

## IELTS Indicator Vulnerable Adults Policy

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### 1. Objective

To ensure that IELTS exercises its duty of care to safeguard Vulnerable Adults.

### 2. Scope

Employees globally (including indefinite and fixed-term staff, temporary staff, freelance staff, and casual staff) comply with this policy.

This policy is in addition to, and not in replacement of, any policies which any IELTS Partner already has in place or will be put in place.

### 3. Definitions

Vulnerable Adults are people aged 18 years or over who:

- a. identify themselves as unable to take care of themselves or protect themselves from significant harm or exploitation;
- b. or are understood to be at risk, which may be due to frailty, homelessness, mental or physical health problems, learning or physical impairments, and/or impacted by disasters or conflicts.

Any adult anywhere can become at risk as a result of abuse of many different types or may be at risk as a result of a temporary or permanent situation. Abuse is a violation of an individual's human and civil rights by any other person or persons. Commonly recognised types of abuse include:

- a. physical abuse (including assault, rough handling, pushing, hitting, slapping, punching, kicking, biting)
- b. domestic violence (controlling, threatening, degrading or violent behaviour between people who are or have been, intimate partners or family members)
- c. sexual abuse (including rape, attempted rape or sexual assault, inappropriate touching, sexual teasing or innuendo or sexual harassment)
- d. psychological abuse (including use of threats, humiliation, bullying, swearing or verbal abuse or enforced social isolation)
- e. modern slavery (including people trafficking, forced labour and forced domestic servitude)
- f. discrimination (for example, with regard to disability, age, gender, sexual orientation, ethnicity or race, religion or belief)
- g. institutional abuse (maltreatment of a person in a care facility or other institution).
- h. financial abuse

In the context of IELTS, Vulnerable Adults may include customers who pay for and/or use our services, as well as users of our online or social media products.

### 4. Principles

The principles below govern this policy and its application:

- a. Empowerment – a person-centred approach that ensures that those affected feel involved and informed.
- b. Mitigation – through planning, risk assessment and other measures minimising and managing situations where abuse could occur.
- c. Protection – supporting victims so they can take action.
- d. Responding quickly to suspected cases of abuse.
- e. Proportionality – making sure what we do is appropriate to the situation and for the individual.
- f. Accountability – making sure all organisations and individuals understand their role and accountabilities.

## 5. Standards

### Mitigating measures

In every situation we will actively work together with relevant organisations and individuals to take all appropriate measures to safeguard Vulnerable Adults and to respond to allegations and disclosures.

- Where responsibilities are shared with or transferred to partners or other organisations, the responsibility will be clearly identified and documented.
- Risk assessments will be carried out to identify Vulnerable Adults; the potential risks to them; and to identify measures to mitigate these risks. Risks and mitigating measures will be monitored and reviewed by each IELTS Partner at appropriate intervals in accordance with its relevant policies.
- Roles which involve regulated activity (work which involves close and unsupervised contact) with adults who are or may be at risk must comply with relevant recruitment policies and guidance.
- Awareness training will be provided to all staff; additional training and support will be provided for staff who are more likely to have direct or indirect contact with Vulnerable Adults or potentially Vulnerable Adults.

### Disclosures, allegations and incidents

- All disclosures and allegations related to a Vulnerable Adult will be acted upon; all incidents will be reported and recorded in line with the procedures.
- Any immediate safety and protection needs will be prioritised.
- Our processes, actions and decisions will be informed by the need to take into account the wishes of the individuals at risk, and we will be mindful of the danger of increasing risk through our actions.
- Where there is evidence a criminal offence has taken place, or a crime may be about to be committed, we will contact the appropriate authorities immediately.
- We will strictly observe the provisions of data protection legislation and be mindful of other relevant UK, Australian and local legislation (as applicable).

## 6. Roles and responsibilities

We expect all employees to promote good practice by being role models, contributing to discussions about safeguarding and to positively involve others in developing safe practices.

All employees have a responsibility to:

- a. follow the principles and standards laid out in this policy
- b. ensure that those with whom we work to deliver programmes and services globally, including consultants, partners, institutions and other organisations and individuals, are aware of and comply with this policy and related processes
- c. challenge and, if necessary, report any practices or behaviour which might lead to situations which place adults at risk.

## Vulnerable Adult Incident/Complaint Notification

This form must be completed as soon as possible after receiving information that causes concern about the welfare of a vulnerable adult, and sent to the relevant IELTS Partner team. Do not delay by attempting to obtain information to complete all sections.

Your details:

Name	
Position	
Test centre	
Country	
Date of the incident/complaint	

Details of the adult at risk:

Name	
Date of birth	
Gender: Male Female Trans (please enter details) Not stated	
Languages spoken	
Disability (Yes/No)	
Contact details/address	

Details of the incident/complaint:

Date and time of the incident/complaint	
Location where the incident occurred	
Description of the incident/complaint	
Who else was informed of the incident?	
Is the person in immediate danger?	
Has the person given consent to pass on this report and share the information?	
Action taken	

Details of the person against whom the complaint is made:

Name	
Address	
Relation to the accuser	
Is the person an employee of the IELTS test centre or do they have any connection with IELTS?	

Please submit the report to your IELTS Partner as soon as possible, no later than 24 hours after the incident was reported.