

WorldSkills UK

Safeguarding policies and guidance

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1. Introduction	3
2. Our commitment.....	3
3. WorldSkills UK staff responsibilities	4
4. Our definitions.....	4
5. Designated safeguarding lead (DSL) and senior safeguarding lead (SSL).....	4
6. National skills competitions’ safeguarding policy.....	5
7. Squad and Team UK programme safeguarding policy	5
Annex 1: Guidance for Competition Organising Partners (COPs)	9
Annex 2: Parental consent form - national competitions	10
Annex 3: Managing a referral template	12
Annex 4: Parental consent form – WorldSkills UK National Finals	14
Annex 5: Frequently Asked Questions (FAQs).....	16
Annex 6: Booking Airbnb/apartment-type accommodation.....	18
Annex 7: Social media policy	20
Annex 8: Messaging and text-based chat services policy	22
Annex 9: Group emails acceptable use policy.....	24
Annex 10: Best practices for connecting by video	27
Annex 11: WorldSkills UK travel insurance details.....	28

1. Introduction

WorldSkills UK recognises that the welfare and interests of children, young people and vulnerable people are paramount in all circumstances. We accept the responsibility to take reasonable and appropriate steps to ensure their welfare regardless of age, ability or disability, gender reassignment, race, religion or belief, sex or sexual orientation or socio-economic background.

2. Our commitment

WorldSkills UK is committed to safeguarding and promoting the welfare of children and young and vulnerable people involved in our events and programmes of activity including WorldSkills UK National finals and international skills competitions. We believe it is unacceptable for any child or young or vulnerable person to experience abuse of any kind and as such providing a safe environment for skills development is core to our work. We are committed to ensuring our safeguarding practice guidance fully meets our statutory responsibilities, government guidance and always reflects best practice.

Our safeguarding practices are person-centred, and outcome focused; making sure an individual's safety and wellbeing is promoted at all times. We are committed to working with our partners in reducing and preventing risks and protecting participants in vulnerable circumstances. We do this by:

- ensuring all participants in WorldSkills UK events and programmes of activity including WorldSkills UK national and international skills competitions have a positive, safe and enjoyable experience irrespective of age, ability or disability, gender reassignment, race, religion or belief, sex or sexual orientation or socio-economic background
- ensuring all participants are protected from abuse whilst participating in WorldSkills UK events and programmes of activity including WorldSkills UK national and international skills competitions
- promoting and prioritising the safety and wellbeing of children, young and/or vulnerable people at all times
- only working with partners that are aware of their roles and responsibilities in respect of safeguarding and comply with the appropriate legislation and any subsequent updates
- sharing good practice in safeguarding with all our partners
- ensuring all WorldSkills UK employees are aware of their roles and responsibilities in respect of safeguarding
- ensuring appropriate action is taken in the event of incidents/concerns of abuse and that support is provided to the individual(s) who raise or disclose a concern
- ensuring that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored
- preventing the employment/deployment of unsuitable individuals and ensuring appropriate background checks are carried out

- ensuring robust safeguarding arrangements and procedures are in operation and are reviewed at least annually.

3. WorldSkills UK staff responsibilities

The following apply to all WorldSkills UK staff:

- staff have a responsibility for recognising abuse or concerns and passing and such concerns to the Designated Safeguarding Lead (DSL) Chris Herron, International Development Manager, cherron@worldskillsuk.org, mobile no. +44 (0)7557-311-617
- staff are not responsible for the investigation of abuse
- if the allegation or complaint concerns a WorldSkills UK employee, the matter must be reported immediately to the DSL (as above) or Senior Safeguarding Lead (SSL), Mark Smallman, msmallman@worldskillsuk.org mobile no. +44 (0)7545-645-216

4. Our definitions

For the purposes of WorldSkills UK's safeguarding policies we recognise the following definitions:

- **child/young person/young people** - the legal definition of a child or young person within the Children Act 1989 is anyone under the age of 18 years. In addition, any young person under 24 years with learning difficulties and/or disabilities is legally defined as a child. We would use this term to define our competitors
- **vulnerable adult** - a vulnerable adult can be defined as someone who requires additional support to carry out everyday tasks due to physical disability or learning difficulties/disabilities, where their support needs render them open to exploitation. We would use this term to define competitors
- **partners** - third party organisations and individuals responsible for supporting or delivering WorldSkills UK competitions activities i.e. Competition Organising Partners (COPs) or Judges
- **participants** - We would define a participant as anyone involved in our programme which will cover competitors, judges or COPs
- **staff** - An individual employed by WorldSkills UK, this does not include contractors or consultants.
- **national and international competitions** - these are competitions overseen by WorldSkills UK and managed by education and industry partners, known as COPs who are responsible for planning and the delivery of the heats, qualifiers, national and international finals.

5. Designated safeguarding lead (DSL) and senior safeguarding lead (SSL)

The DSL and SSL are responsible for:

- overseeing/managing the referral process

- maintaining proper records of referrals, complaints and concerns
- ensuring staff receive training and are aware of safeguarding policies and procedures
- liaising with relevant agencies in relation to referred cases
- updating policies and procedures to accommodate changes within legislation, advice and guidance
- liaising with employers and training organisations that work with children, young and/or vulnerable people from WorldSkills UK for training, to ensure appropriate safeguards are put in place and working effectively.

Designated safeguarding lead (DSL)
Chris Herron
International Competitions Manager
cherron@worldskillsuk.org
 +44 (0)7557-311-617

Senior safeguarding lead (SSL)
Mark Smallman
Director of Operations
msmallman@worldskillsuk.org
 +44 (0)7545-645-216

6. National skills competitions' safeguarding policy

7. Squad and Team UK programme safeguarding policy

This policy should be read in conjunction with WorldSkills UK's overarching Safeguarding policy (see pages 3 to 4) and the National skills competitions and safeguarding policy (see pages 5 to 7).

7.1 Purpose

The purpose of the safeguarding policy for international skills competitions is to establish and outline how WorldSkills UK's Squad and Team UK programme is managed by WorldSkills UK supported by a team of Training Managers (TMs), and Performance and Wellbeing Team (PWT).

7.2 Best practice in safeguarding for Squad and Team UK

The general safeguarding principles in relation to managing WorldSkills UK's programme of international skills competitions are set out below.

7.2.1 Disclosure and Barring Service (DBS)

WorldSkills UK requires the following in relation to Training Managers (TMs), and Performance and Wellbeing Team (PWT):

- all Performance and Wellbeing Team Coaches will be required to undergo a DBS enhanced search
- all Training Managers (TMs) who are responsible for squad members under the age of 18 years will also be required to undergo a DBS enhanced search
- the DBS is a non-departmental public body of the Home Office of the UK.

7.2.2 Travel

The following safeguarding principles apply to Training Managers (TMs), and the Performance and Wellbeing Team (PWT):

- all travel must be booked through WorldSkills UK's preferred agent
- if travelling by car with Squad or Team UK members, ensure a record of this is outlined in the Training Plan
- if travelling by car with a young person under the age of 18-years-old, they must sit in the back of the vehicle and parental consent must be sought
- if travelling by car with a competitor who is of the opposite sex, the competitor must sit in the backseat of the vehicle
- if sharing a taxi with Competitors, they must sit in the backseat of the vehicle. If this is not possible (i.e., in a black cab), avoid sharing bench seating arrangements.

7.2.3 Accommodation and overnight night stays (UK and International)

The following safeguarding principles apply to Training Managers (TMs), and Performance and Wellbeing Team (PWT):

- all travel must be booked through WorldSkills UK's preferred agent
- requests for booking via Airbnb apartment or similar type accommodation can be made by the TM providing the necessary documentation has been completed. Approval will lie solely with the International Development Manager, see [Annex 6](#) for further guidelines.
- caravan parks/mobile homes/TM's residences will not be allowed under any circumstances
- male and female competitors must have separate accommodation. If a competitor identifies as gender neutral, they will require their own room
- under 18s must not share with anyone over the age of 18
- whilst Squad or Team UK Competitors are involved in training/assessment activity they are under the supervision and care of the TM
- whilst Squad or Team UK competitors are involved in boot camps they are under the supervision and care of the PWT
- all competitors must have signed up to a working agreement that clearly outlines WorldSkills UK expectations, as outlined under 'Behaviour of Squad and Team UK members'
- written consent must be given from a parent/guardian of competitors before booking accommodation for Under 18s. WorldSkills UK can assist with this.

7.2.4 Delivering training activity in isolation

If any P3, P4 or P5 training activity is carried out in either a remote location or overseas with less than three people present, the TM must notify either the PWT, or WorldSkills UK staff who will record the activity. The PWT can also be made available to support training activity providing early warning is given. This information must be included in the Lone Working section of the Risk Assessment.

7.2.5 Communication and social media

The following safeguarding principles apply to Training Managers (TMs), and the Performance and Wellbeing Team (PWT):

- all communications to your Squad or Team UK members must be in a professional capacity
- communication with a Squad or Team UK member should only be made in a professional capacity relating to their training programme
- communication should only be made using the Guild App or directly via telephone calls (see [Annex 7](#) and [Annex 8](#) for further guidance).

7.2.6 Under 18 years of age

The following safeguarding principles apply to Training Managers (TMs), and the Performance and Wellbeing Team (PWT):

- parental consent will be sought
- participants responsible for under 18s in either training or providing pastoral care will be subject to a DBS enhanced search
- support and guidance will be put in place to support all participants engaging with under 18s.

7.2.7 Behaviour of Squad and Team UK members

WorldSkills UK expects the following standards of behaviour to be adhered to by all Participants and Competitors:

- all Squad and Team UK members are expected to behave in a professional manner throughout the programme, as they represent WorldSkills UK and the United Kingdom
- listed below are examples of unacceptable behaviour/misconduct that may lead to withdrawal from the Squad/Team UK. This list is not exhaustive, but is offered as a guide:
 - abusive language or intimidating verbal or physical behaviour towards fellow members, Training Managers, Performance & Wellbeing Coaches or Staff.
 - deliberate misuse of, damage to, misappropriation or theft of, any learning material and/or equipment, furniture, fittings or other property belonging to WorldSkills UK, an event host, hotel accommodation, or other members
 - anti-social or disruptive behaviour e.g. any behaviour that infringes upon other members ability to learn
 - use of illegal drugs under any circumstances whilst involved in WorldSkills UK training, preparation events or competition
 - misuse of 'legal' highs and alcohol during WorldSkills UK boot camps, selection events or competition
 - misuse of 'legal' highs and alcohol whilst involved in WorldSkills UK training.

7.2.8 Managing disclosures

The level of response to a disclosure of abuse, child protection concern or other disclosure will differ depending on the age of the young person concerned. An outline of good practice in handling disclosures is provided as a guide (see [Annex 3](#)).

What to do in the event of a disclosure by a young person or vulnerable adult:

1. Ask if they would like another person present.
2. Ask for permission to take notes; recording date and time of disclosure and you must retain these notes for audit purposes.
3. Listen carefully and without asking invasive questions.
4. Let them know that the WorldSkills UK Designated Safeguarding Lead will need to be notified.
5. Advise the Designated Safeguarding Lead within 24 hours who will follow up with the individual or work with the relevant agencies/ consultants.

7.2.9 Further assistance and guidance

The WorldSkills UK Designated Safeguarding Lead is responsible for supporting COPs develop their Safeguarding policies and practices.

Designated safeguarding lead (DSL)
Chris Herron
International Competitions Manager
cherron@worldskillsuk.org
+44 (0)7557-311-617

Annex 1: Guidance for Competition Organising Partners (COPs)

The WorldSkills UK Designated Safeguarding Lead (DSL) can help COPs develop their Safeguarding policies and practices. Please contact Chris Herron for assistance.

Designated safeguarding lead (DSL)

Chris Herron

International Competitions Manager

cherron@worldskillsuk.org

+44 (0)7557-311-617

We encourage our Competition Organising Partners' (COPs) to consider the following when developing their safeguarding practices:

1. What provision does your organisation have in place for all participants?
2. What provision does your organisation have in place for under 18s?
3. Do you carry out DBS checks on judges and delivery staff?
4. Do you have a safer recruitment policy in place?
5. How do you handle claims of inappropriate behaviour made against judges/delivery staff?

Useful links:

Safeguarding children and young people

<https://www.gov.uk/government/publications/safeguarding-children-and-young-people/safeguarding-children-and-young-people>

Safeguarding in colleges: best practice

<https://www.gov.uk/government/publications/safeguarding-best-practice-in-colleges>

NSPCC

<https://www.nspcc.org.uk/preventing-abuse/safeguarding/>

<https://safeguardingtool.nspcc.org.uk/self-assessment-tool/assessment/avoiding-accidents-running-safe-activities/>

Education and Training Foundation

<https://www.feAdvice.org.uk/returners/prevent-and-safeguarding>

Royal College of Nursing

<http://rcnhca.org.uk/sample-page/safeguarding-adults-and-children/principles-of-safeguarding/>

Annex 2: Parental consent form - national competitions

Dear Parent or Legal Guardian

For the young person for whom you have parental responsibility to participate in the _____ competition organised by WorldSkills UK, we need to obtain your consent for the activity. We also need you to supply some relevant information to ensure that they are eligible to participate and that their wellbeing is safeguarded while they are at the event which will take place under the supervision of an adult holding a current Enhanced DBS.

The information which is collected will be used solely for the purpose of facilitating the young person's competition entry by WorldSkills UK. Should we, at any time, require any additional information we will request it from you directly.

To be completed by the Competition Organising Partner (COP):

	Regional Qualifier:	WorldSkills UK Finals:
Dates / times:		
Venue:		
Address:		
Accommodation information (if applicable):		

COP's Contact name: _____ Contact no. _____

To be completed by Parent/Guardian:

I consent to the following young person participating in the regional qualifier detailed above and allow for them to participate at the National Finals if they are successful: Yes / No

Competitor's name: _____

Date of Birth: ____/____/____

Parent/Guardian Name: _____

Relationship to participant: _____

Emergency Contact details:

1. Name _____ Tel No. _____

2. Name _____ Tel No _____

Are there any medical conditions or additional needs you want to make us aware of that will enable us to make reasonable adjustments to allow this young person to participate in this competition?

(if yes please state below)

WorldSkills UK and its partners often take general attendee photos at featured events for promotional purposes, including photos of young people participating in activities. We use these images in press releases and printed publicity and on our website or social media pages.

If you see an image of the young person for whom you are responsible on our website or in any of our materials which you do not wish to be used in this context, please email enquiries@worldskillsuk.org

I do not want this young person to be photographed for the purposes detailed above

Signature of Parent/Guardian: _____

Date: ____/____/____

Annex 3: Managing a referral template

Confidential

Person making referral:	
Skill:	Date:
Report of a disclosure: Y / N	Notification of concerns: Y / N
Details of young person / vulnerable adult (Please provide as much information as you have at the time)	
Name:	
Summary of the information disclosed / or concerns (please use additional page if required):	
Names of all those present when disclosure was made:	
Signature of person making the referral:	
Action to be taken: (to be complete by WorldSkills UK)	
Referral received by:	Date:
Referral made to:	Contact details:
Children's Social Services: Y / N	
Adult Social Services: Y / N	
Police: Y / N	
Other (please specify): Y / N	
DSL notes:	

DSL signature:

Addition notes:

Please send to cherron@worldskillsuk.org within 24 hours of the disclosure being made.

Annex 4: Parental consent form – WorldSkills UK National Final

Dear Parent or Legal Guardian

For the young person for whom you have parental responsibility to participate in the _____ competition at WorldSkills UK National Final, we need to obtain your consent for the activity. We also need you to supply some relevant information to ensure that they are eligible to participate and that their wellbeing is safeguarded while they are at the event which will take place under the supervision of an adult holding a current Enhanced DBS.

The information which is collected will be used solely for the purpose of facilitating the young person's competition entry by WorldSkills UK. Should we, at any time, require any additional information we will request it from you directly.

To be completed by the Competition Organising Partner (COP):

Competition: _____

Dates: ____/____/____

Venue: _____ Hall No: _____

Accommodation Details:

COP's Contact name: _____ Contact No: _____

To be completed by the Parent/Guardian:

I consent to the following young person participating in the National Finals detailed above and allow duty of care to be passed on to the Competition Organising Partner including their accommodation for the duration of the competition.

Yes / No

Competitor's name: _____

Date of Birth: ____/____/____

Parent/Guardian Name: _____

Relationship to participant: _____

Emergency Contact details

1. Name _____ Tel No. _____

2. Name _____ Tel No _____

Are there any medical conditions or additional needs you want to make us aware of that will enable us to make reasonable adjustments to allow this young person to participate in this competition?

(if yes please state below)

WorldSkills UK and its partners often take general attendee photos at featured events for promotional purposes, including photos of young people participating in activities. We use these images in press releases and printed publicity and on our website or social media pages.

If you see an image of the young person for whom you are responsible on our website or in any of our materials which you do not wish to be used in this context, please email enquiries@worldskillsuk.org

I do not want this young person to be photographed for the purposes detailed above

Signature of Parent/Guardian: _____

Date: ____/____/____

Annex 5: Frequently Asked Questions (FAQs)

WorldSkills UK has produced the following list of FAQs for Training Managers (TMs), the Performance and Wellbeing Team (PWT) there is also a short video available at <https://www.youtube.com/watch?v=22CuMNryjYI&feature=youtu.be>

1. Can competitors stay at my house to reduce costs during training activity?

No. Not under any circumstances should a competitor ever stay in your own property. If this affects your proposed budget – please speak with your International Development Manager (IDM).

2. We use Airbnb as it's far more cost effective and facilitates team working and collaboration

All accommodation must be arranged through our preferred agent in the first instance. Such accommodation is a high safeguard risk. If you make a request (following the guidance on page 6) all documentation should be passed on to your International Competitions Manager who will then pass on to the Designated Safeguarding Lead (DSL). Only the DSL can approve such requests.

3. Who is WorldSkills UK's travel supplier?

Arrange My Travel (AMT).

Email: bookings@arrangemy.com

Tel: 01905-610-016 (please save this number).

4. If I am unable to secure cheaper accommodation, my training budget will no doubt increase

If you are concerned about your budget, please contact your International Development Manager, WorldSkills UK cannot guarantee your allocation will change.

5. My competitor lives near me, can I drive him/her to the training event?

This depends on a number of variables i.e. age, gender. Talk to the Designated Safeguarding Lead. As a rule, competitors should always sit on the backseat regardless. Parental consent will be needed if a competitor is under the age of 18.

6. Can competitors stay in hotels on their own?

This is ok if they are over 18 and if you and others know where they are staying i.e. PWT. However, competitors should stay together in the same hotel where possible.

7. One of my competitors doesn't want to room share

WorldSkills UK ask the PWT to better understand why so we can make the necessary provision, if for example they have a disclosed issue. However, we do encourage this as it builds their resilience. Should there be a specific need that a competitor needs to stay alone this should be factored into your budget for each training event.

8. Can a Competitor get taxis on their own?

This is ok if you know where they are going. However, under 18s will need to be chaperoned.

9. Can I use a WhatsApp group used for training to assist communication?

WorldSkills UK no longer uses WhatsApp to communicate with Squad and Team UK. All communication with competitors should now be made using Guild. Due to new data protection legislation and GDPR compliance, all WorldSkills UK staff and competitors will have 'signed' the social media acceptable use policy. It is important that all staff have read the policy.

10. My house has been used as the training base for the last two months so that we didn't have to pay out for venues. Am I able to continue to do this?

No. This isn't ideal for several reasons:

- a) Does your building and home insurance cover this type of activity?
- b) Training activity should take place at venues that test ability to cope in unfamiliar environments.
- c) In the event of an incident are you statutory first aid trained?
- d) This is also an unnecessary safeguarding risk.

11. My competitors have all our email addresses/phone numbers. Is this ok?

Yes, as long contact is only ever made in a professional capacity to enable you to support them in their participation as a Squad or Team UK member. For young people under the age of 18 cc their parent or guardian.

12. Can I maintain regular contact with the competitor's parents to ensure they are always happy with everything?

Yes, this is ok if communication is professional and necessary. This would also include employers and training providers too.

13. Will parental consent be needed for certain things to still happen e.g. Group communication / apartments, if they have their own room?

Only if under 18.

14. Who is the Designated Safeguard Lead for WorldSkills UK business?

Chris Herron, International Development Manager

cherron@worldskillsuk.org

+44 (0)7557-311-617

Annex 6: Booking Airbnb/apartment-type accommodation

TMs should always book accommodation through the WorldSkills UK travel partner in the first instance.

Under no circumstances should caravan parks/mobile homes be used for accommodation purposes at WorldSkills UK training events.

Airbnb/apartments will now only be considered by WorldSkills UK as an alternative to AMT approved hotels if the following set of guidelines are adhered to:

1. If competitors are over 18 and are staying in the same apartment as the TM:

- the Airbnb/apartment must have a separate shower/bathroom preferably available **only** for the TMs use. This area cannot be used by the competitors under any circumstances. If there isn't a separate bathroom/toilet available, it must be recorded on the risk assessment template with the relevant measures in place
- if sharing, enough rooms must be available to separate male/female/gender neutral competitors and taking any other specific needs into consideration
- a comprehensive risk assessment is carried out (using the specific risk assessment template adjusted accordingly)
- a cost benefit analysis is produced by the TM and shared with the International Development Manager as soon as possible
- each Competitor has signed and returned their working agreement to the WorldSkills UK Skills Development and International Development Team before travelling (TMs should check with WorldSkills UK to ascertain if competitors have returned their agreement).

2. If TMs are staying in a separate apartment to their competitors:

- this request will only be considered if **all** competitors are aged over 18
- enough rooms are available to separate male/female/gender neutral competitors and taking any other specific needs into consideration
- both apartments are within the same complex
- a comprehensive risk assessment is carried out (using the specific template and adjusted accordingly)
- a cost benefit analysis is produced by the TM and shared with their International Development Manager as soon as possible
- each competitor has signed and returned their working agreement to the WorldSkills UK International Development Team before travelling (TMs should check with WorldSkills UK to ascertain if competitors have returned their agreement).

3. If TMs have competitors who are under the age of 18, a request will only be considered if:

- the TM has a current WorldSkills UK DBS enhanced certificate

- the TM or appropriate adult (PWT for example) has a room within the same apartment as under 18 competitors
- the Airbnb/apartment has a separate shower/bathroom available **only** for use by the TM/PWT. This area cannot be used by the competitors under any circumstances. If not, it must be recorded in the risk assessment template with the relevant measures in place
- a cost benefit analysis is produced by the TM and shared with WorldSkills UK International Development Manager as soon as possible
- a separate room is available for those competitors under the age of 18 and/or have any additional needs. (Written parental consent will also be required and appropriate communication is to be maintained throughout the event.)
- if sharing, enough rooms are available to separate male/female/gender neutral competitors and taking any other specific needs into consideration
- a comprehensive risk assessment is carried out (use the appropriate template accordingly)
- each competitor has signed and returned their working agreement to the WorldSkills UK International Development Team before travelling (TMs should check with WorldSkills UK to ascertain if competitors have returned their agreement).

The Risk Assessment template covers areas such as:

- travel to and from location
- date/time and duration of stay
- detailed room allocation (including bathroom facilities)
- electrical appliances (checking for faults etc.)
- disability access (if applicable)
- fire safety (emergency exits etc.)
- medical treatment/first aid procedures
- child protection needs (staff are available to competitors throughout the night etc.)
- a further section at the bottom should further risks /safety measures be identified.

Furthermore, all available info above is shared WorldSkills UK's International Development Team in a timely manner.

Once the above has been received, WorldSkills UK will make an evidence-based decision taking all factors into consideration and are satisfied that the level of risk has been mitigated to a degree of certainty.

Please remember the purpose of this guidance is to ensure the competitors welfare and safety as well as TMs own and to understand that safeguarding is at the forefront of any WorldSkills UK decision-making process.

No Airbnb's/Apartments are to be booked until approved by WorldSkills UK.

Annex 7: Social media policy

Overview

WorldSkills UK recognises that there are legitimate business reasons for using social media in the context of its business operations and the international event framework. However, it must be recognised that any such service is being used in a business context and therefore must adhere to brand communication guidelines, contractual terms, safeguarding and acceptable use policies. WorldSkills UK policy permits the use of social media for business purposes within the guidelines specified below.

What do we define as social media?

Social media includes any website on which visitors are able to publish content to a larger group. Content shared may include (but is not limited to) personal information, opinions, research, commentary, video, pictures, or business information. Examples of such destinations include entities such as Facebook, Twitter, YouTube, and LinkedIn. However, online learning environments, blogs, special interest forums, user communities are also considered social media.

Social media authorisation

Posting of content to corporate sponsored social media (e.g. the corporate Facebook page) is permitted only for the employees who are authorised to publicly represent WorldSkills UK.

Inappropriate content policy

Within the context of messaging and chat services usage for any WorldSkills UK business purpose it is important to recognise the content which is inappropriate at any time includes but is not exclusive to nudity, violence, abusive commentary, sex, and gambling. Neither inappropriate content nor links to inappropriate content should ever be shared via any messaging channel associated with WorldSkills UK.

Social media policy

The following are policy guidelines regarding what you should and should not do when publishing content into the public domain¹ on any social media or educational delivery platform. **Individuals are responsible for content they publish in the public domain and can be held personally liable for content published.** These guidelines only cover a sample of all possible scenarios and are not a substitute for good judgment.

¹ 'Public Domain' is defined as any content published referring to WorldSkills UK business operations or related to educational services and engagement and competitions.

- It is the administrator of the group's responsibility to ensure that the language, tone and content of any posts/messages are kept professional at all times.
- Be mindful of disclosing confidential or proprietary information or details of private conversations.
- **Do** identify yourself. **Do not** post anonymously, use pseudonyms or false screen names.
- **Do** be professional.
- **Do** use your best judgment – Remember that there are always consequences to what enters the public domain. If a message stream contains anything that makes you even the slightest bit uncomfortable, ask yourself if you would be willing to defend it in a legal situation. If you are the group administrator, be prepared to close down any unacceptable conversations quickly and politely.
- **Do not** disclose or use WorldSkills UK confidential or proprietary information or that of any other person or company. For example, ask permission before posting someone's picture in a social network or publishing in a comment a conversation that was meant to be private.
- **Do not** cite or reference competitors or any other suppliers without their written approval in the public domain.
- **Do not** use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in the WorldSkills UK or your own workplace. You should also show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory.
- **Do not** discuss individual competitor performance.

Annex 8: Messaging and text-based chat services policy

Overview

WorldSkills UK recognises that there are legitimate business and personal reasons for using OTT² messaging services in the context of its business operations and the international event framework. However, it must be recognised that any such service is being used in a business context and therefore must adhere to contractual terms, safeguarding and acceptable use policies. WorldSkills UK policy permits Training Managers, Assistant Training Managers and Team Leaders to use its prescribed messaging services within the guidelines specified below.

What do we define as messaging services?

Messaging services include any App or downloaded format which enables participants to see one another's contact information; where individuals can be added to a group to participate in a single conversation and where details of this conversation are retained by service provider.

WorldSkills UK only authorises the use of the following for all business operations:

- Guild
- Microsoft Teams.

The use of any other tool within the context of WorldSkills UK business purposes is prohibited.

Inappropriate content policy

Within the context of messaging and chat services usage for any WorldSkills UK business purpose it is important to recognise the content which is inappropriate at any time includes but is not exclusive to nudity, violence, abusive commentary, sex, and gambling. Neither inappropriate content nor links to inappropriate content should ever be shared via any messaging channel associated with WorldSkills UK.

Messaging policy

The following are policy guidelines regarding what you should and should not do when publishing content into the public domain³ via a messaging service. **Individuals are responsible for content they publish in the public domain and can be held**

² OTT – Over the Top services are defined as audio, video, and other media content delivered **over** the Internet without the involvement of a multiple-system operator (MSO) in the control or distribution of the content. Examples of this are Snapchat, WhatsApp, Skype, WeChat, Facebook Messenger

³ 'Public Domain' is defined as any content published in the context of WorldSkills UK business operations and includes messages intended solely for employees.

personally liable for content published. These guidelines only cover a sample of all possible scenarios and are not a substitute for good judgment.

- Any group including young people/vulnerable adults will be set up by WorldSkills UK on a designated business device. You must not do this on a personal mobile phone as it would mean storing their personal details on your personal device.
- When adding details of young people/vulnerable adults to a device, ensure that they are tagged in such a way that they can be identified and deleted at the end of the event/project.
- The group will be deleted once the purpose for creating it has ended, i.e. the event has finished.
- It is the administrator of the group's responsibility to ensure that the language, tone and content of any posts/messages on a group are kept professional at all times.
- Be mindful of disclosing confidential or proprietary information or details of private conversations.
- **Do** identify yourself. Do not post anonymously, use pseudonyms or false screen names.
- **Do** be professional.
- **Do** use your best judgment – Remember that there are always consequences to what enters the public domain. If a message stream contains anything that makes you even the slightest bit uncomfortable, ask yourself if you would be willing to defend it in a legal situation. If you are the group administrator, be prepared to close down any unacceptable conversations quickly and politely.
- **Do not** use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in the WorldSkills UK or your own workplace. You should also show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory.
- **Do not** engage in 'banter'.
- **Do not** discuss Competitor performance in any messaging service – this is easy to cut and paste into environments which you would not want it to appear.

In essence, when using text-based messaging to communicate with a group of people you should:

- include only the people necessary
- keep it short
- keep it polite
- delete the group when the reason it was created has ended.

Annex 9: Group emails acceptable use policy

Introduction

WorldSkills UK recognises that there are legitimate business and personal reasons for using email as a communication tool. To enable employees, contractors and contracted business partners to take advantage of the value of this and to promote an open, trusting, collaborative working environment, WorldSkills UK has issued the following guidance to ensure that any such communication falls within the current data protection and HR legal frameworks and good business practices.

Inappropriate content policy

Within the context of using email for any WorldSkills UK business purpose it is important to recognise the content which is inappropriate at any time and includes but is not exclusive to nudity, violence, abusive commentary, sex, and gambling. Neither inappropriate content nor links to inappropriate content should ever be shared via any email address associated with WorldSkills UK.

Acceptable use policy

The following are policy guidelines regarding what you should and should not do when using email in the context of WorldSkills UK business operations. **Individuals are responsible for the content of any email they author.** These guidelines only cover a sample of all possible scenarios and are not a substitute for good judgment.

- It is all users' responsibility to ensure that the language, tone and content of any messages are kept professional at all times.
- Be mindful of who you are disclosing confidential or proprietary information or details of private conversations to.
- **Do** be professional.
- **Do** use your best judgment – Remember that there are always consequences to what enters the public domain. If a message chain contains anything that makes you even the slightest bit uncomfortable you should report it to your direct manager, a member of SLT or HR as appropriate. Be prepared to close down any unacceptable conversations quickly and politely.
- **Do not** disclose or use WorldSkills UK's confidential or proprietary information to any unauthorised individual outside of the organisation. Be aware of a whole email chain if forwarding a message to a new individual.
- **Do not** use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in the WorldSkills UK or your own workplace. You should also show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory.

Why do you need to 'bcc' email addresses?

Any entity that stores and uses personal data relating to identifiable living individuals, either on a computer or in a paper filing system, is a "data controller" for the purposes of the DPA. If you're sending an email to multiple recipients, unless you have the permission of each party, it would be [potentially] illegal to share those details, as this information could be used to identify those individuals. So, you may find that you have failed in your responsibility to keep that data/information secure and private.

For more information: <https://ico.org.uk/for-organisations/guide-to-data-protection/encryption/scenarios/sending-personal-data-by-email/>

One other issue is the human failing known as 'reply all'. Too many people still use this to reply to emails; not only does this clog up inboxes with unnecessary and unwanted messages, but sometimes individuals accidentally get information they should not receive, and/or they miss the important messaging because it is buried among everything else.

Issues caused by using "BCC"

Filling the BCC field with recipients' email addresses can be a trigger for spam filters, which is why some recipients have issues with receiving emails that have been sent out this way. Nine times out of ten when we check why someone hasn't received an email – it's because it was flagged/trapped in the spam filter. It is very important that you ensure the **@worldskillsuk.org** and any other known email domain have been whitelisted either by your personal email server or by your organisation's IT department to ensure that the emails are not quarantined before they get to you.

Group emailing policy

The following are guidelines regarding what you should and should not do when using group emails in the context of National Competitions, Squad/Team UK. These are an outline of recommended procedures and are not a substitute for good judgment.

- Ensure @worldskillsuk.org and any other relevant email domain are whitelisted by your email service provider.
- Wherever competitors' information is involved, use the BCC field to ensure that all email addresses are kept confidential.
- Be aware that any individual's details which are included in the CC field will be visible to all recipients. Use this field with caution.
- Where appropriate, create a distribution list to enable Training Managers and Group Leaders to see who the information has been sent to. This data about individuals should be the minimum required to fulfil this task, i.e. if a competitor's name and educational establishment clearly identifies them, there is no need to include their email address, telephone number etc.
- Send the distribution list only to the individuals with a clear need to see it. Do not include in a general distribution email.

- Do not use 'reply all' as your default mechanism for replying to an email.
- Check whose details are in the 'To', 'cc' and 'bcc' fields before adding any attachments to your email.

Annex 10: Best practices for connecting by video

Are you alone?

When you are connecting to competitors it is good practice to let them know if there is someone else in the room who can hear the conversation. You should wear headphones if possible, if you can't for some reason, alert everyone as to who might be listening.

Don't make private public

Don't participate in video call from 'private' spaces. Specifically, don't connect from what is obviously your bedroom. If you don't have a designated office or quiet space and your options are limited, let the other people on the call know you might be interrupted.

Be environmentally aware

Before you start have a good look behind you. What personal items are on show that tell a story about you that you don't necessarily want to share.

A blank wall is always the best background if you can make it work for you.

Do not record sessions

Don't record the sessions, not matter how tempting. Any follow up points should be made by email and if you need to go over something again, schedule another call.

What's in a view

Try to just video head and shoulders. Dress appropriately. Be aware of cultural sensitivities, just you would if you were in someone's home in person.

Think about what you have open on your device if you are going to share screens – there is some information or "stuff" you really don't need to share!

Annex 11: WorldSkills UK travel insurance details

WorldSkills UK's travel insurance details are as follows:

Claim type:	Travel (overseas)
Insurer:	Aviva (Cega)
Tel (Emergence Medical Assistance while overseas):	+44 (0)1243-621-066
Please quote policy number:	25231916CHC/105

Travel advice helpline:

Call this helpline, day or night for advice on Visa and entry permits, necessary vaccination and inoculation requirements, currencies, traveller cheques, exchange rates, language time zones and details of countries being visited.

Tel:	+44 (0)1243-621-556
Please quote policy number:	25231916CHC/105