



<b>Date Adopted:</b> 28.07.2021	<b>Date of last review:</b> 28.07.24	<b>To be reviewed next before/on:</b> 28.07.25
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<b>Policy:</b> Child Protection and Safeguarding
<p><b>Purpose and Statement:</b></p> <p>Children and young people have the right to be safe and happy whilst participating in activities organised by Top Box Studios Ltd. The company therefore takes all reasonable precautions to safeguard the welfare of the young people who work and train with us.</p> <p>This child protection policy and associated procedures have been drawn up for the benefit of children and young people under the age of 18, or adults who may be considered vulnerable. They apply to all the teaching and support staff, voluntary class assistants and artists engaged by the company.</p> <p>In accordance with the provisions of The Children Act 1989, the "welfare of children is paramount". This means that some of the usual considerations of confidentiality may be superseded by the need to protect children, young people, and vulnerable adults (collectively referred to as 'young people' in this document).</p> <p>The person at who has overall responsibility for child protection issues with Top Box Studios Ltd is the Director, Mrs Tracy Wright. They have received training in the protection of young people and is responsible for ensuring that the company's policies and procedures are kept up to date and adhered to by Top Box Studio’s staff. She is also the person to whom any concerns regarding suspected child abuse should be addressed. The Director is also responsible for health and safety matters within the company. However, it is not their role to decide whether a young person has been abused or not; this is the job of the statutory authorities to whom she has a duty to report possible child abuse.</p>
<p><b>Distribution:</b></p> <ul style="list-style-type: none"> <li>• To be distributed to Board at AGM and Induction sessions for Board Member and new permanent and freelance staff</li> <li>• To ensure distribution to all permanent and freelance staff</li> <li>• Confirmation of receipt of information - Signed statement from recipient to be held on file</li> </ul>

**Review and monitoring of policy:**

- Reviewed annually or in instances of legislative change
- Monitoring is part of Management and Supervision

**The following policy is based on the below principles:**

- The welfare of the child is paramount
- All children, whatever their age, culture, disability, gender, language, racial origin religious beliefs and/or sexual identity have the right to protection from abuse
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- All staff (paid/unpaid) have a responsibility to report concerns to the Designated Person (DP) with responsibility for child protection
- Staff/volunteers are not trained to deal with situations of abuse or to decide if abuse has occurred

**We will aim to safeguard children by:**

- Adopting child protection guidelines through procedures and a code of conduct for staff and volunteers
- Sharing information about child protection and good practice with children, parents and carers, staff and volunteers
- Sharing information about concerns with agencies who need to know, and involving parents and children appropriately
- Carefully following the procedures for recruitment and selection of staff and volunteers
- Providing effective management for staff and volunteers through support, supervision and training
- We are committed to reviewing our policy and good practice regularly

**Child Protection:**

When recruiting staff and volunteers, the company takes up a minimum of two references and requires an Enhanced Disclosure certificate from the Disclosure and Barring Service. This is a check that reveals whether the prospective member of staff is known to the police in relation to committing offences against children and any other convictions and/or cautions.

Every Top Box Studios Ltd activity has a teacher or other responsible adult who is in charge and has overall responsibility for the welfare of the participants.

Top Box Studios Ltd aims to have at least two members of staff present during each class, workshop, rehearsal etc. This will usually be the class teacher and an assistant. Exceptions may occasionally be made for teachers who are well known to the group. However, until references and police checks have been completed, new staff will not be left in sole charge of young people.

Young people will be supervised by adults throughout the session, including during breaks. However, this only applies from the advertised start of the session and if children arrive early then parents and

carers should take steps to ensure they are properly looked after until the session starts. Parents and carers also need to ensure that children are collected promptly at the end of sessions.

All activities organised by Top Box Studios Ltd are subject to risk assessments both during the planning stage and by monitoring the activity. Appropriate steps are taken to minimise any risks identified.

Arts activities often involve physical contact between participants and between staff and participants. Physical contact will only be made when it is necessary in relation to the particular arts activity and with the agreement of the young people involved.

We will not use photographic images of young people, for example for publicity purposes, without permission from the legal guardian. Even when such permission is given, the young person's full name and address will not be revealed.

We keep records about participants so that we know whom to contact in case of an emergency, whether they suffer from any allergies, have a medical condition or a disability/special need and for monitoring purposes. These records are treated as confidential except where relevant information is given to class teachers/persons in charge.

If a participant arrives at a session with a visible injury, this will be noted in the Accident Book and the parent/carer will be asked to sign the record. If a participant sustains an injury during a session, this will also be recorded in the company's Accident Book and treatment given if appropriate. In the event of a serious incident, the parent/carer will be contacted immediately. A telephone (landline or mobile) is always available for staff to use in case of an emergency.

**This policy sets out agreed guidelines relating to the following areas:**

- Responding to allegations of abuse, including those made against staff and volunteers
- Recruitment and vetting of staff and volunteers
- Supervision of organisational activities

**Definitions of abuse:**

*These definitions are based on those from Working Together to Safeguard Children (Department of Health, Home office, Department for Education and Employment, 1999)*

**Physical abuse**

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing harm to a child.

Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to a child whom they are looking after. This situation is commonly described as factitious illness, fabricated or induced illness in children or "Munchausen Syndrome by proxy" after the person who first identified this situation.

A person might do this because they enjoy or need the attention they get through having a sick child. Physical abuse, as well as being the result of a deliberate act, can also be caused through omission or the failure to act to protect.

Female Genital Mutilation (FGM) is also classed as physical abuse. FGM has been a criminal offence in the UK since 1985. In 2003 it also became a criminal offence for UK nationals or permanent UK residents to take their child abroad to have female genital mutilation.

**Emotional abuse**

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve making a child feel or believe they are worthless or unloved, inadequate or valued only insofar as they meet the needs of the other person.

It may feature age or developmentally inappropriate expectations being imposed on children. It may also involve causing children to feel frequently frightened or in danger, or the exploitation or corruption of a child.

Some level of emotional abuse is involved in all types of ill treatment of a child, though it may occur alone.

#### **Sexual abuse**

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of, or consents to, what is happening. The activities may involve physical contact, including penetrative acts such as rape, buggery or oral sex, or non-penetrative acts such as fondling.

Sexual abuse may also include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Boys and girls can be sexually abused by males and or females, by adults and by other young people. This includes people from all different walks of life.

#### **Neglect**

Neglect is the persistent failure to meet a child's basic physical and or psychological needs, likely to result in the serious impairment of the child's health or development. It may involve a parent or a carer failing to provide adequate food, shelter and clothing, leaving a young child home alone or the failure to ensure that a child gets appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

It is accepted that in all forms of abuse there are elements of emotional abuse, and that some children are subjected to more than one form of abuse at any time. These four definitions do not minimise other forms of maltreatment.

#### **Note**

Recent guidance notes other sources of stress for children and families, such as social exclusion, domestic violence, the mental illness of a parent or carer, or drug and alcohol misuse. These may have a negative impact on a child's health and development and may be noticed by an organisation caring for a child. If it is felt that a child's well-being is adversely affected by any of these areas, the same procedures should be followed.

#### **Recognising and Responding to Abuse:**

*The following signs may or may not be indicators that abuse has taken place, but the possibility should be considered.*

#### **Physical signs of abuse**

- Any injuries not consistent with the explanation given for them
- Injuries which occur to the body in places which are not normally exposed to falls or games
- Unexplained bruising, marks or injuries on any part of the body
- Bruises which reflect hand marks or fingertips (from slapping or pinching)
- Cigarette burns
- Bite marks

- Broken bones
- Scalds
- Injuries which have not received medical attention
- Neglect-under nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses, inadequate care
- Repeated urinary infections or unexplained stomach pains
- Female Genital Mutilation

**Changes in behaviour which can also indicate physical abuse**

- Fear of parents being approached for an explanation
- Aggressive behaviour or severe temper outbursts
- Flinching when approached or touched
- Reluctance to get changed, for example, wearing long sleeves in hot weather
- Depression
- Withdrawn behaviour
- Running away from home

**Emotional signs of abuse**

**The physical signs of emotional abuse may include:**

- A failure to thrive or grow particularly if a child puts on weight in other circumstances e.g. in hospital or away from their parents' care
- Sudden speech disorders
- Persistent tiredness
- Development delay, either in terms of physical or emotional progress

**Changes in behaviour which can also indicate emotional abuse include:**

- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Being unable to play
- Attention seeking behaviour
- Fear of making mistakes
- Self-harm
- Fear of parent being approached regarding their behaviour

**Sexual Abuse**

**The physical signs of sexual abuse may include:**

- Pain or itching in the genital/anal area
- Bruising or bleeding near genital/anal areas
- Sexually transmitted disease
- Vaginal discharge or infection
- Stomach pains
- Discomfort when walking or sitting down
- Pregnancy

**Changes in behaviour which can also indicate sexual abuse include:**

- Sudden or unexplained changes in behaviour e.g. becoming withdrawn or aggressive
- Fear of being left with a specific person or group of people
- Having nightmares
- Running away from home
- Sexual knowledge which is beyond their age or developmental level
- Sexual drawings or language
- Bedwetting

- Eating problems such as over-eating or anorexia
- Self-harm or mutilation, sometimes leading to suicide attempts
- Saying they have secrets they cannot tell anyone about
- Substance or drug abuse
- Suddenly having unexplained sources of money
- Not allowed to have friends (particularly in adolescence)
- Acting in a sexually explicit way with adults

#### **Neglect**

##### **The physical signs of neglect may include:**

- Constant hunger, sometimes stealing food from other children
- Constantly dirty or smelly
- Loss of weight or being constantly underweight
- Inappropriate dress for the conditions

##### **Changes in behaviour which can also indicate neglect include:**

- Complaining of being tired all the time
- Not requesting medical assistance and/or failing to attend appointments
- Having few friends
- Mentioning being left alone or unsupervised

#### **What to do if you suspect that abuse may have occurred (parent, carer or another adult):**

##### **1. You must report the concerns immediately to the designated person: Mrs Tracy Wright**

The role of the designated person is to:

- Obtain information from staff, volunteers, children or parents and carers who have child protection concerns and to record this information
- Assess the information quickly and carefully and ask for further information as appropriate
- They should also consult with a statutory child protection agency such as the local social services department or the NSPCC to clarify any doubts or worries. In this case, or if she feels it to be appropriate anyway, the designated person would either contact Worcestershire Social Services Duty Childcare Co-ordinator [01905 822666](tel:01905822666) ([https://www.worcestershire.gov.uk/info/20559/refer\\_to\\_childrens\\_social\\_care](https://www.worcestershire.gov.uk/info/20559/refer_to_childrens_social_care)) or the NSPCC Child Protection Helpline (0808 800 5000)
- The designated person should make a referral to a statutory child protection agency or the police without delay

*The designated person has been nominated by Top Box Studios Ltd to refer allegations or suspicions of neglect or abuse to the statutory authorities. In the absence of Mrs Tracy Wright the matter should be brought to the attention of Miss Georgina Pearce.*

##### **2. Suspicions will not be discussed with anyone other than those nominated above.**

**3. The FGM Mandatory reporting duty.** When a girl under 18 discloses she has suffered FGM, or when the professional sees this: report is to be made to the police via the 101 non-emergency number.

#### **Please Note:**

It is the right of any individual to make direct referrals to the child protection agencies. If for any reason you believe that the designated persons have not responded appropriately to your concerns, then it is up to you to contact the child protection agencies directly.

**Allegations of physical injury or neglect (parent, carer or another adult):**

If a child has a symptom of physical injury or neglect the designated person will:

1. Contact Social Services for advice in cases of deliberate injury or concerns about the safety of the child. The parents should not be informed by the organisation in these circumstances.
2. Where emergency medical attention is necessary it will be sought immediately. The designated person will inform the doctor of any suspicions of abuse.
3. In other circumstances speak with the parent/carer/guardian and suggest that medical help/attention is sought for the child. The doctor will then initiate further action if necessary.
4. If appropriate the parent/carer will be encouraged to seek help from Social Services. If the parent/care/guardian fails to act the designated person should in case of real concern contact social services for advice.
5. Where the designated person is unsure whether to refer a case to Social Services then advice from the Area Child Protection Committee will be sought.

**Allegations of sexual abuse (parent, carer or another adult):**

In the event of allegations or suspicions of sexual abuse the designated person will:

1. Contact the Social Service duty social worker for children and families directly. The designated person will not speak to the parent (or anyone else);
2. If the designated person is unsure whether to follow the above guidance, then advice from the Area Child protection Committee will be sought;
3. Under no circumstances is the designated person to attempt to carry out any investigation into the allegation or suspicions of sexual abuse. The role of the designated person is to collect and clarify the precise details of the allegation or suspicion and to provide this information to Social Services whose task it is to investigate the matter under section 47 of the Children Act;
4. Whilst allegations or suspicions of sexual abuse should normally be reported to the designated person, their absence should not delay referral to Social Services.

**Responding to a child making an allegation of abuse:**

- Stay calm, listen carefully to what is being said.
- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others - do not promise to keep secrets.
- Allow the child to continue at his/her own pace.
- Ask questions for clarification only and at all times avoid asking questions that suggest a particular answer.
- Reassure the child that they have done the right thing in telling you.
- Tell them what you will do next and with whom the information will be shared.
- Record in writing what was said using the child's own words as soon as possible, note the date, time, any names mentioned, to whom the information was given and ensure that the record is signed and dated.

**Helpful statements to make**

- I believe you (or showing acceptance of what the child says)
- Thank you for telling me
- It's not your fault
- I will help you

**Do not say**

- Why didn't you tell anyone before?
- I can't believe it!
- Are you sure that this is true?
- Why? Who? When? Where?

**Never make false promises.**

**What to do after a child has talked to you about abuse:**

1. Make notes as soon as possible. Ideally within 1 hour of being told you should write down exactly what the child has said and what you said in reply and what was happening immediately before being told (i.e. the activity being delivered). You should record the dates and times of when you made the record. All hand-written notes should be kept securely.  
*You should use the form "Reporting allegations or suspicions of abuse". This form is attached at the back of this policy. (Appendix 1);*
2. You should report your discussion with the designated person as soon as possible. If this person is implicated, you need to report to the second designated person. If both are implicated report to Social Services;
3. You should under no circumstances discuss your suspicions or allegations with anyone other than those nominated above;
4. After a child has disclosed abuse, the designated persons should carefully consider whether it is safe for a child to return home to a potentially abusive situation. On these rare occasions, it may be necessary to take immediate action to contact Social Services to discuss putting safety measures into effect.

**Recruitment and appointment of new workers and volunteers:**

In recruiting and appointing new workers we, Top Box Studios Ltd, will be responsible for the following:

- Identifying the tasks and responsibilities involved and the type of person most suitable for the job.
- Drawing up the selection criteria and putting together a list of essential and desirable qualifications, skills and experience.
- All applicants should apply in writing and their application will cover their personal details, previous and current work/volunteering experience.
- We will always send a copy of our child protection policy with the application pack.
- We will make sure that we measure the application against the selection criteria.
- All applicants need to sign a declaration stating that there is no reason why they should be considered unsuitable to work with children. The Rehabilitation of Offenders Act (1974) requires that people applying for positions which give them "substantial, unsupervised access on a sustained or regular basis" to children under the age of 18" must declare all previous convictions which are then subject to police checks. They can then only be offered a job subject



to a successful police check. This includes potential employees, volunteers and self-employed people. They are also required to declare any pending case against them. All information will be dealt with confidentially and will not be used against them unfairly.

- We will request two written references prior to interview from people who are not family members or friends and who have knowledge of the applicant's experience of working with children. We will ask the referee to also comment on their suitability for working with children and ask for any known safeguarding concerns. We will also try and follow up written references with a telephone call.
- We will ask for photographic evidence to confirm the identity of the applicant and their right to work in the UK e.g. their passport.
- We will request to see documentation of any qualifications detailed by the applicant.
- We will always interview our candidates face-to-face.
- We will have at least two people from our organisation on the interview panel.
- We will ensure that our successful applicant obtains or shows an enhanced check from the Disclosure and Barring Service.
- New DBS checks will be carried out for all new permanent members of staff (including self-employed office staff). New freelance teachers and volunteers will either need to obtain or show an enhanced DBS check with barring list check. The DBS must be dated within the last 12 months or provided to us via the update service.
- DBS Checks will be renewed and check every 3 years after initial appointment.
- New team members are all subject to a thorough induction and supervision schedule. There are also regular appraisals to ensure safeguarding remains at the centre of all roles.
- The same principles above apply to volunteers and young people who have been involved with the organisation and have become volunteers.

**Allegations against a member of staff/volunteer:**

Top Box Studios Ltd will assure all staff/volunteers that we will fully support and protect anyone who in good faith reports his or her concern that a colleague is, or may be, abusing a child. Where there is a complaint against a member of staff there may be three types of investigation:

- A criminal investigation;
- A child protection investigation;
- A disciplinary or misconduct investigation.

The results of the police and child protection investigation may well influence the disciplinary investigation, but not necessarily.

**You should report your concerns with the designated person as soon as possible. If this person is implicated, you need to report to the second Designated Person. If both are implicated report to Social Services. The below refers only to the Designated Person as an example.**

**Action if there are concerns:**

**Concerns about poor practice:**

- If, following consideration, the allegation is clearly about poor practice; this will be dealt with as a misconduct issue.
- If the allegation is about poor practice by the Designated Person or if the matter has been handled inadequately and concerns remain, it should be reported to the second designated person who will decide how to deal with the allegation and whether or not the organisation should initiate disciplinary proceedings.

**Concerns about suspected abuse**

- Any suspicion that a child has been abused by either a member of staff or a volunteer should be reported to the Designated Person who will take such steps as are considered necessary to ensure the safety of the child in question and any other child who may be at risk.
- The Designated Person will refer the allegation to the social services department who may involve the police, or go directly to the police if out-of-hours.
- The parents or carers of the child will be contacted as soon as possible following advice from the social services department.

### **3. Internal Enquiries and Suspension**

- The Designated Person will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further police and social services inquiries.
- Irrespective of the findings of the social services or police inquiries, Top Box Studios Ltd will assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision; particularly where there is insufficient evidence to uphold any action by the police. In such cases, Top Box Studios Ltd must reach a decision based upon the available information which could suggest that, on a balance of probability, it is more likely than not that the allegation is true. The welfare of the child should remain of paramount importance throughout.

#### **Grievances regarding 'whistleblowing':**

It is the right for any individual making a report to the designated person to be treated fairly and appropriately. If any individual feels that this is not the case, and they are being penalised and/or silenced, they must contact the second designated person, If it is not appropriate to contact those parties; the NSPCC helpline for whistleblowing, support and advice is: 08000 280 285.

#### **Appropriate Physical Touch:**

As Performing Arts practitioners and facilitators, there may be occasions when physical touch between students and staff, and students and other students is appropriate.

#### **Touch Between Students and Staff:**

There are three reasons why contact between student/staff could be deemed appropriate.

A) A distressed pupil needs comfort and reassurance which may include physical comfort such as a caring parent would give. Staff should use their discretion in such cases to ensure that what is, and what is seen to be by others present, normal and natural, does not become unnecessary and unjustified contact, particularly with the same pupil over a period of time. Where a member of staff has a particular concern about the need to provide this type of care and reassurance, he/she should seek the advice of Mrs Tracy Wright.

(B) Some staff are likely to come into physical contact with pupils from time to time in the course of their duties. An example is demonstrating a movement or position during class. Staff should be aware of the limits within which such contact should properly take place and of the possibility of such contact being misinterpreted.

(C) There may be occasions where it is necessary for staff to restrain a pupil physically to prevent him/her from inflicting injury to others or self-injury, damaging property, or causing disruption. In such cases only the minimum force necessary may be used and any action taken must be to restrain the pupil. Where an employee has taken action to physically restrain a pupil, he/she should make a written

report of the incident & submit it to the Designated Safeguarding Lead (DSL), Mrs Tracy Wright immediately.

**Touch Between Student and Student:**

During the course of Top Box Studios Ltd activities students may find physical touch an important part of their learning and development. Such as dramatic scenes, improvisation and choreography.

Facilitators should be encouraged to keep this to a minimum, and ensure all students involved feel comfortable with any touch involved. Physical contact should be limited to what the facilitator deems necessary and should never be sexual/violent in content.

If touch between students becomes violent, the DSL must be informed immediately, and a full incident report written.

**Supervisory arrangements for the management of Top Box Studios Ltd activities and services.**

*We will aim to protect children from abuse and our team members from false allegations by adopting the following guidelines:*

- We will keep a register of all children attending our activities.
- We will keep a register of all team members (both paid staff members and volunteers).
- Staff will note their arrival and departure times and the names of others in the building at the time.
- We will keep a record of all sessions including monitoring and evaluation records.
- Our team members will record any unusual events on the accident/incident form.
- Written consent from a parent or guardian will be obtained for every child attending our activities.
- Where possible our team members should not be alone with a child, although we recognise that there may be times when this may be necessary or helpful.
- Team members should escort children to the toilet but are not expected to be involved with toileting, unless the child has a special need that has been brought to our attention by the parent/guardian.
- We recognise that physical touch between adults and children can be healthy and acceptable in public places. However, our team members will be discouraged from this in circumstances where an adult or child are left alone.
- All team members should treat all children with dignity and respect in both attitude language and actions.

**Peer on Peer Abuse:**

Top Box Studios Ltd continue to ensure that any form of abuse or harmful behaviour is dealt with immediately and consistently to reduce the extent of harm to the young person, with full consideration to impact on that individual child's emotional and mental health and well-being.

Children and young people may be harmful to one another in a number of ways which would be classified as peer on peer abuse.

At Top Box Studios Ltd we have the following policies in place that should be read in conjunction with this section:

- Code of Conduct (Student)

Examples of peer on peer abuse may include, but are not limited to:

- Physical abuse e.g. (biting, hitting, kicking, hair pulling etc.)
- Sexually harmful behaviour/sexual abuse e.g. (inappropriate sexual language, touching, sexual assault etc.)
- Bullying (physical, name calling, homophobic etc.)
- Cyber bullying
- Sexting
- Initiation/Hazing
- Prejudiced Behaviour
- Teenage relationship abuse

Top Box Studios Ltd will deal with any situation of peer abuse immediately and sensitively. It is incredibly important that staff do not dismiss issues as ‘banter’ or ‘growing up’ or compare them to their own experiences of childhood. It is necessary that staff consider each issue and individual before taking action. If staff minimise the concerns raised it may result in a young person seeking no further help or advice.

Information will be gathered as soon as possible to get the true facts as soon as any resemblance to peer on peer abuse is discovered. Staff will not be prejudiced, judgemental, dismissive or irresponsible and will adhere to Top Box Studios Ltd’s ‘Responding to a child making an allegation of abuse’ guidelines as outlined in this policy above.

In the instance of a UK law being broken or a safeguarding concern, a report will be made by the DP to both the police (via the 101 number) and the local safeguarding authority.

Top Box Studios Ltd will also, as part of investigation, try to discover intent. Without repetition or malicious intent some of the above could be handled internally. This decision will only be taken by one (or more) of Top Box Studios Ltd’s DPs.

Parents and Guardians will be informed if the DP has no concerns that this could make any situation worse.

If a case of Peer on Peer abuse is handled internally or an ongoing case of Peer on Peer abuse has been reported and is being handled externally:

The young person who has been harmed will be continued to be monitored and offered various after support including (but not limited to): Mentoring, Risk Assessments and improving peer relationships.

The young person who has displayed harmful behaviour will be punished as appropriate to the Student Code of Conduct including (but not limited to): Exclusion/Suspension and additional supervision.

### **Support and Training:**

We, Top Box Studios Ltd, are committed to the provision of child protection training for all our team members.

The Designated Person(s) will update their/his/her Child Safeguarding Officer training every three years or after legislative change, whichever occurs first.

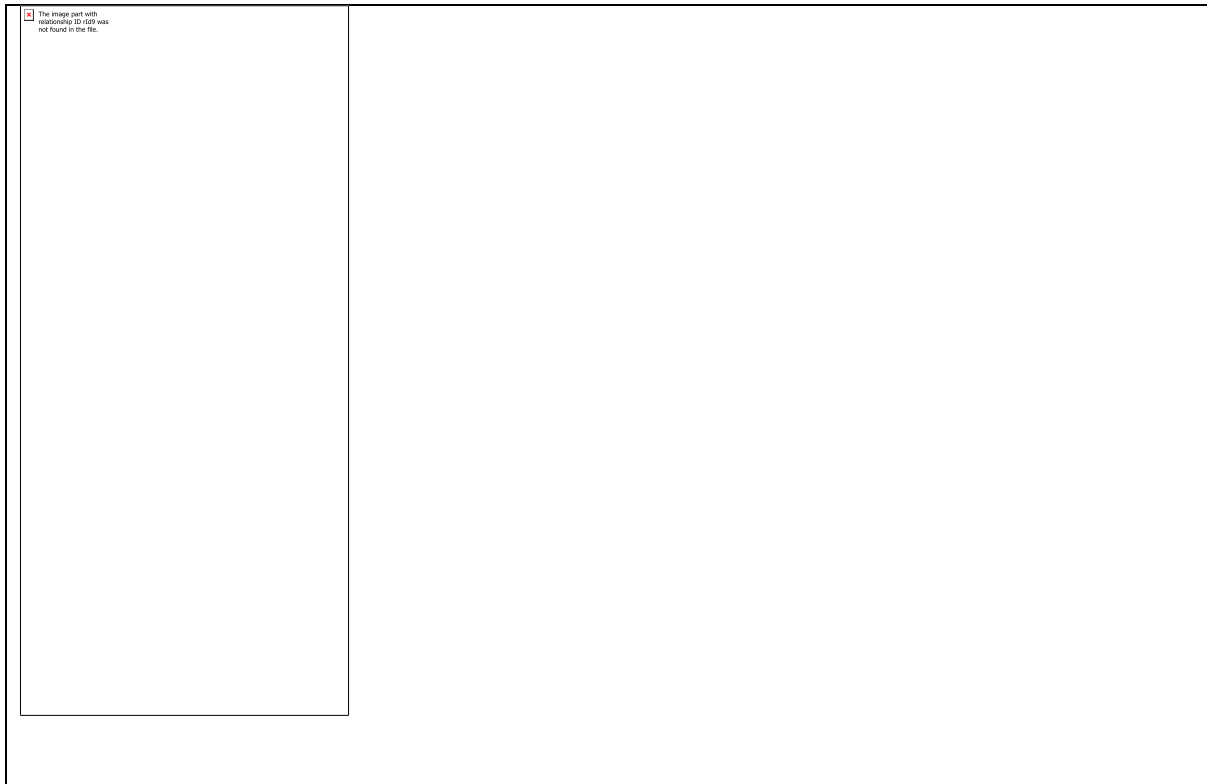
**APPENDIX 1**

**Reporting Suspected Abuse - Confidential Recording Sheet**

<b>Organisation:</b>	<b>Name of Person Reporting:</b>
Top Box Studios Ltd	
<b>Name of Child:</b>	<b>Age &amp; Date of Birth:</b>
<b>Ethnicity:</b>	
<b>Religion:</b>	
<b>First Language:</b>	
<b>Disability:</b>	
<b>Parent's/Carer's name(s):</b>	
<b>Home address/Tel no:</b>	
<b>Are you reporting your concerns or reporting someone else's? Please give details.</b>	
<b>Brief description of what has prompted the concerns: include date, time, specific incidents.</b>	
<b>Any physical signs? Behavioural signs? Indirect signs?</b>	
<b>Have you spoken to the child? If so, what was said?</b>	
<b>Have you spoken to the parent(s)? if so, what was said?</b>	

<b>Has anybody been alleged to be the abuser? If so, please give details?</b>
<b>Have you consulted anybody else? Please give details.</b>

<b>Person reported to:</b>	<b>Date of reporting:</b>
<b>Signature of person reporting:</b>	<b>Today's Date:</b>
<b>Action taken:</b>	
<b>Notes:</b> <i>inc. Body Map for signs/evidence of physical abuse.</i>	



<b>Policy:</b> Behaviour Policy (Students)
<b>Purpose and Statement:</b> Children’s learning in all areas, academic, social and personal is best supported in an environment where children feel happy, safe, valued and motivated to achieve. At Top Box Studios Ltd we create a positive learning environment that ensures our approach to behaviour management and discipline is consistent and understood by all staff, pupils and parents.  We firmly believe that the best way to ensure high standards of discipline is to recognise achievement and celebrate success. To support this, we believe that Top Box Studios Ltd needs a system of rewards for good and improving behaviour and sanctions where standards fall below our expectations. These rewards and sanctions must be applied consistently and fairly.
<b>Main Aims for the policy:</b> <ul style="list-style-type: none"><li>• To outline Top Box Studios Ltd expectations of behaviour and the systems used</li><li>• To ensure we promote and develop good behaviour</li><li>• To promote good choices which lead to effective relationships so that everyone can support each other, work together and learn well</li><li>• To help children to become positive, responsible and increasingly independent members of Top Box Studios Ltd and wider community</li></ul>
<b>Distribution:</b> <ul style="list-style-type: none"><li>• To be distributed to Board at AGM and Induction sessions for Board Members</li><li>• To all staff and volunteers</li><li>• This policy will be made available to members of the public on request</li></ul>

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<p><b>The following policy is based on the below principles:</b></p> <ul style="list-style-type: none"> <li>• All members of the Top Box Studios Ltd community have a right to expect that they learn in a safe place.</li> <li>• Top Box Studios Ltd expects every member of its community to behave in a considerate way towards others.</li> <li>• There will be a zero tolerance of violence, threatening behaviour and disorderly conduct, including abuse in all forms, against Top Box Studios Ltd staff or other members of the Top Box Studios Ltd community.</li> <li>• Where such behaviour does occur, action will be taken to deal with the person or persons concerned.</li> </ul>
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<p><b>What do we mean by Abusive or Threatening Behaviour?</b></p> <p>The Public Order Act 1986 defines “disorderly conduct” as: verbal abuse, threatening abusive or insulting words or behaviour or any disorderly behaviour whereby a person is caused alarm, harassment or distress.</p> <p>“Threatening behaviour” is when a person fears that violence or threat of violence is likely to be provoked. In an Top Box Studios Ltd context, this could mean a child shouting at a member of staff, either in person or on the phone; acting aggressively towards staff or other students, including using intimidating body language, as well as actual violence. It also covers comments posted on social networking sites or situations where members of staff are approached off premises.</p>
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<p><b>Expectations:</b></p> <p>We believe that good behaviour is essential to enable all our pupils to achieve their full potential. Good behaviour promotes effective learning; effective teaching and learning promotes good behaviour.</p> <p>No student will be allowed to behave in a manner which adversely affects the learning opportunities of others.</p> <p>We believe it is important for children to be aware of their behaviour and its impact on others. Pupils need to take responsibility for their behaviour and be actively involved in finding solutions.</p> <p>The school has a set of golden rules of behaviour which are aimed at promoting respect, honesty and good relationships, so that people can work together in a supportive atmosphere with the common purpose of helping everyone to learn, to be creative, to grow emotionally and physically and to be happy.</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;"><b>Do be gentle</b></td> <td style="width: 50%;">Do not hurt anyone</td> </tr> <tr> <td><b>Do be kind and helpful</b></td> <td>Do not hurt people's feelings</td> </tr> <tr> <td><b>Do work hard</b></td> <td>Do not waste your and other people's time</td> </tr> <tr> <td><b>Do look after property</b></td> <td>Do not waste or damage things</td> </tr> <tr> <td><b>Do listen to people</b></td> <td>Do not interrupt</td> </tr> <tr> <td><b>Do be honest</b></td> <td>Do not cover up the truth</td> </tr> </table>	<b>Do be gentle</b>	Do not hurt anyone	<b>Do be kind and helpful</b>	Do not hurt people's feelings	<b>Do work hard</b>	Do not waste your and other people's time	<b>Do look after property</b>	Do not waste or damage things	<b>Do listen to people</b>	Do not interrupt	<b>Do be honest</b>	Do not cover up the truth
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Top Box Studios Ltd expects every member of the school community to behave in a considerate way towards others. Central to this is choice: we refer to good choices and bad choices. By using the language of choice, we:

- promote self-management of behaviour and enable some reflection on what behavioural choices exist;
- avoid labelling children – instead we refer to the choices we all make and that we should always try to make good choices.

Praise is key to nurturing motivated, engaged children who make good choices and consequently build positive relationships. Throughout school, we aim to ‘catch’ good behaviour.

Children are encouraged to make good choices at all times. They will be supported to:

- follow the golden rules
- understand what good behaviour means
- be aware of their behaviour and its’ impact on others
- take responsibility for their actions
- learn to care for themselves and each other

**Staff Will:**

- Ensure all children are clear about our expectations of behaviour at the beginning of the term and remind them during classes
- Treat each child fairly, with respect and understanding
- Regularly discuss the golden rules and remind children of Top Box Studios Ltd’s expectations
- Plan quality learning tasks which engage and motivate learners
- Praise good choices, behaviour and achievements
- Ensure they are fully familiar with the children’s needs and make every effort to be positive, motivational and inspiring – thus minimising the risk of poor behaviour during lessons
- Follow the guidance in the disciplinary policy in a fair and honest way
- Use Top Box Studios Ltd guidance to ensure they are consistent when deciding on consequences
- Keep a record and relevant notes on any misbehaviour
- Keep parents/carers informed about their child’s behaviour and relationships
- Ensure the health, safety and welfare of all children

**We expect parents and carers to:**

- Be aware of Top Box Studios Ltd’s expectations of behaviour
- Celebrate their child’s achievements and show an interest in their Top Box Studios Ltd classes
- Ensure that children arrive at Top Box Studios Ltd on time
- Work with Top Box Studios Ltd to model high expectations of behaviour
- Work with Top Box Studios Ltd to support us in improving children’s behaviour
- Act promptly at the request of Top Box Studios Ltd in the instance of a discipline problem
- Support Top Box Studios Ltd’s decision when applying consequences

**Bullying/Violence:**

Top Box Studios Ltd has a zero-tolerance bullying and violence policy.

Students who bully other members of the Top Box Studios Ltd community and/or use physical violence will have their membership revoked and they will be asked to leave.

Bullying is unacceptable behaviour used by an individual or group, usually repeated over time, that intentionally hurts another individual or group either physically or emotionally.

Bullying can be:

- Emotional - being unfriendly, excluding, tormenting (e.g. hiding property, threatening gestures)
- Physical - pushing, kicking, biting, hitting, punching or any use of violence
- Racial - racial taunts, graffiti, gestures etc.
- Homophobic - because of, or focussing on the issue of sexuality
- Sexual - unwanted physical contact or sexually abusive comments
- Verbal - name-calling, sarcasm, spreading rumours, teasing etc.
- Cyber - All areas of internet, such as email and internet chat, Twitter, Facebook misuse etc. Mobile threats by text messaging and calls, Misuse of associated technology, i.e. camera and video facilities, Ipad, games consoles etc.

Bullying may be related to:

- Race
- Gender
- Religion
- Culture
- SEN or disability
- Appearance or health condition
- Home circumstances, incl young carers and poverty
- Sexual orientation, sexism, or sexual bullying, homophobia

Bullying can take place in the classroom, playground, toilets, to and from Top Box Studios Ltd, on trips and cyberspace. It can take place in group activities and between families in the local community.

Students must not hesitate to report bullying to any adult on site. Volunteers and staff will help any student/family who are the victim of any of these behaviours. Staff will investigate any allegation of bullying, which may result in any perpetrator being asked to leave.

Staff remain vigilant about bullying behaviours and approach this in the same way as any other category of Child Abuse; that is, do not wait to be told before you raise concerns or deal directly with the matter. Children may not be aware that they are being bullied; because they may be too young or have a level of Special Educational Needs which means that they may be unable to realise what others may be doing to them.

The ethos and working philosophy of Top Box Studios Ltd means that all staff actively encourage children to have respect for each other and for other people's property. Good and kind/polite behaviour is regularly acknowledged and rewarded.

**Peer on Peer Abuse:**

Bullying and violence is not the only form of peer on peer abuse, Top Box Studios Ltd students may experience, both at Top Box Studios Ltd or in the wider community. Any form of peer-on-peer abuse will result in the perpetrator being asked to leave Top Box Studios Ltd and may result in legal, criminal or social investigation.

Examples of peer on peer abuse may include, but are not limited to:

- Physical abuse e.g. (biting, hitting, kicking, hair pulling etc.)
- Sexually harmful behaviour/sexual abuse e.g. (inappropriate sexual language, touching, sexual assault etc.)
- Bullying (physical, name calling, homophobic etc.)
- Cyber bullying
- Sexting
- Initiation/Hazing
- Prejudiced Behaviour
- Teenage relationship abuse

Top Box Studios Ltd will deal with any situation of peer abuse immediately and sensitively.

For full information, we have the following policies in place that should be read in conjunction with this section:

- Child Protection and Safeguarding

### **Special Needs:**

Whilst every effort is made to ensure our procedures support children to make good choices, we know that some children have additional needs. When this happens, we will work closely with parents/carers to provide additional interventions which may include:

- Establishing an individual behaviour plan
- Support from the parents

Top Box Studios Ltd is unable to provide 1-to-1 support, which is made clear to any parent at the time of booking should they disclose additional needs information to us.

Top Box Studios Ltd will do everything within our power to integrate children with additional needs into our classes, however should behaviour become disruptive in any way, Top Box Studios Ltd must reserve the right to ask children to rescind membership.

### **Managing Behavioural Challenges:**

Top Box Studios Ltd is an extra-curricular activity provider, and as such we expect that students want to attend classes. Behavioural difficulties are rare, but Top Box Studios Ltd sometimes does have to manage situations.

Staff are instructed to never demean or undermine pupils, their parents or carers, or colleagues. Staff must also never raise their voice beyond what is appropriate and must never lose their temper.

Staff are expected to consult with Mrs Tracy Wright (Director) before initiating any type of disciplinary measures.

### **Examples of appropriate disciplinary techniques:**

Splitting up groups who are not paying attention  
Setting clear objectives and behavioural expectations  
Rewarding good, positive behaviour

Time outs  
Speaking to troublemakers

**Examples of inappropriate disciplinary techniques:**

Bribery of any kind (using sweets, money etc.)  
Raising voices/yelling  
Violence or threats of violence

If a student continues to misbehave, they will be asked to leave Top Box Studios Ltd.

**Policy:**

Behaviour Policy (Parents)

**Purpose and Statement:**

Top Box Studios Ltd strives for high standards in all aspects of its work, and through the policies and procedures in place, aims to be fair at all times and provide satisfaction to anyone using the services it provides. The staff and volunteers who represent the organisation are committed to high standards of conduct and service.

Children and adult learning in all areas, academic, social and personal is best supported in an environment where people feel happy, safe, valued and motivated to achieve. At Top Box Studios Ltd we create a positive learning environment that ensures our approach to behaviour management and discipline is consistent and understood by all staff, students and parents.

The clear majority of the Top Box Studios Ltd community demonstrate the values which we want to promote to our students. We have an “open door” policy because we value the interaction between staff and the families of our students. It is an important part of our ethos; it helps us to get to know our students and, therefore, enable them to make the best possible progress in all respects. This is, however, a privilege.

Sadly, there are a very few occasions where adults do not behave as we would like and Top Box Studios Ltd has been encouraged to consider what to do in the situation where unsatisfactory behaviour arises.

**Distribution:**

- To be distributed to Board at AGM and Induction sessions for Board Members
- To all volunteers and staff
- This policy will be made available to members of the public on request

**Review and monitoring of policy:**

- Reviewed annually or in instances of legislative change
- Monitoring is part of Management and Supervision

**The following policy is based on the below principles:**

- All members of the Top Box Studios Ltd community have a right to expect that they learn in a safe place.
- Top Box Studios Ltd expects every member of its community to behave in a considerate way towards others.
- Top Box Studios Ltd expects every member of its community to be committed to safeguarding and child protection and would not knowingly ever want to harm a young person in any way.
- There will be a zero tolerance of violence, threatening behaviour and disorderly conduct, including abuse in all forms, against Top Box Studios Ltd staff or other members of the Top Box Studios Ltd community.
- Where such behaviour does occur, action will be taken to deal with the person or persons concerned.

**What do we mean by Abusive or Threatening Behaviour?**

The Public Order Act 1986 defines “disorderly conduct” as: verbal abuse, threatening abusive or insulting words or behaviour or any disorderly behaviour whereby a person is caused alarm, harassment or distress.

“Threatening behaviour” is when a person fears that violence or threat of violence is likely to be provoked. In a Top Box Studios Ltd context, this could mean someone shouting at a member of staff, either in person or on the phone; acting aggressively, including using intimidating body language, as well as actual violence. It also covers comments posted on social networking sites or situations where members of staff are approached off premises.

**Parents’ Code of Conduct**

*Top Box Studios Ltd has a code of conduct for parents. The purpose is to provide a reminder to all parents, carers and visitors about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.*

**Top Box Studios Ltd expects parents and carers to:**

- Respect the caring ethos of the company
- Understand that parents and tutors need to work together for the benefit of children
- Demonstrate in their own behaviour that all members of the community should be treated with respect
- Seek to clarify a child’s version of events with Top Box Studios Ltd view in order to bring about a peaceful solution to any issue
- Correct their own child’s behaviour, especially where it could lead to conflict
- Approach Top Box Studios Ltd staff to help resolve issues
- Avoid using staff as threats to admonish children

**In order to support a peaceful and safe learning environment, Top Box Studios Ltd does not tolerate:**

- Disruptive behaviour which interferes or threatens to interfere with the operation of a class, office or other area of grounds

- Loud or offensive language, swearing, cursing or displaying temper
- Threatening to do actual bodily harm to a member of Top Box Studios Ltd staff, visitor, parent/carer or pupil
- Damaging or destroying Top Box Studios Ltd property
- Sending abusive or threatening emails, text/voicemail/phone messages or other written communication
- Defamatory, offensive or derogatory comments regarding Top Box Studios Ltd or any of the pupils/parents/staff at Top Box Studios Ltd on facebook or other social media sites
- The use of physical aggression towards another adult or child. This includes physically punishing your own child on school premises
- Chastising someone else's child
- Smoking, or consuming alcohol or drugs whilst on school property
- Bringing dogs on to premises

If any of these behaviours occur, Top Box Studios Ltd may contact the appropriate authorities and, if necessary, ban the offending adult from entering school grounds or office.

**Action to be taken if an incident occurs:**

If an incident involving threatening behaviour or abuse does occur then an incident report form will be completed by the member of the Top Box Studios Ltd community against whom the abuse was directed. In the case of this being a student, a member of staff may complete the form on their behalf.

**Step 1 - Verbal Warning**

The Director will speak to the person or persons perpetrating such an incident privately. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in furthermore serious action being taken. If the Director has been subject to abuse this will be done by the second designated person.

**Step 2 – Written warning**

If a second incident occurs involving the same person or persons, the Director will write to the adult(s) informing them once again that this conduct is unacceptable. As for Step 1, if the Director has been subject to abuse this will be done by the second designated person.

**Please Note:**

Any incidents of violent conduct would immediately proceed to step 5. At any stage, the school may report serious incidents of abusive and threatening behaviour to the Local Authority. The school has a statutory responsibility to report any racist or discriminatory incidents to the Local Authority (See Equality Policy). Any act of actual or threatened violence will be referred to the police immediately.

Any sign of a potential Child Protection or Safeguarding issue will be dealt with as per Top Box Studios Ltd Child Protection & Safeguarding policy.

**Step 3 – Final written warning**

If a third incident occurs involving the same person or persons, the Director will write to the adult(s) giving a final warning that this abusive and threatening behaviour is unacceptable, and that a repetition of this conduct will leave them no option but to take further action.

**Step 4 – Directors’ Ban Letter**

If such an incident recurs, or if an initial incident is considered serious enough by the Director or second designated person this may result in a person or persons being excluded from school premises.

**Step 5 – Involvement of the police**

If following a decision to ban a person from the premises, that person nevertheless persists in entering school premises and is displaying unreasonable behaviour, such a person may be removed from the school premises as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986.

Other members of the public have no right of access to the school premises.

*In the case of an incident involving another member of the public, steps 1 and 2 as above will be followed. At step 3 the Director will write again and at step 4 the Director will send the banning letter.*

<b>Policy:</b>
Behaviour Policy (Staff)
<b>Purpose and Statement:</b>
<p>Top Box Studios Ltd strives for high standards in all aspects of its work, and through the policies and procedures in place, aims to be fair and provide satisfaction to anyone using the services it provides. Top Box Studios Ltd staff are required to adhere to a code of conduct.</p> <p>Children and adult learning in all areas, academic, social and personal is best supported in an environment where people feel happy, safe, valued and motivated to achieve. At Top Box Studios Ltd we create a positive learning environment that ensures our approach to behaviour management and discipline is consistent and understood by all.</p> <p>Most of the Top Box Studios Ltd community demonstrate the values which we want to promote to our students. We have an “open door” policy because we value the interaction between staff and the families of our students. It is an important part of our ethos; it helps us to get to know our students and, therefore, enable them to make the best possible progress in all respects. This is, however, a privilege.</p> <p>Sadly, there are a very few occasions where adults do not behave as we would like, and Top Box Studios Ltd has been encouraged to consider what to do in the situation where unsatisfactory behaviour arises.</p> <p><b>This Code helps all staff to understand what behaviour is and is not acceptable. For the purposes of this code, ‘Staff’ includes volunteers and unpaid workers.</b></p> <p>Please also see our Code of Conduct for Parents which details the sort of behaviour we expect.</p>
<b>Distribution:</b>
<ul style="list-style-type: none"> <li>• To be distributed to Board at AGM and Induction sessions for Board Members</li> <li>• To all volunteers and staff</li> <li>• This policy will be made available to members of the public on request</li> </ul>

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<p><b>Review and monitoring of policy:</b></p> <ul style="list-style-type: none"> <li>• Reviewed annually or in instances of legislative change</li> <li>• Monitoring is part of Management and Supervision</li> </ul>

<p><b>The following policy is based on the below principles:</b></p> <ul style="list-style-type: none"> <li>• Top Box Studios Ltd recognises its staff as being fundamental to its success.</li> <li>• All members of the Top Box Studios Ltd community have a right to expect that they learn in a safe place.</li> <li>• Top Box Studios Ltd expects every member of its community to respect, and behave in a considerate way towards, others.</li> <li>• Top Box Studios Ltd expects every member of its community to be committed to safeguarding and child protection and would never want to harm a young person in any way.</li> <li>• There will be a zero tolerance of violence, threatening behaviour and disorderly conduct, including abuse in all forms, against Top Box Studios Ltd staff or other members of the Top Box Studios Ltd community.</li> <li>• Where such behaviour does occur, action will be taken to deal with the person or persons concerned.</li> <li>• This document is to help all staff to understand what behaviour is and is not acceptable.</li> </ul>
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<p><b>What do we mean by Abusive or Threatening Behaviour?</b></p> <p>The Public Order Act 1986 defines “disorderly conduct” as: verbal abuse, threatening abusive or insulting words or behaviour or any disorderly behaviour whereby a person is caused alarm, harassment or distress.</p> <p>“Threatening behaviour” is when a person fears that violence or threat of violence is likely to be provoked. In a Top Box Studios Ltd context, this could mean someone shouting at a member of staff, either in person or on the phone; acting aggressively, including using intimidating body language, as well as actual violence. It also covers comments posted on social networking sites or situations where members of staff are approached off premises.</p>
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<p><b>Staff Code of Conduct:</b></p> <p>Top Box Studios Ltd staff, volunteers and contracted artists are required to adhere to a code of conduct.</p> <p>Any behaviour that is deemed unacceptable by the Top Box Studios Ltd management team whether it is mentioned in the below code or not, shall result in disciplinary action. This document is to help all staff to understand what behaviour is and is not acceptable.</p>
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<p><b>General:</b></p> <p>All staff must set examples of behaviour and conduct which can be copied by students. Staff must therefore avoid using inappropriate or offensive language at all times. All staff’s behaviour must be beyond reproach to encourage our students to do the same.</p> <p>All staff must also avoid putting themselves at risk of allegations of abusive or unprofessional conduct. This includes limiting (as far as possible) 1:1 isolated contact with young people.</p> <p>Staff must present themselves at all times in a professional manner, including their dress. This includes clothes and shoes suitable for movement, with no offensive imagery or slogans. We ask you</p>
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to avoid any ripped trousers and skirts/dresses without leggings. Office staff must adhere to a smart/casual dress code.

Staff must take reasonable care of students under their supervision with the aim of ensuring their safety and welfare.

### **Safeguarding Students:**

Staff have a duty to safeguard students from:

- physical abuse
- sexual abuse
- emotional abuse
- neglect

Top Box Studios Ltd staff are in a position of trust and must never abuse this. This includes reporting incidents and concerns.

The duty to safeguard students includes the duty to report concerns about a student to the organisation's Designated Person (DP) for Child Protection.

### **Top Box Studios Ltd's DP is Mrs Tracy Wright**

Staff are provided with personal copies of the school's Child Protection Policy and Safeguarding Procedure and staff must be familiar with these documents.

### **Managing Behavioural Challenges:**

Staff must never demean or undermine pupils, their parents or carers, or colleagues. Staff must never raise their voice beyond what is appropriate and must never lose their temper.

Staff must understand that Top Box Studios Ltd is committed to allowing access to the arts for all and our Equal Opportunities policy. Therefore, some students may present different behavioural challenges than others. When appropriate, Mrs Tracy Wright will alert the teacher to any special considerations or approaches.

Staff must never use other staff members as threats. E.g. "I'll send you to Tracy".

Staff are expected to consult with Mrs Tracy Wright before initiating any type of disciplinary measures.

If a child is unsuitable in your class, and behavioural problems are causing concern, Top Box Studios Ltd will support you to the best of our ability.

#### **Examples of appropriate disciplinary techniques:**

Splitting up groups who are not paying attention  
Setting clear objectives and behavioural expectations  
Rewarding good, positive behaviour  
Time outs

Speaking to troublemakers

#### **Examples of inappropriate disciplinary techniques:**

Bribery of any kind (using sweets, money etc.)

Raising your voice/yelling  
Violence or threats of violence

**Social Media and Relationship Management Policy:**

Defaming Top Box Studios Ltd via any public forum (including social media) is gross misconduct. If there is a problem, please raise it internally.

Staff must not engage in inappropriate use of social network sites which may bring themselves, Top Box Studios Ltd, the Top Box Studios Ltd community or employer into disrepute. Any posts which could bring the above into ill-repute will be dealt with according to the grievance and disciplinary procedure.

No staff member may ever enter into a relationship, of any kind, with a student. No staff member may ever enter into social contact, of any kind, with a student.

**Private communication via students/staff:**

Staff must not contact students privately. This includes private messaging over Email/Text/Twitter/Facebook/Instagram/TikTok/Snap Chat and all other communication and social media channels.

Staff and volunteers may friend/follow other staff/volunteers via social media.

Staff must not friend/follow students under 16 via social media. If a student under 16 follows/friends a staff member via social media, the staff member must decline their request or 'block' them as soon as possible.

Students over the age of 11 can give Top Box Studios Ltd office staff a personal email account, but parents will always be copied into communication.

Email communication to students/parents must always be sent via a Top Box Studios Ltd office staff member.

**Public communication between student/staff:**

This includes (but is not limited to): Instagram Posts, Top Box Studios Ltd Facebook page communication and tweets/retweets.

This is allowed in moderation, but only if the information is relevant. E.g. a student tweeting saying how good a class was, is acceptable to reply to and retweet. However, a student tweeting about their homework or a personal problem is not acceptable to reply to via social media.

**In the case of student volunteers (a current Top Box Studios Ltd student aged 14-16 who also acts as a volunteer):** They can communicate with fellow students as always but must never use their position as a way in which to gain power or influence over other students. Mrs Tracy Wright must be notified if a relationship (friendship or otherwise) with a student would compromise the volunteer's ability to help manage or engage with a course.

**Pupil/Student Development:**

Staff must comply with Top Box Studios Ltd policies and procedures that support the well-being and development of students.

Staff must co-operate and collaborate with colleagues and with external agencies (where necessary) to support the development of students.

Staff must follow reasonable instructions that support the development of students.

**Honesty and Integrity:**

Staff must maintain high standards of honesty and integrity in their work. This includes the handling and claiming of money and the use of Top Box Studios Ltd property and facilities.

All staff must comply with the Bribery Act 2010. A person may be guilty of an offence of bribery under this act if they offer, promise or give financial advantage or other advantage to someone; or if they request, agree or accept, or receive a bribe from another person. If you believe that a person has failed to comply with the Bribery Act, you should refer to the Safeguarding procedure.

Gifts from suppliers or associates must be declared to the Director, except for “one off” token gifts from students or parents. Personal gifts from individual members of staff to students are inappropriate and could be misinterpreted.

**Conduct Outside Work:**

Staff must not engage in conduct outside work which could seriously damage the reputation and standing of the organisation or the employee’s own reputation or the reputation of other members of the Top Box Studios Ltd community. Criminal offences that involve violence or possession or use of illegal drugs or sexual misconduct are likely to be regarded as unacceptable.

Staff must exercise caution when using information technology and be aware of the risks to themselves and others.

Top Box Studios Ltd Staff must not advertise classes not run by Top Box Studios Ltd without express permission of the Director. Top Box Studios Ltd staff must also not advertise or provide private sessions (in any capacity) to Top Box Studios Ltd Students without the knowledge of the Director.

**Confidentiality:**

Where staff have access to confidential information about students or their parents or carers, staff must not reveal such information except to those colleagues who have a professional role in relation to the student.

All staff are likely at some point to witness actions which need to be confidential. For example, where a student is bullied by another pupil/student (or by a member of staff), this needs to be reported and dealt with in accordance with the appropriate procedure. It must not be discussed outside the organisation, including with the pupil’s/student’s parent or carer, nor with colleagues in the school except with a senior member of staff with the appropriate role and authority to deal with the matter.

However, staff have an obligation to share with the school’s Designated Person any information which gives rise to concern about the safety or welfare of a student. Staff must **never** promise a pupil/student that they will not act on information that they are told by the student.



<p><b>Policy:</b> Health &amp; Safety</p>
<p><b>Purpose and Statement:</b> Top Box Studios Ltd recognises and accepts its health and safety duties for providing a safe and healthy working environment (as far as is reasonably practicable) for all its workers (paid or volunteer) and other visitors to its premises under the Health and Safety at Work Act 1974, the Fire Precautions (Workplace) Regulations 1997, the Management of Health and Safety at Work Regulations 1999, other relevant legislation and common law duties of care. Throughout this Statement, terms such as “staff”, “workers”, “employees”, include both paid and volunteer workers.  Top Box Studios Ltd is committed to protecting the health and safety of its employees, freelancers, volunteers, students and all others with whom our work brings us into contact. The Company’s policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all those working for the company, and to provide staff with such information, training and supervision as they need for this purpose. The company recognises its responsibilities under the Health and Safety at Work Act and other related legislation and seeks to satisfy its obligations by the adoption of this Health and Safety policy.</p>
<p><b>Distribution:</b></p> <ul style="list-style-type: none"> <li>• To be distributed to Board at AGM and Induction sessions for Board Members</li> <li>• All staff and volunteers</li> <li>• This policy will be made available to members of the public on request</li> <li>• Confirmation of receipt of information - Signed statement from recipient to be held on file</li> </ul>
<p><b>Review and monitoring of policy:</b></p> <ul style="list-style-type: none"> <li>• Reviewed annually or in instances of legislative change</li> <li>• Monitoring is part of Management and Supervision</li> </ul>

<p><b>Responsibilities</b></p> <p>Overall and final responsibility for the safety and wellbeing of the staff rests with the Directors and Head of Creative Arts of Top Box Studios Ltd.</p>
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Day-to-day responsibility for ensuring this policy is put into practice is delegated to the Top Box Studios Ltd Staff/Tutors. Where activities are undertaken in partnership with other organisations or in hired or rented premises these responsibilities will be undertaken in partnership with the designated health and safety personnel of those organisations and premises.

All staff members are made aware of their own responsibilities. All employees and freelance staff should:

- Co-operate with supervisors and managers on health and safety matters
- Not interfere with anything provided to safeguard their health and safety
- Take reasonable care of their own health and safety
- Report all health and safety concerns to an appropriate person as detailed in this policy statement

A copy of this policy is given to each staff member and forms the basis of an induction session on Health and Safety issues. Copies of the policy are available from the Director or Head of Creative Arts. Action may be brought under the company's disciplinary procedure if there is neglect or abuse of the health and safety requirements.

Top Box Studios Ltd will ensure it has sufficient insurance policies for all its activities and equipment. Freelance staff are also required to have their own personal Public Liability insurance.

**Health and Safety Risks arising from our activities:**

- Risk assessments will be undertaken by the delegated employees
- Findings of risk assessments will be reported to the Director or Head of Creative Arts
- Action required to remove/control/manage risks will be approved by the Director
- The Director will be responsible for ensuring the action required is implemented
- The Director will check that the implemented actions have reduced/removed the risk
- Assessments will be carried out frequently

**Consultation with employees:**

The company believes that co-operation and consultation with all staff members are essential.

Consultation with employees is provided by the Director.

**Safe equipment:**

- The Director or Head of Creative Arts will be responsible for identifying all equipment needing maintenance
- The Director or Head of Creative Arts will be responsible for ensuring effective maintenance procedures are drawn up
- The Director or Head of Creative Arts will be responsible for ensuring that all identified maintenance is implemented
- Any problems found with equipment should be reported to The Director or Head of Creative Arts

- The Director or Head of Creative Arts will check that new equipment meets health and safety standards before it is purchased.

**Safe handling and use of substances:**

- The Director or Head of Creative Arts will be responsible for identifying all substances which need a COSHH (Control of Substances Hazardous to Health) assessment.
- The Director or Head of Creative Arts will be responsible for undertaking the COSHH assessment.
- The Director or Head of Creative Arts will be responsible for ensuring that all actions identified in the assessments are implemented.
- The Director or Head of Creative Arts will be responsible for ensuring all relevant employees are informed about the COSHH assessment.
- The Director or Head of Creative Arts will check that new substances can be used safely before they are purchased.
- Assessments will be reviewed annually or more frequently if work practices etc change.

**Competency for tasks and training:**

- Induction training will be provided for all employees by the Director or Head of Creative Arts
- Job specific training will be provided by the Director or Head of Creative Arts
- Specific jobs requiring special training will be identified by risk assessment of each project as it arises.
- Training records are kept at the Top Box Studios Ltd office
- Training will be identified, arranged and monitored by the Director or Head of Creative Arts

**Accidents, first aid and work-related ill health:**

- Health surveillance is required for employees doing the following jobs  
– none at present.
- Health surveillance will be arranged by the Director or Head of Creative Arts
- Health surveillance records will be kept at the Top Box Studios Ltd office
- A specific risk assessment will be undertaken by the Director or Head of Creative Arts for any employee or freelance staff member who notifies her pregnancy
- First Aid boxes are kept at Top Box Studios Ltd office. Travelling First Aid Kits are taken to all events and workshops lead by Top Box Studios Ltd
- The appointed persons/first aiders are Mrs Tracy Wright
- There will always be at least one qualified first aider at Top Box Studios Ltd classes
- All accidents and cases of work-related ill health are to be recorded in the accident book. The book is kept at the Top Box Studios Ltd office

- All accidents and cases of ill health regarding students of Top Box Studios Ltd are to be recorded in the Top Box Studios Ltd accident book. The book is kept locked away in the Top Box Studios Ltd office
- All accidents and cases of ill health regarding students at other sites are to be recorded in the Workshop/Event Accident Book. The book is kept locked in the office when not in use
- All student injuries will be reported to parents/guardians verbally either immediately (in the instance the injury is sufficient to be considered an emergency) or at the end of the relevant session
- All head injuries will be recorded in the appropriate accident book and reported to parents via a 'head injury' letter
- The Director is responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority.

### **Display Screen Equipment:**

Top Box Studios Ltd recognises its responsibility to ensure the well-being of workers who habitually use display screen equipment for a significant part of their normal work. Volunteers/Workers are advised to ensure that they take a five-minute break from the display screen equipment at least once an hour and are advised that, if they experience vision defects or other discomfort that they believe may be wholly or in part a consequence of their use of such equipment, they have the right to an eye-test at the Organisation's expense.

The regulations are for the protections of workers (including self-employed workers and volunteers) who habitually use display screen equipment for a significant part of their normal work.

- The individual depends on the use of display screen equipment to do the job, as alternative means are not readily available for achieving the same results
- The individual has no discretion as to the use or non-use of the display screen equipment
- The individual needs significant training and/or skills in the use of display screen equipment to do the job
- The individual uses display screen equipment in this way daily

### **Workers' Entitlement:**

#### **Eye Test**

Any worker covered by the Regulations is entitled to request an eye and eyesight test which will be paid for by the employer. Workers should inform their line manager, who will provide them with the forms to take to an optician of the worker's choice.

A worker may request a test if he/she:

- Is already a user for a significant part of his/her work

- Is about to start using display screen equipment for a significant part of his/her work
- Is experiencing visual difficulties which may reasonably be related to display screen work
- It is recommended by an option at the time of an eye examination that the worker should have eye tests at regular intervals

### **Spectacles**

If, as a result, of the eye test a worker requires spectacles solely for use with display screen equipment, he/she is entitled to reimbursement of the cost of a basic pair. If the worker wishes to choose more costly spectacles (e.g. a more expensive frame), the employer is not obliged to pay the full cost of these. In this event the worker will only be reimbursed for the cost of basic spectacles.

If as a result of the tests spectacles are required for normal use, e.g. reading or distance vision, but which may also include display screen equipment use, under the Regulations the employer is not required to make reimbursement beyond the cost of the eyesight test and the report.

### **Monitoring:**

- To check our working conditions, and ensure our safe working practices are being followed we will include Health and Safety as an agenda item at termly staff meetings
- The Director or Head of Creative Arts will conduct a 6 monthly H&S tour of all sites used by Top Box Studios Ltd
- The Director is responsible for investigating accidents
- The Director is responsible for investigating work-related causes of sickness absences
- The Director is responsible for acting on investigation findings to prevent a recurrence

### **Emergency procedures – fire and evacuation**

- The named personnel in Responsibilities (pg. 2) above are responsible for ensuring fire risk assessments in each area have been undertaken and implemented in conjunction with the Health and Safety designated employees at the venues. (See appendix 1)
- Escape routes are checked by the named personnel in Responsibilities (Page 1) above.
- Fire extinguishers are maintained and checked annually by 'Flame Fire Safety Training' company
- Alarms are tested at the Top Box Studios Ltd office by the Health and Safety designated employees at the Kingfisher venue



Further Information can be found in Top Box Studios Ltd’s separate Fire Risk Assessment policy.

**Appendix 1 - Designated Health and Safety Representatives at Regularly Hired Venues by Top Box Studios Ltd**

**Kingfisher Shopping Centre, Redditch**  
**Tudor Grange Academy Theatre, Redditch**  
**Palace Theatre, Redditch**

<b>Policy:</b>
Equal Opportunities and Diversity
<b>Purpose and Statement:</b>
Top Box Studios Ltd is committed to combat all forms of direct and indirect discrimination. Top Box Studios Ltd aims to ensure that no staff member, volunteer or organisation/individual to whom we provide services will be discriminated against by us on the grounds of age, race, disability, sexual orientation, religious or political beliefs, medical condition, economic status or educational background.
<b>Distribution:</b>
<ul style="list-style-type: none"> <li>• To be distributed to Board at AGM and Induction sessions for Board Members</li> <li>• To all volunteers and staff</li> <li>• This policy will be made available to members of the public on request</li> <li>• Confirmation of receipt of information - Signed statement from recipient to be held on file</li> </ul>
<b>Review and monitoring of policy:</b>
<ul style="list-style-type: none"> <li>• Reviewed annually or in instances of legislative change</li> <li>• Monitoring is part of Management and Supervision</li> </ul>

**The following policy is based on the below principles:**

- All members of the Top Box Studios Ltd community have a right to expect that they learn in a safe place.
- Top Box Studios Ltd expects every member of its community to behave in a considerate way towards others.
- Top Box Studios Ltd is committed to combat all forms of direct and indirect discrimination.
- This policy, in partnership with the Staff Conduct policy, ensures there will be a zero tolerance of violence, threatening behaviour and disorderly conduct, including abuse in all forms, against Top Box Studios Ltd staff or other members of the Top Box Studios Ltd community.

- Where such behaviour does occur, action will be taken to deal with the person or persons concerned.

### **What do we mean by Abusive or Threatening Behaviour?**

The Public Order Act 1986 defines “disorderly conduct” as: verbal abuse, threatening abusive or insulting words or behaviour or any disorderly behaviour whereby a person is caused alarm, harassment or distress.

“Threatening behaviour” is when a person fears that violence or threat of violence is likely to be provoked. In an Top Box Studios Ltd context, this could mean someone shouting at a member of staff, either in person or on the phone; acting aggressively, including using intimidating body language, as well as actual violence. It also covers comments posted on social networking sites or situations where members of staff are approached off premises.

### **Diversifying Membership and Participation:**

Top Box Studios Ltd practises all activities in areas home to diverse communities and performs its activities without discrimination against any group. Social inclusion is actively sought for all its community projects through accepting membership from any individual in the community.

Top Box Studios Ltd actively seeks participation from all sectors in society in all aspects of its work including membership, employment practice, teaching approaches and production of performances.

To provide access to the company's activities to a wide and diverse range of people, Top Box Studios Ltd addresses social and economic disadvantage in as many ways possible. Performances are open to all in the community, without exception.

### **Encouraging Engagement from diverse Social Groups:**

To provide access to the company's activities to a wide and diverse range of people, Top Box Studios Ltd addresses social and economic disadvantage in as many ways possible. Performances are open to all in the community, without exception.

Specific groups in society, where there is less or no provision made for, are positively encouraged in the following ways:

- All courses and projects take place at times where most can attend.
- There is a strong element supporting children and young adults with weekly classes held after school and weekends. We also support older people to tackle social isolation and improve well-being.
- All courses and projects are aimed at including individuals of any economic status or background, with all costing fees remaining low. Discounts in the children's courses

are wherever possible, with considerable reductions for more children in the family involved.

- For those who are disabled or have difficulty in movement, the company always aims to hold classes in accessible venues.

**Equality of Information:**

Top Box Studios Ltd is entirely committed to access to all through equality of information. The company's extensive publicity of all its events and projects positively targets the general public and specific groups and individuals to encourage new participants and audiences.

Through publicity locally, the following venues and organisations are leafleted:

- Local educational institutes
- Local arts Institutes and groups
- Local press and radio
- Specific groups: e.g., youth and elderly groups
- Health centres and surgeries
- Shopping centres and local shops
- Church newsletters
- Local schools
- Local libraries

Those members who do take part in any activities are encouraged to bring friends and family along.

**Equal Opportunities in the Workplace:**

The policy and practice of Top Box Studios Ltd requires that all staff and volunteers are afforded equal opportunities within engagement and that entry into engagement with the company (and progression within) will be determined only by personal merit and the application of criteria which are related to the duties of each position. In all cases, ability to perform the role will be the primary consideration.

All staff and volunteers have a duty to co-operate with this policy to ensure equal opportunities and to prevent discrimination.

Employees must not harass or intimidate other employees on the grounds of race, religion or belief, colour, sex, age, national origin, disability or sexual orientation and must not victimise or retaliate against employees who make such allegations. Disciplinary action will be taken against any employee who breaches this policy and serious breaches will be treated as gross misconduct.

**Equal Opportunities (Recruitment):**

The company welcomes diversity amongst its employees and seeks to ensure that all candidates for employment are treated fairly, and that selection is based solely on the

individual's abilities and qualifications. The recruitment process must result in the selection of the most suitable person for the job having regard to experience and qualifications where necessary.

As an employer committed to the principle of equality of opportunity, the company will adhere to the following procedure for recruiting and selecting individuals for all positions:

**1. Selection Criteria**

The selection process will be carried out consistently for all jobs at all levels. Selection criteria for all positions will be clearly defined and reflected in the further details sent to applicants which will also include details of the company's commitment to equality of opportunity. Job qualifications or requirements which would have the effect of inhibiting applications from members of particular groups, such as those of one sex, persons of a particular religion, marital status or sexual orientation, persons of a particular racial group, persons within a certain age bracket or those with a disability, will not be demanded or imposed except where they are justifiable in terms of the job to be done.

**2. Advertising**

Job advertisements will be widely publicised to encourage applications from all suitably qualified and experienced people. To attract applications from all sections of the community, the company will endeavour to ensure that advertisements are not restricted to areas or publications which would exclude or disproportionately reduce applications from a particular gender, religion, age group or racial group and should avoid prescribing requirements as to marital status or age. All job advertisements placed on behalf of the company will state the company's commitment to equality of opportunity.

**3. Selection Methods**

The selection process will be carried out consistently for all jobs at all levels. All those handling applications and conducting interviews must be aware of the legislative principles which cover equal employment opportunities and anti-discrimination. The selection of new employees will be based on job requirements and the individual's suitability and ability to do the job and information sought from candidates will relate only to the qualifications for or requirements of the job.

**4. Interviews**

The staff responsible for shortlisting, interviewing and making or recommending an appointment will be clearly informed of the selection criteria and the need for consistency. At least two people will interview applicants and all questions will relate to the selection criteria. No questions will be based on age, assumptions about roles in the home and the family or the assumed suitability of different ethnic groups for the post in question.

Where it is necessary to assess whether personal circumstances will affect the performance of the job (for example, if the job involves irregular hours or extensive travel) this will be discussed objectively and will be asked equally of all candidates. In the case of disabled applicants who identify themselves at the application stage, appropriate interview arrangements (such as accessible interview rooms or the

assistance of a sign interpreter) should be offered to enable candidates to compete on an equal basis.

**Advancement in the workplace:**

When considering candidates for promotion general ability will be the main requirement and no employee will be discriminated against on the grounds of race, religion or belief, colour, sex, age, national origin, disability or sexual orientation.

**Training:**

To help meet the objectives of this policy the company will provide training that:

- increases awareness of the prevalence of and harmfulness of discrimination and prejudice on the grounds of race, religion or belief, colour, sex, age, national origin, disability or sexual orientation, and the needs and abilities of people with disabilities or other disadvantages;
- examines the nature of discrimination, both direct and indirect, and the ways in which it can occur and can be prevented;
- assists managers and employees to behave in ways that are non-discriminatory; and
- explains the operation of and access to grievance and disciplinary procedures.

**Grievances and Disciplinary Measures:**

**Grievances:**

All allegations of discrimination on the grounds of race, religion or belief, colour, sex, age, national origin, disability or sexual orientation will be dealt with seriously and confidentially. Any employee may use the grievance procedure to complain about discriminatory conduct. The company wishes to ensure that employees feel able to raise such grievances and no individual will be penalised for raising such a grievance unless it is untrue and made in bad faith.

**Disciplinary Measures:**

Any employee who harasses any other employee on the grounds of race, religion or belief, colour, sex, age, national origin, disability or sexual orientation will be subject to the company’s disciplinary procedure. In serious cases, such behaviour will be deemed to constitute gross misconduct, and, as such, will result in summary dismissal in the absence of mitigating circumstances.

**Policy:**

Data Protection (GDPR)

**Purpose and Statement:**

Top Box Studios Ltd is committed to ensuring the data processed by our school remains safe and

secure.

This policy has been written in line with legislative change, including both the Data Protection Act (1998) and the EU's General Data Protection Regulation (GDPR).

Top Box Studios Ltd has determined the lawful reasons with which it processes personal data:

- Legal obligation – GDPR Article 6(1)(c)
- Legitimate interest – GDPR Article 6(1)(f)
- Contract - GDPR Article 6(1)(b)

There is also some limited data we process with consent from the Data Subject; Consent – GDPR Article 6(1)(a).

While Top Box Studios Ltd avoids sharing data with third parties at most times, some data is shared in accordance with our business practices. The sharing of data with third parties will always be consensual with the data subject and/or their parent/guardian, and only if Top Box Studios Ltd is satisfied that their Data Protection policy is GDPR compliant.

**Main Aims for the policy:**

- Specify the data Top Box Studios Ltd collect, how it is stored/protected and the reason for collecting it
- State how Top Box Studios Ltd use personal data in processing
- Disclose who has access to the data and how long we retain information for
- Explain Data Subject's rights with Top Box Studios Ltd data including access, rectification and erasure

**Distribution:**

- To be distributed to Board at AGM and Induction sessions for Board Members
- To be sent to all staff, freelance staff and volunteers as part of induction and training
- To be displayed on the Top Box Studios Ltd website
- This policy will be sent directly to members of the public on request
- Confirmation of receipt of information - Signed statement from recipient to be held on file

**Review and monitoring of policy:**

- Reviewed annually or in instances of legislative change
- Monitoring is part of Management and Supervision

**The following policy is based on the below principles:**

The GDPR includes the following rights for individuals:

- the right to be informed
- the right of access
- the right to rectification
- the right to erasure
- the right to restrict processing
- the right to data portability
- the right to object
- the right not to be subject to automated decision-making including profiling

### **General Principles**

Top Box Studios Ltd is committed to providing fair and understandable privacy policies in relation to personal data.

Top Box Studios Ltd will, at all times, keep data in secure locations (including, but not limited to, encrypted and access restricted files) and not retain data unnecessarily or past the retention length as set out in this policy.

In the rare instance a data processor that is not a Top Box Studios Ltd employee is used, such as a third party, the data subject will either be asked for consent pre to supplying the data or be notified and have the right to object to processing.

### **Participants and Customers**

#### **How Top Box Studios Ltd collect personal data:**

Top Box Studios Ltd customers and participants supply their personal data when signing up for classes through our registration form either via the website, or via paper form.

This is either completed by a parent/guardian or the child themselves if they deemed able to do so.

Personal data may also come to us unsolicited via enquiries through our website and to our generic email account.

#### **Why Top Box Studios Ltd collect personal data:**

To attend any of Top Box Studios Ltd's activities participants/parents/guardians must agree to some processing of their personal data. This is due to Legitimate Interests – GDPR Article 6(1)(f), Legal Obligation GDPR Article 6(1)(c), Contract - Article 6(1)(b) and/or Consent - Article 6(1)(a).

Should Top Box Studios Ltd be unable to process participant's data, we would be contravening both our Health & Safety and Child Safeguarding policies. We would also be ignoring best practice regarding working with children/vulnerable adults.

Our participants must remain safe at all times, therefore information about participants must be collected in order to create registers and accurate student records. This information is also used to provide students with appropriate classes, including dividing students into age groups.

Special category data is only collected with the consent of the data subject. Special category data Top Box Studios Ltd collects includes but is not limited to: Medical/Disability information, Income information, Ethnicity, Gender and Sexuality.

As physical activity providers it is essential that this consent is given should a participant have any medical/disability needs. This allows us to incorporate participants safely into classes. It is also used in assessing if we can incorporate participants safely into classes.

Income information is only collected in instances where a participant applies to attend our classes at a concessionary price, or on a bursary. This financial support is means tested, and therefore is subject to documented proof. Proofs of entitlement to concession are shredded after the entitlement has been noted.

Ethnicity and other sensitive data is to provide information to funding bodies for statistical purposes.

This data is always provided to third parties as quantified data (i.e. cumulative numerical data only with no identifying information relating to any data subject).

**What data we collect:**

Personal data and some special category is collected.

It is essential to our primary function (providing classes to participants) that we are provided, and allowed to process and store the following:

**Participant Personal Data:**

- Full Name - GDPR Article 6(1)(f)
- Date of Birth - GDPR Article 6(1)(f)
- Home Address - GDPR Article 6(1)(f)
- Sex - GDPR Article 6(1)(f)
- Permission to go home alone - GDPR Article 6(1)(f)
- School/Educational Institution - GDPR Article 6(1)(f)
- Exam results (vocational exams taken through Top Box Studios Ltd only) - GDPR Article 6(1)(f)
- Classes attended/Price paid - GDPR Article 6(1)(f)

**Participant Special Category Data:**

- Medical Information/History – GDPR Article 9 (a)
- Disability Information - GDPR Article 9 (a)
- Ethnicity – GDPR Article 9 (a & j) – further explicate consent sought
- Gender/Sex – GDPR Article 9 (a & j) – further explicate consent sought
- Sexuality – GDPR Article 9 (a & j) – further explicate consent sought

**Parent/Guardian Personal Data:**

- Name - GDPR Article 6(1)(f)
- Address - GDPR Article 6(1)(f)
- Email Address - GDPR Article 6(1)(f)
- Mobile Telephone Number - GDPR Article 6(1)(f)
- Work/Home Number - GDPR Article 6(1)(f)
- Emergency Contact Number - GDPR Article 6(1)(f)

**Parent/Guardian Special Category Data:**

- Concession Type – further explicate consent sought
- Documented proof of financial need – further explicate consent sought
- Bank Details – further explicate consent sought in the instance of refunds etc.



**How data collected is sent internally:**

Top Box Studios Ltd transports data with all due diligence.

**Storage/Retention of data:**

Membership enrolment forms are sent to Top Box Studios Ltd directly to our secure email from our website which has controlled access. Received enrolment forms are stored in a password protected email folder for no more than 12 months. Access to these files is restricted through password protection and only available to authorised staff members.

Registers and emergency contact lists created from student data are stored in encrypted files. Access to these files is restricted through password protection and only available to authorised staff members. Hard copies of registers and emergency contacts are carried by authorised staff members. They are locked away while not in use. When they are no longer in use or out-dated, they are destroyed thoroughly.

Waiting lists are stored in an encrypted folder.

Our standard retention policy (without the data subject's right to access, rectification and erasure etc.) is THREE YEARS post final attendance.

Exceptions to our retention policy:

- Financial records are kept for 6 years due to legal obligation
- First Aid records are kept for 21 years due to legal obligation
- Photo consent may be kept indefinitely
- Child Safeguarding records are kept indefinitely on a case-by-case basis, the minimum these will stored for is 6 years due to legal obligation
- Bank details are deleted after the action concerning them is complete
- Unsolicited enquiries that do not turn into bookings with current classes are deleted after they have been dealt with

**Third Parties/Data Processors:**

Top Box Studios Ltd does not actively share data with third parties, however there are certain instances where sharing information is crucial to our business processes.

Freelance Teachers:

As many of Top Box Studios Ltd teachers are freelance staff, we have confidentiality and data processor agreements in place. Teachers will never be provided with personal details aside from participant's first names and any medical information that is pertinent to the running of a class (subject to consent from the data subject)

Child Performance Licensing:

In order to process child performance licences, Top Box Studios Ltd are legally required to provide some personal data to local councils (including but not limited to: full name, date of birth and school details). This is an optional consent, which will be sought at the time of sending participation consent forms.

Top Box Studios Ltd is satisfied that their GDPR process are thorough and any data will be stored in a secure environment, and not unnecessarily retained.

**Child Safeguarding Concerns:**

In the unlikely event Top Box Studios Ltd has a safeguarding concern in relation to one of our participants, Top Box Studios Ltd are legally required to provide data to the safeguarding board at the local council.

Top Box Studios Ltd is satisfied that their GDPR process is thorough and any data will be stored in a secure environment, and not unnecessarily retained.

**Event Programmes:**

Top Box Studios Ltd may occasionally produce programmes for events. These will only ever contain the first name and first initial of a child's last name (unless otherwise consented to). The name of a child's class may also be included. Participants/their Parent and/or Guardians may choose if they want to be included in the programme when they agree to participate at an event.

**Examination Entry:**

In order to enter examinations, Top Box Studios Ltd must provide some personal data to examination boards . This sharing of data is to be consented to by the data subject and/or parent/guardian upon being entered for the exam.

**Financial Records:**

It is Top Box Studio Ltd's legal obligation to have an independent examination with regards to its financial processes at the end of every financial year. This includes access to our income relating to classes and services. Any data shared will be purged of as much identifying data as possible.

Top Box Studios Ltd is satisfied that their GDPR process are thorough and any data will be stored in a secure environment, and not unnecessarily retained.

**Rights of the data subject and Top Box Studios Ltd compliance with responses:**

Any data subject with personal data stored within Top Box Studios Ltd is entitled to the rights of:

- **Access**

You may contact Top Box Studios Ltd at any time to access all data held relating to you and/or your child(ren). Top Box Studios Ltd will ensure that we respond to a subject access request without undue delay and within one month of receipt. If the information request will also include data regarding others, Top Box Studios Ltd has the right to refuse the request or take steps in order to obtain consent from other involved parties.

The right of access does not apply to Top Box Studios Ltd's legal obligations such as Child Safeguarding records.

- **Rectification**

You may contact Top Box Studios Ltd at any time in order to rectify data held relating to you and/or your child(ren). Top Box Studios Ltd will ensure that we respond to a rectification request without undue delay and within one month of receipt.

The right to rectification does not apply to Top Box Studios Ltd's legal obligations such as payment record information.

- **Erasure**

You may contact Top Box Studios Ltd at any time in order to erase data held relating to you and/or your child(ren). Top Box Studios Ltd will ensure that we respond to an erasure request without undue delay and within one month of receipt.

The right to erasure does not apply to Top Box Studios Ltd's legal obligations such as First Aid records.

- **Restrict Processing**

You may contact Top Box Studios Ltd at any time in order to restrict the data we process relating to you and/or your child(ren). Top Box Studios Ltd will ensure that we respond to a request to restrict processing without undue delay and within one month of receipt.

However, due to our legitimate interest in most of the data collected- we may have to revoke your membership with Top Box Studios Ltd until the restriction is lifted. This is due to Health and Safety and Child Safeguarding.

- **Data Portability**

You may contact Top Box Studios Ltd at any time in order to obtain the data we process relating to you and/or your child(ren) and reuse it across different services. Top Box Studios Ltd will ensure that we respond to a request to restrict processing without undue delay and within one month of receipt. Please note, this does not apply to Top Box Studios Ltd's legal obligations.

- **Objection**

You may contact Top Box Studios Ltd at any time in order to object to the processing of data relating to you and/or your child(ren). Top Box Studios Ltd will ensure that we respond to a request to restrict processing without undue delay and within one month of receipt.

However, due to our legitimate interest in most of the data collected- we may have to revoke your membership with Top Box Studios Ltd until the restriction is lifted. This is due to Health and Safety and Child Safeguarding.

- **Rights related to automated decision making including profiling**

You may contact Top Box Studios Ltd at any time in order to object to profiling relating to you and/or your child(ren). Top Box Studios Ltd will ensure that we respond to a request to restrict processing without undue delay and within one month of receipt.

However, due to our legitimate interest in most of the data collected- we may have to revoke your membership with Top Box Studios Ltd until the profiling restriction is lifted. This is due to Health and Safety and Child Safeguarding.

Top Box Studios Ltd has a lawful reason for profiling; Legitimate Interests and consent.

None of Top Box Studios Ltd's decision making is automated. Profiling is only used in circumstances where a participant may have certain health/disability needs which may prevent them from taking part in classes (as it would be unsafe to do so).

Any and all verbal requests are noted, and then contacted again either via phone or email to verify the request. Verbal requests will be responded to in the time frames mentioned above.

**Photos/Videos of Participants**

Top Box Studios Ltd often use footage/photos/videos used from rehearsals, shows, performances and classes for marketing purposes both in print media, social media and the website. Participants/their Parent and/or Guardians may choose if they do not wish themselves/their child to be depicted. Parents and/or Guardians are required to give permission on the website prior to membership registration, however, alternative arrangements can be requested.

Social Media:

Top Box Studios Ltd regularly share photos/videos of students in workshops, events and performances through social media platforms including Instagram, Facebook, Twitter, Email and website. These will never be shared with any identifying information (age, location etc.). There may be times where we will share first names only.

### **Staff (Employees/Freelance), Trustees, Volunteers and Potential Staff/Trustees and/or Volunteers**

For the purposes of this policy, the aforementioned persons above will be referred to as 'staff'.

#### **How Top Box Studios Ltd collect personal data:**

Top Box Studios Ltd staff supply their personal data when applying for roles within the company. This is either completed through an application form or submission of a CV.

Further information is collected when applicants are considered successful. Unsolicited data may come to Top Box Studios Ltd in the form of applicants emailing regarding work/volunteer opportunities.

#### **Why Top Box Studios Ltd collect personal data:**

It is Top Box Studios Ltd's legal obligation to collect staff's personal data in relation to their employment. This is due to Legal Obligation GDPR Article 6(1)(c) and/or Contract - Article 6(1)(b).

Should Top Box Studios Ltd be unable to process staff's data, we would be contravening UK Employment law, our own employment contracts (both PAYE and Freelance) and our own Health & Safety and Child Safeguarding policies.

Special category data is only collected with the consent of the data subject. Special category data Top Box Studios Ltd collects includes but is not limited to: Medical/Disability information, Ethnicity, Gender and Sexuality. Top Box Studios Ltd's lawful purpose for collecting this data is both Article 6(1)(b) – contract and Article 9(2)(b) – employment. This also ensures we are confirming to our Equal Opportunities policy. Any data is always recorded as quantified data (i.e. cumulative numerical data only with no identifying information relating to any data subject).

Top Box Studios Ltd is also entitled to obtain and process data in relation to criminal convictions and DBS checks. Most posts within Top Box Studios Ltd are exempt from the Rehabilitation of offenders act (1974) by the 1975 and 2001 Exceptions Amendment, as they involve working with vulnerable and/or young people. This is further supported by article 10 of GDPR.

#### **What data we collect:**

Personal data and some special category is collected.

It is essential to our business that we are provided, and allowed to process and store the following:

**Staff Personal Data:**

- Full Name Legal obligation – GDPR Article 6(1)(c) Legal Obligation
- Date of Birth - GDPR Article 6(1)(c) Legal Obligation
- Contact Details - GDPR Article 6(1)(c) Legal Obligation
- Pension Information - GDPR Article 6(1)(c) Legal Obligation
- NI number - GDPR Article 6(1)(c) Legal Obligation
- UTR number - GDPR Article 6(1)(c) Legal Obligation
- Right to work in the UK - GDPR Article 6(1)(c) Legal Obligation
- References - GDPR Article 6(1)(c) Legal Obligation
- Bank Details - Article 6(1)(b) Contract
- Tax details - GDPR Article 6(1)(c) Legal Obligation
- Qualifications - Article 6(1)(b) Contract
- Pay Details - GDPR Article 6(1)(c) Legal Obligation
- Performance Details - Article 6(1)(b) Contract
- Annual Leave Details - Article 6(1)(b) Contract
- Sick/Compassionate/Maternity/Paternity Leave Details - Article 6(1)(b) Contract
- Safeguarding Concerns - GDPR Article 6(1)(c) Legal Obligation
- Emergency Contact - GDPR Article 6(1)(b) Contract
- 

**Staff Special Category Data:**

- Criminal Record/DBS Checks - GDPR Article 6(1)(c) Legal Obligation & GDPR Article 10
- Medical/Disability - Article 6(2)(b) Contract & Article 9(2)(b)
- Ethnicity – Further explicit consent sought- Article 9(2)(a & b)
- Sexuality – Further explicit consent sought - Article 9(2)(a & b)

**How data is sent internally:**

Any transfer of data regarding staff is conducted through password protected emails.

**Storage/Retention of data:**

All Staff personal data is stored on encrypted files. It is also stored on encrypted hardware within the office. Any hard copies are stored in a locked cabinet. All of these files have restricted access to authorised staff only.

Most staff data is retained for 6 YEARS (post-employment).

Exceptions to our retention policy:

- Pension details are stored for 75 years (post-employment) due to legal obligation
- Child Safeguarding records are kept indefinitely on a case-by-case basis, the minimum these will stored for is 6 years due to legal obligation
- First Aid records are kept for a minimum of 21 years due to legal obligation

Unsuccessful applicant data is stored 6-months post campaign, this includes unsolicited data from potential applicants.

**Third Parties/Data Processors:**

Top Box Studios Ltd does not actively share data with third parties, however there are certain instances where sharing information is crucial to our business processes.

**Barclays Bank:**

In order to process payments by BACs, staff's bank details and names must be added to our online banking system. Top Box Studios Ltd is satisfied that their GDPR process are thorough, and any data will be stored in a secure environment, and not unnecessarily retained.

**HMRC:**

In order to fulfil our legal obligations to HMRC, Top Box Studios Ltd must supply PAYE staff's personal data each month and at the end of every financial year. Top Box Studios Ltd is satisfied that their GDPR process are thorough and any data will be stored in a secure environment, and not unnecessarily retained.

**Nest Pensions:**

In order to fulfil our legal obligation with the Pensions Regulator, Top Box Studios Ltd chose Nest Pensions as our pension provider. Top Box Studios Ltd must supply PAYE staff's personal data each month and at the end of every financial year. Top Box Studios Ltd is satisfied that their GDPR process are thorough and any data will be stored in a secure environment, and not unnecessarily retained.

**References:**

In order to supply references for staff members, some personal data must be divulged. This will only be done with the data subject's consent, as Top Box Studios Ltd may not be fully aware of the recipients GDPR policies.

**Child Performance Licensing:**

In order to process child performance licences, Top Box Studios Ltd are legally required to provide some staff's personal data to local councils (including but not limited to: full name and DBS details).

Top Box Studios Ltd is satisfied that their GDPR process are thorough and any data will be stored in a secure environment, and not unnecessarily retained.

**Child Safeguarding Concerns:**

In the unlikely event Top Box Studios Ltd has a safeguarding concern in relation to one of participants and/or staff members, Top Box Studios Ltd are legally required to provide data to the safeguarding board at the local council and the Disclosure and Barring service.

Top Box Studios Ltd is satisfied that their GDPR process are thorough and any data will be stored in a secure environment, and not unnecessarily retained.

**Website Biography:**

Top Box Studios Ltd website includes staff biographies, these are available for public viewing. Consent is sought before any/all staff profiles are added to the website.

**Independent Examiner:**

It is Top Box Studios Ltd's Legal Obligation to have an independent examination with regards to its financial processes at the end of every financial year. This includes access to our Payroll records.

Top Box Studios Ltd is satisfied that their GDPR process are thorough and any data will be stored in a secure environment, and not unnecessarily retained. Top Box Studios Ltd has a copy of the privacy agreement on file.

**Rights of the data subject and Top Box Studios Ltd compliance with responses:**

Any data subject with personal data stored within Top Box Studios Ltd is entitled to the rights of:

- **Access**

You may contact Top Box Studios Ltd at any time to access all data held relating to you. Top Box Studios Ltd will ensure that we respond to a subject access request without undue delay and within one month of receipt. If the information request will also include data regarding others, Top Box Studios Ltd has the right to refuse the request or take steps in order to obtain consent from other involved parties.

The right of access does not apply to Top Box Studios Ltd's legal obligations such as confidential Child Safeguarding records.

- **Rectification**

You may contact Top Box Studios Ltd at any time in order to rectify data held relating to you. Top Box Studios Ltd will ensure that we respond to a rectification request without undue delay and within one month of receipt.

The right to rectification does not apply to Top Box Studios Ltd's legal obligations such as payment record information.

- **Erasure**

You may contact Top Box Studios Ltd at any time in order to erase data held relating to you. Top Box Studios Ltd will ensure that we respond to an erasure request without undue delay and within one month of receipt.

The right to erasure does not apply to Top Box Studios Ltd's legal obligations such as First Aid records.

- **Restrict Processing**

You may contact Top Box Studios Ltd at any time in order to restrict the data we process relating to you. Top Box Studios Ltd will ensure that we respond to a request to restrict processing without undue delay and within one month of receipt.

However, due to our legitimate interest and legal obligations in most of the data collected- we may not be able to restrict processing.

- **Data Portability**

You may contact Top Box Studios Ltd at any time in order to obtain the data we process relating to you and reuse it across different services. Top Box Studios Ltd will ensure that we respond to a request to restrict processing without undue delay and within one month of receipt.

Please note, this does not apply to Top Box Studios Ltd's legal obligations.

- **Objection**

You may contact Top Box Studios Ltd at any time in order to object to the processing of data relating to you. Top Box Studios Ltd will ensure that we respond to a request to restrict processing without undue delay and within one month of receipt.

However, due to our legitimate interest and legal obligations in most of the data collected- we may not be able to accept your objection.

- **Rights related to automated decision making including profiling**

You may contact Top Box Studios Ltd at any time in order to object to profiling relating to you. Top Box Studios Ltd will ensure that we respond to a request to restrict processing without undue delay and within one month of receipt.

Please note, this does not apply to Top Box Studios Ltd's legal obligations.

Top Box Studios Ltd has a lawful reason for profiling; Legitimate Interests and consent.

None of Top Box Studios Ltd's decision making is automated. Profiling is only used in circumstances where a staff member has a criminal conviction.

Any and all verbal requests are noted, and then contacted again either via phone or email to verify the request. Verbal requests will be responded to in the time frames mentioned above.

### **Training and Data Protection in Practise**

All members of staff (PAYE, Freelance and Voluntary) must agree to this Data Protection policy prior to accepting a contract of employment. Training is supplied as part of management and supervision. It is also included in all induction and training periods.

### **Complaints and Data Breaches**

#### **Complaints:**

Complaints in regard to the handling of any personal data can be made directly to Mrs Tracy Wright, Director of Top Box Studios Ltd.

Email: [office@topboxstudios.com](mailto:office@topboxstudios.com)

Telephone: 01527 390351

Address: Top Box Studios Ltd, Second Floor, Canon Newton House, Kingfisher Shopping Centre. Redditch. B974HA.

If you feel that your complaint was not handled in the correct manner, or still have concerns, you may escalate the complaint by contacting the Independent Commissioner's Office (ICO).

ICO Telephone Number: 0303 123 1113

#### **Data Breaches:**

If Top Box Studios Ltd experiences a data breach of any kind, we have a legal obligation to report this to ICO within 72 hours. The data breach will be reported by the DPO. In the instance they are unavailable to report the breach, the next most senior staff member shall do so.

Top Box Studios Ltd will also inform all the victims of the data breach as soon as possible if there is a high risk of adversely affecting individuals' rights and freedoms.



Top Box Studios Ltd will store and record all data breaches.

**Policy:**

Facebook Page (for users) GDPR Policy

**Purpose and Statement:**

Top Box Studios Ltd uses a Facebook page to advertise its services and connect/share with its' (and a wider) audience. The web address for our Facebook page is:

<https://www.facebook.com/topboxstudios>

<https://www.facebook.com/Topboxtheatre>

<https://www.facebook.com/VocalizePerformingArts>

Facebook has its own GDPR policies & uses cookies. Please refer to Facebook GDPR policies for further details.

Top Box Studios Ltd is able to process some personal data from interactions with our Facebook page, which is described below, however how Top Box Studios Ltd processes this data is very limited.

**Distribution:**

- To be displayed on our Facebook Page
- This policy will be made available to members of the public on request

**Review and monitoring of policy:**

- Reviewed annually or in instances of legislative change
- Monitoring is part of Management and Supervision

**General Principles:**

- Administrators of the Top Box Studios Ltd Facebook Pages are authorised Top Box Studios Ltd staff
- Top Box Studios Ltd does not actively collect, harvest or store any data in connection with Facebook

**Facebook Posts:**

**Types of Facebook Posts:**

- Marketing/Advertisement of our various courses, events and workshops
- General News and updates including, but not limited to, student achievements, photos from events

If you communicate with Top Box Studios Ltd via the page we will respond to your communications & make information available to you that is relevant to those communications. If you choose to 'like' the page, you can 'unlike' at any time.

As a public Facebook page all communication you share to the page can be seen by anyone. If you need to discuss anything privately with Top Box Studios Ltd, please contact the office.

**Anonymous Data:**

Administrators of Facebook Pages can obtain anonymous statistical data on visitors to the page, and those who 'like' the page via a function called 'Facebook Insights' which Facebook makes available to them free of charge under non-negotiable conditions of use.

The data is collected by 'cookies', each containing a unique user code, which are active for two years and are stored by Facebook on the device used by visitors to the page. This user code, which can be matched with the connection data of users registered on Facebook, is collected and processed by the Facebook Insight programme.

**Anonymous Data our Facebook Page collects:**

- Demographic information (including Age, Sex, Location, Relationship Status, Occupations)
- Internet usage (including times online and length of page visits)
- Sales information (including online purchase history, categories of goods or services)

**How Top Box Studios Ltd may use this data:**

Top Box Studios Ltd may use this anonymous data to target marketing to specific categories of peoples, and to effectively time manage campaigns (in terms of when to release posts and time lengths of special offers etc).

Top Box Studios Ltd may also use this data in the evaluation of marketing campaigns.

**How Top Box Studios Ltd retain/archive this information:**

Top Box Studios Ltd do not remove any of this anonymous data from Facebook (a GDPR compliant company), except in the instance of reporting the effectiveness of advertising campaigns.

**Non-anonymous Data:**

Administrators of Facebook Pages can obtain limited personal data about people who choose to 'like' and/or 'follow' the page and/or communicate with the page.

A Facebook user's Name is actively sent by Facebook to the page administrator as a notification.

The Facebook page contains a list of all users who 'like' or 'follow' the page.

Administrators are also able to access the profile of those who choose to 'like' and/or 'follow' the page and/or communicate with the page.

**How Top Box Studios Ltd retain/archive this information:**

No record of names are removed from Facebook or used for any purpose.

**Policy:**

Agreement for private music tuition

**One 2 One Tuition**

Tuition will be invoiced in monthly blocks of lessons.

Lessons will be charged at the rate of £34.50 per hour lesson (£17.50 per 30 mins lesson).

The Teacher may serve written notice of an increase in fees to the Pupil (or the Pupil's parent or carer, where appropriate) by no later than the start of the block of lessons preceding the block when the increase in fees will take effect.

**1. Lessons**

The Teacher will give the number of lessons specified on invoice. The block will not necessarily coincide with school terms. The Teacher will give the lessons at the time and location agreed and the Teacher will reserve this time slot for the Pupil.

**2. Payment of fees**

The Pupil (or the Pupil's parent or carer) will pay the fees for each block in full on or before the first lesson of the block.

**3. Lesson timetable/Holidays**

Holiday breaks (as specified by the Teacher) may occur partway through a block. Lessons will take place on public holidays only by prior agreement between the Teacher and the Pupil (or the Pupil's parent or carer).

**4. Missed lessons**

The Teacher will charge for any scheduled lessons which the Pupil does not attend, unless the Teacher chooses not to do so because of exceptional circumstances. If the Teacher cancels a scheduled lesson, the Pupil (or the Pupil's parent or carer) may choose between (i) carrying the lesson forward; (ii) receiving a replacement lesson; or (iii) receiving a refund of the lesson fee.

**5. Examinations, competitions and public performances**

The Pupil will not be entered for any examination, competition or public performance without the prior consent of both the Teacher and the Pupil (and the Pupil's parent or carer, where appropriate).

#### 6. Termination of tuition

(a) This Agreement may be ended by mutual consent at any time by both signatories to it signing and dating a written statement to that effect.

(b) Where fees are not paid on time, the Teacher reserves the right, entirely at the Teacher's discretion, to terminate this Agreement with immediate effect by giving written notice of termination to the Pupil or Pupil's parent or carer. This right to terminate is without prejudice to any other rights the Teacher may have.

(c) Either signatory to this Agreement may terminate the Agreement by giving notice in writing to the other signatory at least one month before the end of a Block for the termination to take effect at the end of that Block. Such termination will take effect at the end of a Block only and not at any other time. If the Teacher gives notice to terminate tuition at the end of a Block in accordance with this Condition 6(c) the Teacher will continue to provide lessons until the end of that Block.

#### 7. Failure to give notice

Unless terminated under Condition 6 above, this Agreement shall continue from Block to Block.

(a) Where the notice given is less than that required under Condition 6(c), but is one month or more before the start date of the next Block (as specified by the Teacher in accordance with Condition 3): 50% of the fees for the next Block;

(b) Where the notice given is less than one month before the start of the next Block: 100% of the fees for the next Block.

If the Pupil stops attending lessons while a Block is ongoing, the Pupil (or the Pupil's parent or carer) is not entitled to a refund of any fees paid for that Block. The Pupil is entitled to attend any lessons paid for.

If the Teacher stops lessons without giving the correct notice specified in Condition 6(c) above the Teacher shall refund any fees already paid for any lessons not given.

#### 8. Conduct

If the Teacher, in his or her reasonable opinion, feels unable to continue tuition on account of unreasonable conduct by the Pupil or anyone connected with the Pupil, the fees for any outstanding lessons will not be refundable.

#### 9. Changes

(a) Any changes to the terms of this Agreement must be confirmed in writing and signed and dated by both the Teacher and the Pupil (or the Pupil’s parent or carer).

(b) If the Teacher chooses to waive any right or remedy under this Agreement or otherwise (for example, if the Teacher chooses to waive fees for any lessons which the Pupil does not attend) this shall not mean that he or she must do so in future or that he or she waives any other rights or remedies, unless agreed in writing in accordance with Condition 9(a) above.

#### 10. Communication between the parties

For the purposes of this Agreement written notice must be given on paper or by email.

#### 11. Governing law and jurisdiction

This Agreement shall be subject to the laws of the jurisdiction of the location for the lessons (Top Box Studios) and the signatories to this Agreement agree that any dispute relating to the subject matter of this Agreement shall be subject to the exclusive jurisdiction of the courts of that jurisdiction.

