



Pastoral Care Policy and Procedures Manual

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Policy

Statement of Intent

Our organisation is committed to providing a safe, nurturing environment for all children and young people under 18, in line with Saudi Child Protection Law (Royal Decree M/60, 17/08/1436H), the Personal Data Protection Law, and guidance from the Ministry of Human Resources & Social Development (HRSD). We recognise every child's right to protection, regardless of gender, nationality, disability, religion or background.

Roles and Responsibilities

- Designated Safeguarding Lead (DSL)
 - Oversees all child-protection matters; logs concerns; refers to HRSD (NFSP hotline 1919)
 - Maintains central safeguarding file
 - Delivers termly briefings and reviews policy annually
- Deputy DSL
 - Acts with full DSL authority in their absence
- All Staff & Volunteers
 - Read this policy and Code of Conduct
 - Complete basic training on induction; refresh annually
 - Report any concerns immediately to the DSL
- Board of Directors / Governors
 - Ensure policy compliance; review bi-annual safeguarding reports

Safe Recruitment and Vetting

- *Good Conduct Certificate* (Ministry of Interior) for all regulated roles
- Two written references and original Iqama/passport checks
- Valid work permit where applicable
- Central record of checks and renewal dates

Code of Conduct:

- No unsupervised one-to-one contact in private areas
- Physical intervention only to prevent immediate harm; record every incident
- Digital communications via approved channels only
- Photography/video with written parental consent; watermark files

Reporting and Response Procedures

- *Immediate:* Verbal alert to DSL, then complete an Incident Form
- *Documentation:* Factual record (date/time, description, child's words, witnesses)
- *Referral:* DSL reviews within 24 hours; refers to HRSD or NFSP (1919); staff allegations to HRSD Investigation Unit
- *Feedback:* DSL updates reporter and guardian, respecting confidentiality

Record-Keeping & Confidentially

- Secure storage (encrypted drive or locked cabinet)
- Access restricted to DSL, Deputy DSL, and CEO/HR Director
- Retention until the child's 25th birthday, according to PDPL guidelines

Whistleblowing

- External reporting via NFSP (1919) or HRSD helpline if internal routes aren't accessible

- Protection against retaliation for good-faith reports

Physical & Environmental Safety

- Annual risk assessments of premises and activities, signed off by DSL
- Supervision ratios per Ministry of Education or higher
- Contractors must hold a Good Conduct Certificate and undergo site induction

Online Safety

- Acceptable Use Policy signed by all users
- Internet filtering per CITC regulations; DSL reviews logs weekly
- E-safety embedded in the curriculum, covering cyber-bullying and privacy

Training & Review

- Induction: Level 1 training within first month for staff/volunteers
- Ongoing: DSL/Deputy attend accredited lead courses every two years
- Policy Review: Annual (or upon legislative change) by DSL and Board ratification

Procedures

Safe Recruitment

1. Advertise all roles with a safeguarding statement
2. Short-list only candidates with no gaps in employment
3. Interview: include at least one question on child-protection scenarios
4. Checks: collect originals (Good Conduct Certificate, Iqama/passport, qualifications)
5. References: obtain two written references, verify by phone/email
6. Record all check dates in the central register; schedule renewals on HR calendar

Reporting Concerns

1. Observe signs of concern (physical, behavioural, digital)
2. Inform the DSL immediately—verbally if urgent, then in writing using the Safeguarding Incident Form
3. Document: include factual notes, child's own words, date/time, your signature
4. DSL Review: within 24 hours, assesses risk and decides next steps (monitor, refer, escalate)
5. Referral: DSL submits to HRSD or NFSP (1919) as needed, logs referral details
6. Support: DSL arranges any immediate support for the child and informs guardian

Managing Allegations Against Staff

1. Allegation received by DSL or Deputy
2. Immediate safeguard: remove staff from contact if risk is high
3. Report to HRSD Investigation Unit within one working day
4. Internal meeting: DSL, HR Director, and Board Chair to plan next steps
5. Outcome: follow HRSD advice; conduct internal disciplinary process as required
6. Record all actions and communications in a confidential Allegations Log

Record-Keeping & Confidentiality

1. Storage: use password-protected folders or locked cabinets
2. Access: strictly for DSL, Deputy DSL, CEO/HR Director
3. Audit: annual check of record completeness and retention dates
4. Destruction: securely purge files after the child's 25th birthday

Whistleblowing

1. Encourage staff to use internal channels first (line manager → DSL)
2. Alternate: provide NFSP (1919) and HRSD helpline details in staff handbook
3. Investigate promptly and confidentially
4. Protect whistle-blowers from victimisation; log the report anonymously

Risk Assessment & Site Safety

1. Schedule annual walkthroughs of all facilities
2. Record findings in the Risk Register; assign owners and deadlines
3. Review mid-year and after any incident

Online Safety Monitoring

1. Filter logs: DSL downloads weekly reports of blocked attempts
2. Incident: if inappropriate access is flagged, DSL interviews the child and guardian
3. Educate: schedule e-safety workshops termly
4. Update Acceptable Use Policy annually to reflect new platforms and threats

Training & Policy Review

1. **Induction Checklist:** confirm completion of Level 1 training before unsupervised work
2. **Training Matrix:** track all staff courses and refreshers
3. **DSL/Deputy:** register on accredited courses and log CPD hours
4. **Policy Review:** DSL convenes a review meeting each May; publish updated version by June 1st

Training for DSL Table

Course / Provider	Level & Format	Key Coverage
NSPCC Designated-Lead Courses	Level 2 & 3; online or face-to-face	Deep dive into Keeping Children Safe in Education legislation; DSL roles; handling disclosures; multi-agency working
Child Protection Company	Lead person training; online	Referrals, allegation management, working with agencies, updated to Working Together and KCSIE guidance
The National College	DSL Certificate; virtual	Latest “KCSIE 2024” updates; building a culture of safeguarding; record-keeping and audits
High Speed Training	Level 3 DSL; 3-hour online	Creating a safeguarding culture; responding to disclosures; legal duties; policy implementation
SCIE CPD-Accredited Courses	Introductory to advanced; bespoke or online	Best practice case studies; safeguarding adults & children; inspection-ready procedures
NCVO Basic Safeguarding	Level 1; charity-focused online	Awareness of abuse types, basic reporting routes, staff responsibilities in a not-for-profit setting