



Organisation: Unmask Your Potential Ltd
Policy owner: Helen Kent
Designated Safeguarding Lead: Helen Kent
Deputy Designated Safeguarding Lead: N/A
Online Safety Lead: Helen Kent
Version: 1.0
Date approved: 01/09/2025
Review date: 31/08/2026

11. Ongoing Staff Training, Monitoring and Supervision Policy

11.1 Purpose

Unmask Your Potential Ltd is committed to ensuring that all staff, associates, contractors, agency staff and volunteers are appropriately trained, supported, supervised and monitored so they can deliver safe, effective, professional and high-quality services.

This policy explains how Unmask Your Potential Ltd supports ongoing learning, continuous professional development, reflective practice, safeguarding awareness, service quality and safe working practice.

This policy applies to all directors, employees, associates, contractors, agency staff, sessional workers, volunteers and anyone acting on behalf of Unmask Your Potential Ltd.

11.2 Policy statement

Unmask Your Potential Ltd recognises that high-quality provision depends on well-trained, well-supported and reflective staff. Staff and volunteers will receive appropriate induction, role-specific training, ongoing support and supervision according to their role, responsibilities, level of contact with children and young people, and the nature of the provision being delivered.

Training and supervision will be used to promote safeguarding, professional boundaries, inclusive practice, health and safety, data protection, risk management, quality assurance and continuous improvement.

11.3 Roles and responsibilities

The Director has overall responsibility for ensuring that staff, associates, contractors, agency staff and volunteers are suitably trained, monitored and supervised.

The Designated Safeguarding Lead is responsible for ensuring that safeguarding training, advice and support are available and that staff understand how to identify, respond to and report safeguarding concerns.

All staff, associates, contractors and volunteers are responsible for:

- Attending required induction and training
- Keeping their knowledge and practice up to date
- Following organisational policies and procedures
- Participating in supervision, review or reflective practice where required
- Raising concerns, training needs or support needs promptly
- Maintaining professional standards and safe working practice
- Providing evidence of relevant training where requested

11.4 Induction

All staff, associates, contractors, agency staff and volunteers will receive an induction appropriate to their role before or at the start of their work with Unmask Your Potential Ltd.

Induction may include:

- Safeguarding and child protection
- Keeping Children Safe in Education awareness appropriate to the role
- Reporting safeguarding concerns
- Allegations against staff and LADO procedures
- Professional boundaries and staff code of conduct
- Online safety
- Health and safety
- Lone working and risk assessment
- Data protection and confidentiality
- Equality, diversity and inclusion
- Children missing education and non-attendance procedures
- Incident reporting
- Role expectations and service delivery standards
- Supervision and support arrangements

Staff and volunteers will be required to confirm that they have read and understood relevant policies.

11.5 Mandatory and role-specific training

Training requirements will be based on the role, responsibilities and level of contact with children, young people and adults at risk.

Training may include:

- Safeguarding and child protection
- Safer recruitment, where relevant
- Prevent and Channel awareness
- Female Genital Mutilation awareness
- Child Criminal Exploitation and Child Sexual Exploitation awareness
- Child-on-child abuse
- Online safety
- Mental health and wellbeing awareness
- Trauma-informed and relational practice
- SEND and neurodiversity awareness
- Equality, diversity and inclusion
- Health and safety
- First aid, where required by the role or activity
- Lone working and risk assessment
- Data protection and confidentiality
- Information handling and breach reporting
- Professional boundaries and safer working practice
- Clarity4D Youth Profile training or accreditation where applicable
- Programme-specific training for Be Strengths Ready provision

Where a commissioner requires specific training, Unmask Your Potential Ltd will review and complete this where relevant and proportionate to the commissioned service.

11.6 Refresher training and continuous professional development

Unmask Your Potential Ltd will support continuous professional development through refresher training, updates, supervision, reflective practice, reading, peer discussion and review of guidance.

Safeguarding knowledge will be refreshed regularly and updated when statutory guidance, local procedures or service risks change. Staff will be expected to keep up to date with changes relevant to their role and to inform the Director of any training needs.

CPD may include:

- Formal training courses
- Online learning
- Safeguarding updates
- Policy briefings
- Reflective practice discussions
- Case reviews and learning from incidents
- Supervision and coaching
- Reading statutory guidance or commissioner updates
- Programme-specific learning

11.7 Supervision arrangements

Unmask Your Potential Ltd will provide supervision and support arrangements proportionate to the role and nature of work being undertaken.

Supervision may include:

- Planned one-to-one supervision
- Group supervision or reflective practice
- Case discussion
- Safeguarding consultation with the DSL
- Informal check-ins following sessions or incidents
- Debriefing after difficult, distressing or high-risk work
- Performance, quality or practice review
- Annual or periodic review of training and development needs

The frequency and format of supervision will depend on the role, level of risk, complexity of work, experience of the staff member and commissioner requirements. Staff working directly with young people, especially in 1:1 or higher-risk provision, will have access to regular support and safeguarding advice.

11.8 Safeguarding supervision and advice

Safeguarding concerns, disclosures, incidents or worries about a young person must be discussed with the DSL as soon as possible and recorded in line with safeguarding procedures.

Safeguarding supervision may be used to:

- Review concerns and actions taken
- Consider risk and escalation
- Support staff wellbeing
- Ensure accurate record keeping
- Review information sharing
- Identify learning or changes to practice
- Decide whether referral or further advice is needed

Safeguarding supervision is not a substitute for immediate reporting where a child may be at risk.

11.9 Monitoring of practice

Unmask Your Potential Ltd will monitor staff and volunteer practice to support quality, safety and continuous improvement.

Monitoring may include:

- Review of attendance, engagement and progress records

- Review of safeguarding and incident records
- Review of risk assessments
- Review of supervision records
- Review of training records
- Feedback from young people, parents/carers, commissioners and professionals
- Observation or review of sessions where appropriate
- Reflective practice and case discussion
- Complaints or compliments review
- Contract monitoring and quality assurance meetings

Where monitoring identifies concerns, the organisation will take appropriate action. This may include additional supervision, further training, review of risk assessments, changes to delivery arrangements, performance management, safeguarding referral or termination of engagement where necessary.

11.10 Records of supervision

Unmask Your Potential Ltd will maintain records of supervision, support and reflective practice where appropriate.

Supervision records may include:

- Date of supervision
- Names of those present
- Key cases or themes discussed
- Safeguarding concerns or actions, where relevant
- Wellbeing or support needs
- Training or development needs
- Actions agreed
- Review dates
- Signature or confirmation of supervisor and supervisee where appropriate

Supervision records will be stored securely and treated as confidential. Where safeguarding concerns are discussed, a separate safeguarding record must also be completed where required.

Evidence of staff supervision may be made available during monitoring visits or contract review meetings where appropriate, while maintaining confidentiality and data protection requirements.

11.11 Staff training records

Unmask Your Potential Ltd will maintain a staff training record. This will record mandatory and role-specific training completed by staff, associates, contractors, agency staff and volunteers.

The training record may include:

- Name of staff member
- Role
- Training course title
- Training provider
- Date completed
- Expiry or renewal date, where applicable
- Certificate or evidence held
- Further training required

Evidence of staff training may be requested in monitoring visits or meetings. Training records will be kept securely and reviewed regularly to identify renewal dates and development needs.

11.12 Support and wellbeing

Unmask Your Potential Ltd recognises that working with young people who may have complex needs, trauma histories, safeguarding concerns or emotional distress can affect staff wellbeing.

The organisation will support staff by providing:

- Access to supervision or debriefing
- Clear safeguarding and escalation routes
- Opportunities to discuss concerns
- Review of workload or risk where appropriate
- Signposting to additional support if required
- A culture where staff are encouraged to ask for help

11.13 Volunteers, agency staff and contractors

Volunteers, agency staff, associates and contractors will receive training, induction and supervision arrangements appropriate to their role and level of contact with young people.

Where agency staff or external contractors are used, Unmask Your Potential Ltd will seek confirmation that relevant training and safer recruitment checks are in place. Additional induction to Unmask Your Potential Ltd policies and procedures will be provided where required.

11.14 Review

This policy will be reviewed annually, or sooner if there are changes to legislation, statutory guidance, Suffolk safeguarding procedures or organisational practice.

This policy will be reviewed annually or sooner if:

- Statutory guidance changes
- Suffolk safeguarding procedures change

- There is a safeguarding incident or serious concern
- Provision changes significantly
- Commissioning requirements change

Approved by: Helen Kent

Role: Director

Signature: 

Date: 01/09/2025