 2026	Links changed and review of policy

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# Consalia's Safeguarding Policy

## 1. Statement of Intent

Consalia is fully committed to providing a safe and secure environment for all its employees, apprentices, students and visitors who access its facilities and services. This is achieved by ensuring there are appropriate arrangements in place to discharge our duty to provide a safe and secure environment, to prevent abuse and to respond effectively to reported abuse.

Consalia's values of acting with integrity, purpose and respect are embedded within its approach to safeguarding and in the working practices and accountability of its staff.

Safeguarding, in this policy, is described as "arrangements to take all reasonable measures to ensure that risks of harm to 'vulnerable adults' are minimised".

The policy is intended to give a framework for Consalia employees, apprentices, students, visitors and contractors in the unlikely event that a safeguarding issue arises and to provide a framework to help prevent occurrences.

Our safeguarding officer is Louise Sutton [lsutton@consalia.com](mailto:lsutton@consalia.com)

## 2. Promoting the safeguarding policy

We bring our safeguarding policy to the attention of our employees to ensure that staff know what is expected of them and each year we have a

refresher session on all our policies, including safeguarding. All new staff are made aware of the policy.

We make apprentices and students aware of our safeguarding responsibilities and how they can contact our safeguarding officers if they have any concerns or issues. All policies relevant to our apprentices and students can be viewed and downloaded from the Consalia website in the 'policies' section.

### 3. Our policy

Consalia accepts its responsibility to safeguard adults who participate in Consalia's eco-system. Consalia's learners are adult learners, all 18+ and therefore, Consalia recognises that safeguarding could apply (though not exclusively) to its activities as follows:

- Psychological safety of our apprentices and students
- Personal wellbeing of our apprentices and students
- Bullying and Harassment (including e-safety)
- Health & Safety in the moment

Consalia believe that people, whatever their protective characteristics, have the right to protection from abuse, and a right to be safe in the activities that they choose. The protective characteristics as defined by the Equality Act (2010) are as follows, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, or sexual orientation.

At all times Consalia staff will show respect and understanding for the rights of vulnerable adults, their safety and welfare and conduct themselves in a way that reflects this.

This policy describes the systems and arrangements in place to create and maintain a safe learning environment for all our apprentices, students, and staff. It identifies actions that should be taken to redress any concerns about the safety and welfare of vulnerable adults, all opinions or behaviours which are contrary to these fundamental values and the ethos of the organisation will be vigorously challenged.

Our apprentices and students are all employees working for one of our client organisations and as such, there are limitations to the level of safeguarding support we can provide. However, if any member of staff has any concerns about a safeguarding matter relevant to our apprentices and students (disclosed, reported, or suspected incidents such as bullying, harassment, and/or discrimination) they should contact a Safeguarding Officer as soon as possible. The Safeguarding Officer will handle the matter with support and discretion and progress with the employer accordingly.

#### **4. How we safeguard our apprentices and students**

- We ensure that all our staff are carefully selected, trained, and supervised.
- Once we have recruited our staff, we ensure that they are all well informed, trained, supervised, and supported, so that they are less likely to become involved in actions that can cause harm or be

misunderstood, and to help inform them to be aware of potential safeguarding issues.

- Consalia recognise that it has a commitment to ensure that all employees have a clear understanding of their roles and responsibilities when working with apprentices and students.
- We assess all risks carefully and take all necessary steps to minimise and manage the risk.
- We let apprentices and students know how to voice any concerns or complaints they might have.
- Consalia will work closely with employers to ensure that the external workplace is a secure and productive environment for the apprentice, and that employers have adequate safeguarding policies in place.
- Any issues identified or raised will be managed bringing in the appropriate expertise to support the apprentice.

## 5. Our Code of Conduct and Good Practice Guidelines

We recognise the importance of having guidelines in place to help our staff recognise where there are immediate safeguarding concerns about our apprentices, students, and vulnerable adults, and to protect staff from positions where false allegations may occur. Staff working at Consalia are advised to maintain an attitude of 'it could happen here' where safeguarding is concerned. When concerned about the welfare of an apprentice/student, staff members should always act in their interest.

We promote this by training staff to be aware of good practice. This could include, for example:

## **Relationships**

All staff should be aware that they should never:

- Allow or engage in inappropriate touching of any form.
- Send e-mails on a topic outside of work to an individual apprentice on a 1-1 basis.
- Make sexually suggestive comments about or to a vulnerable adult even in fun.
- Tolerate oppressive or bullying behaviour.
- Let allegations that our apprentices, students make be ignored or go unrecorded.
- Allow our apprentices and students to use inappropriate language unchallenged.
- Answer inappropriate questions about a staff member's personal life or situation, no matter how it is framed or how persistent the enquiry.
- If they are not the cohort tutor, send an e-mail to the apprentice without copying the cohort tutor on that e-mail.

## **Contact with apprentices, students, and vulnerable adults**

All staff should be aware that they:

- Do not spend excessive amounts of time alone with vulnerable adults away from others and wherever possible, time alone should be avoided.
- Do not take vulnerable adults to their home
- Never meet up with vulnerable adults, or contact vulnerable adults outside of their work for the University, unless it is with the full knowledge of their manager
- Never enter a house or training facility when a vulnerable adult is on their own.

- Do not share personal or sensitive information with vulnerable adults unless appropriate to the situation.

There are also specific issues with respect to vulnerable adults which we expect our staff to be aware of, these include:

- Bullying/cyberbullying
- Self-harm
- Forced marriage
- Domestic violence
- Drugs
- Faith abuse / Honour Based Violence
- Sexting.

## 6. Responsibilities

All members of Consalia's community, including staff, employers, apprentices, students, and contract staff are responsible for safeguarding and promoting the welfare of our apprentices and students.

Staff will be trained to understand their responsibilities and be aware of the signs of abuse, neglect, extremism, and radicalisation so that they are able to identify cases of vulnerable adults, who may need help or protection.

**Staff are expected to:**

- attend safeguarding training as required
- familiarise themselves with the Safeguarding policy and associated procedures
- safeguard and promote the welfare of vulnerable adults

- alert the Safeguarding Officers if they have concerns about a vulnerable adult

### **Designated Safeguarding Officers:**

Designated Senior Member of Staff for Safeguarding is Louise Sutton. The Designated Person will:

- Act as the first point of contact with regards to all safeguarding matters.
- Attend up-dated training every two -three years.
- Provide support and training for staff.
- Support staff to make effective referrals to agencies where there are concerns about the welfare of a vulnerable adult.
- Keep copies of all referrals to agencies related to safeguarding vulnerable adult.
- Ensure that all staff and volunteers receive information on safeguarding policies and procedures from the point of induction.
- Ensure that any staff with specific responsibility for safeguarding receive the appropriate training to undertake this role.
- Manage and keep secure our safeguarding records.
- Ensure that all staff and volunteers understand and are aware of the reporting and recording procedures and are clear about what to do if they have a safeguarding concern.
- Liaise with the Designated Senior Members of Staff about any safeguarding issues.
- Ensure that the Safeguarding Policy is regularly reviewed and updated.
- Keep up to date with changes in policy and procedures and are aware of any guidance issued by the DfE concerning Safeguarding.

## **7. Safer Recruitment of Staff**

Consalia undertakes to ensure that their staff are fit to work in a training provider setting. It also reserves the right to refuse to employ staff whom it has a reasonable belief may pose a risk to its learners. All student / apprentice facing staff are subject to DBS checks as part of the recruitment procedure.

## **8. Staff Development and Training**

Consalia's Safeguarding policy and accompanying guidance will be issued to all new staff as part of their induction. All staff will be supported to recognise warning signs and symptoms in relation to specific safeguarding issues through Safeguarding training and update briefings.

## **9. What to do if you suspect someone is being abused**

All staff, volunteers and others working in direct contact with apprentices must be alert to the signs of abuse. Anyone who suspects that abuse is taking place inside or outside of a Consalia setting, or to whom an apprentice discloses issues relating to safeguarding, should contact one of the Designated Safeguarding Officers immediately. Staff who are not Designated Safeguarding Officers, but who are approached with concerns about a vulnerable adult, must bring the concerns raised to the attention of the Designated Safeguarding Officers immediately.

All staff to whom a learner discloses issues that may be related to safeguarding must keep written records of concerns. Such records must be kept securely, separate from the main learner files and in locked locations.

## 10. How we respond to safeguarding issues

Staff are trained to stay calm, not to panic and not to show disapproval if someone reports an allegation to them. They should listen carefully, and follow our Safeguarding procedure, by completing our Consalia Safeguarding Concern form.

Any concerns/referrals must be reported to the Safeguarding Officer within 24 hours. All Managers need to ensure that information is added and updated within 48 hours of the concern. The Safeguarding Officer will then process the form in accordance with Consalia's procedures. All concerns received by the Safeguarding Officer are to be stored centrally.

Any employee who suspects that a colleague may be abusing an employee or student should act on their suspicions. Action should also be taken if it is felt that colleagues are not following proper codes of conduct. This action serves to protect apprentices and students, but also colleagues from false accusations.

This process includes:

- Writing down the details of the incident on the Consalia Safeguarding Concerns form, following the guidelines set out in these procedures.
- Passing the report to our Safeguarding Officer at the earliest opportunity.
- The Safeguarding Officer will take appropriate action to ensure the safety of the person who may be at risk.
- The matter should then be discussed with Human Resources and if necessary, the Safeguarding Officer who will then consider whether the matter is an issue relating to poor practice or to abuse.

- If the matter relates to poor practice, appropriate procedures should be followed.
- If the matter relates to abuse, the matter should be referred to Safeguarding lead and HR and the suspension of the employee pending the outcome of an internal investigation into the allegations.

Consalia acknowledges that this is an extremely sensitive issue for employees and assures all employees and persons working on its behalf that it will fully support and protect anyone, who in good faith, reports a concern that a colleague is, or may be, abusing a vulnerable adult or behaving inappropriately.

Any information/documentation provided to the Safeguarding Officer will be kept safe and in confidence, and only those who need to know will have access to this information. (e.g., designated Safeguarding Officer and/or Course Director). All recorded concerns are required to be stored for 7 years. In addition, all referral details are required to be kept for 3-5 years.

Consalia's Safeguarding Concern form can be found at: -

[Apprenticeships Safeguarding form](#)

We work hard to ensure that our policies and procedures are stringent. We partner with Middlesex University and we deliver in partnership with them, we adopt their Safeguarding Policies (please follow the link below). For further information click on the following link:

[Middlesex University London – Student Safety, Protection and support](#)

## 11. Consalia Prevent Policy

Consalia recognises the importance of having policies and procedures in place to help prevent extremism and radicalisation, and to prevent people from being drawn into terrorism.

If apprentices and students make comments which could be regarded as extremist, our staff will encourage the apprentices and students:

- To consider alternative views and interpretations
- To think critically
- To consider what evidence they have and whether it is full and accurate
- To explore how impartial the information they have received is- have they considered alternative views and interpretations fully?
- Staff will use opportunities to challenge extremist views through discussion with apprentices and students
- If our staff do not feel confident in challenging extremist ideas with their apprentices and students, they can ask for support from the Safeguarding Officer who has completed training in this area
- Our Management Team and Tutors adopt an open culture approach, which allows freedom of speech and exploration of issues that affect learners locally, nationally, and internationally. We offer a safe place for staff and learners to communicate and will challenge any views or discussions which become offensive, extreme, or upsetting to others.
- Encourage Staff and Apprentices to look at the following website and update their understanding of how they might prevent radicalisation.
- [ACT Early | Prevent radicalisation](#)

Our Safeguarding Officer has undertaken two relevant training courses  
Side by Side prevent online modules including

- What can you Trust?
- Radicalisation & Extremism

and has disseminated the relevant information to all our tutors and course directors during staff training.

Claire Wilmot, Quality Manager is part of the London ILP Prevent Network and receives regular updates and attends online meetings and reports back to the safeguarding officers of any relevant updates.

All student / apprentice facing staff are certified as having attended updated Prevent Training online in 2024.

For any queries relating to Safeguarding and Prevent issues, please contact the Safeguarding Officer ([lsutton@consalia.com](mailto:lsutton@consalia.com)). Or the Prevent Referral Agency Confidential Anti-Terrorism hotline: 0800 789 321 or use the [online tool to report possible terrorist activity](#)

Signed by



Philip Squire

CEO Consalia Ltd