



Safeguarding of Children and Vulnerable Adults

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Date of Implementation: 1/11/2025

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Version: 1.0

1 Introduction

1.1 Background

Apollo Language Centre is a leading English language education provider in Ireland, and our mission is to create a caring and effective learning environment that supports meaningful communication and learner autonomy. With adult and junior centres operating in Dublin, Kildare, Cork and Limerick, we are committed to delivering high quality English language education and an outstanding learner experience, while supporting Ireland's reputation as a global destination for excellence in education.

We are committed to a child-centred approach and to ensuring the safety and protection of all children under the age of 18, and of all vulnerable adults who attend one of our programmes. Apollo Language Centre recognises our role in the welfare of children or vulnerable adult's while attending one of our programmes. Apollo will ensure insofar as it is reasonably practicable, that minors and vulnerable adults, who interact with Apollo, are safe and protected from harm. Ultimately, the safety and welfare of minors and vulnerable adults is everyone's responsibility. Apollo also engages young people from time to time through transition year work experience programmes.

1.2 Who is the Policy For?

Safeguarding of Children and Vulnerable Adults apply to all Apollo employees and those persons engaged by Apollo. Unless otherwise stated, reference to staff includes the following: Staff employed directly by Apollo on a permanent, fixed term and casual contracts, staff employed by contractors or through a contract of agency arrangement who provide a service for Apollo where a duty of care is employed.

1.3 Aim and Purpose of this Policy?

This policy states that all staff have a duty to report concerns over safety and welfare of children. Any suspicions or allegations of abuse will be taken seriously and responded to swiftly and appropriately. It sets guidelines and procedures for staff to follow if they have reasonable grounds for concern about the safety and welfare of children that they come into contact with. The policy also sets clear guidelines and procedures on action to be taken if allegations of abuse are made against Apollo staff. Apollo is committed to ensure that all documentation in relation to record - keeping of child protection and welfare concerns are stored securely and appropriately.

1.4 Guiding Principles

Apollo is committed to creating a safe and enjoyable environment for children and vulnerable adults. It undertakes to provide an experience where the welfare of the child/young person is

paramount. Under the Children First: National Guidance Document (2011) and the Children First Act, 2015, the following are the key principles for best practice in Child Protection:

- The safety and welfare of children is everyone's responsibility.
- The best interests of the child should be paramount.
- The overall aim in all dealings with children and their families is to intervene proportionately to support families to keep children safe from harm.
- Interventions by the State should build on existing strengths and protective factors in the family.
- Early intervention is key to obtaining better outcomes. Where it is necessary for the State to intervene to keep children safe the minimum intervention necessary should be used.
- Children should only be separated from parents/guardians when alternative means of protecting them have been exhausted.
- Children have a right to be heard, listened to and taken seriously. Taking account of their age and understanding, they should be consulted and involved in all matters and decisions that may affect their lives.
- Parents/guardians have a right to respect and should be consulted and involved in matters that concern their family.
- A proper balance must be struck between protecting children and respecting the rights and needs of parents/guardians and families. Where there is conflict, the child's welfare must come first.
- Child protection is a multi-agency, multi-disciplinary activity. Agencies and professionals must work together in the interests of children.

Apollo has adopted these Guiding Principles, the Safeguarding Statement and the Safeguarding Policy, collectively referred to as "Safeguarding of Children and Vulnerable Adults" to underpin its commitment to the safety and welfare of children and young people who engage with Apollo and its services.

This policy provides staff with the information and guidance needed to comply with the Children First Act 2015 and to protect children and vulnerable adults. It is aligned with the Children First Act 2015 and with Children First: National Guidance for the Protection and Welfare of Children (2017). It also outlines vetting and recruitment requirements in accordance with the National Vetting Bureau (Children and Vulnerable Persons) Act 2012 and is underpinned by the Child Care Act 1991 and the Protection for Persons Reporting Child Abuse Act 1998.

As a provider of relevant services to children, Apollo recognises its statutory obligations under the Children First Act 2015 and is fully committed to meeting all duties required by the legislation.

1.5 Policy Review

This Policy is approved by the Executive Directors, reviewed and updated by the DLP's in consultation with other relevant staff every year.

2 Legislative Provisions

Apollo's Safeguarding of Children and Vulnerable Adults is grounded in the legislative framework that governs the protection, welfare, and rights of children and vulnerable adults in Ireland. In addition to the Children First Act 2015 and Children First: National Guidance for the Protection and Welfare of Children (2017), the following legislation underpins our safeguarding responsibilities:

2.1 Core Child Protection Legislation

Child Care Act, 1991

Establishes the statutory responsibilities for the care and protection of children who may be at risk of neglect or abuse.

Protection for Persons Reporting Child Abuse Act, 1998

Provides civil immunity for individuals who report child protection concerns in good faith and protects employees from penalisation for making such reports.

National Vetting Bureau (Children and Vulnerable Persons) Act 2012

Requires mandatory Garda vetting for anyone engaged in relevant work or activities involving children or vulnerable persons, and Apollo fully adheres to this requirement.

2.2 Additional Legislation

Data Protection Acts & GDPR (2018)

Requires that all personal data, including sensitive safeguarding records, are collected, stored, processed, and retained lawfully and securely, with a duty of care towards the individuals concerned.

Health and Safety at Work Regulations

Sets out the employer's responsibility to ensure a safe environment for all service users, including children and vulnerable adults.

Freedom of Information Act 2014

Provides rights of access to records held by public bodies, including certain safeguarding-related information where applicable

Domestic Violence Act 1996

Addresses the protection of individuals experiencing domestic abuse, a key contextual factor in many child protection concerns.

Non-Fatal Offences Against the Person Act 1997

Defines a range of physical offences relevant to assessing risk or harm to children and vulnerable adults.

3 Safeguarding of Children and Vulnerable Adults Statement

3.1 Basis of the Statement

Apollo is committed to a child-centred approach in its work with children and young people. It undertakes to provide a safe environment and experience where the welfare of the child is paramount. It will adhere to The Children's First Act 2015 & Children First: National Guidance for The Protection and Welfare of Children (DYCA 2017).

Apollo will refer any child protection and welfare issues to the appropriate agencies. If Apollo encounters or has concerns or suspects abuse of a child or young person, the Designated Liaison Persons will arrange for a report of these concerns to Tusla and/or An Garda Síochána.

3.2 Relevance of the Children First Act 2015 to Apollo

The Children First Act 2015 defines a "Relevant Services" and specifically provides that it includes: "Any work or activity which consists of the provision of educational, research, training, cultural, recreational, leisure, social or physical activities to children, and the care and supervision of children."

Accordingly, Apollo as a provider of relevant service must ensure, as far as practicable, that each child availing of the service from the provider is safe from harm while availing of that service.

Apollo wishes to support and protect everyone working in the organisation and the guidelines in this policy will ensure that there is no doubt over responsibilities, obligations and standards.

The following controls are covered in this policy:

- Key Roles in Safeguarding
- Code of Behaviour for Staff
- Procedures for Reporting of Child Protection or Welfare Concerns
- Confidentiality and Record Keeping
- Recruitment and Selection of Staff
- Managing and Supervising Staff
- Allegations of Misconduct or Abuse by Staff
- Complaints and Comments
- Incidents and Accidents

Apollo's Safeguarding Statement is accessible to all via the website www.apollolanguagecentre.com, and the policy can be made available on request from an Apollo Designated Liaison Person. A copy of the Safeguarding Statement will be displayed in a prominent place in each Apollo Site. This policy will be reviewed and updated every year or sooner, if necessary, due to service issues or changes in legislation or national policy. Our Designated Liaison Persons are identified in Section 4 of this Policy.

4 Key Roles in Safeguarding

The safety and welfare of children and vulnerable adults is everyone's responsibility, however there are several key roles within Apollo who support safeguarding.

4.1 Development of Guiding Principles and Child Safeguarding Procedures

The DLP's are responsible for the procedures of the Safeguarding of Children and Vulnerable Adults Policy and ensuring that actions are consistent with the policy.

4.2 Designated Liaison Persons

The Designated Liaison Persons will liaise with statutory agencies responsible for child protection and welfare and will be the resource person to any person engaged by/with Apollo and any member of staff who has child protection concerns.

The role of the Designated Liaison Person is:

- To report suspicions and allegations of Child Abuse to Tusla or An Garda Síochána.
- Responsible for ensuring that the standard reporting procedures, as detailed in this policy, are followed.
- Concerns regarding vulnerable adults should also be reported to the Designated Liaison Persons.

The following examples would constitute reasonable grounds for concern and should be reported:

- A disclosure from the child that he/she was abused.
- An account by a person who saw a child being abused. and
- Evidence, such as injury or behaviour, which is consistent with abuse and unlikely to be caused in another way.

A suspicion which is not supported by any objective signs of abuse, would not constitute a reasonable suspicion, or reasonable grounds for concern. However, these suspicions should be reported to the Designated Liaison Person who will record them internally as future suspicions may lead to the decision to make a report. A Child Protection tracking sheet may also be started at this point by the Designated Liaison Person. In such instances, further reports and observations may lead to reasonable grounds for referral to the relevant statutory agency.

If the Designated Liaison Person may not be contacted or is unavailable, the Deputy Designated Liaison Person should be contacted. A list of Designated Liaison Persons and Deputy Designated Liaison Persons is provided in the below table:

Name	Designated Responsibility	E-Mail
Kieranne Hogg	Designated Liaison Person	Kieranne.Hogg@apollolanguagecentre.com
David Quigley	Deputy Designated Liaison Person	David.Quigley@apollolanguagecentre.com

Relevant Person

The relevant person is the first point of contact in relation to the Safeguarding Statement. In this case they are:

Name	Designated Responsibility	E-Mail
Kieranne Hogg	Designated Liaison Person	Kieranne.Hogg@apollolanguagecentre.com
David Quigley	Deputy Designated Liaison Person	David.Quigley@apollolanguagecentre.com

5 Code of Behaviour for Apollo Staff

Code of behaviour for Apollo staff is categorised under the following headings:

[Child-centred approach](#)

[Good practice](#)

[Inappropriate behaviour](#)

[Health and Safety](#)

5.1 Child-centred Approach

In keeping with the commitment to a child centred approach Apollo staff will:

- Treat all children equally.
- Listen to and respect children
- Involve children in decision-making, as appropriate.
- Provide encouragement, support and equal praise (regardless of ability).
- Use appropriate language.
- Encourage a positive atmosphere.
- Offer constructive criticism when needed.
- Treat all children as individuals.
- Respect a child's personal space.
- Encourage feedback from the group.
- Use age-appropriate and ability-appropriate teaching aids and materials.
- Lead by example.
- Be cognisant of a child's limitations, i.e. medical conditions.
- Create an atmosphere of trust. and
- Respect differences of ability, culture, religion, race and sexual orientation.

5.2 Good Practice

Apollo will adopt the following good practice:

- Require facilitators and others working with children at Apollo who are non-Apollo staff to be made aware of and accept Apollo's Safeguarding of Children and Vulnerable Adults Policy.
- Set out clearly for young people requesting work experience the exact nature of the placement, the place and conditions of work and ensure that he/she is comfortable with the proposed arrangements before commencement.
- Ensure that parental/guardian consent is granted for young people who undertake work experience at Apollo.
- Have procedures in place for emergencies and make all staff aware of these procedures (as carried out at Health and Safety/Induction for new Apollo staff).
- Be inclusive of children and young people with special needs.
- Be inclusive of vulnerable adults.

- Report any concerns to Apollo Designated Liaison Person ensuring reporting procedures are followed.
- Encourage children to report any bullying, concerns or worries.
- Ensure that Apollo staff are aware of the Bullying & Harassment Policy (See Appendix 5)

Observe appropriate dress and behaviour.

- Have appropriate work practices in place and evaluate them on a regular basis.
- Provide appropriate training for staff.
- Report and record any incidents and accidents (See Appendix 7).
- Update and review relevant policies and procedures regularly.
- Have procedures in place for dealing with lost/found children (See Appendix 6).
- Inform primary carers of any issues that concern their children.
- Ensure proper Apollo supervision, based on adequate ratios, according to age, abilities and activities involved.
- Have an active policy in relation to concerns around child protection.
- Respond promptly to concerns. and
- Maintain awareness of child protection issues when engaging with children and young people and around language and comments made.

5.3 Inappropriate Behaviour

Staff will behave appropriately and follow the following guidelines:

- Never spend time alone with children or vulnerable adults without the knowledge of other staff members.
- Never use or allow offensive or sexually suggestive physical and/or verbal language.
- Never single out a particular child or vulnerable adult for unfair favouritism, criticism, ridicule, or unwelcome focus or attention.
- Never socialise with children or vulnerable adults participating with/visiting Apollo outside of structured Apollo activities.
- Never contact/interact with children or vulnerable adults participating with/visiting Apollo on any social media platform.
- Never allow/engage in inappropriate touching of any form.
- Avoid physical contact with child or vulnerable adult (except in an emergency or a dangerous situation).
- Never hit or physically chastise a child or vulnerable adult.
- Never verbally chastise a child in an aggressive manner.
- Never engage in horseplay.

5.4 Health and Safety

- Don't leave children or vulnerable adults unattended or unsupervised.
- Follow Apollo's Health and Safety Policy (Staff Handbook)
- Provide a safe environment.

6 Procedures for Situations When Minors & Adults Are Mixed

Apollo recognises that, on occasion, minors (under 18 years) may participate in programmes, classes, activities, or events where adult learners are also present. In such cases, Apollo is committed to ensuring that additional safeguarding measures are implemented to protect the safety and welfare of minors in line with the Children First Act 2015 and Apollo's Safeguarding of Children and Vulnerable Adults Policy.

6.1 Risk Assessment Prior to Mixing Minors and Adults

Before placing a minor in any class, activity, or setting where adults are present, Apollo will Conduct a formal safeguarding risk assessment considering supervision needs, group dynamics, activity type, and physical environment.

Ensure that the placement is appropriate for the minor's learning needs, maturity, and wellbeing.

6.2 Parental/Guardian Consent

Minors will only be placed in classes or settings with adult learners where explicit consent has been obtained in advance from the minor's parent or legal guardian, via the Parental Consent forms.

6.3 Supervision and Safeguarding Measures

When minors and adults are in the same learning environment, Apollo will ensure:

Appropriate and proportionate supervision will be maintained to ensure the safety and wellbeing of minors when participating in activities or classes alongside adult learners.

Classroom seating, layouts, and group work are structured to ensure a safe and controlled environment.

Staff remain alert to potential safeguarding concerns and monitor interactions appropriately.

6.4 Staff Responsibilities

All staff involved must:

Be fully Garda vetted in line with Apollo's policy and the National Vetting Bureau Act.

Have completed approved safeguarding training.

Be aware of the specific safeguarding considerations when minors and adults share a learning space.

Report any concerns immediately to a Designated Liaison Person or Deputy DLP.

6.5 Communication with Parents/Guardians

Parents/guardians will be informed promptly of any significant issues that arise during mixed-age classes. Apollo will maintain an open communication channel for parents/guardians to raise questions or concerns.

6.6 Documentation and Record Keeping

All consent forms, risk assessments, and relevant decisions will be recorded and stored securely by the Designated Liaison Person in keeping with Apollo's confidentiality and GDPR procedures. Any incidents, disclosures, or safeguarding concerns arising in mixed-age settings will be documented and reported in line with Apollo's reporting procedures.

6.7 Review of Mixed-Age Arrangements

Apollo will review all mixed-age class placements at regular intervals to ensure continued suitability and safety. Placement may be altered at any time if concerns arise about the wellbeing of the minor.

7 Procedures for Reporting Child Protection or Welfare Concerns

The guiding principle when a child protection or welfare report has to be made to Tusla is that the safety and wellbeing of the child takes priority over all other considerations. Children First: National Guidance for the Protection and Welfare of Children requires organisations to have reporting procedures in place that are understood and followed by all staff and volunteers and any individuals undertaking work experience or internships within NMI. The responsibility to report child protection or welfare concerns applies to everyone working with children.

7.1 Role of Tusla

On 1st January 2014 the Child and Family Agency/Tusla (hereinafter referred to as Tusla) became an independent legal entity, comprising HSE Children and Family Services, the Family Support Agency and the National Educational Welfare Board as well as incorporating some psychological services and a range of services responding to domestic, sexual and gender-based violence. Tusla has statutory responsibility for the protection and welfare of children and An Garda Síochána has responsibility for the investigation of suspected criminal offences. Any person involved with a child/young person may also be in position to play a key role in safeguarding children.

7.2 Roles and Responsibilities of Staff

All staff and those engaged by/on behalf of Apollo have a responsibility to safeguard and to report any concerns they may have. Children First: National Guidance for the Protection and Welfare of Children refers to the role of the Designated Liaison Person (DLP) and Deputy DLP as being the person available to receive child protection and welfare concerns from staff and to report concerns which meet the threshold of “reasonable grounds for concern” to Tusla. Under the Children First Act 2015 mandated persons have a statutory obligation to report concerns which reach or exceed a legally defined threshold (see section 14 of the Children First Act 2015) and to co-operate with Tusla in the assessment of mandated reports, where requested to do so.

7.3 Identifying Reasonable Grounds for Concern (Children)

Child neglect or abuse can often be difficult to identify and may present in many forms. No one indicator should be seen as conclusive in itself of abuse. It may indicate conditions other than child abuse. All signs and symptoms must be examined in the context of the child’s situation and family circumstances. There are many reasons a member of staff (as defined) may be concerned about the welfare or protection of a child or young person. Children First: National Guidance for the Protection and Welfare of Children states that “Tusla should always be informed when a person has reasonable grounds for concern that a child may have been, is

being, or is at risk of being abused or neglected”. Children First: National Guidance for the Protection and Welfare of Children lists the following as reasonable grounds for concern: An injury or behaviour that is consistent both with abuse and an innocent explanation, but where there are corroborative indicators supporting the concern that it may be a case of abuse. A child or young person saying or indicating by other means that s/he has been abused. An account by a person who saw the child/young person being abused. Evidence, such as an injury or behaviour, which is consistent with abuse and unlikely to be caused in any other way. Any concerns about possible sexual abuse. Consistent signs that a child is suffering from emotional or physical neglect. Admission or indication by an adult or a child of an alleged abuse they committed. Wherever appropriate, any issues should be checked with the parent/guardians/primary carers when considering whether a concern exists, unless doing so may further endanger the child or person considering making the report (consult with DLP or Deputy DLP. Abuse is not always committed through personal contact with a child or young person, sometimes it is perpetrated through social media or the use of information and communication technology. Children First: National Guidance for the Protection and Welfare of Children defines four categories of abuse.

- Neglect
- Emotional
- Physical
- Sexual.

A child/young person may be subjected to one or more forms of abuse at any given time. Staff are required to be aware of the definitions of child abuse.

7.4 Complicating Factors and Circumstances which May Make Children More Vulnerable to Harm

If you are dealing with children, you need to be alert to the possibility that a welfare or protection concern may arise in relation to children you come in contact with. A child needs to have someone they can trust to feel able to disclose abuse they may be experiencing. They need to know that they will be believed and will get the help they need. Without these things, they may be vulnerable to continuing abuse.

Some children may be more vulnerable to abuse than others. Also, there may be times or circumstances when a child may be more vulnerable to abuse in their lives. Children with disabilities, children with communication difficulties, children in care or living away from home, or children with a parent or parents with problems in their own lives may be more susceptible to harm.

The following list is intended to help you identify the range of issues in a child’s life that may place them at greater risk of abuse or neglect. It is important for you to remember that the presence of any of these factors does not necessarily mean that a child in those circumstances or settings is being abused.

Parent or carer factors:

- Drug and alcohol misuse.
- Addiction, including gambling.
- Mental health issues.
- Parental disability issues, including learning or intellectual disability.
- Conflictual relationships.
- Domestic violence.
- Adolescent parents.

Child factors:

- Age.
- Gender.
- Sexuality.
- Disability.
- Mental health issues, including self-harm and suicide.
- Communication difficulties.
- Trafficked/Exploited.
- Previous abuse
- Young carer.

Community factors:

Cultural, ethnic, religious or faith-based norms in the family or community which may not meet the standards of child welfare or protection required in this jurisdiction and Culture-specific practices, including:

- Female genital mutilation
- Forced marriage
- Honour-based violence
- Radicalisation
- Environmental factors:
- Housing issues.
- Children who are out of home and not living with their parents.
- Poverty/Begging.
- Bullying.
- Internet and social media-related concerns.

Poor motivation or willingness of parents/guardians to engage:

- Non-attendance at appointments.
- Lack of insight or understanding of how the child is being affected.
- Lack of understanding about what needs to happen to bring about change.
- Avoidance of contact and reluctance to work with services.
- Inability or unwillingness to comply with agreed plans.

You should consider these factors as part of being alert to the possibility that a child may be at risk of suffering abuse and in bringing reasonable concerns to the attention of the DLP or Deputy DLP who will in turn bring such matters to the attention of Tusla.

7.5 Responding to Concerns - Reporting Procedures

In addressing concerns in relation to the welfare of a child or vulnerable adult the following information should be noted and recorded.

- Suspicions.
- Concerns.
- Worrying observations.
- Behavioural changes, and any actions taken and outcomes reached.

In dealing with a disclosure and/or concern staff are required:

- To stay calm and listen to the child or vulnerable adult, allow him or her enough time to say what he/she needs to say.
- Not to use leading questions or prompt details.
- To reassure the child or vulnerable adult but do not promise to keep anything secret.
- Not to make the child or vulnerable adult repeat the details unnecessarily.
- To explain to the child or vulnerable adult what will happen next (explanation should be age appropriate or ability appropriate).
- Procedures for passing on a concern regarding a child or a vulnerable adult

Regardless of how a concern comes to a staff member's (as defined including volunteers) attention, it must be reported to the Designated Liaison Person. The staff member will bring the concern to the attention of the Designated Liaison Persons or in his/her absence the Deputy Designated Person at the earliest opportunity.

7.6 Next step of procedure involving reporting of concerns regarding children

The Designated Liaison Person, in consultation with the staff member who raised the concern, will decide if reasonable grounds for concern exist. If reasonable grounds for concern exist, the staff member who expresses concern will be required to complete a file report in consultation with the Designated Liaison Person outlining the situation, including the date, time and people involved, the report should be factual. Any opinions should be stated as such and supported by factual information.

The Designated Liaison Person will decide the most appropriate action to be taken to deal with the concern. If any query or concern in relation to child protection arises out of Tusla office hours, An Garda Síochána should be contacted directly in that regard.

The Designated Liaison Person may contact Tusla for an informal consultation prior to making the report.

All persons involved should be made aware (by the Designated Liaison Person) of a report to Tusla and/or An Garda Síochána unless it is likely to put the child at further risk. Information will be shared on a strictly 'need to know' basis. If there are reasonable grounds for concern as outlined above, the Designated Liaison Person will contact Tusla, using the standard Child Protection and Welfare Report Form reporting form (Appendix 3).

If Apollo Designated Liaison Persons or Deputy Designated Liaison Person are not available, the concerned staff may need to contact Tusla directly and subsequently advise the relevant Designated Liaison Person as soon as possible.

An Garda Síochána should be contacted in case of emergencies outside Tusla working hours. In situations that threaten the immediate safety of a child/young person, An Garda Síochána should be contacted directly and If the DLP decides not to make a report, the member of staff with the reasonable concern is still entitled to make a report to Tusla under the Children First: National Guidance for the Protection and Welfare of Children, should they wish to do so.

7.7 Next step for reporting procedures involving vulnerable adults:

If any staff member of Apollo (as defined) or any person involved with Apollo has any concerns or issue about any aspect of a vulnerable adult's safety or welfare, immediate contact should be made with the Designated Liaison Person or Deputy Designated Liaison Person to ensure that procedures are followed, and appropriate steps are taken in response to that concern and/or issue. It is the responsibility of Designated Liaison Person or Deputy Designated Liaison Person to liaise with the Health Service Executive or An Garda Síochána where appropriate.

7.8 Emergencies

Under no circumstances should a child be left in a situation that exposes him or her to harm or to risk of harm pending intervention. In the event of an emergency where you think a child is in immediate danger and you cannot get in contact with Tusla, you should contact An Garda Síochána. This may be done through any Garda Station.

7.9 Consequences of Failure to Report

Apollo will ensure that procedures are in place, and regularly reviewed, to ensure that any incidents are recorded, reported appropriately, and that there will be sanctions for failure in following such procedures." Section 176 of the Criminal Justice Act, 2006 introduced the criminal charge of reckless endangerment of children. It states: 'A person, having authority or control over a child or abuser, who intentionally or recklessly endangers a child by: causing or permitting any child to be placed or left in a situation which creates a substantial risk to the child of being a victim of serious harm or sexual abuse, or failing to take reasonable steps to protect a child from such a risk while knowing that the child is in such a situation, is guilty of an offence.'

The penalty for a person found guilty of this offence is a fine (no upper limit) and/or imprisonment for a term not exceeding 10 years.

7.10 Legal Protection

The Protections for Persons Reporting Child Abuse Act, 1998 makes provision for the protection from civil liability of persons who have communicated child abuse 'reasonably and in good faith' to designated officers of Tusla or to any member of An Garda Síochána. This protection applies to organisations as well as to individuals. This means that even if a communicated suspicion of child abuse proves unfounded, a plaintiff who took an action would have to prove that the person who communicated the concern had not acted reasonably and in good faith in making the report.

7.11 Recording concerns that may not initially need to be reported

A suspicion, which is not supported by any objective indication of abuse or neglect, would not constitute a reasonable suspicion or reasonable grounds for concern. However, these suspicions should be recorded or noted internally in Apollo and kept by the Designated Liaison Person as future suspicions may lead to the decision to make a report and earlier suspicions may provide important information for the statutory child protection agency or An Garda Síochána. If the Designated Liaison Person, on behalf of Apollo, decides that reasonable grounds for reporting the incident or suspicion to the health board or An Garda Síochána do not exist, the individual worker who referred the matter should be given a clear written statement of the reasons why Apollo is not taking action.

7.12 Processes to deal with and report retrospective disclosures of child abuse by adults

If a disclosure is made to a staff member by an adult who suffered abuse as a child, it is essential to establish whether there is any current risk to any child who may be in contact with the alleged abuser revealed in such disclosures. If any risk is deemed to exist to a child who may be in contact with an alleged abuser, the staff member should report the allegation to the Child and Family Agency without delay. The HSE National Counselling Service is in place to listen to, value and understand those who have been abused in childhood. The service is available free of charge on Freephone: 1800 670 700

7.13 Third Party Concerns

Concerns about a child that are reported anonymously should be followed up fully in accordance with standard procedures. If the report has been made through a third party, the person mediating should be re-requested to facilitate contact between the original person who reported the concern and the Child and Family Agency. If, however, contact is not facilitated, for whatever reason, the concerns reported via the third party must be fully investigated.

8 Confidentiality and Record Keeping

8.1 Confidentiality

Apollo is committed to ensuring people's rights to confidentiality. However, in relation to child protection and welfare, Apollo undertakes that:

Information will only be forwarded on a 'need to know' basis to safeguard the child or vulnerable adult.

Giving such information to others for the protection of a child or vulnerable adult is not a breach of confidentiality.

All persons involved have a right to know if personal information is being shared and/or a report is being made to Tusla/ An Garda Síochána, unless doing so, could put the child or vulnerable adult at further risk.

Images of a child or vulnerable adult will not be used for any reason without the written consent of the parent/carer.

Procedures are in place in relation to the use by Apollo of images of children or vulnerable.

Procedures are in place for the recording and storing of information in line with Apollo GDPR Policy

8.2 Record Keeping

The Designated Liaison Person is responsible for keeping the following records related to Child Protection in a secure location. The Designated Liaison Persons and the Executive Directors are the only persons to have access to the following records:

- Any complaints about the safety and welfare of children and vulnerable persons relating to Apollo.
- Any disclosures, concerns or allegations of child abuse.
- The follow up to any complaints, disclosures, concerns or allegations, including informal advice from Tusla, reports to Tusla and informing parents/guardians.
- Any bullying complaints related to children and young people and the follow up action.
- Signed acceptance forms of Apollo Child Protections Policy by staff members and third parties included within the scope of the policy.
- All Garda Vetting forms.
- All Parental/Guardian consent forms.

8.3 Code of Confidentiality

Working with children and young people involves the development of trusting relationships where it may be common for children to divulge personal information. Therefore, staff need to

be aware that a child or vulnerable person or a colleague may disclose that they are being abused or know of someone who is being abused.

Confidentiality is about managing sensitive information in a manner that is respectful, professional and purposeful. All information provided to Apollo by a child, vulnerable person or staff member must be treated in a confidential manner. All persons within the scope of this policy have a responsibility to handle all sensitive information in line with the following code of confidentiality:

- All information regarding a child protection concern or suspected case of child abuse must be only shared on a need-to-know basis and always in the best interest of the child's general welfare and safety. This subject should never be discussed with other persons in the organisation, including staff, contractors or young people if they are not directly involved.
- In the case of a child protection concern, no member of staff should promise to tell a person they can keep a secret to any person disclosing the information. The person receiving the information should also never state that they would keep a secret. This could give the person who made the disclosure the impression that the information is not that serious or infer a range of mixed messages. It must be made clear to the person(s) making the disclosure that secrets cannot be kept but that information will only be shared with the appropriate person who will handle the information sensitively.
- Sharing information with an appropriate/designated person for the protection of a child is not a breach of confidentiality. Codes of confidentiality do not intend to prevent the exchange of information between individuals who have a responsibility to protect children and vulnerable people.
- Personal information, which is gathered for a specific purpose, should never be used for any other purpose without consulting the person who provided that information. and
- All staff working with children and vulnerable people must have some training on understanding the importance of confidentiality and the limitations of confidentiality in relation to child protection issues.

9 Recruitment and Selection of Staff

Apollo will ensure that staff are carefully selected, trained and supervised to provide a safe environment for all children and young people, by observing the following principles:

- Roles and responsibilities will be clearly defined for every job.
- Posts will be advertised as appropriate to the job.
- Apollo will also endeavour to select the most suitably qualified personnel.

Apollo recognises the requirements of the National Vetting Bureau (Children and Vulnerable Persons) Act 2012, and duly adheres to same. The Act stipulates that a relevant organisation shall not permit any person to undertake relevant work or activities on behalf of Apollo, unless Apollo receives a satisfactory vetting disclosure from the National Vetting Bureau in respect of that person.

Consent for Garda Vetting will be sought for all staff as well as the completion of a Declaration Form.

No person deemed to constitute a 'risk' will be employed. It is entirely at the discretion of Apollo to determine whether a vetting disclosure is deemed to be satisfactory and/or whether it is classified as a "risk".

Some of the exclusions would include:

- Any child related conviction.
- Refusal to sign Application Form and Declaration Form.
- Insufficient documentary evidence of identification.
- Concealing information on one's suitability to working with children.
- A probationary period will apply as appropriate to the post.

9.1 Managing and Supervising Staff

To protect both staff and children/young people, Apollo undertakes that:

New staff will:

- Receive a copy of Apollo's Child & Vulnerable Adult Safeguarding Policy, Apollo's Staff Handbook, and the names of the Designated Liaison Persons as part of their induction.
- Undergo an appropriate probationary period as outlined in the contract.

All staff will:

- Receive child protection induction training in line with Apollo Child & Vulnerable Adult Safeguarding Policy.
- Receive the appropriate level of training and guidance in the area of child protection as appropriate to their role
- Be required to read and sign acceptance of Apollo Child Protection & Vulnerable Adults Policy.

10 Procedure for Dealing with Allegations Against Staff

In the event of allegations being made against an Apollo staff member, the protection of the child or vulnerable adult is the first and paramount consideration.

Apollo has a dual responsibility in respect of both the child/young person and staff member. The same person will not have responsibility for dealing with the child or vulnerable adult welfare issue(s) and the staff issue(s).

An allegation against a staff member will be assessed promptly and carefully. If reasonable grounds for concern exist concerning a child, a formal report to Tusla will be made. The reporting procedures in relation to the child in Section [INSERT] of these guidelines will be followed. Apollo will maintain a close liaison with Tusla and An Garda Síochána and will in no way undermine or frustrate the process.

Apollo will take protective measures appropriate to the level of risk while not unreasonably penalising the staff member unless necessary to protect the child/young person. Protective

measures might mean increased supervision, assignment to different duties, or suspension. Apollo will follow its Grievance and Disciplinary Policy and Procedure.

Malicious Claims: If it is found that a malicious claim has been made by a member of the public the case will be referred to the necessary authorities or if such a claim is made by a staff member Apollo's disciplinary process will be invoked.

Two separate procedures will be followed for dealing with allegations against staff:

- In respect of the child/young person the Designated Liaison Persons or the Deputy Designated Liaison Person will deal with issues related to the child or vulnerable adult.
- In respect of the person against whom the allegation is made, the under mentioned staff members will deal with issues related to the staff member.
- The first priority is to ensure that no child or vulnerable adult is exposed to unnecessary risk.
- If allegations are made against the Designated Liaison Person then the Deputy or another Designated Liaison Person should be contacted.
- The reporting procedures outlined in Section 7 of this policy will be followed.
- The child will be dealt with in an age-appropriate manner.
- The vulnerable adult will be dealt with in a matter appropriate to his/her ability/level of understanding.
- The staff member will be informed as soon as possible of the nature of the allegation and given the opportunity to respond.
- The Executive Directors of Apollo will be informed as appropriate.
- Any action following an allegation of abuse against an employee will be taken in consultation with Tusla and An Garda Síochána.
- After consultation with Tusla, An Garda Síochána,

11 Complaints and Comments Procedures

The DLP's will manage any complaint or comment received in relation to the Safeguarding of Children and Vulnerable Adults Policy or related Procedures.

- Complaints or comments will be responded to within two weeks of being received.
- In the case of a verbal complaint/comment the person will be asked to put the complaint/comment, in writing, after which it will be responded to within two weeks of being received.

12 Incidents and Accident Procedure

- Apollo has a Health and Safety Statement. Procedures to follow in the event of an accident have been formulated and have been made available to staff.
- First-aid boxes are available and regularly re-stocked.
- The location of the first-aid boxes are known to staff.

- Availability of first aid is in accordance with Apollo Health and Safety Policy.
- Children and young people will be advised of risks of dangerous material; however, Apollo will endeavour to use risk free materials in its children/young people programmes/activities.
- All incidents and accidents will be recorded in the accident book. This is to be found at the main reception desk at all Apollo sites.

13 Appendices

Appendix 1: Definitions of Child Abuse

Child Abuse

Child abuse can be categorised into four different types: neglect, emotional abuse, physical abuse and sexual abuse. A child may be subjected to one or more forms of abuse at any given time. Abuse and neglect can occur within the family, in the community or in an institutional setting. The abuser may be someone known to the child or a stranger and can be an adult or another child. In a situation where abuse is alleged to have been carried out by another child, you should consider it a child welfare and protection issue for both children and you should follow child protection procedures for both the victim and the alleged abuser.

The important factor in deciding whether the behaviour is abuse or neglect is the impact of that behaviour on the child rather than the intention of the parent/carer.

The definitions of neglect and abuse presented in this section are not legal definitions. They are intended to describe ways in which a child might experience abuse and how this abuse may be recognised.

Neglect

Child neglect is the most frequently reported category of abuse, both in Ireland and internationally. Ongoing chronic neglect is recognised as being extremely harmful to the development and well-being of the child and may have serious long-term negative consequences.

Neglect occurs when a child does not receive adequate care or supervision to the extent that the child is harmed physically or developmentally. It is generally defined in terms of an omission of care, where a child's health, development or welfare is impaired by being deprived of food, clothing, warmth, hygiene, medical care, intellectual stimulation or supervision and safety. Emotional neglect may also lead to the child having attachment difficulties. The extent of the damage to the child's health, development or welfare is influenced by a range of factors. These factors include the extent, if any, of positive influence in the child's life as well as the age of the child and the frequency and consistency of neglect.

Neglect is associated with poverty but not necessarily caused by it. It is strongly linked to parental substance misuse, domestic violence, and parental mental illness and disability.

A reasonable concern for the child's welfare would exist when neglect becomes typical of the relationship between the child and the parent or carer. This may become apparent where you see the child over a period of time, or the effects of neglect may be obvious based on having seen the child once.

The following are features of child neglect:

- Children being left alone without adequate care and supervision
- Malnourishment, lacking food, unsuitable food or erratic feeding
- Non-organic failure to thrive, i.e. a child not gaining weight due not only to malnutrition but also emotional deprivation

- Failure to provide adequate care for the child's medical and developmental needs, including intellectual stimulation
- Inadequate living conditions – unhygienic conditions, environmental issues, including lack of adequate heating and furniture
- Lack of adequate clothing
- Inattention to basic hygiene
- Lack of protection and exposure to danger, including moral danger,
- or lack of supervision appropriate to the child's age
- Persistent failure to attend school
- Abandonment or desertion

Emotional abuse

Emotional abuse is the systematic emotional or psychological ill-treatment of a child as part of the overall relationship between a caregiver and a child. Once-off and occasional difficulties between a parent/carer and child are not considered emotional abuse.

Abuse occurs when a child's basic need for attention, affection, approval, consistency and security are not met, due to incapacity or indifference from their parent or caregiver. Emotional abuse can also occur when adults responsible for taking care of children are unaware of and unable (for a range of reasons) to meet their children's emotional and developmental needs. Emotional abuse is not easy to recognise because the effects are not easily seen.

A reasonable concern for the child's welfare would exist when the behaviour becomes typical of the relationship between the child and the parent or carer.

Emotional abuse may be seen in some of the following ways:

- Rejection
- Lack of comfort and love
- Lack of attachment
- Lack of proper stimulation (e.g. fun and play)
- Lack of continuity of care (e.g. frequent moves, particularly unplanned)
- Continuous lack of praise and encouragement
- Persistent criticism, sarcasm, hostility or blaming of the child
- Bullying
- Conditional parenting in which care or affection of a child depends on
- his or her behaviours or actions
- Extreme overprotectiveness
- Inappropriate non-physical punishment (e.g. locking child in bedroom)
- Ongoing family conflicts and family violence
- Seriously inappropriate expectations of a child relative to his/her age and stage of development

There may be no physical signs of emotional abuse unless it occurs with another type of abuse. A child may show signs of emotional abuse through their actions or emotions in several ways.

These include insecure attachment, unhappiness, low self-esteem, educational and developmental underachievement, risk taking and aggressive behaviour.

It should be noted that no one indicator is conclusive evidence of emotional abuse. Emotional abuse is more likely to impact negatively on a child where it is persistent over time and where there is a lack of other protective factors.

Physical abuse

Physical abuse is when someone deliberately hurts a child physically or puts them at risk of being physically hurt. It may occur as a single incident or as a pattern of incidents. A reasonable concern exists where the child's health and/ or development is, may be, or has been damaged as a result of suspected physical abuse.

Physical abuse can include the following:

- Physical punishment
- Beating, slapping, hitting or kicking
- Pushing, shaking or throwing
- Pinching, biting, choking or hair-pulling
- Use of excessive force in handling
- Deliberate poisoning
- Suffocation
- Fabricated/induced illness
- Female genital mutilation

The Children First Act 2015 includes a provision that abolishes the common law defence of reasonable chastisement in court proceedings. This defence could previously be invoked by a parent or other person in authority who physically disciplined a child. The change in the legislation now means that in prosecutions relating to assault or physical cruelty, a person who administers such punishment to a child cannot rely on the defence of reasonable chastisement in the legal proceedings. The result of this is that the protections in law relating to assault now apply to a child in the same way as they do to an adult.

Sexual abuse

Sexual abuse occurs when a child is used by another person for his or her gratification or arousal, or for that of others. It includes the child being involved in sexual acts (masturbation, fondling, oral or penetrative sex) or exposing the child to sexual activity directly or through pornography.

Child sexual abuse may cover a wide spectrum of abusive activities. It rarely involves just a single incident and in some instances occurs over a number of years. Child sexual abuse most commonly happens within the family, including older siblings and extended family members.

Cases of sexual abuse mainly come to light through disclosure by the child or his or her siblings/friends, from the suspicions of an adult, and/or by physical symptoms.

Examples of child sexual abuse include the following:

- Any sexual act intentionally performed in the presence of a child

- An invitation to sexual touching or intentional touching or molesting of a child's body whether by a person or object for the purpose of sexual arousal or gratification
- Masturbation in the presence of a child or the involvement of a child in an act of masturbation
- Sexual intercourse with a child, whether oral, vaginal or anal
- Sexual exploitation of a child, which includes:
 - Inviting, inducing or coercing a child to engage in prostitution or the production of child pornography [for example, exhibition, modelling or posing for the purpose of sexual arousal, gratification or sexual act, including its recording (on film, videotape or other media) or the manipulation, for those purposes, of an image by computer or other means]
- Inviting, coercing or inducing a child to participate in, or to observe, any sexual, indecent or obscene act
- Showing sexually explicit material to children, which is often a feature of the 'grooming' process by perpetrators of abuse
- Exposing a child to inappropriate or abusive material through information and communication technology
- Consensual sexual activity involving an adult and an underage person.

It should be remembered that sexual activity involving a young person may be sexual abuse even if the young person concerned does not themselves recognise it as abusive.

An Garda Síochána will deal with any criminal aspects of a sexual abuse case under the relevant criminal justice legislation. The prosecution of a sexual offence against a child will be considered within the wider objective of child welfare and protection. The safety of the child is paramount and at no stage should a child's safety be compromised because of concern for the integrity of a criminal investigation.

In relation to child sexual abuse, it should be noted that in criminal law the age of consent to sexual intercourse is 17 years for both boys and girls. Any sexual relationship where one or both parties are under the age of 17 is illegal. However, it may not necessarily be regarded as child sexual abuse. Details on exemptions for man-dated reporting of certain cases of underage consensual sexual activity can be found in Chapter 3 of the Children First: National Guidance for the Protection and Welfare of Children. .

With regard to Vulnerable Adults:

The Adult Safeguarding Bill

"harm" means, in relation to an adult at risk—

- assault, ill-treatment or neglect of the adult at risk in a manner that seriously affects or is likely to seriously affect the adult at risk's health or welfare,
- Sexual abuse of the adult at risk,
- Financial abuse of the adult at risk,

Whether caused by a single act, omission or circumstance or a series or combination of acts, omissions or circumstances, or otherwise.

Meaning of Abuse in relation to Vulnerable Adults

“abuse” means act, failure to act or neglect, which results in a breach of a person’s constitutional or legal rights, physical and mental health, dignity or general wellbeing, and may include ill-treatment, intimidation, humiliation, overmedication, withholding necessary medication, censoring communications, invasion or denial of privacy, or denial of access to visitors.

Appendix 2: Definition of a Vulnerable Adult

For the purposes of the Safeguarding of Children and Vulnerable Adults Policy, the definition of vulnerable adults encompasses both the definition of vulnerable persons as defined in the National Vetting Bureau (Children and Vulnerable Persons) Act 2012 in addition to the definition of an “Adult at risk” as set out in the Adult Safeguarding Bill, 2017.

Definition of a Vulnerable Adult as per the National Vetting Bureau (Children and Vulnerable Persons) Act, 2012

As per the National Vetting Bureau (Children and Vulnerable Persons) Act, 2012, a “Vulnerable person” means a person, other than a child, who;

- is suffering from a disorder of the mind, whether as a result of mental illness or dementia,
- has an intellectual disability,
- is suffering from a physical impairment, whether as a result of injury, illness or age, or
- has a physical disability, which is of such a nature or degree—
- as to restrict the capacity of the person to guard himself or herself against harm by another person,
- that results in the person requiring assistance with the activities of daily living including dressing, eating, walking, washing and bathing.

Definition of Vulnerable Adult as per the Adult Safeguarding Bill 2017

As per the Adult Safeguarding Bill, 2017, an adult at risk means a person, who has attained the age of 18 years who is unable to take care of himself or herself, or is unable to protect him or herself from abuse or harm.

Role & Responsibility of a Designated Person

The role of the designated person is to:

Establish contact with the local duty Social Workers of Tusla responsible for child protection in the organisation's catchment area i.e. Child Care Manager or Principal Social Worker.

Provide information and advice on child protection within the organisation.

Inform local duty Social Workers of Tusla of relevant concerns about individual children.

Ensure appropriate information is available at the time of referral and that the referral is confirmed in writing, under confidential cover.

Liaise with local duty Social Workers of Tusla /An Garda Síochána and other agencies as appropriate.

Keep relevant people within the organisation informed as appropriate, particularly the head of the organisation,

Ensure that an individual case record is maintained of the action taken by the organisation, the liaison with other agencies and the outcome.

Advise the organisation of child protection training needs.

The Designated Liaison Person is responsible for:

Acting as a source of advice on child protection matters.

Acting as a source of advice on concerns regarding welfare and/or suspected abuse of vulnerable adults.

Coordinating action in relation to Child Protection matters within the organisation.

Liaising with Tusla, the HSE and An Garda Síochána and other agencies about suspected or actual cases of child abuse.

Appendix 3: Child Protection and Welfare Report Form

[Tusla - Reporting Form](#)

Appendix 4: Safeguarding of Children and Vulnerable Adults Statement – Apollo Language Centre

1. Name of service being provided: Apollo Language Centre Study Abroad English Language Programmes

2. Nature of service and principles to safeguard:

Apollo provides educational, language-learning, cultural, and extracurricular programmes for children, young people and adults onsite. Apollo is fully committed to safeguarding Children and Vulnerable Adults in our care. We recognise our duty of care and our responsibility to create a safe, positive, and supportive environment. We aim to protect children and vulnerable adults from all forms of harm including physical, emotional, sexual abuse, neglect, bullying, and other risks.

Our safeguarding principles are based on:

Children First Act 2015

Children First: National Guidance for the Protection and Welfare of Children (2017)

Tusla's Child Safeguarding: A Guide for Policy, Procedure and Practice

We ensure that all staff and volunteers understand their responsibilities and are trained to act immediately if concerns arise.

3. Risk Assessment

We have carried out an assessment of potential risks of harm to a child while availing of Apollo services, including online safety and digital interactions. The following risks and procedures have been identified:

Risk Identified	Procedure in Place to Manage Risk
Inappropriate or unsupervised contact between staff and children	Garda vetting, supervision policies, two-adult rule, staff training, strict communication protocols
Risk of bullying or peer-to-peer harm during activities	Anti-bullying policies, staff supervision, reporting procedures, behaviour code
Lack of awareness among staff regarding signs of abuse or reporting procedures	Mandatory training, induction modules, regular refresher sessions
Risk of harm during offsite activities or excursions	Risk assessments, staff ratios, parental consent, emergency procedures

4. Procedures

Our Safeguarding of Children and Vulnerable Adults Statement has been developed in accordance with the Children First Act 2015, Children First: National Guidance for the Protection and Welfare of Children (2017), and Tusla's Child Safeguarding: A Guide for Policy, Procedure and Practice.

In addition to the procedures listed in the risk assessment, Apollo implements the following:

- Procedure for the management of allegations of abuse or misconduct against workers/volunteers.
- Procedure for the safe recruitment and selection of workers and volunteers.
- Procedure for provision of and access to child safeguarding training and information.
- Procedure for reporting child protection or welfare concerns to Tusla.
- Procedure for maintaining a list of mandated persons in the service.
- Procedure for appointing a Relevant Person under the Children First Act 2015.

All procedures listed are available upon request.

5. Implementation

We recognise that implementation is an ongoing process. Apollo is committed to the full implementation of this Safeguarding of Children and Vulnerable Adults Statement and all supporting procedures in order to keep Children and Vulnerable Adults safe from harm while availing of our service.

This Safeguarding of Children and Vulnerable Adults Statement will be reviewed annually or as soon as practicable after there has been a material change in any relevant matter.

Signed: _____

Signed: _____

Provider: _____

For queries, please contact: _____

Email/Phone: _____

Appendix 5: Bullying & Harassment

Apollo Language Centre is committed to providing an environment free from harassment and bullying. Harassment/ Bullying is any form of unwanted conduct which is repeated, unwelcome and unacceptable which can be regarded as offensive, humiliating or intimidating. Harassment can relate to the martial status, sexual orientation, religion, gender, age, disability or race community grounds.

Examples of offensive conduct:

- Oral/ written slurs
- Physical contact
- Gestures
- Jokes
- Name calling
- Unjustified criticism or sarcasm
- Humiliation
- Shouting
- Unfair delegation
- Setting impossible tasks
- Aggression

Sexual Harassment is defined as conduct towards another that is sexual in nature or has a sexual dimension and is unwelcome by the recipient.

Examples include:

Sexual gestures

Displaying sexual suggestive objects, pictures

Sexual comments

Physical contact

The examples are not exhaustive lists and only serve as a guidelines.

Appendix 6: Lost Child Policy

This policy applies to all staff, including teachers, activity leaders, residential staff, group leaders, volunteers, and anyone working on behalf of Apollo Language Centre in any of our centres where minors are present.

Prevention Measures

We take the following measures to reduce the risk of a student going missing:

- Maintain accurate and up-to-date registers for classes, activities, and accommodation.
- Conduct regular headcounts during excursions and at key transition points.
- Brief students clearly on boundaries, meeting points, curfews, and expected behaviour.

- Issue all students with ID cards that include emergency contact information.
- Supervise students at all times in accordance with appropriate ratios.
- Designate clear responsibilities to staff for supervision during all activities.

Procedure: If a Child Goes Missing On-site

If a student cannot be located on school premises:

- Immediate Search:
 - The staff member noticing the absence should:
 - o Stay calm and alert nearby staff.
 - o Conduct a quick but thorough search of the immediate area (e.g. classrooms, toilets, common areas).
 - o Inform the Centre Manager immediately.
- Escalated Search:
 - o All available staff search the site systematically.
 - o All other children continue to be supervised appropriately (if applicable), while a search for the child concerned is carried out.
 - o Centre Manager checks CCTV (if available) and confirms last known location.
- Record the circumstances in which the child has gone missing and where they were last seen.
- Prepare a detailed physical description of the individual as this will be required by the Gardaí and personnel involved in the search. This should include
 - o hair colour
 - o eye colour
 - o approximate height
 - o build
 - o any distinguishing features
 - o clothing they were wearing,
- Contact Student's Friends/Group Leader: Determine if the student left with permission or was seen recently.
-

If student is not found within 20 minutes: Call Gardaí (Police) via 999 or 112.

Provide full student details: name, age, nationality, physical description, clothing, known habits, and last known location.

Contact Parents/Guardians and Group Leaders: who will then inform parents via emergency contact.

Keep them updated throughout the process.

Complete an Incident Report as soon as practicable.

Procedure: If a Child Goes Missing Off-site (e.g., excursions)

If a student cannot be located:

- Staff member conducts a quick search of the area.
- Confirm whether the student was left behind, separated, went off alone, or was seen with an unknown person.
- Alert Group Leader and Centre Manager.
- Staff remain with group; one or two designated staff search for the missing child.
- Call Gardaí if student not located within 15–20 minutes.
- Inform Local Emergency Services, Host Venue, and Transport Providers if applicable.

Maintain contact with Centre Manager who will liaise with:

- Gardaí
- Parents/guardians
- Group leaders

After the Incident

- Offer support to the student, peers, and staff involved.
- Inform Gardaí, parents/guardian and other parties involved when child is located.
- Conduct a full internal review to evaluate how the incident occurred.
- Update risk assessments and supervision protocols as needed.
- Submit a report to the Designated Liaison Person (DLP).
- Report to Tusla if there are safeguarding concerns.

Appendix 7: Incident Report Form

INTERNAL ACCIDENT/INCIDENT INVESTIGATION FORM				
PART A – DETAILS OF INJURED PERSON				
NAME		PHONE		
ADDRESS		EMAIL		
		PPS NUMBER		
		DATE OF BIRTH		
		AGE		
		POSITION		
Employee/ Student		FULL TIME	PART TIME	OTHER
OCCUPATION	EMPLOYEE	STUDENT	CONTRACTOR	OTHER
OUTCOME	INJURY	NEAR MISS	FATALITY	OTHER
PART B – DETAILS OF INJURY AND TREATMENT				
TYPE OF INJURY (E.G. BURN, CUT, SPRAIN)				
CAUSE OF INJURY (E.G. FALL, MACHINE)				
PART OF BODY INJURED				
AGENT (E.G. POOR LIGHT)				
FIRST AID	YES	NO	FIRST AIDER	
TREATED BY DOCTOR?	DOCTOR'S NAME		ADDRESS	
HOSPITALISED?	HOSPITAL NAME		ADDRESS	
TREATMENT RECEIVED?				
PART C – DETAILS OF ACCIDENT OR INCIDENT				
DATE		TIME		
LOCATION				
DESCRIPTION OF ACCIDENT/INCIDENT				
OTHER INFORMATION AVAILABLE?	WITNESS	CCTV	PHOTO/VIDEO	OTHER

PART D – WITNESS DETAILS (WHO WITNESSED THE ACCIDENT/INCIDENT?)					
NAME				PHONE	
ADDRESS		EMAIL			
		PPS NUMBER			
		DATE OF BIRTH			
		AGE			
		POSITION			
SAFE PASS NUMBER AND EXPIRY DATE				CSCS DETAILS	
WITNESS STATEMENT TAKEN?				YES	NO
PART E – KEY FINDINGS OF INVESTIGATION					
LIST					
PART F – ACTIONS TO PREVENT REOCCURRENCE					
ACTION			BY WHOM	DATE	
PART G - ITEMS ATTACHED					
SKETCHES		CERTIFICATION OF PLANT ETC.		PHOTOGRAPHS/VIDEO	
YES NO		YES NO		YES NO	
RISK ASSESSMENTS					
YES NO					
TRAINING RECORDS					
YES NO					
DETAIL OTHER ITEMS/USEFUL INFORMATION					
PART H – OTHER INFORMATION					
ACCIDENT INVESTIGATED BY				POSITION	
PHONE				EMAIL	
SIGNED				DATE	

