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Safeguarding Policy

Policy Statement

START SMART, aims to adopt the highest possible standards, and take all reasonable steps in safeguarding the welfare of young people and vulnerable adults and preventing their abuse. This policy focuses on protection from abuse and neglect and is intended to support staff working at START SMART SDN BHD. Other policies linked with this policy includes Whistle Blowing, Complaints, Information Sharing, Disciplinary, Health and Safety and Equality and Diversity.

Objectives

START SMART SDN BHD is committed to:

- Ensuring that the welfare of children, young people and vulnerable adults is always paramount.
- Maximising people's choice, control and inclusion and protecting their human rights.
- Working in partnership with other agencies to safeguarding children, young people, and vulnerable adults.
- Ensuring safe and effective working practices are in place.
- Supporting staff within the START SMART SDN BHD.

Definitions

Child, Children and Young People

In terms of this policy, “child, children and young people” mean those under the age of 18 as defined Law. This policy applies to students in this age group attending a further education course and young people aged 16 - 18 who attend courses in relation to the BCS Study Programme which offers accredited awards, certificates, or diplomas.

Staff

- Staff means all employees, full-time, part-time, teaching staff, and all agency, franchise, contract, and volunteer staff working for or on behalf of START SMART SDN BHD.



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Abuse

Abuse is the violation of an individual's human rights. It can be a single act or repeated acts. It can be physical, sexual, or emotional. It also includes acts of neglect or an omission to act. In all forms of abuse there are elements of emotional abuse. Vulnerable adults may also suffer additional types of abuse such as being manipulated financially or being discriminated against. Other examples of abuse include inflicting physical harm such as hitting or misuse of medication, rape and sexual assault or exposure to sexual acts without informed consent, emotional abuse such as threats, humiliation and harassment, exploitation, ignoring medical or physical needs, withholding of necessities of life such as food or heating. This list is not definitive.

Coverage

- This policy applies to all staff, learners, temporary staff, part-time workers as well as all people who work on behalf of START SMART SDN BHD.

DESIGNATED PERSON WITHIN START SMART SDN BHD

NAME: Charles George

Contact number: + 60 17 777 0081

Email: charles@startsmart.asia

Charles George shall be made known to learners, employees, and sub-contractors as the designated person to whom concerns will be addressed. If the concern is about the designated person, please report to the Internal Quality Assurance Officer at START SMART SDN BHD.

Responsibilities of START SMART SDN BHD

- To take action to identify and prevent abuse from happening.
- Respond appropriately when abuse has or is suspected to have occurred.
- Ensure that the agreed safeguarding adults and child, children and young people procedures are always followed.
- Provide support, advice, and resources to staff in responding to safeguarding issues.
- Inform staff of any local or national issues relating to safeguarding adults and children.
- Ensure staff is aware of their responsibilities and to attend training and to support staff in accessing these events.
- Ensuring that our organisation has a dedicated staff member with an expertise in safeguarding adults and children.



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- Ensuring staff have access to appropriate consultation and supervision regarding safeguarding adults and children.
- Understand how diversity, beliefs and values of people who use services may influence the identification, prevention, and response to safeguarding concerns.
- Ensure that information is available for people that use services, family members setting out what to do if they have a concern.

Responsibilities of all staff

- Always follow the safeguarding policies and procedures, particularly if concerns arise about the safety or welfare of a vulnerable adult, a child, children, or a young person.
- Participate in safeguarding training and maintain current working knowledge.
- Discuss any concerns about the welfare of a vulnerable adult, a child, children or young people with their manager.
- Contribute to actions required including information sharing and attending meetings.
- Work collaboratively with other agencies to safeguard and protect the welfare of people who use services.
- Always remain alert to the possibility of abuse.
- Recognise the impact that diversity, beliefs, and values of people who use services can have.

All staff should receive basic safeguarding awareness training at a level according to their role and this should be refreshed as a minimum every three years.

Reporting Abuse

The following procedure details the actions to be taken by both the complaint and Staff:

- If staff suspects a vulnerable person is being abused or is at risk of abuse, they are expected to report concerns to Centre Manager (unless they suspect that the Centre Manager is implicated – in such circumstances the whistle blowing policy should be followed).
- If at any time staff feel the person needs urgent medical assistance, they have a duty to call for an ambulance or arrange for a doctor to see the person at the earliest opportunity.
- If at the time staff have reason to believe the vulnerable person is in immediate and serious risk of harm or that a crime has been committed the police must be called.
- A report form must be completed where there are allegations of abuse and sent to the Director at START SMART SDN BHD.
- All service users/learners need to be safe. Throughout the process the service users/learners need remain paramount. This process is about protecting the vulnerable adults, children and young people and prevention of abuse.



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Alleged abuser and victims who are both service users/learners

It is important that consideration be given to a co-ordinated approach and partnership working, where it is identified that both the alleged abuser and alleged victim are service users/learners.

Where both parties are receiving a service, staff should discuss cases and work together, however meetings with both the alleged abuser and alleged victim in attendance, are not considered appropriate.

Allegation of abuse staff member

Employees should be aware that abuse is a serious matter that can lead to a criminal conviction. Where applicable the disciplinary policy of START SMART SDN BHD will be implemented.

Confidentiality and information sharing

It is important to identify an abusive situation as early as possible so that the individual can be protected. Withholding information may lead to abuse not being dealt with in a timely manner. Confidentiality must never be confused with secrecy. The Staff has a duty to share information relating to suspected abuse and the Director at START SMART SDN BHD will decide whether to refer the case to the relevant body (e.g. Social Services, the Police).

- Consent is not required to breach confidentiality (capacity issues must be considered) and make a safeguarding referral where;
- A serious crime has been committed;
- Where the alleged perpetrator may go on to abuse others.
- Other vulnerable adults are at risk in some way.
- The vulnerable adult, child, children, and young person is deemed to be in serious risk.
- The public interest overrides the interest of the individual .
- When a member of staff of a statutory service, a private or voluntary service or a volunteer is the person accused of abuse, malpractice, or poor professional standards.

If a worker has any doubt about the legality of sharing information, they must in the first instance consult with the Director dealing with safeguarding issues.



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Monitoring

The Director and Internal Quality Assurance Officer will be responsible for monitoring this policy.

The policy will be reviewed every 12 months by Mathews George, Internal Quality Assurance Officer, START SMART SDN BHD

Last updated: January 2024