


# Serco Ltd

## Apprenticeship Safeguarding Policy

### Document details

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Document details	
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<b>Date</b>	24/11/2021
<b>Signature</b>	

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This policy should be read in conjunction with the Serco Ltd PREVENT policy

## DOCUMENT CONTROL

Version history			
Version	Date	Reason for release/version update	Issued by
V1	20.08.2020	Policy issued	Tara Marciniak
V2	25.07.2021	Policy issued	Tara Marciniak
V3	30.08.2021	Annual review. Updates to safeguarding team details and Prevent guidance	Tara Marciniak
	30.08.2022	Next review date	

## INTRODUCTION

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This document incorporates how we will as a business:

- promote the policy – Reference: 1.6, 2.1. Appendix 2
- get commitment to the policy – Reference: 1.
- train its employees in implementing the policy – Reference: 1, 2, 5, 6.
- protect its apprentices – Reference: 1, 2, 3,5, 6.
- prevent abuse towards its apprentices – Reference: 1, 2.1, 4.2, 5, 9.
- have a way of raising, recording and investigating concerns – Reference: 5. Appendix 1
- have a way of apprentices getting support or guidance – Reference: 1.5, 6. Appendix 2
- monitor its IT usage – Reference: Appendix 3
- have a legal responsibility to fulfil the prevent duty statement – Reference: Appendix 4
- protect apprentices and employees from radicalising influences – Reference: Appendix 2 & 4
- ensure apprentices and employees are resilient to extreme narratives – Reference: Appendix 4
- identify changes in behaviour of apprentices and employees – Reference: Appendix 4
- deal with any issues raised by apprentices or employees with regard to Prevent – Reference: Appendix 4.

# **SAFEGUARDING POLICY (Apprenticeships)**

## **Serco Ltd (UKPRN 10005752)**

### **1. Background**

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1.1 Serco Ltd has a primary responsibility for the care, welfare and safety of the apprentices in our charge and is fully committed to safeguarding and promoting the welfare of all. Apprentices and members of the apprenticeship delivery team, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity have the right to equal protection from all types of harm or abuse.

1.2 It is always unacceptable for anyone to experience abuse of any kind and Serco Ltd recognises its responsibility to safeguard the welfare of all apprentices, particularly children and vulnerable adults, by a commitment to practice which protects them. We will carry out our responsibilities through adhering to, amongst other policies, our Safeguarding Policy, which aims to provide a caring, supportive and safe environment and values individuals for their unique talents and abilities - an environment in which all our apprentices can learn and develop to their full potential.

1.3 All members of the apprenticeship delivery team are required to commit to this policy. They will be required to complete Safeguarding Training. Delivery team members are expected to uphold and promote the fundamental principles of British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs.

1.4 It is understandable that when a member of the apprenticeship delivery team is faced with a safeguarding incident it can, in that moment, feel stressful and personally challenging. It is important that any member of the apprenticeship delivery team who become involved in reporting and escalating safeguarding incidents feel suitably equipped and able to support our apprentices and act in their best interest.

1.5 This guidance has been prepared to support the apprenticeship delivery team to navigate their way through what can feel like a daunting and difficult process. Serco has in place a network of designated safeguarding officers (DSO's) who are on hand to provide 1-2-1 support as well as a National Safeguarding and Prevent Officer who can provide further support.

1.6 This guidance will be shared with all members of the apprenticeship delivery team during their onboarding and all apprentices during their induction. A copy of the policy may be found on the Serco Education website and in the apprenticeship online delivery team site. It is the expectation of Serco Ltd, that the apprenticeship delivery team will promote the policy to apprentices to ensure their understanding of Safeguarding and Prevent.

### **2. PURPOSE**

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2.1 The purpose of this policy is:

- To provide a framework for protecting apprentices from abuse of any kind.
- To provide a safe environment for apprentices to learn in.
- To ensure all members of the apprenticeship delivery team recognise their responsibilities (through guidance, support and training), minimise risk and avoid situations where abuse or neglect might be alleged.

- To ensure all members of the apprenticeship delivery team are clear that they are responsible for their own actions and behaviour and avoid any conduct which would lead any reasonable person to question their motivation and intentions.
- To provide all members of the apprenticeship delivery team with guidance on procedures to adopt in the event that they suspect an apprentice may be experiencing, or be at risk of, harm.

### 3. SCOPE

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#### 3.1 At Serco Ltd, we;

- Believe that all members of the apprenticeship delivery team have a collective and individual duty to provide a caring, safe and supportive environment that positively promotes the health and wellbeing of each individual apprentice along with their social, physical and moral development.
- Recognise that all members of the apprenticeship delivery team have a responsibility to protect our apprentices from harm. Ensuring a consistent learner-centred approach to coaching and supporting, based on a clear understanding of apprentices' individual needs and views and of the Serco Ltd Safeguarding Procedures.
- This policy applies to all members of the apprenticeship delivery team who are responsible for interacting with apprentices.
- All members of the apprenticeship delivery team and apprentices have access to this policy, the referral procedure and any supporting documentation.

### 4. STATUTORY FRAMEWORK

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4.1 This policy covers the legislative requirements and recommendations pertaining to the protection of children, young people and adults at risk in the UK, in accordance with statutory guidance on safeguarding and promoting the welfare of learners in education.

4.2 This policy has been created in line with:

- The Children Act 1989 provides the legal framework for the protection of people under 18 in the UK.
- The Protection of Children Act 1999 requires employers such as Serco Ltd to apply for a Standard disclosure from the Criminal Records Bureau (now known as DBS checks) for all staff working with apprentices .
- Working Together to Safeguard Children 2015 is a document which sets out how all agencies and professionals should work together to promote the welfare of children and vulnerable adults.
- DfE Safeguarding Children and Safer Recruitment in Education 2007 places the following responsibilities on all educational organisations:
  - All members of the apprenticeship delivery team should be alert to signs of abuse and know to whom they should report any concerns or suspicions.
  - A Designated Safeguarding Lead or Officer should have responsibility for coordinating action within Serco Ltd and for liaising with other agencies.
  - Members of the apprenticeship delivery team with designated responsibility for apprentice protection should receive appropriate training.
  - Educational organisations should be aware of and follow the procedures established by the Local Safeguarding Boards' and, where appropriate, by the Local Educational Authority or Children's Social Care.

- Educational organisations should have procedures, of which all staff are aware, for handling suspected cases of abuse, including procedures to be followed if a member of staff is accused of abuse.
- Modern Slavery Act 2015, which is designed to combat modern slavery in the United Kingdom and consolidates previous offences relating to trafficking and slavery.
- Section 26 of the Counter-Terrorism and Security Act 2015 the Act places a duty on certain bodies, in the exercise of their functions, to have “due regard to the need to prevent people from being drawn into terrorism”.

4.3 The Prevent strategy, published by the Government in 2011, is part of the overall counter-terrorism strategy, CONTEST. The aim of the Prevent strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism. The Prevent strategy has three specific strategic objectives:

- Respond to the ideological challenges of terrorism and the threat we face from those who promote it.
- Prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support.
- Work with sectors and institutions where there are risks of radicalisation that we need to address.

4.4 Local Safeguarding Boards that bring together all services for children and vulnerable people in a local area to focus on improving outcomes for all.

## 5. PROCEDURES

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### 5.1 Recognise

5.1.1 The ability to recognise possible indicators of abuse is of fundamental importance. Whether the abuse may occur on the premises of our apprentices or in any other setting. All those playing a role in meeting the apprentice's needs should be aware and informed so that possible abuse can be recognised, investigated and acted on seamlessly and effectively.

5.1.2 Signs and symptoms of abuse may include direct disclosure. Other people in a position to identify concerns include assessors, coaches, facilitators, business support staff, immediate colleagues and peers. All of these persons will be trained to understand the signs of abuse and know how where and who to report concerns to.

### 5.2 Respond

5.2.1 An appropriate response is vital. No report of, or concern about, possible abuse should be ignored. To determine the most appropriate response, find out whether you are dealing with an allegation from an apprentice against a member of the apprenticeship delivery team, a fellow apprentice or another. Is this a disclosure from an individual alleging abuse to themselves or to another? Is the reporting of concern or suspicion? What precisely is alleged to have happened? Clarity is vital.

- Do not lead or probe with questions, remain calm and demonstrate interest and concern while investigating.
- Listen well. Inform the person sharing a concern with you that what they have raised must be recorded and passed on so that possible abuse can be dealt with, and this will be done on a limited "need to know" basis with as few others as possible knowing the identity of the complainant and all in the chain of reporting will respect confidentiality.
- Reassure them that they have done the right thing in reporting their concerns and that you will do everything you can to help. Do not make unrealistic promises. Ensure that testimony is recorded and reported, and that the complaint and the subject of the complaint are treated in line with Serco Ltd.'s safeguarding policy and procedures.

### 5.3 Report

5.3.1 Report your concerns to the relevant programme manager or your line manager in the first instance. Should this be inappropriate you should report directly to the Designated Safeguarding Lead/ Designated Safeguarding Officer (DSL/DSO) responsible for dealing with all issues relating to safeguarding. If this is not possible you should report your concern to a relevant member of the Serco Education Apprenticeship Senior Management Team. Once you have reported the cause for concern by completing safeguarding record sheet (Appendix 1) and informed your DSO, the responsibility resides with them.

### 5.4 Record

5.4.1 You should record precisely what has been alleged, using the words of the complainant. Your record should use accurate quotation. It should also, if felt appropriate, include factual observations about the physical and emotional state of the individual sharing their concerns with you. This information should be recorded and stored securely, in line with Serco's Information & Data Privacy Group Standard and should be accessible only to those who need to access it as part of the action taken. Please record all safeguarding incidents on Appendix 1 and send securely to your DSO.

### 5.5 Refer

5.5.1 It is the Designated Safeguarding Lead or their deputies who can make decisions to refer a complaint or allegation, having gathered and examined all relevant testimony and information.

5.5.2 However, in exceptional circumstances where people are at immediate risk of harm OR where the DSO is acting inappropriately, anyone can make this referral. If a member of the apprenticeship delivery team does make the referral then they need to ensure they still report this to the DSL.

5.5.3 Only the lead safeguarding officer or their deputies should mount an enquiry into complaints, allegations or suspicion of abuse. An enquiry may include questioning colleagues and apprentices. Actions of these sorts carried out by someone other than the designated safeguarding officer or deputy could be construed as unjustified interference which could jeopardise an enquiry and any possible subsequent actions.

## 6. RESPONSIBILITIES

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### 6.1 Apprenticeship Delivery Team

6.1.1 All members of the delivery team **working with apprentices** have a duty to:

- Understand and fulfil their safeguarding responsibilities as outlined in this policy, policy guidelines, referral procedure and any supporting documents
- Ensure that all learner data is kept confidential in line with the Learning Agreement Contract and Serco Data Protection Policy
- Report any safeguarding concerns or disclosures immediately to their Designated Safeguarding Officer or [safeguarding.educ@serco.com](mailto:safeguarding.educ@serco.com) in line with the reporting concerns procedure outlined above.
- Follow the formal safeguarding referral procedure implemented in support of this policy.
- Maintain strict confidentiality with apprentices in line with this policy and guidance from the Designated Safeguarding Officers.
- Engage in all safeguarding training and complete safeguarding assessments and qualifications as required.
- Act on the basis that the welfare of the apprentice is of paramount concern and if in doubt, to immediately seek advice from the Designated Safeguarding Officers.

## 6.2 Designated Safeguarding Lead (DSL):

6.2.1 Serco Ltd has a Designated Safeguarding Lead with overall responsibility for Safeguarding. Their responsibilities include:

- Completion of a Level 3 Safeguarding qualification and to undertake annual CPD.
- Updating the Serco Safeguarding Policy on an annual basis.
- Ensuring at least one Designated Safeguarding Officer (DSO) supports apprentices and who is qualified in safeguarding to Level 3.
- Providing support and advice to all members of the apprenticeship delivery team (Including DSOs) who share a concern or disclosure about an apprentice
- Maintaining appropriate records of concern, incident or disclosure on a secure central risk register.
- Developing, delivering and reviewing apprenticeship delivery team training in safeguarding and ensuring that such training is to a Level 2 standard.
- Ensuring all eligible members of the apprenticeship delivery team have up to date training.
- Compiling, with the DSO(s), a central list of relevant local agencies, police and other bodies who might need to be contacted with regards to safeguarding concerns.
- Ensuring that all non-confidential documentation relating to the Serco Ltd safeguarding policy and procedures is made available to all Serco staff involved in the delivery of apprenticeships as well as apprentices.
- Analyse information on the central register of safeguarding concerns to feed into continuous improvement of Serco training programmes, for example ensuring our Apprentice newsletters contains useful information to address common safeguarding themes.

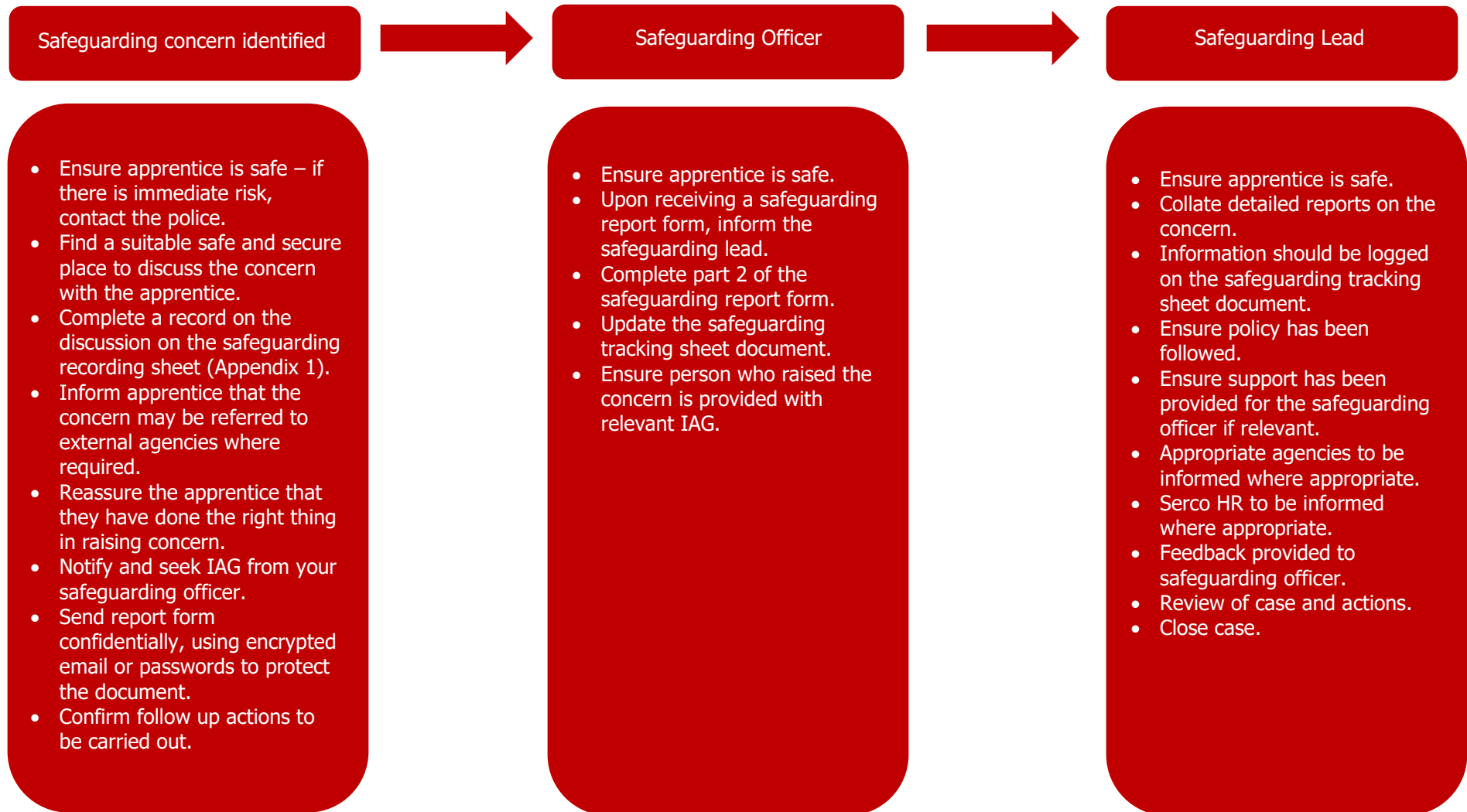
## 6.3 Designated Safeguarding Officer (DSO):

6.3.1 The apprenticeship delivery team will include a minimum of one trained Safeguarding Officer who will support the Designated Safeguarding Leads. This person will:

- Hold a Level 3 qualification in safeguarding.
- Register with their local safeguarding board to keep up to date with the latest safeguarding information and training.
- Ensure that the apprenticeship delivery team has safe recruitment procedures and keep a register of all members of the delivery team requiring DBS checks and the results of such checks.
- Provide support and advice to any member of the apprenticeship delivery team who share a concern or disclosure about an apprentice and update a central register of concerns as above.
- Immediately investigate significant concerns and refer to the local Safeguarding Children's Board or Adult Safeguarding Board when necessary.
- Input to a central list of relevant local agencies, police and other bodies who might need to be contacted with regards to safeguarding concerns.
- Ensure all new members of the apprenticeship delivery team that require DBS checks are identified and that the required information is provided to the DSL to ensure checks take place.
- Input to and deliver training in safeguarding to the apprenticeship delivery team.
- Work as part of the central safeguarding team to provide cover for other DSO's.
- Ensure that all non-confidential documentation relating to Serco Ltd safeguarding policy and procedures is made available to all members of the apprenticeship delivery team and apprentices.



## 6.4 RESPONSIBILITIES



## 7. SAFER RECRUITMENT

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- 7.1 Serco Ltd will undertake safe recruitment to ensure that all members of the apprenticeship delivery team are fit to work in a training provider setting with potentially vulnerable learners. It also reserves the right to refuse to employ staff whom it has a reasonable belief may pose a risk to its apprentices.
- 7.2 Serco Ltd has systems in place to prevent unsuitable people from working with children or vulnerable adults and to promote safe practice. These systems apply to all new members of the apprenticeship delivery team and require the following checks to be made prior to appointment:
- A minimum of two references, satisfactory to Serco, one of which should be from a previous employer.
  - Documentary evidence checks of identify, nationality, residency and "right to work" status.
  - DBS checks of at least a Standard disclosure (Disclosure & Barring Service).
  - Documentary evidence of qualifications.
  - Satisfactory completion of the probationary period.
  - Where subcontractors are delivering courses on behalf of Serco Ltd, the provider must provide written assurance that all relevant staff will be DBS checked.
- 7.3 In accordance with the Regulations, records of all checks carried out are kept in a single central record.
- 7.4 If a DBS check is delayed for any reason the member of the apprenticeship delivery team will not be subject to lone working with apprentices. They must always have a member of staff present who is fully DBS checked until the point they receive a full DBS check. Should the DBS check be considered unsatisfactory by the DSL, the staff member may be moved into a non-contact role with apprentices or their position may be terminated.

## 7. ALLEGATIONS AGAINST MEMBERS OF THE APPRENTICESHIP DELIVERY TEAM

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- 7.1 Serco Ltd take allegations against any member of the apprenticeship delivery team seriously and believe it is essential that all cases of suspected maltreatment or significant harm are investigated quickly and professionally whatever the validity.
- 7.2 Members of the apprenticeship delivery team should take care not to place themselves in a vulnerable position with an apprentice or a situation which could be misconstrued.
- 7.3 As our apprenticeship delivery team regularly work alone with apprentices, it is important that the Designated Safeguarding Officer is made aware of any potential concerns that arise.
- 7.4 If a member of the apprenticeship delivery team suspects any other member of the team of safeguarding malpractice, it is their responsibility to immediately bring these concerns to the Designated Safeguarding Officer (DSO) or Designated Safeguarding Lead (DSL) in the interest of the apprentice and the business.
- 7.5 If the DSO's or DSL's is unavailable, then this concern should be immediately reported to a member of the Serco Education Senior Management Team (SMT) instead.
- 7.6 The Designated Safeguarding Officer/ Lead will:
- Provide support and advice to the reporting member of the delivery team including referring to and adhering to Serco Ltd.'s Whistleblowing Policy.

- Ask the reporting member of the delivery team to provide a written record of their concern following procedures for reporting concerns, which will be housed in the secure safeguarding single central file.
- Consult with a member of the SMT as appropriate.
- In the interest of the business and the apprentice, immediately seek advice from the relevant Local Authority and/or the Designated Officer from the relevant Local Safeguarding Children's Board or Adult Safeguarding Board.
- Efficiently act on advice, whether this is to take further investigative action or not.

- 7.7 Any allegation made against a Designated Safeguarding Lead should be reported directly to a member of the SMT, who will act as above, without notifying the Designated Safeguarding Lead.
- 7.8 All members of the apprenticeship delivery team should be aware of their responsibility to immediately raise concerns, where they exist, about any member of the apprenticeship delivery team, including the Designated Safeguarding Leads. We recognise that our apprentices cannot be expected to raise concerns in an environment where members of the apprenticeship delivery team fail to do so.

## **8. CONFIDENTIALITY AND INFORMATION SHARING**

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- 8.1 Serco Ltd recognise that all matters relating to safeguarding are confidential, but all members of the apprenticeship delivery team must act on the basis that the safety of the apprentice is the overriding concern. The degree of confidentiality will be governed by the need to protect the apprentice.
- 8.2 The Designated Safeguarding Officer will disclose any information about an apprentice or concern to other members of the apprenticeship delivery team, the apprentice's employer or other external agencies on a need to know basis only.
- 8.3 All members of the apprenticeship delivery team must be aware that they have a responsibility to immediately disclose information which if not shared, may compromise an apprentice's safety or welfare; all members of the apprenticeship delivery team will be fully supported by their Designated Safeguarding Officer.

## **9. PEER ON PEER ABUSE / HARMFUL SEXUAL BEHAVIOUR INCLUDING SEXUAL VIOLENCE AND SEXUAL HARASSMENT**

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- 9.1 Sexual harassment is unwanted conduct of a sexual nature.
- 9.2 In most instances, the conduct of apprentices towards each other will be covered by our Behaviour policy. However, some allegations may be of such a serious nature that they may raise safeguarding concerns.
- 9.3 Serco recognises that apprentices are capable of abusing their peers. It will not be passed off as 'banter' or 'part of growing up'.
- 9.4 Harmful sexual behaviour can include:
- Domestic abuse – an incident or pattern of actual or threatened acts of physical, sexual, financial and/or emotional abuse, perpetrated by an individual against a current or former dating partner regardless of gender or sexuality.
  - Child Sexual Exploitation – children under the age of 18 may be sexually abused in the context of exploitative relationships, contexts and situations by peers who are also under 18.
  - Harmful Sexual Behaviour – apprentices presenting with sexual behaviours that are outside of developmentally 'normative' parameters and harmful to themselves and others.
  - Upskirting - 'upskirting' is now a criminal offence and is defined as "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" (DfE, 2019).

## **10. MONITORING AND REVIEW OF THIS POLICY**

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This policy was initially written on the 20<sup>th</sup> August 2020.

This policy is to be reviewed at least annually by the Designated Safeguarding Lead and is next due to be reviewed on or before: 30<sup>th</sup> August 2022

## APPENDIX 1: REPORTING AN INCIDENT

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If you suspect or know that an apprentice is at risk, then you must report this to your Designated Safeguarding Officer (DSO).

If you do not feel that the apprentice is at immediate risk, then this can be via phone call or by completing and sending the Safeguarding and Prevent Concern form to [safeguarding.educ@serco.com](mailto:safeguarding.educ@serco.com).

If however you feel that the apprentice learner is at immediate risk then it is your responsibility to ensure that you speak directly to a designated person within Serco Ltd and that they acknowledge this. It is not acceptable to leave a message.

Report such concerns by phoning your Designated Safeguarding Lead or, if they are unavailable, the Designated Safeguarding Officer. If in the event that the DSL is unavailable, then you must report this to a member of the Serco Education SMT.

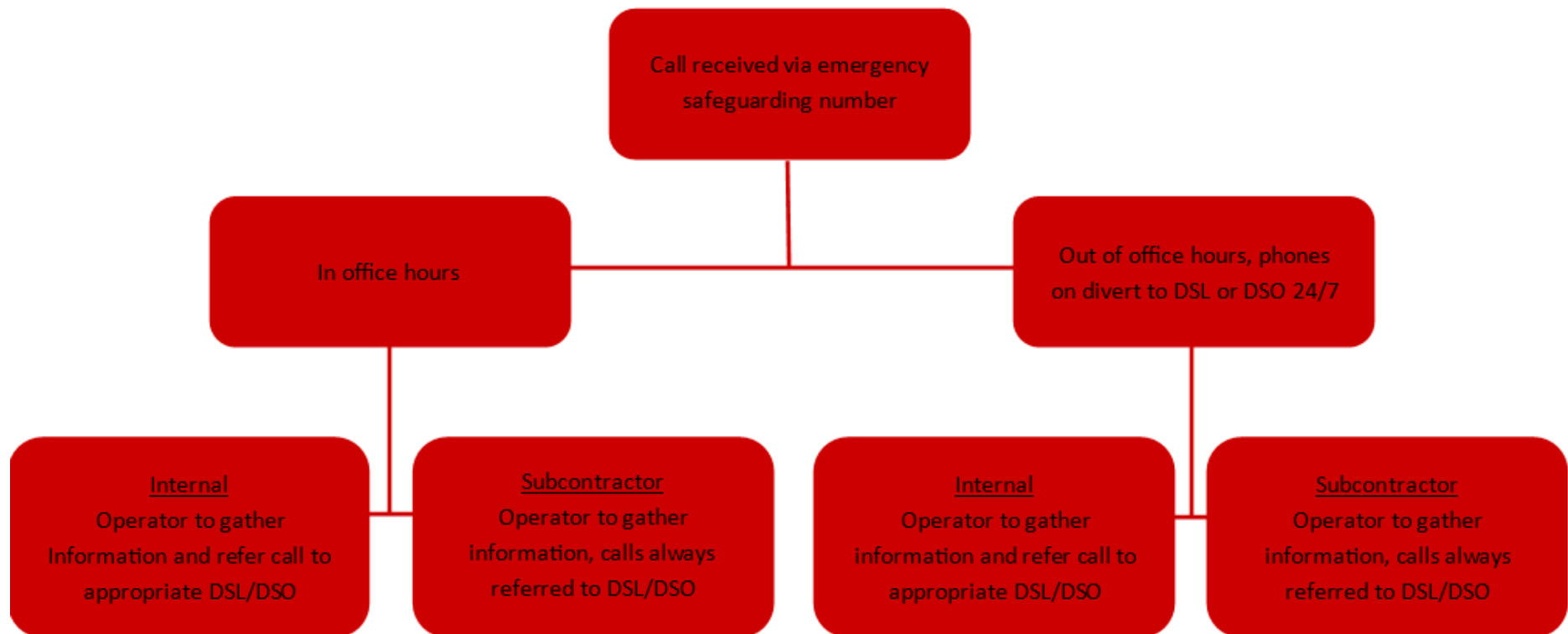
<p><b>Designated Safeguarding Lead</b> Tara Marciniak Phone: 07738 896976 Email: <a href="mailto:tara.marciniak@serco.com">tara.marciniak@serco.com</a></p>	<p><b>Designated Safeguarding Officer</b> Shona Kelly Phone: 07718 165950 Email: <a href="mailto:shona.kelly@serco.com">shona.kelly@serco.com</a></p>
<p><b>Designated Safeguarding Lead</b> Sarah Walters Phone: 07458 145203 Email: <a href="mailto:sarah.walters@serco.com">sarah.walters@serco.com</a></p>	<p><b>Designated Safeguarding Officer</b> Rob Taylor Phone: 07718193255 Email: <a href="mailto:Robert.taylor3@serco.com">Robert.taylor3@serco.com</a></p>
<p>Or email us in confidence at <a href="mailto:safeguarding.educ@serco.com">safeguarding.educ@serco.com</a></p>	

### When reporting a safeguarding concern, please include the following information:

- Name of apprentice.
- Apprenticeship (if known).
- Employer (if known).
- Contact email for Apprentice (if known).
- Contact telephone number for Apprentice (if known).
- Sub-contractor (if applicable)
- Nature of concern (Please give a brief description of the concern).
- Have you spoken to the apprentice? (Please give brief details).
- Have you spoken to the sub-contractor provider (as applicable) (Please give brief details).
- Your full contact details (name, job role, email and phone number).

## Safeguarding Emergency 'Hotline' Process

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Appendix 1: Reporting an Incident

SAFEGUARDING RECORD SHEET

Full Name:	DOB:
Name of Reporter:	Additional needs:
Home Address:	Telephone: E mail:
Any other safeguarding records held relating to this person? YES/NO Provide reference:	
Other Agency Involvement? YES/NO NAME:	

Complete for all incidents of concern. If one has been completed previously then include the case number to cross reference.

Record Number:

Information/Details of concerns or contact:			
Print Name:			
Signature		Date:	



Logging a concern about a Learner's safety and welfare  
*Part 1 (for use by any staff)*

Learner's Name:		Date of Birth:	
Date and Time of Incident:		Date and Time of record:	
Print Name:			
Signature		Job Title:	
Record the following factually: What are you worried about? Who? What (if recording a verbal disclosure by an apprentice use their words)? Where? When (date and time of incident)? Any witnesses?			
Is the person making the report expressing their own concerns, or passing on those of somebody else? If so record details below:			
What has prompted the concerns? Include dates and times of any specific incidents:			
Are there any immediate signs for concern, physical, behavioural, emotional or indirect:			
Any other relevant information (distinguish between fact and opinion). Previous concerns etc.			
What needs to happen? Note actions, including names of anyone to whom your information was passed and when (referral to external agency may be required Please ensure learner is aware)			
Is the apprentice safe? If no please contact DSL	YES / NO		

Check to make sure your report is clear to someone else reading it.

Please pass this form securely to your Designated Safeguarding Officer.

## APPENDIX 2: A GUIDE TO SAFEGUARDING FOR APPRENTICES

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This guide is to inform employers and apprentices about safeguarding and the responsibilities placed on Serco Ltd as a training provider.

It will explain what you need to do if you have a safeguarding concern regarding one of our apprentices as it is a requirement of all our stakeholders to be aware of their safeguarding responsibilities and report any concerns that they might have regarding the welfare of our apprentices.

Safeguarding aims to protect the welfare of apprentices from sexual, physical or emotional harm or abuse. This involves putting in place a number of measures to create a safe environment in which apprentices can thrive and achieve, as well as creating a safe, transparent and professional environment for all members of the apprenticeship delivery team.

Safeguarding applies to children (learners under the age of 18) and vulnerable adults. All apprentices could be classed as vulnerable adults due to the nature of their work and study programmes.

Serco Ltd has dedicated safeguarding team who are trained to level 3 in safeguarding responsibilities. The team are led by a Dedicated Safeguarding Lead (DSL) and also has a nominated Designated Safeguarding Officer (DSO). Additionally, all members of the apprenticeship delivery team receive internal training and support on safeguarding to at least a level 2 standard.

### Safeguarding Referrals:

It is the responsibility of all stakeholders including an apprentice's line manager, fellow apprentices, training managers, facilitators, coaches and other Serco Ltd staff to refer any concerns that they have via the Safeguarding Referral Procedure outlined in Appendix 1.

Safeguarding concerns (and examples of possible symptoms) might include:

- **Physical Abuse** - unexplained and or frequent bruising, burns, bites and or scars.
- **Sexual Abuse** - altered attitudes to particular adults, behavioural concerns such as depression, self-harm, over or under eating or absence from the workplace / college.
- **Emotional Abuse** - low self-esteem, lack of confidence, aggression and behavioural issues such as petty crime, telling lies and being disruptive.
- **Neglect** - undernourished, dirty skin, hair and or clothing, inappropriate clothing for the weather, tiredness and hunger.
- **Financial abuse** - having money and or possessions taken from them by someone they do, or do not, know.
- **Forced marriage** - different to arranged marriage, forced marriage is where coercion is used, and the marriage is without the consent of either or both parties.
- **Modern Day Slavery** – seeming to be under the control or influence of others, appearing to be malnourished or withdrawn, living in dirty, cramped or overcrowded conditions, lack of personal effects or identification documents.

As well as the above, the Safeguarding team will also support an apprentice's additional welfare needs that might include the following:

- Exam stress and anxiety.
- Financial matters.
- Bullying, harassment or victimization.
- The threat of radicalisation.
- Additional learning support needs.
- Issues raised by the current climate, i.e. Covid-19.

In all such cases, the key point is to make a referral to the Safeguarding Team following our Safeguarding Procedures. From that point the team will be able to provide the right advice and support to ensure the Apprentice is fully supported and safe from harm.

## APPENDIX 3: ONLINE SAFETY

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In simple terms, online safety refers to the act of staying safe online. It is also commonly known as internet safety, e-safety and cyber safety. It encompasses all technological devices which have access to the internet from PCs and laptops to smartphones and tablets.

Being safe online means individuals are protecting themselves and others from online harms and risks which may jeopardise their personal information, lead to unsafe communications or even effect their mental health and wellbeing.

Operating within an online space is something most of us simply do subconsciously, but have you ever stopped to consider the potential dangers which exist on the web?

A recent Ofcom report found that people are more engaged online than they've ever been. Ownership of smart devices is increasing and the range of content they are viewing is expanding.

In an ever-changing world, ensuring our apprentices safety online has never been more important. It's an all-encompassing duty and something every member of the apprenticeship delivery team must be vigilant of.

### What are the risks?

It goes without saying that the internet can be an unforgiving place. Aside from the more obvious risks such as online bullying, grooming or device addiction, the way our apprentices are engaging with the online world means that we have to take stock of their mental health and wellbeing, the type of content they are viewing and what they are posting online.

This includes the heightened concern around 'fake news' and what impact social media influencers may be having on people's behaviour. It also includes the ongoing debate as to whether online gaming and certain features of online gaming, such as loot boxes and skins, are categorised as gambling and are encouraging gambling habits.

The number of varying social media applications continues to grow too. Previously, if you educated yourself on the mechanics of Facebook, TikTok, Snapchat and Instagram, you'd pretty much be covered. However, we are now in an age where a multitude of apps exist, and they're more complex than ever before. Whilst the above remain popular, how many of us have heard of YOLO, FaceApp or LIKEE? All of these are all free to download and available at the touch of a button.

Such are the range of risks we now need to be aware of and the different platforms that individuals can access, it's not easy to keep up to date.

### What should we do?

It is important for all members of the apprenticeship delivery team to stay up to date on the latest risks and ensure we are doing all we can to keep our apprentices safe online.

Our apprenticeship delivery team should regularly review all of the apprentice forums on the Leadership Learning Centre. Sub-contractors are required to regularly review their online materials. The Safeguarding team will also ensure that all Serco Ltd employees are fully trained and regularly updated on any new online risks.

## APPENDIX 4: RADICALISATION AND EXTREMISM

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As part of our safeguarding requirements under the Prevent Duty, it is the responsibility of the Serco Ltd apprenticeship delivery team to help protect our apprentices from all types of radicalisation and extremism. We will provide all of our apprentices with training in Prevent, and in radicalisation and extremism, using both our own and ETF's training materials.

Radicalisation is defined the process by which people come to support terrorism and extremism and, in some cases, to then participate in terrorist activity.

The Prevent Duty is the duty in the Counter-Terrorism and Security Act 2015 on specified authorities, in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism.

Indicators that apprentices might be vulnerable to radicalisation include:

### Identity

- The apprentice is distanced from their cultural /religious heritage and experiences;
- Discomfort about their place in society;
- Personal Crisis—the apprentice may be experiencing family tensions;
- A sense of isolation;
- Low self-esteem;
- They may have dissociated from their existing friendship group and become involved with a new and different group of friends;
- They may be searching for answers to questions about identity, faith and belonging.

### Personal Circumstances

- Migration;
- Local community tensions;
- Events affecting the apprentice's country or region of origin may contribute to a sense of grievance that is triggered by personal experience of racism or discrimination or aspects of Government policy.

### Unmet Aspirations

- The apprentice may have perceptions of injustice;
- A feeling of failure;
- Rejection of civic life.

### Experiences of Criminality

- Involvement with criminal groups;
- Imprisonment;
- Poor resettlement/ reintegration on release.

### Special Educational Needs

- A lack of social interaction;
- A lack of empathy with others;
- Not understanding the consequences of their actions;
- A lack of awareness of the motivations of others.

### More critical risk factors could include:

- Being in contact with extremist recruiters;
- Accessing violent extremist websites, especially those with a social networking element;
- Possessing or accessing violent extremist literature;
- Using extremist narratives and a global ideology to explain personal disadvantage;
- Justifying the use of violence to solve societal issues;
- Joining or seeking to join extremist organisations; and
- Significant changes to appearance and/or behaviour;
- Experiencing a high level of social isolation, resulting in issues of identity and/or personal crisis.

## APPENDIX 5: COVID-19

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Coronavirus disease (COVID-19) is an infectious disease caused by a coronavirus first identified late in 2019.

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

Although the vaccination programme is now advanced within the UK, the best way to prevent and slow down transmission is to be well informed about the virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol-based sanitiser frequently and not touching your face.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).

Apprentices will no doubt be very knowledgeable on the disease following its prevalence within the healthcare and education sectors, but the situation is very fast-changing and bouts of 'fake news' seem to follow each new announcement and variant, so it is important to keep yourself, and your learners, informed about the facts of the pandemic and its effects.

The World Health Organisation have some very useful 'myth buster' documents on their website, which you can find at <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>, along with all of the current advice and up-to-date information on the Covid-19 outbreak.

We are still learning about the short- and long-term effects of the disease, so it is important for Serco Ltd to adhere to all the government advice to keep our apprentices safe. As many of our apprentices work on the frontline, this is even more imperative. Serco Ltd will continue to stay informed throughout the pandemic and will work at all times to ensure a supportive and flexible approach is taken with our apprentices at all times.