

## IDP IELTS Child Protection Policy (effective June 2020)

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### 1. Objective

- a. The objective of this policy is to clarify the IELTS Partners' commitment to protecting minors during their IELTS test **at all UKVI and non-UKVI venues**. The IELTS Partners consider child abuse unacceptable in all circumstances and takes their duty of care seriously. The IELTS Partners aim to provide the safest possible environment for minors by identifying and managing risks that may lead to harm during a minor's IELTS journey on test day.
- b. This policy is designed to ensure that the IELTS Partners take all necessary measures to protect minors and safeguard and promote their welfare
- c. This policy outlines appropriate standards of behaviour towards minors and guide the processes that support the prevention and mitigation of abuse risks.

### 2. Key Guiding Principles

- a. All minors must be safeguarded against all forms of abuse including neglect and exploitation.
- b. The best interests of the minor are paramount and shall be the primary consideration in decision making.
- c. Confidentiality must be maintained unless to do so would jeopardise the welfare of a minor.
- d. A minor's views must be considered and taken into account when making decisions but protection remains an adult responsibility.
- e. Staff members should work together to protect children.

### 3. Definitions

- a. Minor: any IELTS test taker under the age of eighteen years, or older if the age of legal majority is over 18 under local laws.
- b. Child abuse: physical abuse, emotional abuse, or sexual abuse.
- c. IELTS Test Partners: IDP Education; British Council; and Cambridge English Language Assessment.
- d. Examiner: a certified, approved and authorised IELTS speaking examiner.
- e. Test Day staff: any IELTS full time; part time; or casual staff member, including the Administrator, Test Centre administrative staff, invigilators and examiners. It may also include those who are engaged on short term contracts such as consultants and researchers provided they have been approved and authorised by the Test Partners.
- f. Chaperone: is a test day staff member, invigilator or other venue staff member who has:
  - Signed an IELTS Confidentiality Undertaking and Code of Practice
  - Completed relevant Child Protection Training

### 4. Application

This policy sets a minimum global standard for all Test Day staff **at all UKVI and non-UKVI venues**.

## 5. Identifying risks when conducting speaking tests with minors

The IELTS Partners realise there is a risk when a minor is sitting an IELTS speaking test because test security prohibits parents and/or legal guardians to be present during the test.

**The IELTS Partners have agreed the following requirements when conducting speaking tests involving minors:**

- a. The Administrator of a Test Centre is responsible for identifying minors who are taking a test and applying this policy to all Test Day staff dealing with these minors.
- b. The Administrator is responsible for taking all reasonable measures to ensure that every Test Day staff member attached to the Test Centre and who may possibly have contact with a minor in the execution of his/her duties has no record of child abuse.
- c. The Administrator is to ensure the presence of at least one test day staff member assigned with chaperone duties at each test venue where minors are to be tested.
- d. The Administrator will assign a chaperone to a minor.
- e. The Administrator is to arrange an appropriate speaking test location, keeping in mind that:
  - i. When testing in a hotel, minors should be tested in the hotel meeting rooms only
  - ii. Preference is to be given to rooms with internal windows to allow verification of chaperone presence.
  - iii. There is adequate space in the test room to allow sufficient distance between the examiner and the minor.
  - iv. If there is no alternative to conducting a speaking test in a hotel guest/bedroom, the bed must be removed from the room.

## 6. Speaking test chaperones:

- a. The assigned chaperone must:
  - i. accompany the minor from moment of entry to a secure and restricted IELTS testing area until the minor is returned to a responsible legal guardian after the test; or, if a responsible legal guardian is absent, to the non-restricted and publicly accessible areas of the test venue;
  - ii. be present in the speaking room during the IELTS speaking test.
  - iii. declare if the test taker is a friend, student or a relative known to them in any way;
  - iv. refrain from providing any distraction; assistance or guidance that might interfere with the integrity of the speaking test.
- b. The examiners must:
  - i. aim to provide the safest possible environment for minors, which includes avoiding selecting speaking test topics that may, in the opinion of the examiner, be inappropriate for minors.
  - ii. record the name of the chaperone during the recording of the speaking test (i.e. "... candidate is XXX, chaperoned by IELTS staff member XXX, and candidate number XXX). This will provide a record of all persons present in the room during the speaking test.

## 7. Reporting

- a. Reporting an allegation or expression of concern involving a minor who has contact with the IELTS Test Centre and/or with an employee either in a paid or unpaid, full or part time capacity including contractors, agency staff, consultants, volunteers and interns, can be done by
  - i. Test Day staff
  - ii. An IELTS test taker
  - iii. Members of the community
- b. It is mandatory for all Test Day staff to report immediately any concerns in relation to the conduct of a staff member or the welfare and protection of a child a suspected or alleged case of child abuse or policy non-compliance by anyone within scope of the policy in connection with their IELTS official duties or business. All reports by test day staff should be made to an IELTS Partner using the Incident Notification form.
- c. Reporting concerns in relation to the conduct of a staff member or the welfare and protection of a child or policy non-compliance about anyone within scope of the policy in connection with their IELTS official duties or business, should be made to an IELTS Partner; or, if the report is received by another Test Day staff member, immediately forwarded to an IELTS Partner.
- d. All reports must be taken seriously and action taken as above, including anonymous reports

## Incident Notification

This document is to be provided to the IELTS Partners as soon as possible as the reported incident. The IELTS Partner will assess the notification and direct it to the proper area of inquiry and investigation. At all points in the reporting process information must only be shared on a 'need to know' basis.

1. Names(s) of person reporting and contact details					
Name:	Telephone:				
Position:	Email:				
2. Reporting Test Centre					
Test Centre number/city:	Country:				
3. Type of Allegation					
Please circle most appropriate description of alleged incident:  Sexual Abuse/ Physical Abuse Emotional Abuse Neglect Other	Further details if known (Date/location/when report was received):  Other relevant details: (For example vulnerability, or disability factors):				
4. Details of Person(s) against whom the allegation has been made					
Family Name:					
Given Name:					
Gender:					
Date of birth:					
Nationality:					
Contact details:					
Test Day staff type:					
(Please circle most appropriate descriptor. You can circle more than one)	Examiner	Test Day staff	Other IELTS test-taker	Contractor including sub-contractor	Other
Position: (If applicable)					
5. Details of Minor(s)					
Family Name:					
Given Name:					
Gender:					
Date of birth:					
Nationality:					
Contact details:					

Age of child at time of incident:	
Have any injuries been observed or reported? <i>(If more space is needed, please utilise Section 7)</i>	
<b>6. Further Details</b>	
Is the minor still in danger of abuse?	
Are local police or other local authority aware of the incident/allegation?	
What other authorities have been informed?	
<b>7. Any other pertinent information for initial assessment</b>	

**Privacy Notification**

The Test Partners collect and use your personal information to assist the Test Partners in maintaining safe environments for children during the delivery of its business. The Test Partners may contact you about the information you have provided. The Test Partners may disclose the information you have provided to national or international authorities so that any threats to a child's safety, welfare and wellbeing can be investigated by the appropriate authority. If we are unable to collect your personal information, authorities may be unable to fully investigate the circumstances being reported.