



*Rewarding Learning*

# **Child Protection Guidelines**

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## **Introduction**

CCEA is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all employees and suppliers to share this commitment.

Keeping children/vulnerable adults safe is everyone's responsibility. In all aspects of our work, the needs and interests of children/vulnerable adults must be put first.

This document will provide advice and guidance to all CCEA employees and suppliers about their responsibilities in relation to Child Protection when undertaking work for and on behalf of CCEA.

## **Related documents**

CCEA Child Protection Policy

CCEA Child Protection Procedures

CCEA Child Protection Record

## CCEA Regulated Activity

The Protection of Freedoms Bill 2012 has amended the provisions of the Safeguarding Vulnerable Groups (NI) Order 2007. Main changes from 10 September 2012 are: definition of regulated positions; repeal of controlled activity.

The new definition of regulated activity includes:

unsupervised activities: teach, train, instruct, care for or supervise children, or provide advice/guidance on wellbeing, or drive a vehicle only for children. Work in a school with opportunity for contact (regularly - four or more days in a 30 day period)

Occasional or temporary services are outside the scope of regulated activity.

Type of contract	Interface with children / schools	Regulated Activity?	Reason
CCEA employees – office based	Work in CCEA premises only. Contact with schools is by phone and letter and never directly with pupils	No	Not classed as a regulated activity as per definition
CCEA employees – temporary staff (office based)	Work on CCEA premises only. Contact with schools is by phone and letter and never directly with pupils	No	Not classed as a regulated activity as per definition
CCEA employees – occasionally visiting schools	Professional staff meeting teachers	No	Not classed as a regulated activity as per definition
Multi-media cameraman employees and contractors	For photo shoots, sound technicians etc	No	Does not meet the frequency and intensity requirements
Delivery staff	Deliveries of question papers	No	Not classed as a regulated activity as per definition
Top Teams- Chair	Write papers and mark schemes. No direct	No	Not classed as a regulated activity as per

of Examiner, Chief Examiner, Principal Examiner, Reviser, Scrutineer	contact with schools in their capacity as CCEA contractors		definition
Research Consultants	Some can have access to groups of children in school settings	No	Need checked if it involves teaching, instructing, supervising or providing guidance to children/vulnerable adults and meets the frequency and/or intensity test
Examiners	Mark question papers. No direct contact with pupils. Papers carry centre code and candidate numbers only – no names or addresses etc.	No	Not classed as a regulated activity as per definition
Visiting Examiners/ Assessors / Moderators	Direct contact with schools and pupils across a range of subjects. Some have one to one access	No	Involves teaching, instructing, supervising or providing guidance to children/vulnerable adults but does not meet frequency and intensity test
Invigilators	Direct contact with pupils. Invigilation of examinations. CCEA pays invigilators but the school appoints them.	Yes	School is Regulated Activity Provider.
Professional Associates	Only contact with schools is by phone and letter and with teachers only	No	Not classed as a regulated activity as per definition
Centre Inspectors	No direct contact with pupils – there to school staff only.	No	Not classed regulated activity as per definition

## **Categories of abuse**

There are different types of abuse and a child/vulnerable adult may suffer more than one type:

### ***Physical abuse***

Physical abuse is deliberate physical injury to a child, or the wilful or neglectful failure to prevent a child's physical injury or suffering. This may include hitting, shaking, throwing, poisoning, burning or scalding, and drowning or suffocating. 'Munchausen's syndrome by proxy' is an illness whereby a parent or carer feigns the symptoms of, or deliberately causes, ill health in a child, and this too may amount to physical abuse. For children with disabilities, physical abuse may include confinement to a room or cot, or giving drugs incorrectly to control behaviour.

### ***Emotional abuse***

Emotional abuse is the persistent emotional ill-treatment of a child, having severe and persistent adverse effects on the child's emotional development. It may involve making children feel they are worthless or unloved, inadequate, or only valued for what they can do for another person. Emotional abuse may also involve causing children frequently to feel frightened or in danger, exploiting or corrupting them. For children with disabilities, this type of abuse may include over-protection or, conversely, failing to acknowledge or understand a child's disability and thus having unrealistic expectations. Some level of emotional abuse is involved in all types of ill treatment of a child, though it may occur alone.

### ***Sexual abuse***

Sexual abuse involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children in looking at pornographic material or watching sexual activities, or encouraging them to behave in sexually inappropriate ways.

### ***Neglect***

Neglect is the persistent failure to meet a child's basic physical and psychological needs and is likely to seriously impair the child's health or development. Neglect may involve a parent or carer failing to provide adequate food, shelter or clothing; failing to protect a child from physical harm or danger; failing to ensure that the child receives appropriate medical care or treatment; lack of stimulation; or lack of supervision. It may also include neglecting a child's basic emotional needs.

## **General guidance for Employees and Suppliers**

When attending schools CCEA employees/suppliers have a responsibility to ensure professional behaviour when carrying out their work. Attitude, demeanour and language, as well as behaviour, all require care and thought. It is also important to ensure account is taken of a child's right to appropriate privacy and modesty when providing for a safe and secure environment.

### ***Working for CCEA in a centre***

CCEA employees/suppliers when undertaking work at a centre should ensure that they exhibit the following positive behaviours and are aware of the negative behaviours that could place them or a child/vulnerable adult at risk.

#### ***Do***

- Ensure that the care, welfare and safety needs of a child or a vulnerable adult is paramount
- Give child/vulnerable adult as much encouragement as possible
- Adopt a friendly, relaxed, informal atmosphere
- Listen to what the child/vulnerable has to say
- Keep a physical and professional distance
- Be aware of the effect that words and actions may have
- Be approachable
- Be alert, co-operative and open- minded
- Only restrain a child/vulnerable adult who is at imminent risk of inflicting harm to themselves or others
- Ensure the timing of assessments fall within the normal timetable parameters and regulations.

#### ***Do not***

- ever stray from the task allocated
- Do not be unnecessarily inquisitive
- Do not do or say anything that might make a child/vulnerable adult feel uncomfortable
- Do not say things that could be interpreted as aggressive, hostile or impatient
- Do not be drawn into personal conversations or introduce personal subjects
- Do not make comments that could be misinterpreted e.g. comments about their appearance
- Do not sit or stand too close to the child/vulnerable adult
- Never stand over the child/vulnerable adult as this may make them feel pressured
- Never meet other than in the agreed assessment venue

- Never exchange personal contact details
- Never make physical contact (except when you have to restrain a child child/vulnerable adult who is at imminent risk of inflicting harm on themselves or others).

These negative behaviours could result in allegations, sanctions and subsequent police involvement so should be avoided in all circumstances. Failure to follow the aforementioned guidelines could result in disciplinary action/ termination of contract for services.

## **High Risk Situations**

Specific situations relating to conduct that require thorough and careful consideration are detailed below:

### ***One to one contact***

CCEA employees/suppliers should whenever possible seek to avoid situations where they are alone with an individual candidate. If this cannot be avoided CCEA representatives should ensure that, where possible, the meeting is conducted in a room with visual access or by leaving the door open and/or in an area likely to be frequented by other people. CCEA representatives should alert a colleague/ teacher that the meeting is taking place. If there are extra stipulations expressed by the centre these should be followed.

### ***Transporting Pupils***

In no circumstances can CCEA employees/suppliers transport pupils in their own vehicles during the course of their CCEA duties.

## **Reporting Guidelines**

### ***What to Say and Do***

If a person raises a concern, it will probably be a child/vulnerable adult to whom you are talking; but it could be anyone. The basic guidance is the same in all cases:

- Listen to the child/vulnerable adult and take down what has been said seriously
- Do not promise to keep secrets
- Explain that you will find people who can help
- Do not interrupt them when they are recalling significant events
- Do not make them repeat the story
- Do not prompt or ask leading questions.

Always pass on any information that you receive as a matter of urgency to the DCPO. They will give you support and assistance at all stages of the process where you feel unsure/ concerned and will act as a liaison point.

### ***What to Write Down***

Always pass on any information that you receive as a matter of urgency to the CCEA Designated Child Protection Officer (DCPO). You should make a written record by completing the CCEA Child Protection Record Form available at [www.ccea.org.uk](http://www.ccea.org.uk) or on ibrowse. This should include:

- The date, time and place
- Who was there
- What you were told and by whom, using exact wording wherever possible

This information must be passed to the DCPO immediately following the incident or as soon as possible or within two days at most.

### ***On receipt of information by telephone***

If you receive a telephone call which raises issues of concern about a possible child protection matter then you should offer that caller the opportunity to speak to the DCPO. However, there may be an occasion where you have to handle the call yourself. In this case try to establish:

- Name
- What happened
- Where and when
- The name of the person they have concern about
- Record other details but do not become the investigator
- Assure the caller that the matter will be followed up urgently
- Tell the caller that someone will get back to him in due course.
- Do not ask leading questions
- Do not offer personal opinion or comment
- Do not rush the caller

Always pass on any information that you receive as a matter of urgency to the DCPO.

### ***Concerns about Assessment of Written Materials***

If you come across material in written work that gives you cause for concern, you will need to get advice and support on the matter. It is, of course, not always easy to distinguish between fact and / or fiction in peoples writing, but that should not be seen as a reason to ignore the issue.

If you believe that a piece of work raises potential child protection concerns you should immediately refer the matter to the DCPO. You will normally be expected to send a copy of the written material in question immediately to the DCPO.

CCEA will deal with these concerns in liaison with the centre, (via email or recorded delivery), which may include a child protection referral.

### ***Complaints against a CCEA Employee or Supplier***

Any allegation of abuse or suspected abuse in relation to a colleague working for CCEA must be referred to the DCPO.

If a concern arises during a visit to a centre where the CCEA employee/supplier is in direct contact with children/vulnerable adults, you should contact the head of the centre and the DCPO.

### ***Potential incidents***

If an incident occurs that involves you and you feel your actions have been, or may be, misconstrued, then you should submit a written report of the incident immediately to the CCEA DCPO who will notify the Head of Centre.

### ***Inappropriate activities at centres***

Another situation where a child protection concern at a centre may arise is out of an activity you are observing. Two possible contexts for this are a performance and/or discussion you are observing. If an activity you are observing gives you cause for concern, you will need to consider whether or not to stop the assessment prior to completion. No activity should continue that might be seen as raising child protection issues. If you are concerned about an activity, you should contact the DCPO.

## **Confidentiality**

CCEA employees and suppliers have a professional responsibility to share relevant information about the protection of children/vulnerable adults.

All employees and suppliers should recognise that in order to protect children/vulnerable adults from harm, cases may arise where confidentiality must be subordinated to the need to take appropriate action, by informing and involving others, in the child's best interest. No promise of confidentiality can or should ever be made to a child or anyone else giving information about possible abuse.

## **Right to feedback**

If you have reported an incident/concern you have a right to receive feedback. However, this may be limited and it may be delayed if there are ongoing investigations or confidentiality issues.

You have the right to raise your concerns at the highest level if you feel a child protection matter has not received due attention. This can be done

by writing to the DCPO at CCEA. Please ensure that you mark the envelope as confidential and sent to the following address:

**FAO Designated Child Protection Officer  
CCEA  
29 Clarendon Road  
Clarendon Dock  
Belfast  
BT1 3BG**

## **Conclusion**

Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place. It is not the responsibility of employee/supplier to prove that abuse is taking place. Instead, it is their responsibility to act on any concerns by reporting them to the CCEA DCPO.

In all circumstances you should exercise professional judgement. If you have any concerns about this booklet or if need advice and guidance in how you should act in particular circumstances you should consult the CCEA DCPO.