



UNIVERSITY OF
CAMBRIDGE

Institute of Continuing Education

ICE Safeguarding guidance

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www.ice.cam.ac.uk

Introduction

At the University of Cambridge's Institute of Continuing Education (ICE), we are a learning community offering a wide portfolio of courses for a broad range of learners.

*We are committed to ensuring that **all** our students and apprentices have a positive learning experience and are safe and well throughout their studies.*

Therefore, at ICE we have a whole organisation approach to Safeguarding. We believe that safeguarding is everybody's responsibility, and everyone should be safe from harm, whilst remaining mindful of our specific legal duties for Children and Vulnerable Adults.

This guidance document sets out our Safeguarding culture, our expectations for everyone who participates in our learning community, and how we ensure that everyone is aware of, and are able to play, their part.



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Section 1 – Definitions

Safeguarding

Safeguarding is the action that is taken to promote the welfare of children and vulnerable adults and protect them from harm.

Child

- A **child** is anyone who has not yet reached their 18th birthday.

Adult at Risk

An **adult at risk** (*vulnerable adult*) is anyone aged 18 or over who:

- Has need for care and support
- Is experiencing, or at a risk of, abuse or neglect
- Is unable to protect themselves against significant harm or exploitation

[Cambridgeshire and Peterborough Safeguarding Partnership Board](#) lists risk categories that may increase an adult's vulnerability:

- Adults who may be at risk of abuse or neglect
- Older people
- People with a visual or hearing impairment
- People with a physical disability
- People with a learning disability
- People with a mental health problem
- People with a long-term illness or condition

Safeguarding at ICE

Safeguarding at ICE is defined as the protection of apprentices and promotion of positive learner welfare. There are four areas covered by the term Safeguarding:

1. Protection from maltreatment or significant harm;
2. Preventing impairment of health or development;
3. Ensuring all apprentices have the opportunity to experience circumstances consistent of safe and effective care;
4. Take action to enable people to achieve the best outcome.

University of Cambridge

Statement on Safeguarding

The University is committed to safeguarding the welfare of all members of its community, students and staff. It is also mindful of the particular safeguarding duties owed to specific vulnerable groups. In all its activities the University aspires to promote the safety and wellbeing of all members of its community.

Within the University, 'safeguarding' applies in any situation where any member of our University community may be at risk of physical, mental or emotional harm, whether as a result of particular vulnerabilities, their circumstances or the behaviour of another person.

The University's safeguarding duties, and the policies and procedures that cover these duties, can be grouped under the following categories:

- Legal safeguarding duties (relating to Children and Adults At Risk);
- Specific safeguarding-related responsibilities (for example: complying with the Prevent duty; operating whistleblowing policies for staff; taking immediate action where serious harm or risk of serious harm has been reported; and carrying out Disclosure and Barring Service checks as necessary);
- A general duty of care (for example: work or study away policies for overseas work and study; Occupational Health assessments; the provision of counselling and wellbeing services; keeping personal data secure; and the requirement for staff to undertake health and safety training).

[University of Cambridge Safeguarding Statement](#)

Learners at ICE

ICE offers a varied and broad range of courses that attract a diverse body of learners, and we must never assume that they do not meet the definition of child or vulnerable adult. Some of our courses are specifically designed for Under 18s.

Therefore, we must remain vigilant and raise any concerns we have for a learner's welfare. Training is available to help identify a welfare concern and how to handle it.



Safeguarding Apprentices

Our apprenticeships are regulated by Ofsted, therefore we must assure our compliance to their expectations:

Everything we do should be in the interests of children and young people. This includes ensuring that the providers we regulate and inspect have effective procedures for keeping children and vulnerable adults safe from abuse, neglect and exploitation.

We must also adhere to [Keeping Children Safe in Education](#). Everyone who contributes to the delivery of Apprenticeships is expected to read Part 1 of this document.

Safeguarding and the Prevent Duty

Our Safeguarding responsibilities also include the Prevent Duty:

- Tackle the causes of radicalisation and respond to the ideological challenge of terrorism.
- Safeguard and support those most at risk of radicalisation through early intervention, identifying them and offering support.
- Enable those who have already engaged in terrorism to disengage and rehabilitate.

Further information on the Prevent Duty is available on the [University's website](#) and in the ICE Prevent Duty Guidance.

Supporting documents and policies

- [University's safeguarding statement](#)
- [University's safeguarding-related policies and procedures](#) - see Appendix A
- [KCSiE](#)
- [Prevent](#)



Section 2 – ICE Safeguarding Culture

ICE's Safeguarding culture

Let's *all* keep everyone safe

- ICE is committed to providing a safe environment for all learners and members of staff
- There is a Designated Safeguarding Lead (DSL), and a Designated Safeguarding Officer (DSO), who also acts as a deputy to the DSL
- The DSL and DSO undergo Enhanced DBS screening checks
- The DSL and DSO have regular training
- The DSL and DSO undergo Safer Recruitment training
- The DSL and DSO report to the ICE Strategic Committee
- The Institute has a training plan to support effective Safeguarding and our safeguarding culture
- ICE operates a welfare referral procedure, with links to Safeguarding partners
- There is an open-door policy for staff and learners seeking advice
- ICE complies to University policies and processes as set out in the University's Safeguarding Statement



How we support our learners

- The appointment of DSL and DSO
- Student Welfare Team provides support for learners
- Safeguarding is a key part of staff induction
- There are regular Safeguarding updates and briefings for staff
- We have a clear welfare referral process
- Learners are directed to external support services and resources as required
- The DSL and DSO will escalate concerns to Safeguarding partners if necessary



What we expect from everyone

- Understand that safeguarding is everybody's responsibility
- Keep training and knowledge up-to-date
- Know how to recognise behavioural change or other signs of potential distress
- Be confident how to refer

Safeguarding training at ICE

- This begins with the role profile and recruitment
- Safeguarding information is included in new employee welcome brochure
- Induction briefing for new employees from a member of Safeguarding team
- Mandatory University training
- Regular training that is appropriate to role
- Regular newsletters from Safeguarding Team



Welfare referral process

- Staff and learners should use the welfare referral form to raise concerns
- Welfare team triage concerns
- Member of welfare team responds to referral
- DSL informed of Safeguarding issues
- Safeguarding cases escalated to external partner/s
- Any Safeguarding cases affecting an Apprentice should be referred to ESFA and Ofsted

Section 3: Welfare referral

Identifying a concern

A welfare concern may be disclosed to you directly by a learner via email, in a zoom call, or at the end of a teaching session.

A change in a learner's behaviour may trigger a concern, for example a sudden change in attendance without reason or in the learner's language or contribution to class discussions.

It is important to try to get a learner's consent before making a welfare referral.



In An Emergency

- If you believe that a learner is at immediate risk, you should contact 999 immediately.
- If they are not in the UK, tell them to contact their local emergency service.
- In either of these scenarios, advise the DSL via the Student Support Team of the action you have taken.

Welfare referral form



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ICE welfare triage levels

The ICE welfare team uses a triage system of 4 categories. Descriptors are available from the team. A summary is below:

Safeguarding (SG)	Risk of serious harm to a Child or Vulnerable Adult.	Inform DSL Refer to Safeguarding Partner
External Referral Required	External Referral Required	Likely to require referral to 3rd party
Welfare	No serious risk	Likely referral to internal support services
Wellbeing	Low concern	Signpost to resources

Our external Safeguarding partners

In some instances, a case may need to be escalated to one of our Safeguarding partners.

There are 3 Safeguarding partners:

- Police
- Local Authority Designated Officer (LADO)
- The Integrated Care Board

The DSL and DSO maintain up-to-date contact details for our Safeguarding partners. As the majority of our students live outside of the region, the DSL and DSO may have to be in contact with partners from outside Cambridgeshire.

A Safeguarding Referral is required for U18s or for a Vulnerable adult.

Responding to concerns raised about a member of staff

If the Welfare team receives a concern about the behaviour of a member of staff they will:

- Notify the DSL

The DSL will alert ICE HR:

- University's staff [disciplinary, grievances and appeals policies and procedures](#) will be followed

The Welfare team will provide advice and guidance to any affected learner as appropriate via the welfare referral process.

Section 4: Roles and Responsibilities

Section 4 - Introduction

This section sets out the Safeguarding responsibilities for specific roles that participate in regulated activity or have a higher likelihood of supporting learners in vulnerable categories:

- Apprenticeships
- Courses for under 18s
- Lifelong Learning

Section 4a: Safeguarding and Student Support



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Designated Safeguarding Lead (DSL) & Designated Safeguarding Officer (DSO)

The role of DSL and DSO:

- The DSL has ultimate responsibility for Safeguarding and will be informed of high-level concerns
- The DSL reports to ICE Strategic Committee (governing body)
- The DSO is active in assessing and managing cases on a day-to-day basis
- The DSO reports regularly to DSL and they review cases for *lessons learned*
- The DSL and DSO hold enhanced DBS checks
- The DSL and DSO review Safeguarding policies, procedures, guidance and advice annually taking into consideration KCSiE and other government publications.

Training requirements:

- The DSL and DSO are required to undertake regular Safeguarding training appropriate to their roles
- The DSL and DSO will complete Safer Recruitment training
- The DSL and DSO are responsible for providing Safeguarding training and advice to colleagues and apprentices and monitoring the training
- The DSO produces regular newsletters for staff, apprentices and employers

DSL and DSO checklist

Have you completed the Safeguarding training for DSL / DSO?	
Is your Safer Recruitment training up to date?	
Have you evidence that training for staff and apprentices is underway and being completed?	
Has a recent case review taken place?	
Have you reported to the ICE Strategic Committee this year?	
Has the annual review of Safeguarding guidance and advice been completed?	

Student Support Team – roles and responsibilities

The role of the Student Support Team is to:

- Support the embedding of our safeguarding culture
- Contribute to safeguarding training
- Respond to welfare referral in a timely manner
- Provide advice and guidance to colleagues
- Ensure information is updated regularly and cascaded effectively
- Enhance processes and procedures for effective student support
- Maintain accurate and confidential welfare records

Training requirements:

- All members should have an enhanced DBS check
- Attend annual Safeguarding training
- Keep up-to-date with relevant training as required by the DSL or DSO

Student support team - checklist

Have you completed your annual Safeguarding training?	
Has annual data been provided for the annual review?	
Do you have your enhanced DBS check?	
Have regular newsletters been provided to colleagues this year?	
Have the annual training logs been checked and updated?	
Have you read the ICE Safeguarding guidance?	



Section 4b: Senior Leadership

ICE Strategic Committee: role and responsibilities

The ICE Strategic Committee is expected to:

- show leadership around safeguarding culture at ICE
- hold DSL accountable
- receive annual report from DSL

Training requirements of ICE Strategic Committee members:

- Induction for new Board members
- Complete annual training
- Receive newsletters from Safeguarding Teams
- Receive report of Safeguarding incidents

ICE Strategic Committee checklist

*to be completed once a year

Who is the Designated Safeguarding Lead (DSL)?	
Do you know how to make a Welfare Referral?	
Have you read the <i>ICE Safeguarding Guidance</i> ?	
Have you received a Safeguarding Newsletter this year?	
Has the DSL provided an annual report to the Committee?	
Have you attended/completed any Safeguarding training this year?	



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ICE Senior Leadership Team: role and responsibilities

The ICE SLT is expected to:

- embed and implement the Institute's safeguarding culture
- be familiar with the *ICE Safeguarding Guidance*
- be able to advise staff and students on the welfare referral process
- receive regular reports from the Safeguarding Team on welfare cases
- encourage line reports to complete training
- be aware of safeguarding expectations with regard to apprenticeships

Training requirements of ICE SLT are to:

- complete annual training
- attend regular briefings and updates
- read newsletters from the Safeguarding team
- be familiar with *Keeping Children Safe in Education* and *Prevent Duty*

ICE SLT checklist

*to be completed once a year

Who is the Designated Safeguarding Lead (DSL)?	
Do you know how to make a Welfare Referral?	
Have you read the <i>ICE Safeguarding Guidance</i> ?	
Have you received a Safeguarding Newsletter this year?	
Have all new staff in your area completed their Safeguarding induction this year?	
Have you completed any Safeguarding training this year?	



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Section 4c: Apprenticeships

Higher Degree Apprenticeship Committee (HDAC): role and responsibilities

HDAC is expected to:

- show leadership around safeguarding for apprenticeships
- hold DSL accountable for apprenticeship safeguarding
- have a safeguarding member to act as 'critical friend' to DSL
- receive regular welfare and safeguarding reports from DSL
- Oversee Safeguarding training log

Training requirements of HDAC members:

- Induction for new Committee members
- Complete annual training
- Receive newsletters from Safeguarding Teams

HDAC checklist

*to be completed once a year

Who is the Designated Safeguarding Lead (DSL)?	
Do you know the process for making a Welfare Referral?	
Have you read the <i>ICE Safeguarding Guidance</i> ?	
Are you confident to identify when a concern would be a Safeguarding Referral rather than an External Referral case?	
Has the DSL provided an annual report to the Committee?	
Have you attended/completed any Safeguarding training this year?	



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Apprenticeship Administration Office: Role and responsibilities

The apprenticeship administration office will:

- Maintain records and secure data
- Ensure correct contact details for apprentices, employers and staff engaged in the delivery of apprenticeships
- Assist in the cascading of Safeguarding training and guidance updates
- Uphold the ICE safeguarding culture
- Report and refer any welfare concerns for apprentices

Training requirements for the Apprenticeship Administration Office include:

- Annual Safeguarding training
- Regular updates and briefings
- Recognise and refer training

Apprenticeship Administration Office – checklist

Do you have the contact details for the DSL and DSO?	
Have you attended your annual training update?	
Are you confident that you know how to make a welfare referral?	
Have you read the <i>ICE Safeguarding Guidance</i> ?	



Programme Management Team: Roles and responsibilities

The Programme Management Team should:

- be aware of all their apprentices with additional needs, e.g. hold an SSD
- have regular contact with DSO
- be confident in making welfare referrals
- be aware of how Safeguarding training and guidance is being delivered to apprentices
- ensure information about Safeguarding, e.g. newsletters, is cascaded as necessary
- keep Apprenticeship Administrative Office and DSO abreast of staff changes for the Safeguarding training log

Training requirements for the Programme Management Team include:

- Annual Safeguarding training
- Read the ICE Safeguarding Guidance
- Keep up-to-date with internal Safeguarding briefings and updates

Programme Management Team – Checklist

*to be completed at least once a year and can be completed as a team

Do you have the contact details for the DSL and DSO?	
Have you attended your annual training update?	
Are you confident that you know how to make a welfare referral?	
Have you read the <i>ICE Safeguarding Guidance</i> ?	
Are you aware of which apprentices have an SSD?	
Have you seen evidence that Safeguarding training has been delivered by the DSL and / or DSO to your apprentices?	

Delivery Team: Roles and Responsibilities

The Delivery should:

- ensure that Tripartite meetings allow time to discuss any wellbeing or welfare concerns
- know how to contact the DSO
- Be aware of learners with additional needs
- be confident in making a referral
- Support understanding of Safeguarding and British Values

Training requirements for the Delivery Team include:

- Annual Safeguarding training
- Receive regular updates and newsletters

Delivery Team – checklist

*to be completed at least once a year – in some instances the AAA may refer to the SAR

Are you confident that your apprenticeships understand Safeguarding?	
Do Tripartite meetings allow for time to discuss wellbeing concerns?	
Have you read the <i>ICE Safeguarding Guidance</i> ?	
Are you confident that you can recognize a welfare concern?	
Do you know how to refer your apprentice to the ICE safeguarding team?	
Have you received a Safeguarding Newsletter this year?	
Have you completed annual Safeguarding training this year?	



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Employers – role and responsibilities

The role of the employer is to:

- take responsibility for the apprentice's welfare whilst at work
- seek appropriate advice and support if there is a concern about the apprentice's welfare either at work or in their personal lives
- be familiar with their organisation's Safeguarding policies and practices
- know who is the organisation's Safeguarding contact
- be familiar with the ICE safeguarding guidance
- have the contact details for the ICE DSO

Guidance and advice for the employer is available from ICE via:

- Regular employer newsletters
- Conversations with the DSO or DSL
- Annual Safeguarding updates

Employers - checklists

Do you have a safeguarding contact in your organization?	
Have you received the <i>ICE Safeguarding Guidance</i> ?	
Have you read the <i>ICE Safeguarding Guidance</i> ?	
Are you confident that you can recognise a welfare concern?	
Do you know how to refer your apprentice to the ICE safeguarding team?	
Have you received a Safeguarding Newsletter this year?	
Have you completed any Safeguarding training this year?	



Section 4d: International Summer Programme and Lifelong Learning

Director, ISP / LL

Roles and Responsibilities

The Director is expected to have an enhanced DBS check, as courses within the portfolio currently include those for under 18s, and the broader portfolio could attract learners who may meet some of the risk criteria for Vulnerable Adults.

The Director is a member of the Senior Leadership team, therefore their training requirements will be met via that role.

ISP/LL Roles and Responsibilities

The International Summer Programme & Lifelong Learning Team should:

- be aware of all their learners with additional needs, e.g. disclosed a disability
- have regular contact with Student Support Team and Disability Liaison Officer
- be confident in making welfare referrals
- be familiar with the *ICE Safeguarding Guidance*
- keep DSO abreast of staff changes to ensure Safeguarding induction is delivered

Training requirements include:

- Annual Safeguarding training
- Keep up-to-date with internal Safeguarding briefings and updates

LLT – checklist

*to be completed at least once a year and can be completed as a team

Do you know how to contact the student support team?	
Have you received the <i>ICE Safeguarding Guidance</i> ?	
Are you confident that you can recognise a welfare concern?	
Do you know how to refer your apprentice to the ICE safeguarding team?	
Have you received a Safeguarding Newsletter this year?	
Have you completed any Safeguarding training this year?	



Section 5 - appendices

University policies and procedures

- [University Safeguarding Statement](#)
- [Staff disciplinary action, grievances and appeals](#)
- [Report inappropriate behaviour of other students or staff](#)
- [Children and Adults at Risk Safeguarding Policy](#)
- [Whistleblowing policy](#)



External policies and guidance

[Keeping Children Safe in Education](#)

[Updated Prevent policy](#)



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Section 6 – Contact Details

Contacts – Designated Safeguarding Lead

- Dr James Gazzard
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- 07907861809



Contacts – Designated Safeguarding Officer

- Dr Annie Carr
- Annie.Carr@ice.cam.ac.uk
- studentwelfare@ice.cam.ac.uk
- 07759124719



Contacts – Student Welfare Team

- Studentwelfare@ice.cam.ac.uk

