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Safeguarding Policy

Policy Statement

Discover the World Education acknowledges the duty of care to safeguard and promote the welfare of students and is committed to ensuring safeguarding practice reflects UK government statutory national guidance and complies with OEAP Guidance best practice.

The policy recognises that the welfare and interests of students are paramount in all circumstances. It aims to ensure that regardless of age, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio-economic background, all students:

- have a positive and enjoyable experience on our school trips in a safe and student centred environment
- are protected from abuse whilst participating in our school trips

As part of our safeguarding policy Discover the World Education (DTWE) will:

- promote and prioritise the safety and wellbeing of students
- ensure everyone understands their roles and responsibilities in respect of safeguarding and is provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to students
- ensure appropriate action is taken in the event of incidents/concerns of abuse and support provided to the individual/s who raise or disclose the concern
- ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored in line with GDPR regulations
- prevent the employment/deployment of unsuitable individuals
- ensure robust safeguarding arrangements and procedures are in operation.

The policy and procedures will be widely promoted and are mandatory for everyone involved in DTWE. Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation. DTWE has a zero tolerance policy for failures to comply with the safeguarding policy and guidance.

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Discover the World Education

Safeguarding Procedures

Application and aim of the procedures

This procedure follows our policy and applies to staff members which include all employees and directors of the company and those contractors and volunteers that work on behalf of DTWE.

The purpose is to:

- protect students who receive DTWE's services.
- provide all staff members of DTWE with the processes they should undertake to support our approach to safeguarding.

The different categories of abuse and how to recognise them:
Child abuse is any action by another person – adult or child – that causes significant harm to a child. It can be physical, sexual or emotional, but can just as often be about a lack of love, care and attention. We know that neglect, whatever form it takes, can be just as damaging to a child as physical abuse. An abused child will often experience more than one type of abuse, as well as other difficulties in their lives. It often happens over a period of time, rather than being a one-off event. And it can increasingly happen online.

More detailed information about the types and symptoms of abuse can be found on the NSPCC website >

How to report concerns including signs, suspicions or allegations of abuse

It is not the responsibility of DTWE staff members and DTWE's suppliers to determine whether abuse or harm has occurred or whether there is a 'real' risk to a students. Do not investigate nor wait to see if further information comes to light to support concerns, but make a report of the matter per the procedures as soon as practically possible.
If the concern regards a student within the group, inform the lead teacher to enable them to take appropriate actions on behalf of the student concerned. If however it is not possible to be satisfied that relevant supervisory adult will take appropriate actions on behalf of the student concerned, complete an incident form to inform DTWE. Record in writing what has been witnessed or said (using the student's own words) as soon as possible – note date, time, any names mentioned, to whom the information was given and ensure that the incident report record is signed and dated by you.
If the concern is regarding a DTWE supplier, member of the public in destination, or your concern is regarding the group's staff, please complete the incident report form, informing DTWE.
Discover the World Education has appointed Karen Corfield and Lucy Ripley to be the company's Designated Safeguarding Leads to handle all reported safeguarding issues.
In all instances where abuse is suspected, alleged or identified the Designated Safeguarding Leads should be informed as soon as practically possible. In regard to clients currently travelling, a call to the 24hr emergency phone is expected, as soon as opportunity arises to do so (e.g. within two hours). An

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incident report form is expected in follow up (e.g. within 24 hours), with details of the alleged incident. The company Designated Safeguarding Leads will decide the most appropriate action.

Designated Safeguarding Lead: Karen Corfield: karen@discover-education.co.uk 07766918919

Deputy Designated Safeguarding Lead: Lucy Ripley: lucy@discover-the-world.co.uk 07779990148

How information will be acted upon

The Designated Safeguarding Leads are responsible for:

- Receiving information from staff, group leaders, teachers, accompanying adults, students, parents or suppliers who have safeguarding concerns and record that information.
- Assessing the information promptly and carefully, clarifying or obtaining more information about the matter as appropriate.
- Where appropriate, inform the group's relevant supervisory adult to enable them to take appropriate actions on behalf of the student concerned.
- Where appropriate, to additionally or alternatively make direct contact with the client organisation's Designated Safeguarding Lead.
- Discover the World Education recognises that it is not the role of our staff and suppliers to investigate or to decide whether or not a student has been abused.

Confidentiality policy

The legal principle is that the "welfare of the student is paramount".
Privacy and confidentiality should be respected where possible but if doing this leaves a student at risk of harm then the student's safety has to come first. Remember:

- Legally, it is a mandatory requirement to share information if someone is worried about the safety of a student. All communication should be in line with GDPR regulations.
- Not everyone needs to know when a concern or worry is raised. This respects the student's, family's and/or staff's rights to privacy. So only people who need to know should be told about it. Otherwise there might be gossip and rumours or other people may be genuinely concerned.
- It is acceptable to say that a concern has been raised and it is being dealt with following the group's procedures.

Whistleblowing

Discover the World Education welcomes and encourages its staff and partners to come forward and voice any concerns they have about potential safeguarding failures or unsafe practice, so these can be dealt with effectively. We want staff and suppliers to feel able to raise concerns without fear of

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reprisals, rather than overlooking a problem. DTWE staff and suppliers have a responsibility to raise concerns, and doing so will help prevent the problem worsening or widening, will protect or reduce risk to other, and prevent the whistle-blower from becoming implicated.

ICT Devices, Digital Communication and Online Safety

Discover The World recognises that technology plays an important role in delivering educational visits and communicating with schools. We are committed to ensuring that all digital communication, ICT equipment and online activity are used safely, professionally and in a manner that protects students and employees from harm.

Principles

All staff must:

- Maintain professional boundaries when communicating with students.
- Use Company-approved communication methods whenever possible.
- Protect the privacy and personal information of students, schools and colleagues.
- Report any safeguarding concerns arising from online activity immediately in accordance with the Company's Safeguarding Policy.
- Comply with UK GDPR, data protection legislation and the Company's Information Security policies.

Acceptable Use of ICT Equipment

Where Company ICT equipment is provided (including laptops, tablets, mobile phones and cameras), it must be used primarily for legitimate business purposes.

Employees must:

- use strong passwords and multi-factor authentication where available;
- keep devices secure and never leave them unattended in public places;
- ensure devices are protected by passwords or biometric security;
- install software updates promptly;
- report lost or stolen devices immediately;
- store business information only on approved Company systems;
- avoid downloading unauthorised software or applications;
- never access or share inappropriate, offensive or illegal material using Company equipment.

Personal use should be limited, reasonable and must never interfere with business operations or compromise safeguarding.

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Communication with Students

The Company does not encourage direct communication between staff and students except where this is necessary for the delivery of an educational visit and has been agreed with the school.

Where communication is necessary:

- communication should normally take place through teachers or designated school staff;
- only Company-approved email accounts, telephones or messaging platforms may be used;
- personal mobile numbers, personal email addresses and personal social media accounts must never be used to communicate with students;
- communication should be factual, professional and directly related to the educational visit;
- private or secretive conversations must never take place.

Where group messaging services are used during travel, a member of school staff should be included wherever practicable.

Business Communication Channels

Business communication platforms (including Company email, Microsoft Teams, approved messaging systems and customer relationship management systems) must only be used for legitimate Company business.

Employees must not:

- communicate with students using personal messaging applications;
- delete communications where these form part of safeguarding or incident records;
- use disappearing messages or encrypted applications for communication with students;
- create unofficial online groups involving students.

All communications should be capable of audit if required.

Social Media

Employees must maintain appropriate professional boundaries online.

Employees must not:

- accept friend or follow requests from students;
- initiate personal contact with students through social networking sites;
- share photographs or information that could identify students without appropriate consent;
- discuss schools, students or safeguarding matters on social media.

Any inappropriate online contact initiated by a pupil should be reported to the employee's manager and the Company's Designated Safeguarding Lead (DSL).

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Digital Images and Photography

Photographs and videos may only be taken where this forms part of the educational visit and where appropriate permissions have been obtained by the school or Company.

Students must not be identifiable in any marketing or social media photography regardless of written permission from the school and relevant parent or guardian. As standard practice going forwards, photographs showing students' faces clearly are not permitted for social media use.

Employees must:

- use Company equipment wherever possible;
- ensure images are appropriate and respectful;
- avoid taking images that could be viewed as intrusive;
- securely store photographs;
- delete images when no longer required in accordance with Company retention policies.

Employees must never:

- use personal devices to photograph students unless authorised in exceptional circumstances;
- upload images of students to personal social media accounts;
- share images through personal messaging applications.

Cyber Bullying

Cyber bullying is any form of bullying using digital technology, including messaging services, email, social media, online gaming or websites.

Examples include:

- sending abusive or threatening messages;
- sharing embarrassing photographs or videos;
- impersonating another individual online;
- deliberately excluding individuals from online groups;
- spreading rumours through digital platforms.

Any member of staff who becomes aware of cyber bullying involving students during a Company activity must:

1. ensure the immediate safety and wellbeing of those involved;
2. inform the accompanying school staff without delay;
3. record the incident;
4. notify the Company's Designated Safeguarding Lead;
5. preserve evidence where appropriate.

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Online Grooming

Online grooming occurs when an individual seeks to build a relationship with a student in order to manipulate, exploit or abuse them.

Employees must remain alert to signs including:

- secretive online relationships;
- requests to move conversations to private platforms;
- inappropriate gifts or attention;
- requests for photographs or personal information;
- attempts to isolate a student from trusted adults.

Any suspicion or disclosure relating to online grooming must be treated as a safeguarding concern and reported immediately to the Company's Designated Safeguarding Lead and the accompanying school in accordance with safeguarding procedures.

Reporting Concerns

Employees must immediately report:

- inappropriate online contact involving students;
- suspected cyber bullying;
- concerns relating to online grooming or exploitation;
- inappropriate use of Company ICT equipment;
- data breaches involving student's information;
- loss or theft of Company devices containing personal information.

No employee should attempt to investigate safeguarding concerns independently.

Monitoring and Compliance

The Company reserves the right, where lawful and proportionate, to monitor the use of Company ICT systems in order to:

- protect students;
- safeguard Company information;
- investigate misconduct;
- comply with legal obligations.

Gender Sex Identity and Gender Questioning Students

Discover the World Education is committed to safeguarding and promoting the welfare of all students participating in educational travel programmes. This includes students who may be questioning their gender, experiencing uncertainty about their gender identity, or who have a protected characteristic under the Equality Act 2010. Discover the World staff will endeavour to support and facilities schools in meeting the requirements of these students.

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Monitoring and training

The policy will be reviewed annually, or in the following circumstances:

- changes in legislation and/or government guidance
- as required by the Local Safeguarding Children Board and/or appropriate National Governing Bodies.
- as a result of any other significant change or event.

All Discover the World Education staff will receive Safeguarding training annually. This takes place each year, with any additional training provided as required. New staff receive safeguarding training as part of their induction. For DTWE staff accompanying student groups, such as representatives or Teacher Tour Leaders, safeguarding training is vital. Teacher Tour Leader training occurs each year. Training for staff, and Teacher Tour Leaders will include awareness regarding:

- Recognising warning signs which could indicate that a student is being abused
- Recording the details of what you have seen/heard
- Reporting the incident to the relevant person(s) so action can be taken.

Summary

All Discover the World Education staff and suppliers are provided with this safeguarding policy and guidance document and required to adhere to it. Failure to comply with this policy may result in disciplinary action and, where appropriate, referral to external agencies including the police or safeguarding authorities.

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Signed	Signed by: Dan Stacey 155CDA7C2B75488...
Name	Dan Stacey
Position/Job Title	Education Director
Dated	8/19/2026

Your responsibilities

The following sets out the expectations for those acting in their professional capacity whilst travelling and/or working with our groups and are for the protection of students and adults.

- You are a responsible adult representing Discover the World Education and should maintain a professional, respectful relationship with the Group Leader, other staff and the students during the trip.
- The Group Leader and other leaders are in loco parentis; you must not adopt this responsibility. If any incident occurs regarding which local police speak with a student from the group, be aware that an 'appropriate adult' from the school staff should be involved. A representative of Discover the World should not attend a police interview of a student.
- Any safeguarding concerns, behavioural or disciplinary issues concerning students should be referred to the Group Leader or other leaders.
- Your behaviour, appearance and language must always be appropriate and should not be capable of being misconstrued as threatening, offensive, discriminatory, suggestive or of a sexual nature.
- Avoid making physical contact with a student unless for the welfare of the student it is necessary such as to move to safety where the student is incapacitated. It is inappropriate to put an arm around a student or to physically comfort.
- You should not be alone with a student, nor should you enter a space where a student may be sleeping, changing or washing. If it cannot be avoided, ensure that school staff are with you.
- If requested to participate in photographs, where possible do so with the Group Leader or other leaders in the photo with you.

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- Do not exchange personal contact or social networking details with students during or after the tour, or exchange gifts or presents.
- Report as soon as possible any advances or inappropriate behaviour from students to the Group Leader of the trip.
- If any situation arises where you feel uncomfortable, remove yourself from the situation and report the circumstances to the Group Leader, in addition notify Discover the World Education.
- Dress professionally and appropriately.
- Do not engage in conversations regarding alcohol use, nicotine products, drugs or sexual activity/relationships.
- Do not let an allegation a student makes go unrecorded.

The required standards of conduct outlined above should be maintained not just in regard to student clients but to all students and vulnerable adults, including those living and working in destination.

Photography/ images

Avoid taking photographs containing students on personal devices. Before taking photographs including students using a business device, seek clarity from Discover The World Education to see if formal permission has been given by the school.

Do not request for photographs to be sent to you via any form of social media, email or phone message. A Group Leader may decide to send you photographs anyway. If you receive them then please delete these immediately and do not keep a hard copy or a copy on any phone or computer. If you receive photographs from a Group Leader do not forward/ share these with a third party, even if that third party is your colleague or Discover The World Education.

Discover The World Education has a permission form that can be completed by a Group Leader before travel if they are happy for photographs to be received or shared for marketing purposes. If DTWE requests any photographs of the trip from you then proof of this form will be shown, however photographs showing students' faces clearly are not permitted for social media use.

How to respond to a student telling you about abuse

In cases where a student reports/alleges abuse/concern to you:

- Stay calm.
- Listen carefully to what is being said.
- At an early opportunity explain that the information will need to be shared with others – do not promise to keep secrets.
- Allow the student to continue at his/her own pace.
- Ask questions for clarification only and at all times avoid asking questions that are leading or suggest a particular answer.

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- Reassure the student that they have done the right thing by telling you.
- Tell them what you will do next and with whom the information will be shared.
- Staff members must never agree to receive information in confidence.
- If a student discloses information about abuse, whether concerning themselves or a third party; the staff member must always pass this information on to the school's Group Leader and company Designated Safeguarding Leads as soon as possible (the same day). Ensure an incident report is completed and returned to the Designated Safeguarding Leads

For Discover the World Education staff who will be on tour with students, a valid and clear DBS check is essential. The Safeguarding Policy, Procedures, Requirements and Guidance are incorporated within the Staff Travel Policy.