



Passion2Dance Academy Policies

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1) Customer Care

Our policy is to provide and maintain the best possible service to our students, teachers and the members of public. We take pride in providing a professional service whilst inspiring the highest level of trust. Staff will be professional at all times and show:

- Courtesy in all circumstances
- Accuracy in what they do
- Accountability for the quality of service they deliver
- Integrity in all their dealings
- Consideration for the needs of customers
- Promptness in all their actions, keeping people informed of progress

Communication

Staff will be committed to:

- Making sure that our buildings are accessible, clean and tidy
- Greeting visitors and identifying themselves (COVID-19 Dependant)
- Making sure our staff identify themselves
- Listening to you and responding to your needs via forms of communication
- Being welcoming, courteous and helpful at all times
- All telephone calls shall be answered promptly and in a professional and courteous manner.
- Communication in the form of a letter or email shall be written in a professional and courteous manner. The written response to internal or external correspondence shall be clear, informative and timely.

Complaints

We will try to deal with your complaint quickly and fairly and to ensure that you feel you have been listened to and understood. The complaint will be investigated fully and objectively by the Principal / Studio Manager. Just as importantly, knowing how and why things have gone wrong is valuable information in helping us to improve our services, and make best use of our resources.

If you have a concern or complaint, please contact us via email at info@passion2dance.co.uk

2) Health and Safety Policy

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our staff, pupils and members of the public and to provide such information, training and supervision as they need for this purpose. Where reasonably practicable, this policy will seek to provide and encourage:

- A safe place to work and safe access to and from it
- Safe arrangements for the use, handling, maintenance and storage of equipment
- Sufficient information, instructions, training and supervision to ensure all employees are well equipped to avoid hazards and contribute positively to effective Health and Safety at work
- The policy will be kept up to date and reviewed to ensure our responsibilities are met in relation to: Health & Safety at Work Act (1974), Management Regulations (1999) and other relevant current legislation

Responsibilities for Staff:

It is the responsibility of all staff to help maintain the safety and security of the pupils and the working and dancing environment. This includes being aware of the risks, knowing the appropriate action to take and identifying any potential safety issues. Each member of the teaching staff within the organisation has a duty to exercise care and attention with regard to their own safety and that of their pupils. Under this responsibility, each teacher shall:

- Ensure reasonable care is taken during their work activities to avoid accidents or injuries to themselves, pupils and any other members of public within the building
- Ensure following COVID-19 guidelines
- Observe all safety instructions and procedures incorporated in this document
- Report all potential hazards affecting Health and Safety to the Principal
- Report all accidents in the appropriate manner and record in the accident book
- Aware of policies

Accidents and First Aid

All accidents will be reported to a member of Passion2Dance Academy staff and recorded in the accident book. Unless there is good reason, First Aid should not be administered without the permission of the child's parent or accompanying adult. A child cannot give consent. If the parent is not at the premises, we will use all available methods of communication and try and make contact. However, if a child is alone and seriously injured or unconscious, the situation will need to be dealt with immediately. If at all possible, treatment shall only be given by a trained First Aider and will be undertaken in full PPE.

Provided this does not in itself put the child at risk, we will try to administer First Aid with another adult present. Any treatment should be as little as necessary without threatening the child's wellbeing. If a child needs a doctor or hospital, the emergency services will be contacted.

For minor injuries, we may not offer any medication, including antiseptics or pills of any kind. If you have any doubts about helping someone to use their own medication, phone National Health Service Direct on 111 or the emergency services.

Safety Checks

Correct storage of equipment is vital in the role of minimising risks. Any equipment not being used is a potential risk. Every piece of equipment that is being used must be checked at the beginning of the dance lesson to ensure its safety. In addition, care must be taken to:

- Storage of equipment– make sure that all equipment/resources used are safely and securely stored after each lesson
- Report any damaged equipment to the Dance Principal or Studio Manager immediately, for repair or replacement
- Setting up of equipment must be comprehensive, correct and safe
- Use of safety mats - where appropriate, safety mats to be used appropriately
- Equipment use - when using equipment, ensure that pupils are shown how to use the equipment correctly and safely
- Supervision - ensure that no pupil is able to access equipment without supervision
- Floor – ensure floors are clean with foreign bodies removed
- Mirrors – ensure mirrors are unbroken
- Plug sockets – ensure they are safe with no wire showing
- Curtains – any falling/fallen down
- Ensure doors and exits are secure and that there is nothing blocking emergency exits
- Lighting and light switches – identify any that are not working or loose

3) Fire Safety

Passion2Dance Academy operates a no smoking policy in its premises. All staff will be advised of the fire action procedure, location of fire alarms and fire exits at their induction. Fire evacuation drills are arranged by the Dance Principal or Studio Manager and practiced with records maintained. Fire alarm points have a regular operational check, ensuring each point is operated in turn over an annual period. The Principal or another staff member of Passion2Dance Academy will complete a roll call and liaise with Fire Service personnel.

Fire Evacuation Procedure

In the event of discovery of a fire, activate the fire alarm. Your main responsibility is to help supervise the safety and orderly evacuation of pupils and any other people in your vicinity. Keep calm. Try to keep others calm. Do not prolong your evacuation but on passing check all the corridors, toilets etc. to make sure no one is left behind.

- Evacuate pupils in your class from the building immediately on hearing the alarm by using the nearest fire exit. If possible take a quick head count. Under no circumstances must you stop to collect any personal belongings or equipment
- Assemble at the fire point and supervise an orderly and quiet line
- The designated Fire Safety officer (Dance Principle or Studio Manager) will take the register and wait for further instructions – any absences or concerns should be reported immediately to Dance Principal or member of staff
- Do not re-enter the building until you are informed to do so
- Please see Risk Assessment for guidance on evacuation and social distancing

Security Procedure

Any unidentified person seen on the premises must be reported to the Principal or staff member. Any person who is not the primary contact/pick up for the child, who arrives to collect a child who is unknown will have to wait for a member of staff to contact primary contact to get more information and will be required to show identification. If they do not have identification, we will not let the child go and we will inform parent and ask for some other security questions and descriptions of persons collecting.

4) Children and Vulnerable Adult Protection Policy

Policy Statement

We recognise that we have an explicit duty to safeguard and protect children from abuse as defined in the Children Act 2004 and the Education Act 2002. Everyone at our studio shares an objective to help keep children, young people and vulnerable adults safe by:

- Providing a safe environment to learn in
- Identifying and responding to children, young people and vulnerable adults in need or support and / or protection
- Supporting children's development in ways which will foster a sense of self-esteem and independence
- Fostering a learning environment in which every pupil feels valued and able to articulate their wishes and feelings in their preferred method of communication in an atmosphere of acceptance and trust.

We will endeavour to ensure that children and vulnerable adults are protected from harm while they visit or are attending classes on our property. We will do this by:

- Making sure our staff are carefully selected and ensure all staff (including teaching staff, administrators and ancillary staff) undergo an Enhanced DBS check
- Establishing and maintaining an ethos where children and young people feel secure and are encouraged to talk and are listened to

- Taking all reasonable steps to ensure the health, safety and welfare of any child or vulnerable adult in contact with us
- Not physically, emotionally or sexually abusing any child or vulnerable adult in contact with us
- Taking all reasonable steps to prevent any staff member, persons working for us or member of the public from putting any child or vulnerable adult in a situation in which there is an unreasonable risk to their health and safety
- Taking all reasonable steps to prevent any staff member, persons working for us or member of the public from physically, emotionally or sexually abusing any child or vulnerable adult
- Reporting to the Principal, Studio Manager or other designated employee any evidence or reasonable suspicion that a child or vulnerable adult has been physically, emotionally or sexually abused in contact with us or anyone in our Studio
- Implementing this policy in conjunction with our Health and Safety guidelines already in place
- Ensuring that everyone that working or applying to work for this Studio is to be made aware of our policy for children's welfare. Furthermore, this document will be issued to all staff and other people who are likely to have contact with children as part of their work with us.
- Keeping copies of the policy will be held at the Studios.

5) Company Photography Policy

By enrolling at Passion2Dance Academy you accept that any photographs or video recordings taken in the course of classes or performances may be used for publicity purposes including our websites or on our Facebook page. Passion2Dance Academy will adhere to the following Rules and Guidelines with regards to Photography and Filming:

- Images of children posted on www.passion2dance.co.uk will have no name associated to an image.
- To reduce the risk of inappropriate use of images only images deemed suitable will be used.
- Anyone with any complaints about images posted on the website can speak to the Dance Principle and the images will be removed.
- Anyone concerned about inappropriate use of images can report the matter to the Passion2Dance Academy dance principle and procedures will be followed to report the matter to the appropriate authority.
- Students/parents/carers are not allowed to record or take photos during classes or performances or an event. This is to avoid any inappropriate or intrusive photography. Any child or parent who has concerns regarding inappropriate or intrusive photography must report their concerns to the Dance Principle who will act in the same manner as they would with any other child protection concern.

6) Roles and Responsibilities

These guidelines apply to a situation involving children and young people up to age 18, whether or not accompanied by adults. We also recognise that vulnerable people of any age will benefit from similar safeguards. Wherever guidelines refer to children, this broader meaning applies

General Duties for Staff

In regard to the safety and welfare of children and similarly vulnerable people all staff are required to:

- Undergo an Enhanced DBS
- Take all reasonable steps to protect children from hazards
- Strictly observe the code of behaviour in this document
- Undertake first aid training and COVID019 training
- Take appropriate action if an accident occurs
- Take all reasonable steps to prevent abuse of children in contact with anyone within the studio
- Report any incident or suspicion of abuse

Roles and Responsibilities

- Safety of participants and staff is of prime consideration at all times
- All accidents involving anyone should be recorded in the studio's accident book immediately or as soon as practicably possible
- Staff will be responsible for familiarising themselves with building/facility safety issues, such as, fire procedures, location of emergency exits, location of emergency telephones and first aid equipment
- Staff will be responsible for reporting suspected cases of child abuse to the named responsible person and/or agencies
- All staff are expected to promote, demonstrate and incorporate the values of fair play, trust and ethics throughout their activities
- All staff should ensure that they are adequately insured, to protect against claims of negligence through their own personal insurance if acting as a self-employed agent

Code of Behaviour

People working at Passion2Dance Academy must always observe the following requirements where children, young people or similarly vulnerable people are concerned.

- Behave professionally
- Treat everyone with respect
- Communicate at an appropriate level
- Be aware of policy and procedures
- Report any suspicions within our guidelines
- Be aware, approachable and understanding

Code of Professional Conduct

This is the recommended Code of Professional Conduct and Practice prepared by the Council for Dance Education and Training to guide teachers and instructors on issues of good practice:

- Behave with integrity in all professional and business relationships. Integrity implies not merely honesty but fair dealing, courtesy and consideration
- Strive for objectivity in all professional and business judgements not accept a teaching post or undertake work for which he or she is not competent or qualified
- Carry out his or her professional work with due skill, care and proper regard for the technical and professional standards expected of him or her
- Uphold and enhance the good standard and reputation of the profession
- Work in a collaborative and co-operative manner with other dance professionals and organisations
- Not attempt to influence or intimidate any examiner at any examination or a judge at a competition
- Work in an open and co-operative manner with students and families
- Ensure that students and members of the public are not discriminated against on the grounds of sex, race, colour, religion, age, disability, national or social origin or other status
- Assist professional colleagues, in the context of his or her own knowledge, experience and sphere of responsibility, to develop their professional competence
- Undertake continuing professional development to ensure knowledge and practice remains current as required by his or her individual awarding body(ies) and/or employers
- A teacher should ensure that no action or omission on his or her part, or within his or her sphere of responsibility, is detrimental to the interests or safety of students.
- Always act in such a manner as to promote and safeguard the interests and well-being of students
- A teacher should ensure that confidential information obtained in the course of his or her professional work should not be used for personal advantage or be disclosed without the consent of the pupil or parent, except where there is a legal right or duty to disclose. A teacher should be aware of and abide by current data protection legislation.

Child Abuse Guidelines

The NSPCC has a written document which outlines the requirements for professionals reporting child abuse in the United Kingdom. To read this information, please follow the link below:

www.nspcc.org.uk/Inform/research/questions/reporting_child_abuse_wda74908.html

Further Information

All Social Services Departments have an Area Child Protection Committee, (ACPC).

The NSPCC is a registered charity established to prevent cruelty to children. Help line for concerns about a child's welfare. 0808 800 5000 [24 hours], website www.nspcc.org.uk.

Links to specific information about Children and Vulnerable Adult Policy can be found by visiting:

www.nspcc.org.uk/Inform/research/questions/answers_wda48954.htm