

Duty of Care Policy

International Language Centre has a specific responsibility to each of its students under Duty of Care Legislation.

This of course partners with Health and Safety Legislation and also Equality and Diversity Legislation, but it is our responsibility to produce a document which enables students to understand the areas of confidentiality and data protection and states our responsibility as a centre and an employer.

Any individual who provides information in confidence must bear in mind that in certain circumstances International Language Centre may owe a duty of care to an individual/s that cannot be discharged unless the management takes action on the information that was provided in confidence.

For example, where the information concerns potential harm to the individual or others, ILC must weigh the duty of confidentiality against that potential harm.

It may not be necessary to pass on the individual's name at first but rather to identify whether the information received is significant enough to breach confidentiality. (Concerns for confidentiality need not, and should not, prevent communication that is necessary to help students in difficulty).

It is in ILC's best interests to act at all times in the most appropriate manner and with the utmost discretion. When a disclosure has been made to any member of staff and that member is duly alarmed they must pass this information over to the head of their department and discharge their involvement. It is then the head of department's responsibility to report the information to the Operations Director who will then make an informed decision on what to do with the received information and they must act lawfully and with integrity.

We must protect ourselves as an organization and take the necessary steps to pass on the duty of care to the relevant department to deal with the information received. We must eliminate all risk from ILC so that we can function legally and with a clear conscience and know that any individual who poses a risk is dealt with accordingly and no longer a risk to students, staff, or themselves.

In a situation where a student is at risk, we must ensure that we can do all that is possible to assist that individual in making informed decisions, however, in a given scenario where the information crosses lawful boundaries we must take matters into our own hands and follow the steps as previously stated.

Promises of Confidentiality

When certain information has been received we at International Language Centre not give assurances of confidentiality to those who wish to divulge the information. It may be necessary to say that certain information may be shared with others who need to know it and that if this is the case it will be carried out with the utmost discretion.

Duty of Care Procedures

- Information is received that raises concern.
- Identify whether it can be dealt with or if it needs to be passed on to head of department.
- It may not be necessary to disclose students name at this point.
- Clarify whether the information is sufficient enough to breach confidentiality.
- Inform relevant agencies appropriate to the issues raised.
- For example; if a student was potential harm to themselves or others it could be necessary to disclose this information with the police and the individual's doctor.

It is essential for International Language Centre to adhere to this policy and procedures to protect not only the individual who the issue was raised with but also the centre operational procedures. ILC take a serious professional and lawful approach to any information that raises concern over a student's welfare and also the welfare of other students.