



# **Safeguarding Children and Adults at Risk – Process**

School Qualifications

Version 1.1 / 22.08.2025

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# Scope of this process document

This process information is provided for Pearson staff, Associates, contractors, suppliers, adults at risk and centres working with children. The process applies to UK-managed qualifications offered by Pearson Education Limited which includes but is not limited to Pearson Edexcel qualifications, BTEC qualifications and Apprenticeships.

This Process document relates to all situations in both the UK and Internationally including online interaction in which Pearson staff, Associates, contractors, suppliers, and centres where we may encounter children and adults at risk. We commit that even where English law and regulation does not apply, we shall operate as if the laws and regulations shall apply unless doing so would increase the level of risk to the learner.

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## It does not cover:

- The delivery of qualifications and tests at Pearson Vue or Pearson College which follows the location specific process for their business area;
- Any direct delivery through tutoring or virtual schools that have their own location-specific safeguarding processes.

## Process statement

The Pearson safeguarding policy is published on our website [here](#). This process document provides information about how referrals can be made to us and how the referrals are processed.

# Key Contacts

**If you believe a child or adult at risk is in immediate danger, then you must contact the emergency services where the child or adult at risk is resident.**

For any non-emergency concerns, please use the contacts below:

|                                                |                                                        |
|------------------------------------------------|--------------------------------------------------------|
| <b>Designated Safeguarding Lead</b>            | Ben Sims<br>Investigations<br>Safeguarding@Pearson.com |
| <b>Global Manager, Trust and Online Safety</b> | Leanne Hicks<br>Protective Services, Legal             |

## How to raise a safeguarding concern

You may have a concern about a child or adult at risk because of:

- the conduct of Pearson staff or Associates towards candidates, other children, and vulnerable adults with whom they come into contact, whether in person or online.
- concerns raised about the safeguarding governance or practice within a centre. This could arise from a centre inspection, when raising a safeguarding concern with a centre or through an allegation made by centre staff, candidates, or parents.
- the appropriateness of assessment materials.
- candidate disclosure of information regarding their personal welfare, or the welfare of one of their peers, to Pearson staff or an Associate, whether directly or through candidate work (eg on an exam paper).
- Reports that you have received.
- An incident or behaviour you have seen. The contact or information you have may be from direct or online contact. The concern may be that the individual is at risk of harm from others or from themselves. Sometimes you might not have much information and might worry about raising a concern as a result. However, the safest option is to always report any safeguarding concerns as soon as you can.

Contact the Pearson Safeguarding team to raise your safeguarding concerns, this can be done in these ways:

- Directly using the email address [safeguarding@pearson.com](mailto:safeguarding@pearson.com)
- Associates should raise concerns found in learner work using the online [Safeguarding-raising a concern form](#)

## Concerns about the conduct of Pearson Staff and Associates

Pearson has specific procedures for dealing with safeguarding concerns or allegations against those working with learners for or on behalf of Pearson. Concerns can be raised using the email address [safeguarding@pearson.com](mailto:safeguarding@pearson.com). The safeguarding team will then escalate the concern to Pearsons Global Trust and Online Safety team for further investigation and to manage any necessary action.

## Concerns identified whilst marking scripts

If you are an Associate raising a concern based on a disclosure in an exam paper marked on ePen it is essential that you include the 13-digit document identification number of the paper and exam series. If this number is not visible to you then you will need escalate the item to review and your Team Leader should raise the concern with us along with the document identification number which is visible to all Team Leaders. Concerns should be raised either using the raising a concern form, directly to [safeguarding@pearson.com](mailto:safeguarding@pearson.com) or using the contacts listed in the 'key contacts' section. To help the safeguarding team in quickly understanding the concern you have raised please specify the question number and/or page number of your concern and write a brief, specific note to tell the team why you are concerned.

## Concerns identified by Social Media monitoring

Any concerns that we receive through Social Media platforms are initially responded to by customer services or social media monitors. You can email your concern to us at

[safeguarding@pearson.com](mailto:safeguarding@pearson.com), including any evidence such as a screenshot and we will alert relevant teams to review it and respond where appropriate.

## Action taken following a concern

All concerns raised with the safeguarding team are taken seriously and triaged according to their seriousness and within 24 hours if there is a risk of harm. The safeguarding team may take the following actions:

- Review the case and escalate to other Pearson teams, if necessary, for example the Candidate Malpractice team, or the Trust and Online Safety team;
- Contact the centre where the candidate is registered, including private candidates, to ensure the candidate is safe and supported;
- Contact the Local Authority, Social Care or education safeguarding services should a concern require this response; or
- Contact emergency services for a welfare check for a child or adult at risk;
- Seek legal advice where necessary.

The safeguarding team will confirm receipt of your concern and if requested let you know when action has been taken but cannot discuss the incident further, except for clarification about the concern being reported. If any Associates have any concerns about the action being taken, they can raise it with the Pearson Associate Management team.

Support will be made available if a disclosing member of Pearson staff (including Associates) is distressed by an incident or the reporting of it. For more information regarding the support available contact [safeguarding@pearson.com](mailto:safeguarding@pearson.com). This can be done directly by the affected staff member or by their manager who can make the request on their behalf.

All sensitive information received by Pearson in relation to a safeguarding case is kept confidential and secure, including dates and details of the referral, the feedback received from the school or institution Pearson inform, the procedures followed, and the outcome of advice given by Social Services, as appropriate. This information will be held in line with Pearson's data retention policy.

**All serious incidents are escalated to the Global Manager, Trust and Online Safety at Pearson.**

# Review date

We review our processes at least every year to ensure that our commitments remain relevant to the nature of our operations and practices.