



## Safeguarding is everyone's business

Everyone we work with has the right to be protected from harm and abuse.

Together we can protect and prevent.

To report a concern speak to **customer service team** or contact:

**Deepanjali Shrestha**, Focal Point for Child Protection, British Council Nepal  
[Deepanjali.Shrestha@britishcouncil.org.np](mailto:Deepanjali.Shrestha@britishcouncil.org.np)

**Pranish Mali**, Alternate Focal Point for Child Protection, British Council Nepal  
[Pranish.mali@britishcouncil.org.np](mailto:Pranish.mali@britishcouncil.org.np)



Call: + 977 1 4237700

Child helpline: 1098

[www.britishcouncil.org.np](http://www.britishcouncil.org.np)

Student Parent Handbook  
on  
Child Safeguarding

12 February 2020

A child is defined as anyone **who has not reached their 18<sup>th</sup> birthday** irrespective of the age of majority in the country where the child is, or their home country.

Although the national law in the country we are working in may have a different age at which a child is considered an adult, or have a different age at which a child can give consent or is responsible, we use the definition of a child according to UK and international law. This is because we are a UK organisation working internationally. This comes from the **UK Children Act, 1989 and United Nations Convention on the Rights of the Child, 1989**.

The United Nations Convention for the Rights of the Child is the international framework which sets out the specific rights of children; it is the most widely ratified international human rights instrument which over 190 countries have signed.

Over recent years, there has been increasing recognition that abuse of children can and does happen in organisations and therefore a growing acceptance of the potential risks to children. To manage the risk, it is essential to understand our risk appetite, its threat source and the level of risk associated in our work with children to help put in place effective counter measures to mitigate against it.

#### **VISION STATEMENT:**

Our child protection vision is to enable the Council to achieve a child safe environment with an emphasis on ensuring a proactive culture and safe practice in the organisation. The strategy seeks to develop a common understanding of child protection issues and how it relates to our work, develop good practice across the diverse and complex areas in which we operate and increase our accountability in this area.

The strategy proposes that the introduction of a child safe programme will make a significant contribution to a positive culture change in the Council by supporting a shift from reactive to proactive child safe working practice. It helps us meet minimum international child protection standards on keeping children safe and regulatory requirements.

#### **OBJECTIVE OF THE HANDBOOK:**

Teachers and staff will introduce the children to various British Council policies and code of conduct and explain what is expected as well as introduce them to acceptable behaviours while working with British Council. The students and parents will be able to understand their rights and raise pupil voice when engaged in various activities.

# ZERO TOLERANCE

## APPROACH TO CHILD ABUSE

The British Council believes that YOU are important, and we take your safety and happiness very seriously. We have a Child Protection Policy describing the steps we will take to keep you safe.

## HOW WE WILL WORK WITH YOU

- We will involve you in making decisions
- We will treat everyone equally
- We will respect and value you
- We will work with other people who can help you
- We will take keeping you safe seriously
- It is important to us that every student who studies here can do so happily
- We always listen to any student who is not happy with their course, however small the problems may seem.
- We promise to investigate any problem seriously, discretely (you do not need to worry that the other students will know) and most of all fairly

## WHAT WE WILL DO WHEN YOU ASK FOR HELP

Children and young adults have the right to feel secure and protected from any threatening situation that comes from an adult or another child.

If you are worried about anything, or there is something that makes you feel bad, threatened or unsafe, please do not hesitate to talk to your teacher or any adult member of staff in the centre

**We can only help you if you tell us. We will always be on hand to listen and help. You should never have to face this situation alone. Anyone who tells us about their concerns will not get into trouble, including if they report a staff member for bad behaviour.**

## CHILD PROTECTION CODE OF CONDUCT

All British Council staff<sup>1</sup> who work with children must sign up and abide by this Code of Conduct.

### ALWAYS:

- Listen to and respect children, empower them and let them participate in planning and delivering activities as much as possible
- Be aware of situations which may present risks for children and take appropriate actions
- As far as possible, be visible when working with children
- Consider your physical appearance at work. Adults working with children should dress appropriately for the task undertaken
- Contribute to ensure a sense of accountability amongst staff so that poor practice or potentially abusive behaviour does not go unchallenged
- Report any concerns you may have about the protection or wellbeing of a child/children to your Child Protection Focal Point, line manager or the corporate Child Protection Team
- Observe confidentiality and not talk about any situations of actual or suspected abuse that occurs except in accordance with this policy. This is necessary to protect the privacy of those involved
- If you are arranging or participating in an event or trip where children are present, you MUST read *[Trips & Events: Child Protection Checklist](#)*
- Teachers are encouraged to use the document *[Code of Conduct for Children](#)* to develop positive classroom environments and prevent bullying. Teachers are also encouraged to consult the child protection intranet for resources on anti-bullying and positive discipline

### NEVER:

- Hit or otherwise physically assault or abuse children
- Act in ways meant to shame, humiliate, belittle or degrade children
- Show differential treatment, or favour particular children to the exclusion of others
- Use language or make suggestions which are inappropriate, offensive or abusive
- Spend excessive time alone with children away from others
- Develop relationships with children which could in any way be seen as exploitative or abusive
- Develop intimate sexual relationships with children
- Pay for sexual services, of any kind, at any time, with anyone under the age of 18 years old, even if the age of sexual consent in the country is under 18 years.
- Expose children to pornographic materials in electronic or any other form
- Permit children to take part in activities that are illegal, unsafe or abusive
- Whilst working:
  - take or condone the taking of illegal drugs
  - drink alcohol when with children (or prior to contact)
- Sleep in the same room as a child if this has not been agreed by their parent/guardian
- Invite, or allow, a child you have met through work into your home
- Offer to transport a child alone in a car
- Enter a child's private home unless there is a responsible adult present.

---

<sup>1</sup> 'Staff' is defined as anyone who works for the British Council, either in a paid or unpaid, full or part time capacity. This includes directly employed staff, trustees, contractors, agency staff, consultants, volunteers and interns.

- Use personal email accounts, social networking sites, mobile phones or other means of communication to contact children. Always use business email accounts and copy in parents when sending out communication to children.
- Take photos of children participating in British Council activities without getting consent from the child when possible. Consent always needs to be given in writing by the parent/carer.
- Let allegations go unreported, including any made against them
- Agree to keep any information relating to the abuse of a child confidential. They should always follow the procedures for reporting concerns

**This is not an exhaustive or exclusive list. The principle is that staff should avoid action or behaviour which may constitute poor practice or potentially abusive behaviour.**

## ANTI - BULLYING POLICY

At the British Council, Nepal we want to provide a safe and welcoming environment for our students and staff. Bullying of any kind is unacceptable at the British Council. If your child is bullied or sees bullying, we encourage them to tell a staff member, someone in customer services. Any bullying will be taken seriously and dealt with promptly and effectively.

### WHAT IS BULLYING

Bullying is behaviour which consists in physical or verbal aggressions from a student or students towards another student and/or this student or these students place themselves in a **position of superiority**. This behaviour is **repeated, continued over time and deliberate**. Bullying is deliberately and repeatedly hurting others. We recognise that bullying comes in many forms. Some of these include:

- physical: hitting, pushing, kicking, biting, taking other students' things etc.
- verbal: name-calling, laughing at others' mistakes, saying nasty things to people etc.
- indirect: ignoring a classmate, whispering about someone etc.
- cyber: indirect or verbal bullying using mobile phones (SMS) and internet (social networks, emails, etc.).



**Please, do not deal with bullying yourself in class.  
SPEAK UP and tell a teacher. DON'T BE A BYSTANDER.**

**Bullying does not just mean hitting. It can include:**

- Name calling
  - Deliberately excluding someone (e.g. not letting someone sit with you)
  - Spreading rumours about someone
  - Taking someone's things without permission
  - Kicking, pushing, punching
  - Saying nasty things to you
  - Sending nasty text messages
  - Using the internet to threaten you (Instagram, Snapchat, Ask etc.)
- And any number of other small cruelties



**Bullies just want to make you scared of them.  
DON'T LET THEM SCARED YOU.**



## WHY IS IT IMPORTANT TO RESPOND TO BULLYING?

Children come here to learn and in order to do so they need to feel safe in the classroom. If they feel threatened in any way they will not learn and may not want to attend courses or come to the British Council. Children, especially at a younger age, are susceptible to emotional and physical distress and the impacts of bullying can have profound and deeply felt effects on their personal and academic development.

## REPORTING BULLYING

There are many reasons why children do not report bullying. The reasons include: lack of child sensitive reporting and response mechanisms, lack of actions by adults to follow up on children's reports, fear of retaliation, lack of confidentiality to name a few. Therefore, it is important that there is a child-sensitive reporting mechanisms which means that children know what and who to report to, the mechanism is accessible to all children at all time, the information shared by children or even adults is dealt in confidence and of course adult take actions to prevent and respond to reports.

Due to lack of comprehensive child protection system, it may be difficult to reporting bullying externally. However, reporting mechanisms can be set up at community, schools or work setting to deal with child protection concerns including bullying.

In order to set up a school-based mechanism, you can identify member of the child protection committee which can also include girls and boys as members in addition to teachers, school management and school councils' representatives.

The committee can develop a reporting mechanisms, which can include letting children know who are the members of committee to whom children can report their concerns, place feedback boxes and children can write and share their concerns but remember to have a transparent process for opening and responding to concerns!

When a child shares a concern of being bullied, follow the good practice of:

### 1. Receive: Ask

- When and where did the bullying happen?
- Who was involved?
- How often does it happen?
- When did it start?
- Were there any witnesses?

### 2. Reassure

- Praise the child for being brave enough to share his or her bullying incident and reassure the child that it is not his or her fault.
- Reassure the child's confidentiality.

### 3. React

- Take every report seriously
- Supervise the child closely to ensure no retaliation takes place.



- Monitor the behaviour of the bully and the safety of the victim on a school – wide basis.
- Make sure to follow up on the report.
- Investigate the incident reported and take the necessary steps to deal with the bullies.

#### **4. Record and respond**

- Enlist the help of parents, school staff and even fellow classmates to find out more about the bullying incidents, the people involved and the best way to overcome the issues.
- Encourage the victim to get help from the school counsellor if necessary.
- Provide support by accompanying the child to see the school counsellor.
- Follow up with the parents and the school counsellor until the issue is completely resolved.
- Follow guidelines on page 7 for adults/parents/teachers to deal with bullies.

#### **WHAT WILL WE DO TO PREVENT BULLYING?**

- All our staff are made aware of our anti-bullying and child protection policies and are trained on how to follow them.
- All our staff have completed child protection courses.
- Visual displays highlighting the key policy points are at focal points around the building.
- All students and parents will be made aware of the possible consequences of bullying.
- Students will understand and be informed of how to report bullying, and our staff will be given training on how to support and help children in making a disclosure of bullying.

If you think that someone you know is being treated badly by other students, we want you to come and tell us. Doing this shows great solidarity to your school mates and strength of character. The British Council takes bullying behaviour very seriously and actions will be taken immediately.

## POSITIVE DISCIPLINE GUIDELINES

### POSITIVE REINFORCEMENT AT BRITISH COUNCIL NEPAL WHILE ENGAGING WITH STUDENTS/CHILDREN.

At British Council we use method of positive reinforcement to manage the behaviour of our students/children. The benefits of positive reinforcement are:

- It is a very effective way of improving overall behavior of students/ Children
- The method of reinforcement is matched to the student and his or her needs.
- It encourages student/children's motivation to increase over time.

### HOW DOES POSITIVE REINFORCEMENT WORK?

British Council staffs work with students to identify what their strengths and weaknesses are in language learning and establish what their learning styles might be. This information is central to understanding what will motivate the students and compel them to excel.

Techniques a staff might use are:

- Engage/ Teach positive actions that have a lasting effect on the student's well. Positive actions engage the students in understanding what is good for the minds, bodies, time-management, social awareness and social improvement.
- Clearly define the workshop Code of Conduct. When students know exactly what is expected of them, they are able to make appropriate decisions about their behaviour and the consequences for their actions.
- Praise which is specific to tasks that have been done well. Over-using praise makes it less meaningful. When praise is given we clearly say why we value the child/student's contribution.

E.g. The second paragraph of your story has wonderful description Ari!

- Rewards are given sparingly, but meaningfully. When the student really has done well, they are praised and receive a reward.

E.g. 'These sentences about your holiday are excellent, Amy! You can choose a new book now and read it before the next activity.'

- Praise is given only when the task is fully completed. This reinforces the notion that the work the student has done is valuable to their progress.

E.g. 'Well done Xing Hui, these sentences are all correct!'

- Create opportunities for the student/children to be successful. When a student is finding a task or behaviour pattern difficult, mentor can encourage the learner by creating achievable challenges over a period of time.

E.g. If a student is only completing 1/3 of their classwork the teacher/mentor can talk to the student to set challenges for the students to achieve. The teacher/mentor may set incremental challenges, e.g. 'In the next task, please try to finish at least half/ three quarters of the exercises in the time I give you.'

In cases where the students are not altering their behaviour British Council staffs have a number of corrective strategies that they can use. These include:

- Less reward (e.g. praise)
- Recommending behavioural changes in the comments made on written work.
- Changing seating arrangements to accommodate student needs or limit distraction.
- Limiting causes of distraction
- Discussing the reasons why the behaviour is not changing and suggesting possible solutions with the student.

# **A YOUNG LEARNER ICT POLICY**

**June 2019**

## INTRODUCTION

The British Council is committed to protecting children from abuse; this includes online abuse. This responsibility is articulated in our Child Protection Policy and includes a commitment to educating and raising awareness with children on how to stay safe online and encouraging young learners to become informed and responsible users of technology.

This document outlines the British Council's standards for the use of its IT equipment, information and systems.

Information communication technology is an integral part of most children's lives across the world and many young learners use their devices in various programs or learning centres. Used responsibly, technology such as phones, tablets etc. can enhance learning and teaching, communication and social experiences and can bring a sense of security to parents.

Considering both the benefits for learning and the risks, it is essential that British Council promote the safe and responsible use of devices while adopting a proportionate response to their inappropriate use (including a referral to and consultation with the child protection team where necessary). This will help children, staff and parents/carers enjoy the flexibility that technology can provide, whilst minimising the risk of harm and abuse

## OBJECTIVE

This objective of this policy is to encourage the safe and responsible use of ICT technology and help protect children from harassment and abuse which can arise from the misuse of such technology.

## SCOPE

The ICT policy has been designed for British Council Nepal Program and Exams engagements with children during any Exams/ training or events.

This policy does not cover advice for parent/carers or visitors using personal devices as such procedures are the responsibility of individual country operations.

The term '*ICT devices*' encompasses privately owned:

- smartphones;
- tablets;
- notebooks;
- Touch pads;
- laptops;
- or other technology that has the capability of connecting to a wireless network

## APPROPRIATE USE OF SOFTWARE, EQUIPMENT AND INFORMATION

Never download or install software from the internet; this includes Freeware and Shareware.

Software must be installed only by authorized staff, and used in accordance with licensing agreements.

Using unlicensed software is illegal and may lead to the British Council suffering serious financial penalties or loss of reputation.

If anyone needs specific software because of a disability, please contact local IT person to seek support.

Do not copy, download, share or distribute music or video files without the permission of the owner of the intellectual property rights.

Access to Bit-torrent or other similar peer-2-peer sites using British Council hardware both in and out of the office is strictly prohibited.

Do not install, link or attach any equipment to the infrastructure unless this has been specifically approved by Local IT staff.

Always scan portable storage media devices (such as USB memory sticks, CDs etc.) for viruses or other malicious programs prior to accessing files. You must always use encrypted portable media devices when taking personal or sensitive data out of the office.

Do not make copies of software unless authorized to do so.

Do not disclose information belonging to the British Council to any unauthorized third parties. You may only access, copy, amend or delete any information that you are authorized to use.

Do be aware that all material (electronic or otherwise) created by or amended by you in the course of your duties while you are working for, or on behalf, of the British Council belongs to the British Council.

#### **APPROPRIATE USE OF THE INTERNET**

Do not view or download any pornographic, obscene or offensive material; nor visit gambling or use auction sites.

Do not use audio or video streaming services, play interactive or online games, or visit chat rooms unless these are for approved business purposes.

Do not use the British Council logo on personal or non-business related websites as any content, views or opinions expressed may be seen as that of the British Council. Only use the British Council logo if authorized to do so.

#### **WHILST USING SOCIAL NETWORKING SITES, CONTRIBUTING TO BLOGS, WIKIS ETC., PLEASE ENSURE THAT YOU:**

- Do not engage in activities which may bring the British Council into disrepute;
- Do not post unauthorized, private or confidential information;
- Do not post derogatory, offensive, hateful, inappropriate or obscene material; or attack or abuse colleagues or others;
- Do not impersonate someone else in order to mislead or confuse.

**If you have any questions, queries or comments regarding acceptable use of IT systems please contact [InfoSec@britishcouncil.org](mailto:InfoSec@britishcouncil.org) or IT Manager at [robin.maharjan@britishcouncil.org](mailto:robin.maharjan@britishcouncil.org) .**

**MOBILE DEVICE POLICY**

**YOUNG LEARNER  
MOBILE DEVICE  
POLICY**

June 2019



## PURPOSE:

This aim of this guidance is to provide young learners with information on Mobile Device that:

- encourages safe and responsible use of mobile technology and;
- helps protect children from harassment and abuse which can arise from the misuse of such technology.

For the purpose of this policy the term 'mobile devices' covers privately owned:

- smartphones;
- tablets;
- notebooks;
- laptops;
- or other technology that has the capability of connecting to a wireless or data network

## MOBILE DEVICE POLICY:

At British Council Nepal, students must use their mobile devices responsibly; this policy outlines how to safely use mobile devices that are owned by young learners or their parents.

By mobile devices, we mean:

- Mobile and smartphones
- Tablets
- Notebooks
- Laptops
- Or any other technology that is able to access the internet.

Mobile devices are allowed at the British Council, but the British Council does not accept responsibility or liability for any lost, theft or damage to the devices.

## YOUNG LEARNERS MUST:

- **Respect the privacy of staff, other young learners, and visitors** in the premises, and never use mobile devices in private areas such as toilets, changing rooms, etc.
- **Behave respectfully towards one another**, and never use their mobile devices to hurt, bully or offend others.
- **Not take photos or make videos of other young learners or staff** without their permission.
- **Not share, store or upload pictures/video onto the internet or social media**, without the permission of staff and the people within the photo/video.
- **Tell Child Protection Focal Point, if they see anyone breaking the rules**, or if they are upset about anything they see online.
- **Not use mobile devices in lessons** without the permission of the teacher/mentor.
- **Keep devices on silent mode in lessons**, unless permission has been given by a staff member to turn the volume on.
- **Follow the rules of the British Council**, and only use mobile devices when permitted.

Parents, Guardians and Mentors are encouraged to request young learners to be responsible when using mobile devices.

# CHILD FRIENDLY STATEMENT

The British Council takes the care and wellbeing of children very seriously.

We believe that every child should be looked after properly and kept safe, and while children can play an important part in looking after themselves, it is adults' responsibility to make sure children are safe.

If you feel that you have not been treated properly or are unhappy, upset or concerned about anything while you are at our services, please let us know. This can be if you are unhappy because of the way that an adult or another person has behaved or perhaps someone has said something to you that makes you uncomfortable. You can also let us know if you think another child may be in trouble or you are worried about them.

We know that it can be difficult to speak out and tell someone what is happening, but we can't help if we don't know!

If you tell us something, we will try to work out with you the best way to solve the problem. We will keep things private, and not tell anyone else, but sometimes it may be necessary for us to speak to someone so that we can find the best way to help. If we do need to speak with someone else, we will always let you know first.

If you prefer, you can ask to speak to our Child Protection Focal Point Deepanjali Shrestha or the alternative focal point Pranish Mali. There are here specially to make sure that children are protected during our engagement with you. You might find it easier to talk with them as sometimes it is easier to speak to someone about something private when you don't know them. You won't be in any trouble for speaking out.

If you want to speak to the Child Protection Focal Point, our trainers can arrange for them to contact you.

You can also contact the local police station in the emergency line: 01-4228435 / 1098 (CWIN) / Police Emergency: 100

# REPORTING FLOW CHART

## DO YOU HAVE CONCERN ABOUT A CHILD?

### CONCERN ABOUT CHILD/CHILDREN

**Q: Are there immediate concerns?**

**Note: If a child discloses an issue to you, remain calm and follow the guidelines for disclosure**

### IMMEDIATE CONCERN OF IMMINENT HARM

**Note: Life threatening situation Report immediately to the authorities**

**AMBULANCE:** +977 4244121, +977 4251614

**CHILD HELPLINE:** 1098 CWIN  
cwin@mos.com.np

**POLICE (Emergency):** 100

If you are not comfortable talking to anyone in person, then go to incident report button at intranet  
<http://intranet.britishcouncil.org/southasia/Pages/ChildProtection.aspx>

### GENERAL CONCERN

Report about wellbeing and safety concern etc.

Report to Team Lead or Line Manager as soon as possible  
Q: Is there still a concern?

### Report Immediately to Child Protection Focal Point (CPFP)

**Contact:**

**Deepanjali Shrestha:**

[Deepanjali.Shrestha@britishcouncil.org.np](mailto:Deepanjali.Shrestha@britishcouncil.org.np)  
4237708 / 4237700

**Pranish Mali**

[Pranish.mali@britishcouncil.org.np](mailto:Pranish.mali@britishcouncil.org.np)  
4237708 / 4237700

**Focal point will contact Regional Child Protection Manager.**

"All children have the right to be protected from all forms of physical and mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse" - UNCRC 1989