

**Undergraduate Admissions & Outreach (UAO)  
Safeguarding and Child & Vulnerable Adult Protection Policy**

**1. Scope**

This policy is in an addendum to the University of Bath safeguarding policy <https://www.bath.ac.uk/publications/university-of-bath-safeguarding-policy/> and these policies should be read together.

The Department of Undergraduate Admissions & Outreach (referred to as UAO) contains several functions that work with vulnerable adults and children including Admissions, Learning Partnerships, Recruitment, Scholarships and Bursaries, Wessex Inspiration Network (WIN), Western Vocational Progression Consortium (WVPC) and Widening Access and Participation, this policy does not cover Student Immigration.

The Designated Safeguarding Officers (referred to as DSO) in UAO are listed in Appendix 7.

For the purposes of this Policy, the term “staff” refers to a person that is paid to undertake work on behalf of the University of Bath. This includes, but not limited to, core employees of UAO, student ambassadors, postgraduate students or casual teaching assistants.

For the purposes of this Policy, the term “volunteer” refers to a person that is not paid to undertake work on behalf of the University of Bath, but is supporting activity organised by the UAO.

For the purposes of this Policy, the term “child” or “children” refers to a person or persons under the age of 18 years (as defined in the Children Act 2004).

For the purposes of this Policy, regular and sustained contact with a child or vulnerable adult is defined as:

- Interactions once a week or more often
- Interactions on 4 or more days in a 30 day period
- An overnight stay in the same establishment

The definition of Regulated Activity Relating to Adults now focusses on the activities required by an adult which may make them vulnerable, for example:

- Healthcare
- Personal care
- Social work
- General household matters
- Assisting adults in conducting their own affairs
- Conveying.

For the purposes of this policy, a child or vulnerable adult is abused when an individual exposes the child to neglect, physical injury, sexual and/or emotional abuse. For definitions of abuse, please refer to the University of Bath’s ‘Child Protection and Safeguarding Policy’ (link above).

## 2. Introduction

UAO staff and volunteers have a duty of care to safeguard from harm all children and vulnerable adults who are involved in activities/events that the team organises/delivers.

All UAO staff at the University of Bath who make provision for children and vulnerable adults must ensure that:

- The welfare of the child and vulnerable adult is paramount
- All children and vulnerable adults have the right to protection from abuse
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- All persons working on UAO events/activities have a responsibility to report concerns to one of the Designated Safeguarding Officers (DSOs) in UAO.

DSOs are not trained to deal with situations of abuse or to decide if abuse has occurred. The role of the DSO is to ensure that concerns are referred in the appropriate way and in accordance to the University of Bath's 'Child Protection and Safeguarding Policy'

<https://www.bath.ac.uk/publications/university-of-bath-safeguarding-policy/>

### 2.1. Policy Aims

The aim of this policy is to promote good practice by:

- Providing all children and vulnerable adults with appropriate safety and protection whilst in the care of UAO staff
- Allowing all staff/volunteers to make informed and confident responses to specific child protection and safeguarding issues.

## 3. Good Practice when working with children & vulnerable adults

All UAO staff and volunteers should follow the good practice below:

- Treat all children and vulnerable adults equally, and with respect and dignity
- Always put the welfare of children and vulnerable adults first
- Maintain a safe and appropriate distance
- Be an excellent role model
- Give enthusiastic and constructive feedback

### 3.1 Working with children & vulnerable adults in person (either at University premises or at external events)

- Ensure there is no working 1:1 with a child or vulnerable adult in a closed space, always work in an open environment where there are other people
- If contact with the same children or vulnerable adults is sustained/regular, staff and volunteers should have a satisfactory enhanced DBS check
- Where a child or vulnerable adult is working with a member of staff or volunteer in close proximity or for a prolonged period of time then at least one member of staff with a satisfactory enhanced DBS should be present in the room
- At events at the University where a member of school/college staff is not present parental consent (in writing) to act 'in loco parentis' should be collected. Additional information should

also be collected in case the need arises to administer emergency first aid and/or medical treatment

- When attending an external event all policies at that location should be followed

### **3.1.1. Residential stays**

In addition to the details laid out in 'Working with children & vulnerable adults in person' the following should be considered for residential stays at the University:

- For a residential that means staff or volunteers will have sustained contact with students all staff and volunteers should have a satisfactory DBS check
- Staff and volunteers staying in accommodation with children or vulnerable adults should have a satisfactory enhanced DBS check
- Staff, volunteers, children and vulnerable adults will be allocated their own individual bedroom and where possible this will be in accommodation away from other adults not involved with the programme
- Where possible children and vulnerable adults should be accommodated on single sex corridors/flats, with a member of staff of the same gender
- Staff and volunteers should not enter a child or vulnerable adult's bedroom or allow a child or vulnerable adult to enter their bedroom unless in circumstances where it is required for the health and safety of the child, vulnerable adult or of the group or when required for checking the state of the room. In these circumstances always keep the door open and inform other members of staff of the course of action.
- Further guidance about the safeguarding policies for accommodation can be found at <https://www.bath.ac.uk/publications/accommodation-and-hospitality-services-child-protection-policy/>

Where school/college staff are present:

- School/college staff will be responsible for:
  - children and vulnerable adults in their care during travel to and from the University
  - the behaviour of the children and vulnerable adults whilst at the University
  - collecting and maintaining emergency contact details
  - children and vulnerable adults overnight
- University staff and volunteers will be responsible for:
  - Providing a safe environment and staff and volunteers to support engagement in programmed activities
  - Working with school/college teachers if a safeguarding incident is raised
  - Providing a designated member of staff overnight and their contact details will be shared with the school/college teacher.

Where students attend alone:

- There should be an approximate ratio of one member of staff or volunteer to ten children (over 13 years old) or vulnerable adults
- Staff are not responsible for the welfare of children or vulnerable adults on their journey to the University. Participants and their parent(s)/carer(s) are made aware of this in writing prior to the residential stay and give their consent in writing
- Children or vulnerable adults who choose to arrive in Bath by train will be met at Bath Spa station by a member of staff or a volunteer and then returned to Bath Spa station on the final day of the residential

- All children and vulnerable adults will complete an application which should include details of parents/carers and school/college teachers. Permissions should be obtained from both parents/carers and schools/colleges (if event is during term time) before a child or vulnerable adult is allowed to stay at the University.
- A member of University staff will be the designated lead overnight and stay in the accommodation

### **3.1.2. Guidelines for transporting children and vulnerable adults**

If staff from UAO arrange coach transportation for children or vulnerable adults attending an event, the following will be undertaken:

- Use reputable coach companies who are current University of Bath suppliers
- Ensure sufficient staff/volunteers on each coach
- Parents/Carers or school/college staff are issued with detailed information of pick-up and drop-off points and times if appropriate
- If a member of school/college staff is in attendance and using the same coach transportation, to make it clear that it is their responsibility to have accurate information regarding each child (name, parent/carer telephone number, etc). If a member of school/college staff is not in attendance then information regarding each child must be obtained prior to the event and held with the supervisor in charge.

### **3.2. Working with children & vulnerable adults digitally**

- All contact that takes between staff, volunteers and students must take place through the site and is moderated by University of Bath staff
- Personal details should not be shared though the platform. Where possible children and vulnerable adults should use school/college email addresses and staff use their University email address

#### **3.2.1. One off engagement digitally**

##### **Live events using digital platforms (one off)**

Live events could be:

- One to many webinars
- Many to many live 'chats'

Live events should be scheduled during 'sensible' hours in the child or vulnerable adults time zone. Where possible events should not be planned for a time that could present risks for children or vulnerable adults, for example late at night or early in the morning. This may be difficult for open events, but should be considered when planning for a target audience.

##### *One to many webinars*

A member of staff or volunteer presents some information and can control/limit video and voice interactions from participants. Anyone can join.

- Code of conduct should be given verbally by the presenter at the beginning of the webinar
- Children and vulnerable adults should not have video or sound enabled, they should use text based chat to interact with the speaker/other participants
- Text based chat should be live moderated

- Children and vulnerable adults should be asked for the minimum amount of data for reporting and the success of the event

#### *Many to many live chats*

All people within the live digital chat can interact

- Code of conduct should be shared with attendees that gives details of moderation for example what is not suitable such as sharing contact details
- Chats should be text based and live moderated
- Participants should have very basic, non-identifiable information (or be anonymous) shared with other participants

### **3.2.2. Digital Programmes**

Digital programmes consist of more than one digital interaction

- All children and vulnerable adults should agree to and sign a code of conduct (example in Appendix 6) which sets out behaviour online including, but not limited to, dress, location, privacy and reporting procedures
- Permission should be obtained from parents/carers for children or vulnerable adults to use digital platforms prior to them having access
- Digital platforms should provide a space for children and vulnerable adults to work and receive information in a safe manner. No guests or people not related to the programme should be allowed access to the platform
- If the programme will mean a member of staff and/or volunteer will have sustained/regular contact then they will require a satisfactory DBS check
- Contact between staff, volunteers, children and volunteers should not occur during unsociable hours (8pm-8am)
- All staff or volunteers acting as 'mentors' should agree to and sign a code of conduct (example in Appendix 5) before having access to the digital platform
- All contact that takes between mentors and students must take place through the site and is moderated by University of Bath staff and e-mentors.
- Personal details should not be shared though the platform. Where possible children and vulnerable adults should use school/college email addresses and staff use their University email address

#### **Live events during digital programmes**

In addition to 3.2.1 (above) the below is good practice for sustained engagements.

#### *Many to many live video/voice chats*

All people within the live digital chat can interact and use video and voice

- Ensure that all the people in the chat are known to the organisers through an application process or limiting it to people on programmes. No guests should be allowed.
- All children and vulnerable adults should agree to and sign a code of conduct (example in Appendix 6) which sets out behaviour online including, but not limited to, dress, location, privacy and reporting procedures
- Live chats should be recorded by the event organiser and made available to the programme leader/moderator.
- At least two DBS checked members of staff or volunteers should be present at live chats

### **3.2.3. One to one digital interactions**

- One to one interactions between staff and/or volunteers and children and vulnerable adults should be limited to where it is essential
- One to one interactions should be text based and use a system that can save the conversation to allow for moderation
- One to one video calls between children and/or vulnerable adults should be avoided completely and systems should be set up to limit it
- One to one video calls between staff and/or volunteers and children and vulnerable adults should be avoided unless they are recorded and moderated
- Staff or volunteers undertaking one to one interactions should have a satisfactory DBS check

#### **3.2.4. Moderation**

##### *Video/voice chats*

- Live chats will be recorded and the Programme Lead will store them
- If any issues are raised by staff, volunteers, children or vulnerable adults the video will be reviewed and if needed an incident form should be completed and submitted to the DSO
- If not issues are raised then the Programme Lead will select recordings at random on a monthly basis and watch them to ensure no safeguarding issues are present. If needed an incident form should be completed and submitted to the DSO

##### *Text based*

- A member of staff or volunteer will monitor any live text based chat during a live event and remove any content that could cause harm as needed. Users will be warned and removed as necessary
- Attempts by staff, volunteers, children or vulnerable adults to share personal contact details will be removed by staff or mentors
- Where possible filters should be used to limit posts that staff, volunteers, children and vulnerable adults can post for example filtering obscenities, key words such as facebook, key phrases such as email addresses
- Staff and volunteers undertaking moderation will report incidents to the programme leader who will refer to a DSO if necessary
- Times of messages sent by staff, volunteers, children and vulnerable adults will be checked by Programme Leads to ensure they are not sent at unsociable hours (8pm-8am). Warnings will be given as required.

#### **4. Photography/Media Permissions**

UAO staff must ensure that permission for photographs and/or other publicity materials has been obtained from participants' legal parental /guardians if they are under the age of 18. Staff must check whether permission has been granted before allowing any participant to feature in publicity material.

#### **5. Recruitment, Employment and Deployment of Staff and Volunteers**

All reasonable steps must be taken to ensure that unsuitable people are prevented from working with children and/or vulnerable adults. The same procedures should be adopted for volunteers.

#### **6. Data of children and vulnerable adults**

- Only data required for the safety of children and vulnerable adults or for reporting on activity should be collected
- Children and vulnerable adult's data (including their contact details) should be stored securely on a University server

- when working on files containing young people's personal information, computers should be locked each time a staff member moves away from their desk
- hard copies of personal information should be stored in a lockable cabinet and shredded as soon as they are no longer needed
- For more details of collection and storage of data see <https://www.bath.ac.uk/corporate-information/widening-participation-and-data-protection>

### **7. Pre-recruitment checks and references for hourly paid workers**

UAO conducts the following checks for posts involving contact with children and/or vulnerable adults:

- 2 satisfactory references must be obtained prior to appointment
- A self-declaration form must be completed by all student staff (or volunteers) prior to work commencing (see Appendix 3).

In addition to the above, for posts involving regular and unsupervised contact with children and/or vulnerable adults, the following checks are carried out:

- A satisfactory enhanced Disclosure & Barring Service (DBS) check must be carried out prior to starting work. The original DBS certificate must be shown to the member of staff requesting the check as soon as possible (ideally within one week) after being received.

### **8. Training**

Checks are only part of the process to protect children and vulnerable adults. Appropriate training will enable individuals to recognise their responsibilities with regards to their own good practice and the reporting of suspected poor practice and concerns of possible abuse.

- Staff receive Child Protection training prior to work commencing
- Staff receive a copy of the Child Protection Policy
- Staff receive the UAO Code of Conduct which they are required to sign up to (see Appendix 4).

### **9. Reporting/recording incidents**

Guidelines for responding to a suspicion or allegation of abuse are in section 2 of the main University policy.

If any of the following occur:

- If you accidentally hurt a child or vulnerable adult

staff/volunteers should keep a written record of any injury that occurs, along with the details of any treatment given on the accident report form (see Appendix 1) this should be given to the event leader as soon as possible and the event leader should then pass this to a DSO.

Or if any of the following occur:

- If a child or vulnerable adult seems distressed in any manner
- If a child or vulnerable adult seems sexually aroused by your actions
- If a child or vulnerable adult misunderstands/misinterprets something you have done
- If a child or vulnerable adult discloses something to you
- If you suspect that a child or vulnerable adult is being abused.

staff/volunteers should follow the procedure below and report it immediately to one of the UAO DSOs. This should be done by completing the Incident Report Form (Appendix 2) and then speak to a DSO as soon as possible.

#### **9.1. Guidance for staff on actions to take if concerned about the welfare of a child**

It is not the responsibility of UAO staff (or volunteers) to decide whether or not abuse has taken place. However, there is a responsibility to act on any concerns through contact with one of the UAO Designated Safeguarding Officers (DSO). See Appendix 5 for details.

Actions if there are concerns of abuse:

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only.

Responding to disclosure:

1. React calmly
2. Tell the child or vulnerable adult that they are not to blame
3. Take the child or vulnerable adult seriously
4. Keep questions to a minimum (ask open questions)
5. Maintain confidentiality but do not make promises you cannot keep
6. Explain to the child or vulnerable adult that you will have to share your concerns with someone who is in a position to act
7. Make a full record of what has been said, heard and/or seen as soon as possible.

Record Keeping:

It is essential that the details of the alleged abuse are recorded correctly and legibly. An Incident Report Form should be completed (see Appendix 2).

1. Record the date, time and the place where the disclosure took place
2. Make a note of key phrases used –do not interpret words
3. Avoid slang / abbreviations in your own comments
4. These notes and records must be written within 24 hours of the conversation
5. Show the written record to the child or vulnerable adult if possible, and ask them to check for accuracy
6. Give the form to one of the UAO Designated Safeguarding Officers (DSO). See Appendix 5 for details. The DSO will then refer to the University's Safeguarding Officer or Deputy Safeguarding Officer.

**Appendix 1. ACCIDENT REPORT FORM**

This form should be completed following an accident, injury or in the event that someone is unwell. The form should be completed as soon as possible after the event and then passed to the event/programme leader in UAO.

Name of person completing form			
Date		Time	
Event			

Name of person/people involved in incident/accident			
Description of incident/accident			

Actions taken and by whom			
Medical Treatment given			
Name and position of person administering treatment		Signature of person administering treatment	

Follow-up action required			
Other comments			

Signature of Person/people involved in incident			
Signature of person completing the form			

Please pass this form to a member of staff in UAO.

Name of staff member		Date received	
<b>Staff members must refer to the Accidents, Incidents and Emergencies information here and complete the incident report form if necessary:</b> <a href="http://www.bath.ac.uk/hr/stayingsafewell/accidents-emergency/index.html">http://www.bath.ac.uk/hr/stayingsafewell/accidents-emergency/index.html</a>			
Completed and returned University Health Safety and Environment (UHSE) Incident Report Form?		Yes / No (please circle)	
If yes, please specify date returned to UHSE		If no, please give reason	
Signature			

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**Appendix 2. Incident Report Form**

Your Name:
Your position:
Child's Name:
Date and time of any incident:
Your observations:
Exactly what the child said and what you said: do not lead the child- record actual details. Do not ask any questions, except to clarify what has been said. Continue on separate sheet if necessary.
Action taken so far:
Date and time reported to Student Recruitment & Admissions Designated Safeguarding Officer (DSO)
Signature:
Date:
<b>Please forward this form to one of the Undergraduate Admissions and Outreach DSOs</b>

<b>The DSO must complete this section:</b>	
Full name	
Please list any actions taken as a result of receiving this form:	
Date you received this form	

<b>Signature:</b>
<b>Print name:</b>
<b>Date:</b>

**This form must now be forwarded to the University of Bath's Safeguarding Officer or Deputy Safeguarding Officer.**



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## Appendix 4. Code of Conduct for UAO Casual Outreach Ambassadors

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*This Code of Conduct is designed to protect you as staff, the people you work with, and the schools and colleges in which you may visit in your capacity as an Outreach Ambassador*

As a member of Casual Student Staff working for UAO you will work within the University's policies and practices in respect of Safeguarding, Equal Opportunities and Health & Safety. All Casual Student Staff are expected to familiarise themselves with the following:

- Student Recruitment & Admissions Safeguarding & Child Protection Policy
- University of Bath Safeguarding policy: <https://www.bath.ac.uk/publications/university-of-bath-safeguarding-policy/>
- University of Bath Equality & Diversity Policies: <http://www.bath.ac.uk/equalities/policiesandpractices/index.html>
- University of Bath Health & Safety policy: <http://www.bath.ac.uk/hr/hrdocuments/staying-safe-well/policies/statement-intent.pdf>
- University of Bath Manual Handling Policy: <http://www.bath.ac.uk/hr/hrdocuments/staying-safe-well/policies/manual-handling.pdf>

### **Safeguarding**

Student staff should refer to the Undergraduate Admissions & Outreach (UAO) specific Safeguarding and Child Protection policy in the first instance when dealing with any concerns or procedures. Links to these policies are provided above.

You have a responsibility to protect and safeguard the welfare of children (under the age of 18) and adults in a vulnerable situation. This means:

- You must never exchange personal contact details (this includes mobile phone details, address, e-mail address and social network details).
- Always work in an open environment.
- Avoid unnecessary physical contact with children (under 18) & adults in a vulnerable situation. Avoid inappropriate familiarity with children (under 18) & adults in a vulnerable situation
- Always act upon and record allegations/reports of abuse.
- Always report potential concerns/allegations/reports of abuse made by Children (under 18) & adults in a vulnerable situation to a Designated Departmental Safeguarding Officer for UAO
- Never invite Children (under 18) or adults in a vulnerable situation or visit them at their home.
- You must complete an Incident Report form if you suspect the young person is being abused or in danger or breaking the law
- You will discuss any concerns with a UAO DSO.

### **Equality & Diversity**

All people must be treated fairly irrespective of their age, disability status, gender, marriage/ civil partnership, pregnancy/maternity status, race, religion and belief, sexual orientation and transgender status. This means working with & respecting all people regardless of their background and beliefs. You should make yourself familiar with the Equalities policy (see above for website link).

### **Health and Safety**

You have a duty to safeguard your own Health & Safety when at work, but also that of those you work with during the day. This means:

#### **For on-campus events:**

- You should make sure you are familiar with the H&S policy including first aid and fire procedures
- You should make sure the place you work in is safe for you and the young people/visitors
- Alert the event organiser (or security) to any hazards
- You must make sure that any accidents/injuries/incidents are reported immediately to the member of university staff organising the visit and using an accident report form. The event organiser will then contact Security to report the accident/incident. *If the member of university staff in charge of the visit is not present, contact Security yourself. The telephone number: 01225 385349 (in an emergency call 01225 383 999 (or 666 using an internal landline).*

#### **For off-campus events**

- Make sure you are familiar with fire evacuation routes
- Alert the event organiser (at the school/college or venue) to any hazards
- Make sure that your area/workplace/stand is safe for you and young people/visitors
- Handle boxes and stands with care – following the manual handling policy as set out here: <http://www.bath.ac.uk/hr/hrdocuments/staying-safe-well/policies/manual-handling.pdf>
- Make a record of any accidents or injuries on an accident report form and give to your University of Bath line manager as soon as possible. If any serious accidents or injuries occur while you are working on an off-campus event, please contact the event leader as soon as possible (or ask someone to call for you if you are unable to do so).

### **Professional Behaviour**

- Dress appropriately at all times (for both on and off campus events)
- Arrive on time as instructed by the event organiser and to the specified location (inform the event organiser if you experience any delays)
- Avoid using jargon/complicated terminology and/or assuming prior knowledge
- Be friendly, warm and welcoming to all visitors but not over-familiar and maintain professionalism at all times
- Listen to, and follow, information and instructions given to you by any members of university staff working on the event (or other event organisers if working off campus)

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**Please sign to confirm that you:**

- **Have read and understood your responsibilities**
- **Will abide by this Code of Conduct**
- **Have never had any conviction of child abuse, or one pending**
- **Know of no reason why you should not work with young people or vulnerable adults**
- **Confirm that you have read and understood the policies listed above.**

Name:

Signature:

Date:

## **Appendix 5**

### **Code of Conduct for Mentors (digital programmes)**

The University of Bath understands the importance of young people being able to use the internet for education and personal development. This includes social media platforms, games and apps. We aim to support young people in making use of these in our work. However, we also recognise that safeguards need to be in place to ensure they are kept safe at all times.

Please contact us on [outreach@bath.ac.uk](mailto:outreach@bath.ac.uk) if you have any questions or need further clarification.

As a mentor on a digital programme you are expected to demonstrate good conduct and integrity in your work, for your protection and that of the learners you support. Our expectations of you are detailed in the training, resources and support we provide, and are summarised in this Code of Conduct, which mentors are required to sign before they commence work with young people. Please speak to the Programme Leader if you have any questions or need further clarification.

#### **Safeguarding & Confidentiality**

- I have attended Ambassador training and understand the information given to me, including the specified safeguarding training and requirements
- I have received a copy of, and understand, the UAO Safeguarding Policy
- I have received a copy of, and understand, the Safeguarding Statement which covers the Pathway to Bath, On Track to Bath and Discover Bath schemes
- I know who the Designated Safeguarding Officers (DSO) are and how to connect with them
- I understand that there may be situations where I may be legally required to report a situation (such as any child protection or illegal activity concerns) detailed in the Safeguarding policy
- I will not release my personal details to students on any programme (including my email address, address, telephone number or social media accounts)
- I will not, under any circumstances, try to connect with students outside of the programme for example on social media.

#### **Equal Opportunities and Anti-Racism**

- I will demonstrate a commitment to equalities by engaging in honest discussions with the young people involved about discrimination and other relevant issues.

#### **Commitment and Reliability**

- I will endeavour to be a good role-model to the young people I commit to contributing to the programmes as required
- I will inform the Programme Leader as soon as feasibly possible if I am unable to contribute in any given week due to illness or other commitments
- If delivering my mentoring commitment becomes difficult I will contact the Programme Leader before taking any action, and will endeavour to arrange a final session with my learner/s to explain why I cannot continue

#### **Professional Behaviour Online**

- I will be responsible for my behaviour when working using Microsoft Teams or Moodle, this includes the resources I access on the internet and the language I use.
- I will not deliberately browse, download or upload material that could be considered offensive or illegal. If I accidentally come across any such material, I will report it immediately to the Pathway to Bath, On Track to Bath or Discover Bath Programme Leader.

- I will not send anyone material that could be considered threatening, bullying, offensive or illegal.
- I will not take any photos or videos of any of the students, e-mentors or University staff (unless instructed by the Programme Lead for safeguarding purposes)
- I will not reveal my passwords to anyone.
- If I am concerned or upset about anything related to Pathway to Bath, On Track to Bath or Discover Bath, or any messages that I receive, I know I should contact the relevant Programme Leader and or DSO.
- If I contribute to an arranged 'Live Chat' with video facility then I will ensure that I am dressed appropriately (smart casual wear, culturally sensitive, suitable for age of audience, no rude slogans, etc)
- If I contribute to an arranged 'Live Chat' with video facility then I will ensure that my background does not reveal my location, and that it looks professional and not offensive in any way. I will endeavour to be positioned in a communal area of my home.
- If I am engaged in a 'Live Chat' with video facility then I will not allow any other members of my household to be seen or heard on the live chat
- I understand that 'Live Chat' will only be scheduled to take place between the hours of 9am - 5pm (Mon – Fri) and will be scheduled so as not to interfere with mealtimes (avoiding 12-2).
- I understand that 'Live Chat' will be recorded and backed up by the Programme Leader(s) so that if any issues arise the video can be reviewed
- I understand that 'Live Chat' will be kept to a maximum of 45 minutes so that it doesn't negatively impact on the users' day
- If a student, e-mentor or member of university staff invites me to engage with another member of their household (sibling, etc) then I will politely decline and feel empowered to leave the live chat if necessary
- If I have any concerns about the content, language, tone or frequency of any messages or interactions that I have with students or other e-mentors then I will notify the Programme Leader and/or DSO immediately.
- I will not contact students before 8am or after 8pm.
- I will not have 1:1 video or voice meetings with students

I understand that my activity on the online platform (Microsoft Teams for the Pathway to Bath and Discover Bath and Moodle for On Track to Bath) will be monitored and logged and can be made available to the Programme Leaders. I understand that these rules are designed to keep me safe and that if I choose not to follow them, the University of Bath may remove me from the programme and/or remove me from the role of Ambassador.

**Signed:** \_\_\_\_\_

**Print:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## **Appendix 6**

### **Code of Conduct for Bath Students (digital programmes)**

The University of Bath understands the importance of young people being able to use the internet for education and personal development. This includes social media platforms, games and apps. We aim to support young people in making use of these in our work. However, we also recognise that safeguards need to be in place to ensure they are kept safe at all times.

Please contact us on [outreach@bath.ac.uk](mailto:outreach@bath.ac.uk) if you have any questions or need further clarification.

#### Safeguarding and Confidentiality

- I will not release my personal details to others on Pathway to Bath, On Track to Bath or Discover Bath (including my email address, address, telephone number or social media accounts)
- I will not, under any circumstances, try to connect with e-mentors or University staff outside of the programme for example on social media.
- I will contact the Programme Leader if I have any worries or concerns.

#### Commitment and Reliability

- I commit to contributing to the programmes as required
- I will inform the Programme Leader as soon as feasibly possible if I am unable to contribute in any given week due to illness or other commitments

#### Professional Behaviour Online

- I will be responsible for my behaviour when working using Microsoft Teams or Moodle, this includes the resources I access on the internet and the language I use.
- I will not deliberately browse, download or upload material that could be considered offensive or illegal. If I accidentally come across any such material, I will report it immediately to the Pathway to Bath, On Track to Bath or Discover Bath Programme Leader.
- I will not send anyone material that could be considered threatening, bullying, offensive or illegal.
- I will not take any photos or videos of any of the students, e-mentors or University staff
- I will not reveal my passwords to anyone.
- If I am concerned or upset about anything related to Pathway to Bath, On Track to Bath or Discover Bath, or any messages that I receive, I know I can contact the relevant Programme Leader.
- If I contribute to an arranged 'Live Chat' with video facility then I will ensure that I am dressed appropriately (smart casual wear, culturally sensitive, no rude slogans, etc)
- If I contribute to an arranged 'Live Chat' with video facility then I will ensure that my background does not reveal my location, and that it looks professional and not offensive in any way. I will endeavour to be positioned in a communal area of my home, or if I am in a bedroom then I will leave the door open.
- If I am engaged in a 'Live Chat' with video facility then I will not allow any other members of my household to be seen or heard on the live chat
- I understand that 'Live Chat' will only be scheduled to take place between the hours of 9am - 5pm (Mon – Fri) and will be scheduled so as not to interfere with family mealtimes (avoiding 12-2).
- I understand that 'Live Chat' will be recorded and backed up by the Programme Leader(s) so that if any issues arise the video can be reviewed

- I understand that 'Live Chat' will be kept to a maximum of 45 minutes so that it doesn't negatively impact on the users' day
- If a student, e-mentor or member of university staff invites me to engage with another member of their household (sibling, etc) then I will politely decline and feel empowered to leave the live chat if necessary
- If I have any concerns about the content, language, tone or frequency of any messages or interactions that I have with students or other e-mentors then I will notify the Programme Leader immediately.

I understand that my activity on the online platform (Microsoft Teams for the Pathway to Bath and Discover Bath and Moodle for On Track to Bath) will be monitored and logged and can be made available to the programme leaders. I understand that these rules are designed to keep me safe and that if I choose not to follow them, the University of Bath may contact my parents/carers and/or remove me from the programme.

Student signature.....

Student Name.....

Date .....

Pathway to Bath / Discover Bath / On Track to Bath (please circle which programme you are on)

**Appendix 7**  
**Undergraduate Admissions and Outreach (UAO)**

**Designated Safeguarding Officers (DSOs)**

1. Stephanie Gan, Campus Events Team Manager, [S.A.Gan@bath.ac.uk](mailto:S.A.Gan@bath.ac.uk) or 01225 383554
2. Sam Wenman, Outreach Manager, [S.J.Wenman@bath.ac.uk](mailto:S.J.Wenman@bath.ac.uk) or 01225 384832
3. Andrew Ross, Head of Widening Access & Participation, [A.J.Ross@bath.ac.uk](mailto:A.J.Ross@bath.ac.uk) or 01225 385418
4. David Howells, Head of Undergraduate Admissions, [D.I.Howells@bath.ac.uk](mailto:D.I.Howells@bath.ac.uk) or 01225 384555
5. Robbie Pickles, Head of Undergraduate Student Recruitment, [rpgp20@bath.ac.uk](mailto:rpgp20@bath.ac.uk) or 01225 386829
6. Mike Nicholson, Director of Undergraduate Admissions and Outreach, [mn458@bath.ac.uk](mailto:mn458@bath.ac.uk) or 01225 386900