



CHILD PROTECTION AND SAFEGUARDING POLICY AND PROCEDURES

Updated: 2023-2024
AEG EHS Department



CHILD PROTECTION AND SAFEGUARDING POLICY AND PROCEDURES

Dear AEG community members,

Student safety is a top priority in all schools in the Ambassador Education Group (AEG). It is not only a commitment, but also an important foundation for an educational environment full of love, respect and accountability. We acknowledge that when their safety and wellbeing needs are guaranteed, students will feel comfortable to learn, develop themselves, and build up confidence to succeed in the future.

The Ambassador Education Group of schools has developed this "*Child Protection and Safeguarding Policy and Procedures*" to set out the definitions and principles of child protection in all our schools.

Once awareness is raised, we will be able to create a safe and healthy learning environment based on 3 core values:

- All children have the right to be protected against harm and abuse.
- All actions on child protection are taken with consideration for the best interests of the child, which are paramount.
- Everyone has a responsibility to support the protection of children.

This will also be an effective way to build a bridge between students, between students and teachers and between students and parents, allowing us to listen to each other and identify any problems. As a result, we will be able to support each other to deal with safety issues in a timely and effective manner.

The AEG group of schools believes that a community of teachers, lecturers, employees and parents who are highly aware of Child Protection will contribute significantly to building a safe society for future generations.

As the founder of AEG, it is with immense pride and unwavering commitment that I present this Child Protection Policy. Our vision has always been to provide not just education, but a nurturing haven where every child can thrive without compromise. This policy stands as a testament to our dedication to their safety, well-being, and future. Let us continue to work together to ensure a secure and supportive environment for every young mind we have the privilege to guide. With deep appreciation

Ajarn Amporn Gargolgomut



Lastly, we would like to extend our heartfelt gratitude to Mrs. Wirawan Mosby (Khun Boom), Mrs. Tabongkod Peunchob (Khun Thom), Mrs. Somkit Buarawong (Ajarn Lah), Mr. Paul Farran, the HUG Project, Thailand Internet Crimes Against Children taskforce team (TICAC) and all AEG leadership and its members whose invaluable contribution made the creation of this Child Protection Policy possible. Your unwavering support, expertise, and commitment to excellence have truly made a difference.

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1 Statement of COMMITMENT

AEG schools are committed to providing a safe and nurturing environment for our students. This means that our students are protected from abuse, neglect, or mistreatment. AEG focuses on preventive practices, including educator training, to promote student well-being. As educators in our community, we know our students well and are uniquely able to assess behaviors that indicate possible needs for protection. We have an ethical obligation to protect the students in our community from harm or danger and are obligated to report any suspicion of mistreatment or neglect using the proper channels as fully described herein. This policy applies to all employees working at AEG and its schools as well as all children within the community.

This *Child Protection Policy* aims to:

- Ensure consistency and equal access to education for all students regardless of age, gender identity, ability, religion, nationality, etc. and compliance with national laws and statutory guidance related to child safety.



Commitment



- Provide clear expectations about child safety and the schools response to concerns or allegations of harm.
- Establish responsibility of all adults to protect children and the rights of children enrolled in the school and impacted by the operations of the school to be free from harm.
- Establish clear recruitment and hiring expectations to enable diligent screening and selection of employees, faculty, volunteers, and other trusted adults.
- Outline continued professional development for employees, student prevention education and parent/caregiver support around child protection prevention of harm and response to harm if it occurs.
- Support continued communication and shared understanding about childhood abuse definitions, signs and indicators, and response when risk of harm is evident, or harm occurs.
- Establish that the schools prioritize the wellbeing of students and acknowledge that children cannot consent to abuse.
- The AEG schools employees and Board members are accountable to this policy which is linked to AEG protocols on strategic planning, budgeting, recruitment, performance management, external partnerships, risk management, etc.
- Outline where this policy will be cited including public facing website, parent and employees pages, waiting lists, student applications, and employees employment announcements and applications.

The AEG Child Protection Policy is based on Thai law (Child Protection Act, 2003 and the Constitution of the Kingdom of Thailand, 2007), international laws and on the United Nations Convention on the Rights of the Child (UNCRC).

The two key articles to take note of in the UNCRC are:

Article 19 - Protection from abuse and neglect: The State shall protect the child from all forms of maltreatment by parents or others responsible for the care of the child and establish appropriate social programs for the prevention of abuse and the treatment of victims.

Article 34 - Protection from sexual exploitation and abuse. The State shall take measures to prevent exploitation and abuse, including prostitution and involvement in pornography.

The following is a summary adopted in accordance with Thai law:



- Children and youth have a right to receive physical, mental and intellectual development in a safe and suitable environment (Article 52 of Constitution of the Kingdom of Thailand, 2007).

- Children and youth have the right to be protected against violence and unfair treatment and have the right to medical treatment or rehabilitation (Article 52 of Constitution of the Kingdom of Thailand, 2007).



- An employee shall report suspected cases of harm to the child to a designated administrator (Section 29 of The Child Protection Act, 2003).
- A guardian shall not treat a child in any manner which obstructs his or her growth or development or treat a child in any manner which constitutes illegal care (Section 25 of The Child Protection Act, 2003).
- A person is forbidden to commit or omit acts which result in torturing a child's body or mind (Section 26 of The Child Protection Act, 2003).



2 Glossary of Terms AND DEFINITIONS

AEG:

The Ambassador Education Group

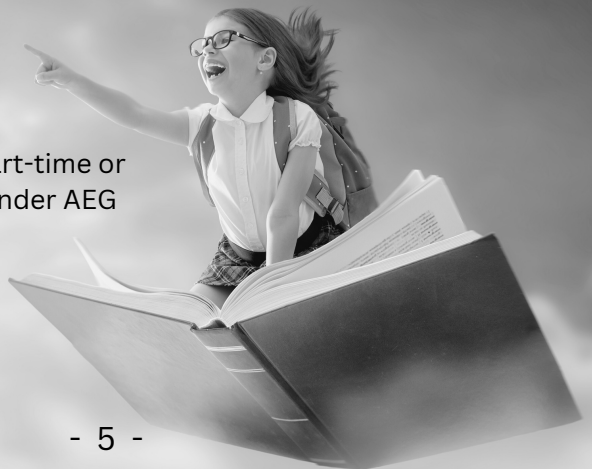
Children:

A person below the age of 18 years old.



Students:

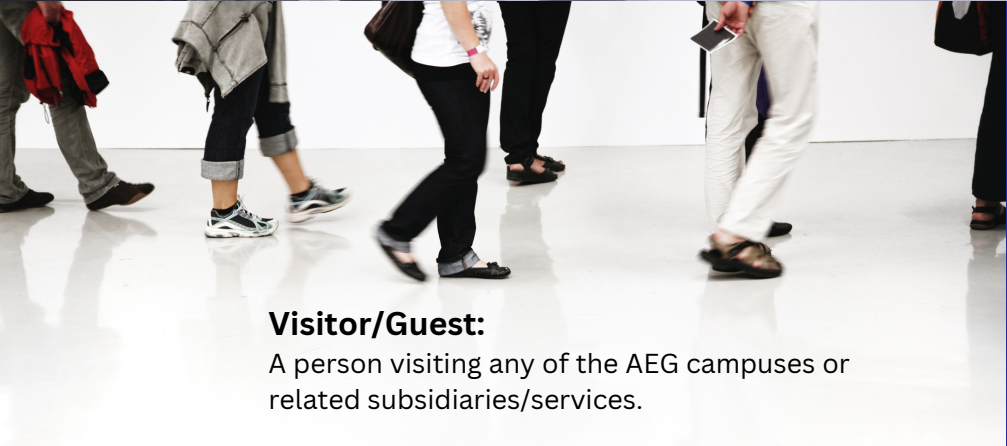
Any students both part-time or full-time registered under AEG





Employees:

A person who is employed or contracted by AEG or any of its subsidiaries, in any part-time, full-time, outsourced or volunteer capacity.



Visitor/Guest:

A person visiting any of the AEG campuses or related subsidiaries/services.



Disclosure

Disclosure:

The process by which children and young people start to share their experiences of abuse with others. This can take place over a long period of time – it is a journey, not one act or action

Definitions of **DIFFERENT FORMS OF ABUSE**

According to the CHILD PROTECTION ACT B.E. 2546 section 4

“Torture” means any commission or omission of acts which cause the deprivation of freedom, or physically or mentally endanger the Child; sexual abuses committed against a Child; using a Child to act or behave in a manner which will likely cause physical or mental harm to the Child, or which is unlawful or immoral, regardless of whether the Child consents to such act or not.



Physical Abuse:

Actual or likely physical injury to a child, or failure to prevent physical injury, or suffering, to a child, including deliberate hitting, beating, shaking, throwing, burning, drowning, suffocating, or poisoning.



Corporal Punishment:

Corporal punishment is the most widespread form of violence against children. It is any punishment in which physical force is used and intended to cause some degree of pain or discomfort. It is a violation of children's rights to respect for human dignity and physical integrity. Sample of corporal punishment are such as confine in small space, excessive exercise, fixed postures or long period of time, using instruments for punishing like baseball bats, fists, wooden sticks or belts.



Mental/Emotional Abuse:

Actual or likely severe adverse effect on the emotional and behavioural development of a child caused by persistent or severe emotional ill treatment or rejection. May involve conveying to the child that they are worthless, unloved or inadequate, or cause children to feel frightened, in danger and corrupted.

Sexual Abuse:

The employment, use, persuasion, inducement, enticement, or coercion of any child to engage in, or assist any other person to engage in, any sexually explicit conduct or simulation of such conduct for the purpose of producing a visual depiction of such conduct; or the rape, molestation, prostitution, or other form of sexual exploitation of children, or incest with children.



Neglect:

Actual or likely harm to a child as a result of the failure to provide needed age- appropriate care, or to give proper care and attention in order to meet the basic physical and emotional needs of a child-such as shelter, food, clothing, education, supervision, medical care, and other basic necessities needed for development of physical, intellectual, and emotional capacities.



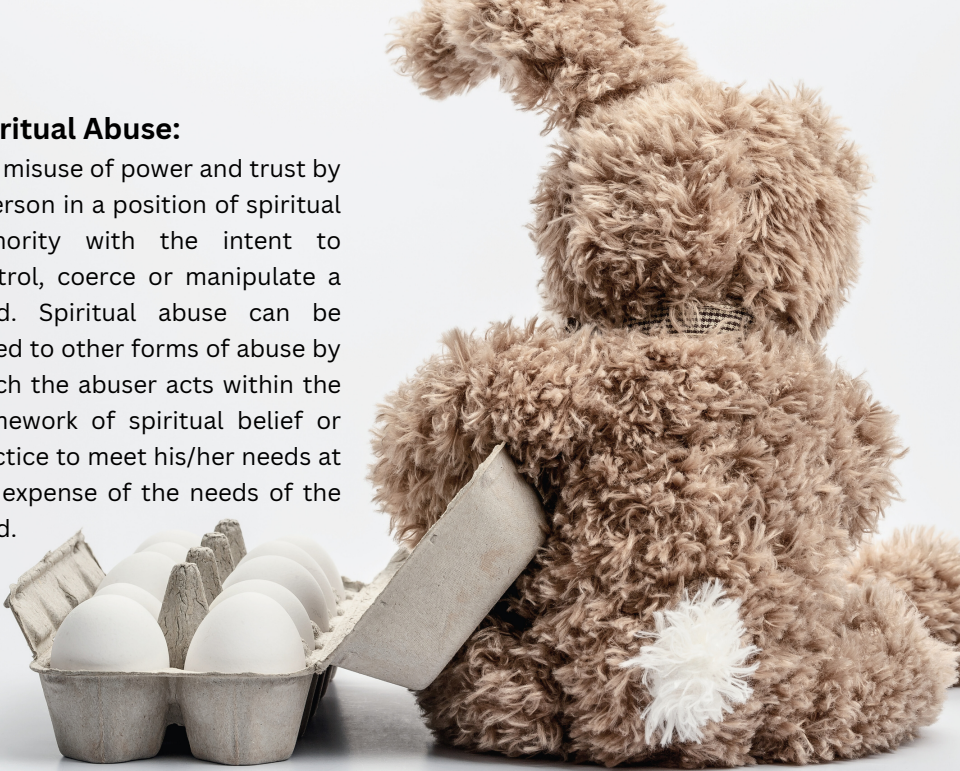
Social Abuse:

The failure or refusal of society to provide basic services (education, health care, citizenship, etc.) to a child, and to provide protection from harm. Social abuse is caused by societal structures, laws, religious beliefs, traditions, etc., rather than by individual's deliberate actions. Inequitable systems of government, discrimination, poverty, and war can exacerbate social abuse.



Spiritual Abuse:

The misuse of power and trust by a person in a position of spiritual authority with the intent to control, coerce or manipulate a child. Spiritual abuse can be linked to other forms of abuse by which the abuser acts within the framework of spiritual belief or practice to meet his/her needs at the expense of the needs of the child.



Bullying:

The repetitive, intentional hurting of one person or group by another person or group, where the relationship involves an imbalance of power. Bullying can be physical, verbal or psychological. It can happen face-to-face or online.

Stop **BULLYING**

Cyberbullying:

Cyberbullying is bullying that takes place over digital devices like cell phones, computers, and tablets. It can happen via text message and within apps, on social media, forums, and gaming sites. Cyberbullying includes sending, posting, or sharing negative, harmful, false, or mean content about someone else. It can also include sharing personal or private information about someone else causing embarrassment or humiliation.

3 Roles and RESPONSIBILITIES

AEG CEO:

The CEO holds the administrative and final say for decision making on the planned intervention for Child Protection.



The Child Protection Officers (CPO):

The Child Protection Officers (CPOs) are members of the schools who take the lead responsibility for child safeguarding and protection in their school and is also the first response to protection issues in the schools. Any child protection concern in the school should be reported immediately to the CPO.



The Child Safeguarding Team of AEG (CST AEG):

CST is a Committee nominated by AEG's management with the highest responsibility for protection and acts to consider not only the outcome of assessments and investigations but also consider the total ramifications of protection. The CST AEG is also responsible for overseeing policy development, procedural issues, resource allocation, training needs and the overall monitoring of child protection implementation in the schools.

4 Education, Training AND POLICY REVIEW

CST AEG is responsible for organizing child protection training, including awareness raising and reporting systems to be provided to all AEG employees, volunteers, representatives, interns, students, and parents on a yearly basis. This includes yearly refresher courses for candidates who have been employed for more than one year.



All new employees will be given induction on *Child Protection Policy and Procedures* as a part of their job orientation within one month of commencing employment. All employees will receive training in relation to the Child Protection Policy and their responsibilities in assisting in providing for safeguarding and protection of children. *This training is mandatory and will be reviewed yearly by CST AEG and external child protection experts.*

5 Recruitment Employment and ADMISSION OF STUDENTS

Recruitment and employment of AEG Staff

- Proof of identity and residency, (identification card or passport). Candidates' identity and relevant qualifications will be checked with original documents.



- Candidates (employee or volunteer position) must provide AEG with previous employment details and at least two references, at least one of which should be a direct supervisor of the candidate. Candidates will have their employment history checked, including the investigation of any gaps between jobs.
- AEG and its schools will ensure that all the references of approved local candidates for work are checked, preferably by telephone, and recorded in the employees files, before the new employees member is invited to take the position. HR department are encouraged to inform on all employees a criminal background check.
- Information on the child protection policies must be presented by AEG HR teams before and on acceptance of employment or during the job interview.

- Interviews and other questions related to the actions, beliefs, attitude, motivation, values regarding children will be assessed.
- AEG and its schools will not employ any person less than 18 years of age.
- All new and current employees must read, sign and comply with this Child Protection Policy, along with a sign self-disclosure that they have no prior convictions for abuse or harm children. AEG will supply all new employees members with a copy of this policy at orientation.

Admission OF STUDENTS

With the increase in human trafficking as a global concern and the rise in number of traveling child sex offenders, there are risks that children/students are being subjected to, including the risk of being trafficked, groomed or abused. In order to minimize these risks, and for the protection of children, the AEG Admission teams will:



- Ensure that both parents are present during application process unless they have documented proof of a special situation such as divorce paperwork, or any other paperwork, proof of custody, adoption paperwork, or any other paperwork that is verified government or authorities to prove custody or relationship.



- Report to the CPO any suspicious activities arising during the application process such as a person claiming an adoptive parent without certified paperwork or a mother present. Another scenario can be a person claiming to be guardian without any reference, proof, or certified paperwork to verify the relationship.
- If there is any doubt, suspicion or concern, Admission staff must report to the school's CPO as soon as possible for further investigation.

6 Access by EXTERNAL VISITORS

All visitors including contractors and third parties shall fully comply with the AEG Visitor Policy and Code of Conduct and other applicable legislation, rules and standards. The visitor/s acknowledges compliance with the aforementioned and will :

Receive, read and sign a copy of the AEG Child Protection Policy, and the Visitor Policy and Code of Conduct provided and submit a Statement of Commitment (See Appendix) provided by a representative of AEG agreeing to abide by the policies before any visitation is made. Always be accompanied by an AEG employee.

Visitor log will be kept and updated for all visitors to AEG campuses.



Visitors and **PARENTS CODE** of Conduct

AEG takes child protection seriously. To ensure that we maintain the highest standards, we request that all parents and visitors:



1. Do not take photos or videos of any students without written permission



2. Avoid being alone with any students.



3. Do not take or exchange contact details of any student.



4. Give gifts or promises of gifts to the children or exchanging of person contact information.



5. Avoid making physical contact with any student or invading their personal space.



6. Only use designated adult-only toilets and under no circumstances enter the children's toilets or changing room areas.

Kindly note that AEG campuses are equipped with 24h. CCTV monitoring

If you have any concerns or questions, please contact the CPO in school or

cst@aegcm.com



7 Staff and Employee CODE OF CONDUCT

- AEG expects all its employees, short-term volunteers and visitors to give respect and dignity to all children associated with the work of AEG schools.
- All AEG employees, short-term and long-term volunteers must sign a statement to say that they have read and understood the Child Protection Policy, agree to abide fully, and that they understand that action will be taken in cases of inappropriate behavior where children may be involved.
- Schools management, and all AEG employees will plan the work of the schools so as to prevent/minimize situations where the abuse of children and young people may occur.
- Visitors to AEG campuses will not be left unsupervised. AEG employees can be left unsupervised on campuses if they have signed the AEG Child Protection Policy, Acknowledgement.
- All visitors to any AEG school campus must sign the AEG Visitor Policy and Code of Conduct (see appendix) before they are allowed enter the premises to indicate agreement that they have read the policy, understand its content, and will respect and follow all AEG's Child Protection Policy, and understand that action will be taken in cases of inappropriate behavior.



- AEG employees and visitors must never be alone with children who are not their own, in a private place that cannot be readily seen by other responsible adults.
- Students will not stay overnight with AEG employees or visitors unless accompanied by a parent or family member.
- AEG employees and visitors will not touch a child in a way that is against the Convention on the Rights of the Child or expose them to inappropriate materials such as pornography. A general guideline is not to touch children inappropriately in areas that would normally be covered by shorts and t-shirt, but also includes kissing and tickling in an inappropriate way.



- AEG employees will discipline children according to the AEG Discipline Guidelines which are in line with the Convention on the Rights of a Child (a general guideline is no physical punishment, hitting, slapping, spanking, and no verbal abuse such as shouting, swearing or use of demeaning language).
- AEG employees will not use a child in a way that is against the Convention on the Rights of the Child and Child Protection Act of Thailand 2003.
- AEG employees will not take a child home without at least one other person being present in the vehicle.

- AEG employees and visitors will not visit a child unaccompanied in the child's own home, while the child is home alone.



- Adults will always be responsible for their behavior and cannot blame the child, even if the child ‘provokes’ or acts in a ‘seductive’ way. There are occasions when a student may become infatuated with a member of staff. Any such situation should be handled professionally and with sensitivity. Members of staff should avoid encouraging infatuation or making jokes about it. We encourage all staff to report to their school CPO as soon as they are aware of any concern, in order to work together for the best interest of the child.

8 Referral and REPORTING PROTOCOL

AEG is committed to creating a safe environment and reducing the risk of harm to children under our care and reducing the risk of misconduct by our staff towards vulnerable children. **All concerns for the safety and wellbeing of a child must be reported.** This includes observed safety concerns in facilities or activities, suspicions or allegations of misconduct or abuse and non-compliance with the Code of Conduct or other policies. AEG employee acknowledges that all child safety matters must be addressed promptly in line with our priority of ensuring child safety and protection. All concerns raised will be treated seriously and steps will be taken to ensure that all parties are treated fairly.

AEG shall not hold responsible or faulty any school employee making a report of a violation of the *Child Protection Policy* that is later deemed to be false, in accordance with Article 29 of the Thailand Child Protection Act of 2003. However, Any person who intentionally makes a false or misleading allegation, will face disciplinary action to be decided upon by AEG Management.



Concerns, Allegations **AND INCIDENTS**



AEG recognizes that allegations and suspicions of inappropriate behavior and/or abuse must be taken seriously and addressed promptly in order to uphold child protection as a top priority. We will strive to respond in a fair and orderly manner. When any AEG employee has a concern or suspicion regarding any forms of abuse, he/she will report the concern directly to the CPO or Child Safeguarding Team members.

A culture of the school CPO openness must exist within AEG schools to ensure that any area of concern regarding child protection can be raised and discussed, and that issues are dealt with appropriately. AEG will support children, employees, or other adults who raise concerns or who are the subject of concerns or allegations. In accordance with Thai law and international best practice, persons reporting a concern or making an allegation in good faith shall not be held liable for any civil, criminal or administrative action arising from the investigation.

Fairness, Transparency and Confidentiality

All reported concerns/allegations will be thoroughly and objectively investigated. All information concerning incidents and investigations will be documented in writing. A copy of the confidential reports of the investigation and its outcome will be provided to AEG schools' Child Protection Officers.

Reporting PROCEDURE

All concerns are to be reported to the CPOs. The CPOs will receive the disclosure, in whichever format it may be presented as. For example, a direct disclosure such as email or in-person disclosure to the CPO or an indirect disclosure whereby the CPO is made aware of a concern through another employee or the like. The CPOs will have to determine whether the disclosure falls under the category of 'concern' or 'incident'/'alleged incident'.

In general, a Concern will be deemed as behavior that is a minor breach of the Code of Conduct or Child Protection and Safeguarding Policy that may be remedied by implementing corrective procedures and continuous monitoring. In general, an Incident or Alleged Incident will be deemed as behavior that is a serious breach of the Code of Conduct or Child Protection and Safeguarding Policy which may result in serious sanctions and/or reporting to external authorities.



Dealing with **A CONCERN**

- The CPO will write a report to CST AEG outlining the nature of the concern.
- The CPO will meet with the person exhibiting inappropriate behavior and give a verbal warning and explanation of why the behavior is deemed inappropriate.
- The person exhibiting inappropriate behavior will be closely observed.
- The CPO will follow up with the person reporting the concern to ensure that they feel safe, heard, and that they are made aware of what has been done to address the situation.
- The CPO will follow up further inappropriate behavior with a written warning.
- Should there be no adjustment made regarding inappropriate behavior, the person displaying such behavior will be dismissed.

Dealing with an incident **OR ALLEGED INCIDENT PROCEDURE**

- All Child safeguarding incidents must be reported in written or in verbal (as deemed necessary) to the CPO without delay and within 24 hours of the reporter becoming aware of such incident.
- The CPO will inform the AEG Child Safeguarding Team (CST AEG).
- The CPO will file a full report of the incident (using the AEG Child Protection Report Form (See Appendix).
- The person who has been alleged to have breached the AEG Child Protection Policy will take a leave of absence while the incident is being investigated. This person will not have contact with any child at AEG schools while the investigation proceeds.
- The report will be investigated by the CPO, with assistance provided by the CST AEG and/or child protection experts outside of AEG.
- Should the investigation reveal that the accused person has not breached the AEG Child Protection Policy, both parties (the person making the report and the person who has been accused), will be offered counseling and debriefing.

- Should the investigation confirm a breach of the AEG Child Protection Policy, the CST AEG will have the option to terminate the employment/participation of the accused person from all future AEG activities.
- Should the investigation confirm a breach of Thai law, the relevant law enforcement authorities, including the authorities from the country of citizenship and any other authorities as deemed appropriate, will be notified.

Should this child protection policy not encompass the nuances of certain incidents, the AEG Child Protection Officers will convene, consult with child protection experts, and devise the most suitable plan to address each situation.



The Victim OF ABUSE

The victim of any abuse has the full support of the schools academic, medical and emotional support services. In emergency cases within school hours that require medical attention by outside agencies this is arranged where possible with parents or carers. In cases where the parents or carers are also the accused person/s or they are unavailable, the school shall recognise its duty of care and ensure that the child receives appropriate medical attention.

In some cases it will be important to involve the help of outside specialist agencies such as local social services, local consulates and other child protection agencies.

9 Disciplinary POLICY

All AEG employees, teachers, teacher assistants, and staff working with children shall adopt positive discipline. Positive discipline shall be age appropriate and respect the rights of individual students. AEG also believes that positive discipline is different from punishment. Punishment tells children what they should and should not do. Positive discipline helps them take ownership and responsibility for their choices and solve their own problems. This contributes to building up the student's self-esteem and help them feel capable when they can solve their own problems.



AEG teachers and employees shall not:

- Discipline a child for failing to eat, sleep, do their work correctly, or for soiling themselves.
- Hit, shake, or use any other form of corporal punishment.
- Compare students of their level of ability.
- Use harsh, abusive, or sarcastic language, including profanity, ridicule, humiliation, yelling, or any other form of inappropriate verbal abuse.

- Engage in any form of child abuse or neglect, including inappropriate touch, emotional manipulation, or fostering an inappropriate relationship.
- Withhold food, emotional responses, or the opportunity for rest or sleep when needed.
- Require a child to remain silent or inactive for a period that is not age appropriate.
- Engage in any form of abuse according to the Thai Child Protection Act of 2003.



AEG teachers and employees shall:

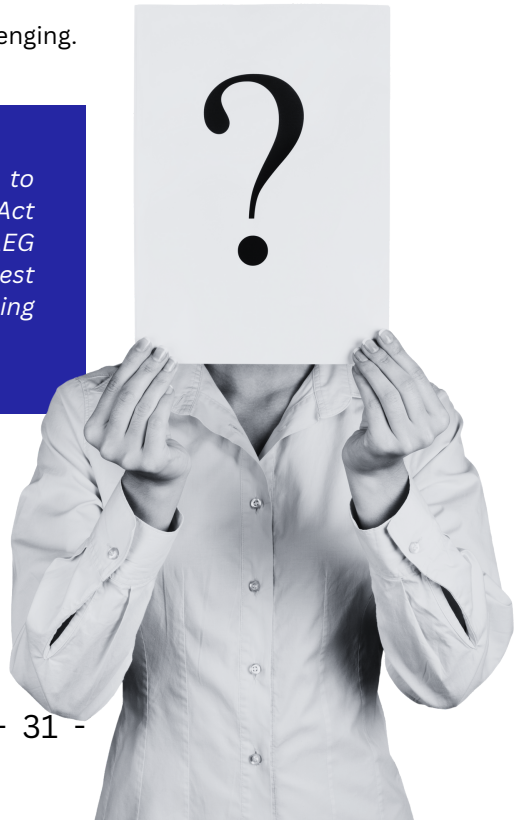
- "Catch" the child being good to reinforce positive behavior by acknowledging, affirming, or praising the child for good behavior and conduct.
- Provide positive reinforcement through rewards for good behavior.

- Practice attentive listening and allow the students to explain their reasons and points of view.
 - Students come from many different cultures and speak different languages, which presents significant barriers to communication and understanding. Extra effort must be given to listen and understand a child's behavior or actions.
 - Extra care must be given not to jump to conclusions or make blind assumptions about why a child acts a certain way or when there is a conflict between students.
 - Give each student the opportunity to explain themselves and be sure you understand the student's point of view.
- Provide shared control and structure in the classroom by giving the students choices with limits throughout the day. For example:
 - **"You can play in the forbidden area or in the corner. You decide"**
Not, "Stop playing in front of the door!" or "You can play anywhere you want."
 - **"Would you rather sit and read or work on your project?"**
Not, "Shut up and read your book!" or "If you feel like it, you could do your classwork."
 - **"Feel free to sit in the chair by me or remain quiet in your seat."**
Not, "Stop talking and be quiet!" or "If you don't stop talking, you will have to sit by me!"



- Use enforceable statements (what you will do) rather than tell the student what they must do (often perceived as angry or negative demands). For example:
 - **"I will begin when everyone is quiet."**
Not, "Be quiet, and sit down! !"
 - **"I know you have something important to say, and I listen to students who raise their hand and are called on to participate"**
Not, "Raise your hand if you have something to say and wait to be called on."
 - **"You may join us outside as soon as you complete your work."**
Not, "Do your work, or you can't go outside!"
- Allow students to take responsibility for their own mistakes by allowing them to solve the problem.
 - If they do not know how to solve the problem, give them a couple of suggestions and let them choose the one that works best for them.
- Seek help when things are challenging.

When in doubt, please refer to the Thai Child Protection Act 2003 or consult with CST AEG team and ensure that the best interest of the child is being prioritized.



10 Media and COMMUNICATION POLICY

AEG respects the privacy of families and students. Every year, families may indicate their preference concerning usage of media (photos, videos, and audio) that may include student in promotion materials or social media. Therefore, each year AEG will provide a form for parents and legal guardians to fill out whether they allow AEG to use media that contain their children/student.

To ensure the safety of our community, AEG will never post or release information that is considered private and confidential. This includes posting conversations, names, personal schedules, address, phone numbers, etc. without written consent. AEG's communication about children will reflect images that preserve their dignity and are decent and respectful.

Photos of students will not be posted on AEG social media accounts if a parent specifically opts their children out of such communications.

As a member of the AEG community, all staff and employee are expected to act professionally on social media. If you wish to post any content of your classes, practices, or in-school interactions on social media, please send it to AEG Media for proper review to be posted to the AEG accounts. Never use photos of students on your own personal accounts.

AEG does not allow teachers and staff to communicate with student privately on any form of social media or chat messengers such as Line, WhatsApp, WeChat, Discord, Messenger, I-message or any type of communication that will create private opportunity for communication. AEG staff and employees shall communicate with students through email provided by parents only, to avoid any miscommunication or any violation of the Child Protection Policy and Code of Conduct.

Responding to **COMMENTS**

Whether positive or negative, it is important for AEG to respond to comments on our social media posts. Responses to comments or questions asked by community members are only to be made by the team or staff responsible for running social media.

References:





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