Safeguarding the Entelechy Community

1. Introduction

Why safeguarding is central to the work of Entelechy Academy.

While the learners on the Entelechy Academy platform are adult learners, with the majority, if not all, being over 18, safeguarding principles still need to be considered. The reasons for this include, though not exhaustively:

- We are asking people to delve deeply into issues of character on a digital platform.
- The learners working on apprenticeships are on average 26 years old, which means some may be much younger. Some of these may be categorised as vulnerable learners.
- When we extend into other verticals there may be learners that are considered children.
- The learners are asked to seek the opinion of people in higher positions to them. Where there are power differentials between participants in an online environment, safeguarding should always be considered.
- The nature of reflection encourages disclosures. We should be ready to respond to such disclosures when they occur.
- Continued use of digital platforms can impact on the mental, social, emotional, and physical wellbeing of our learners.
- We value kindness as a quality. We believe it is right to do all we can to protect the emotional and psychological wellbeing of our learners, no matter their age.

We are an organisation committed to helping all people become the best version of themselves. We believe each person has something unique to offer. As part of this commitment, it is essential that we offer structured, but common-sense, support that allows all to flourish. The Entelechy environment is a safe one.

As part of our commitment to the ongoing safeguarding of our learners and all others within our community, safeguarding will be a standing item on our senior team meeting agenda.

The Key Safeguarding Questions

- What are the risks our community may face when interacting on our platform?
- How can Entelechy create the flexibility for relationships to ensure that learners and others supporting them through the journey are adequately protected?
- How do we define what is appropriate in a way that reflects individual needs? And how do we balance kindness with fairness?
- While Entelechy needs a robust policy for safeguarding, we also need to develop the best organisational practice. Therefore, this policy needs to be supported with the relevant qualities and skills development to deliver it successfully. What does this training and practice look like?

1.3 What is risk?

Before we can hope to safeguard our community, we need to understand the risks our learners take when engaging with our product and service.

Online risk can be categorised into:

- Conduct
- Content
- Contact
- Commercialism

Conduct

The interaction between assessors and mentors with our Learners offers opportunity for conduct that could be perceived as a risk. This conduct may link to the sharing of inappropriate information, the bullying or intimidation of another person, or the giving of feedback that may be damaging to a vulnerable individual's psychological and social wellbeing. Equally, the conduct between learners can be problematic and we need to take a proactive approach to promoting the right behaviours.

Content

The content shared on the Entelechy Academy platform must be age and culturally appropriate and based on reliable information. We will guard against the use of unsuitable or potentially illegal content that may be viewed as offensive or pirated.

We are also committed to being part of Prevent and helping to identify and prevent extremist views and behaviours that can lead to violence. Should the content shared publicly by our community cause concern, we will undertake the appropriate reporting procedures.

The content shared by our learners with assessors and mentors may also offer opportunity for disclosure. Consequently, appropriate procedures for reporting will be applied.

Contact

Bullying, trolling, and online grooming are examples of unwelcome contact that will not be tolerated on the Entelechy Academy platform, including within the Community forum. There should never be any unwelcome or unsolicited contact about work done within the Entelechy platform.

Contact is a two-way dilemma. Human contact is essential for our social and psychological wellbeing. It is why so much of the philosophy of Entelechy drives people to actualise the learning in real-life. We want people to blend the learning done on this digital platform with the experiential learning done in context. Therefore, there is potential for contact beyond the technical platform and consideration of how to shape the safe actioning of learning is appropriate.

Commercialism

We should safeguard against hidden costs for our B:B and our B:C customer. We should be transparent about the cost of our product and services. We will need to guard against any phishing activity in our forum and content should encourage the purchase of other products away from the platform. Entelechy needs to safeguard against the use of our content for the commercial gain of others, especially where we cannot be sure of the level of compliance of the third-party.

Entelechy and Data

There are also safeguarding issues related to data and this is covered in our GDPR policy.

How are we safeguarding the learning journey?

Entelechy accepts a duty of care, with a desire to act reasonably in learners' best interests, to protect their well-being and to provide support as they commit to lifelong learning.

At each step of the learning journey, we will endeavour to safeguard our learners with appropriate and balanced procedures. Our policies are based in common sense and best practice.

Stage in the learning journey	Potential Safeguarding Issue	Procedure
Onboarding	The learner may be unprepared for the nature of the learning we offer. We need to ensure the learner understands, and so accepts responsibility for, what it means to develop character.	An explainer video of the whole learning experience.

A declaration by the learner that they understand this learning journey and what it will entail when they sign in. By signing in they acknowledge they understand the learning process and accept responsibility for their conduct. |
| 180Explore | The learner is asked to self-reflect using Character Qualities. They are asked to suggest which are strengths and which are growth opportunities. The meaning of these character qualities is open to interpretation and it could be self-defeating if the learner views some of these within a negative framework. Consequently, we need to help shape an understanding of the meanings of these terms, so the 180Explore maintains a positive intention in the learning journey. | Offer definitions of the Character Qualities and/ or guidance for how to find out more about these qualities before they make their choices in the 180Explore.

Create an explainer that says how we all have a little bit of each of the qualities and some are more developed than others. |
| 360Explore ™ | Receiving opinion from others on character is thwart with risk. It is a moment when negative intentions or misplaced words can have a significant impact on the | The learner chooses who acts as a respondent.

There is clear and unambiguous training material on how to complete the 360Explore. |

	emotional safety of the learner. While the learner choosing these respondents is considered best practice, if an Entelechy client chooses who should give this feedback, then clear guidance is essential.	There is a Code of Conduct section to this policy. [link] There is an Anti-bullying, Cyber-bullying and Harassment section to this policy. [link]
Content	When asking learners to find content online, we may inadvertently lead them to harmful material. When offering content as an organisation or recommending links to content, we may offer inappropriate or risky material that might harm or offend. When encouraging learners to share content with others within the community, they may share content that is offensive or harmful to others.	We need to offer detailed guidance on how to effectively search for material online and then use critical reading strategies to assess the validity and applicability of the material. We must take on the responsibility to teach effective and ethical online searching and information consumption. All recommended links should be carefully vetted for appropriacy of content. There should be a reporting function in place for learners to notify Entelechy of any inappropriate recommended link. Content provided by Entelechy should go through a rigorous vetting procedure to ensure it meets our high standards for safeguarding. The standards we hold are laid out in the appropriate section of this policy. There is a Community Guidelines section of this policy. There is an Anti-bullying, Cyber-bullying and Harassment section of this policy, including a section on what actions to take should a learner share any content that is considered Hate Speech. There is a reporting function for any content deemed inappropriate.
Action	The learner is independently going into the workplace to apply hints and tips found in the content. There is a possibility that these ideas are considered inappropriate and ineffective and lead to issues of physical and emotional risk.	The learner is guided in how to formulate purposeful actions in the workplace. The learner is encouraged to draw others, in particular their mentor, into their decision-making process on how to action ideas in the workplace. There is a Mentor's Guide, which offers support on how to formulate these actions.

| Reflection | When delving deeply into attitudes and behaviours, using reflective questions, the learner can unpack difficult ideas or emotions that they may struggle to cope with.

Some of the activities suggested on the website, The Games section, encourage the use of the Reflective Questions deck of cards with another individual or groups. This may prove risky when asked questions that encourage deep reflection when not all parties in the group have the best intentions. | Entelechy posts the details of Mind on its site, offering a phone number the learner can ring should this be necessary.

Entelechy has an Anti-bullying, Cyber-bullying and Harassment policy [link], which includes procedures for issues of Hate Speech.

These questions may elicit a "disclosure" to a colleague, mentor or trusted other. There are details on what to do in the event of a "disclosure" later in this document [link].

The Learning Journal is a private and personal space. It is the responsibility of Entelechy to ensure these reflections are secure if stored within the app. It will form part of our Data Protection Policy. |
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| Tools | When providing coaching tools, which help to shape personal reflection and action, there is generally the support of another person in the engagement to handle the revelations and insights gained. There may be times when our learners reveal ideas and issues within themselves that they struggle to cope with. | Entelechy posts the details of Mind on its site, offering a phone number the learner can ring should this be necessary.

Learners can approach mentors, and the policy for this relationship is governed by the client and their internal safeguarding policies. |
| Assessment | When requesting feedback on learning related to character, the learner puts themselves into a vulnerable position. There is a potential for abuse of this position with the learner, imposing negative or misguided views. | Training of assessors to include appropriate feedback and use of language in feedback.

A reporting strategy for learners, respondents or assessors that have concerns about the process. There is an email address set up to receive such reports. |
| Signature™ | Signature is designed to represent the individual's character and their personal | In the design of this feature of the platform we need to keep control with the learner and ensure they share only that which they feel is relevant. |

	development. The ability to share this Signature and to manage the message it gives should be with the learner.	
Community	The Community forum offers the greatest risk of bullying, harassment, abuse of expected behaviour, possibility of hate crimes and other reportable behaviour. There is also the possibility of the sharing of content not deemed appropriate.	There is a Code of Conduct section to this policy. [link] There is an Anti-bullying, Cyber-bullying and Harassment section to this policy, including a section on Hate Crimes. [link] There is a chain of reporting within this policy, which indicates who should be informed in the event of a breach of this safeguarding policy. In the development of the Community forum, there is consideration of filtering and monitoring. The policy for this is laid out in a section of this document. There is a reporting function in the Community for those learners who spot a problem and wish to have an item removed. The policy for the use and monitoring of this reporting function is laid out in this document. [Link]
Blended learning opportunities	The work of Entelechy extends beyond the technology platform and encourages user engagement via social media and face-to-face events.	The professionalism of the Entelechy team and the Code of Conduct [link] ensures these blended learning opportunities are conducted in a safe environment.

Responsibilities

Entelechy Academy is a community made up of the EA team, facilitators, assessors, and learners. All those connected to this community have an essential role to play in making this community safe and secure. Entelechy recognises its moral responsibility to safeguard and promote the welfare of all community members with their best interests at the centre of our work.

Entelechy recognises the importance of leading on this ethos within the community, ensuring safe, secure, and respectful interaction. We encourage all community members to share anything they perceive is counter to this ethos and would suggest all have a duty to do so.

The COO and Head of Learning oversee this policy and its application. All reports into the hello@entelechy.academy email regarding any safeguarding issue contained in this policy should be immediately forwarded to the COO and Head of Learning. It should be

forwarded even where no action is required, or the details of the concern have been addressed. The Head of Learning will keep a central log of all issues and the action taken.

All Entelechy team members have a duty to report concerns immediately, no matter how minor they judge the issue. In the event of a disclosure, a full report of the incident must be communicated to the two safeguarding officers. No promise of keeping the information secure should be made to the learner or other community member.

As Entelechy Academy grows further, sections will be added to this policy. It will be reviewed annually to ensure it continues to be fit for purpose.

Anti-bullying, Cyber-bullying, and Harassment Policy

Entelechy Academy recognises that all learners and other community users have the right to be treated with dignity and respect, regardless of their background or protected characteristics (which are: age, disability, gender re-assignment status, marital and civil partnership status, pregnancy and maternity status, race, religion or belief, gender, sexual orientation) and encourages all students to behave in such a manner towards each other. Bullying or harassment will not be condoned or tolerated.

Aims

To ensure that all colleagues within Entelechy Academy can effectively manage any suspicions of potential harm that may come to students, members, or staff in forms of harassment, bullying or cyber-bullying.

To ensure that Entelechy Academy will:

- Follow the correct procedures put in place to ensure the safety and wellbeing of all members of the Entelechy community
- Be fully trained and briefed on how to handle any incident or potential situation involving a learner's welfare
- Establish and maintain an environment where all community members are secure, encouraged to share, and are validated when there are any worries or concerns
- Ensure community members understand how to share concerns and worries
- Ensure all safeguarding laws are followed.

Statutory & Legal Framework

- Keeping Children Safe in Education (2015)
- Race Relations Act 1976 (as amended in 2000)
- Disability Discrimination Act 1995 (as amended in 2005)
- Education and Inspections Act 2006
- Duty to Promote Community Cohesion, Education and Inspections Act 2006
- Equality Act 2010

<u>Scope</u>

This policy is applicable to all learners and other community members working with and within Entelechy Academy. The policy applies to all conduct when working within the learning journey set out by Entelechy Academy, whether online or in-person. Entelechy Academy wishes to maintain a reputation of being a safe space when undertaking any action in relation to our offer and will act where this reputation is damaged.

Entelechy cannot regulate or be held accountable for views shared on social media by members of the community when they are done through personal accounts. This includes any group set up by Entelechy for use by members of the community. We do reserve the right to apply our policy to limit the impact of such comments, which may result in people being removed from our forums.

Definitions

Harassment/ Bullying
For the purpose of this policy, harassment is defined as unwelcome comments (written or spoken) or conduct which:

- Violates an individual's dignity, and/or
- Creates an intimidating, hostile, degrading, humiliating or offensive environment.

This reflects the statutory definition of harassment as outlined in the recent Race and Employment Directive. It should be noted that racial harassment and harassment relating to disability are now considered to be examples of direct discrimination.

The examples given below, which include unacceptable physical and verbal conduct, are not exhaustive. Harassment on grounds of race, gender and disability now constitute forms of discrimination under the law.

Gender-related harassment: Examples include displaying power over a man or a woman because of gender through disparaging gender-related remarks and threatening behaviour.

Sexual harassment: Examples include unnecessary touching, unwelcome jokes of a sexual nature, inappropriate use of suggestive visual display unit material, intimidating behaviour such as asking for, or offering, sexual favours in return for positive assessment or promotion.

Harassment on grounds of sexual orientation: Examples include homophobic remarks or unwelcome jokes, threats to disclose sexuality and intimate questions about sexual activity.

Racial harassment: Examples include inappropriate questioning and/or jokes about racial or ethnic origin, offensive graffiti and intimidating behaviour, including threatening gestures.

Personal harassment: Examples include making fun of personal circumstances or appearance, as well as physical and electronic intimidation.

Harassment of disabled people: Examples include discussion of the effects of a disability on an individual's personal life, uninvited touching or staring, and inappropriate questioning about the impact of someone's disability.

Age harassment: Examples include derogatory age-related remarks and unjustifiable dismissal of suggestions on the grounds of the age of the person.

Stalking: This can be physical or psychological. Examples include leaving repeated or alarming messages on voice mail, social media, direct messages, or e-mail, following people home, or approaching others to ask for personal information.

Entelechy Academy community members could be harassed for a variety of reasons including:

- Ethnic background, religion, or culture
- Disability, special educational needs or being particularly able, gifted and talented
- Sexual orientation
- Gender (including sexualised bullying)
- Size, appearance, or health conditions
- Social or economic status (poverty, class)
- Age/maturity
- Home circumstances – certain groups such as those in public care, or young carers, or those with same sex parents/carers or whose parents/carers/ other relatives have mental health difficulties may be particularly vulnerable.

Bullying

Bullying has various definitions, but is generalised to include:

- Behaviour which is intended to cause distress
- Behaviour which is repeated
- An imbalance of power between the perpetrator/s of bullying and the target/s.

Bullying is 'Behaviour by an individual or group, usually repeated over time, that intentionally hurts another individual or group either physically or emotionally.' (Safe to Learn, DCSF 2007)

Bullying can take place between learners, between learners and employees of the purchasing organisation or between team members, and can include:

- Name-calling, taunting, mocking, and making offensive comments
- Offensive graffiti
- Excluding people from groups
- Gossiping and spreading hurtful or untruthful rumours
- Kicking, hitting, pushing
- Taking belongings.

It is very difficult to distinguish between harassment and bullying and there is much overlap between the two. The following lists some of the differences between the two:

Harassment	Bullying
A strong physical component e.g. contact and touch in all its forms, intrusion into personal space and possessions, damage to possessions including a person's work etc.	Primarily psychological (e.g. criticism) but may become physical later.
Tends to focus on the individual because of what he or she is (e.g. female, black, disabled etc).	Targets anyone, as long as they are competent, popular and/ or vulnerable.
Is usually linked to gender, race, prejudice, discrimination etc.	Sexuality, race and gender play little or no part; it's usually discrimination on the basis of competence.
May consist of a single incident, a few incidents, or many incidents.	Rarely restricted to a single incident and tends to be an accumulation of many small incidents.
The person who is being harassed knows almost straight away that he/she is being harassed.	The person being bullied may not realise for weeks or months that he or she is being bullied – until there is a moment of enlightenment.
There is often an element of possession, e.g. as in stalking.	The person being bullied is seen as a threat that must be controlled. If this doesn't work, the person bullying may try to get the person they are bullying removed from the social circle or group.
Often the harassment is for peer approval, bravado, macho image etc.	Tends to be secret, behind closed doors, with no witnesses.
The harasser often perceives the victim as an easy target, albeit sometimes a challenge.	The person bullying is driven by envy and jealousy.
The harasser often has specific inadequacies (e.g. sexual).	The person bullying is inadequate in the area of interpersonal skills.

Cyber-bullying

Cyber-bullying is an aggressive, intentional act carried out by a group or individual using electronic forms of contact repeatedly over time against a victim who cannot easily defend himself/herself.

Cyber-bullying includes sending inappropriate, offensive, or degrading text messages, emails, or instant messages via the internet, setting up websites designed to embarrass or upset individuals or excluding them from social networking sites.

By cyber-bullying, we mean bullying by electronic media:
- Bullying by texts or messages or calls on mobile phones
- The use of mobile phone cameras to cause distress, fear, or humiliation
- Posting threatening, abusive, defamatory, or humiliating material on websites, to include blogs, personal websites, and social networking sites
- Using e-mail to message others inappropriately
- Hijacking/cloning e-mail accounts
- Making threatening, abusive, defamatory, or humiliating remarks in chat rooms, to include Facebook, Instagram, LinkedIn, Snapchat, Tik-tok, and other such sites set up.

Procedure

Entelechy operates a no tolerance policy to harassment and bullying.

Entelechy will work to prevent any bullying and harassment by:

- Promoting a positive ethos within our community
- Building strong relationships with training providers/ employers, so that creating a safe environment is a collaborative undertaking
- Offering opportunities for community members to share experiences of past harassment and bullying to help develop the character of our community, and so working to develop the required empathy and compassion
- Offering learning experiences that inform and empower people. The community as a whole needs to understand what is bullying, cyber-bullying, and harassment and how they play a part in making it no part of the Entelechy Academy community.

The policy and procedures have been developed with the following principles in mind:

All members of the Entelechy team have a responsibility to ensure that suspected bullying or harassment is dealt with quickly and fairly – whether it is reported by the victim or not.

All community members may report suspected bullying or harassment concerns through the email address hello@entelechy.academy or via a training provider/ employer.

The welfare of our community is paramount, and alleged bullying or harassment must be investigated and prioritised.

A mediation approach is favoured. However, formal disciplinary action may be required.

Any person alleging harassment or bullying will be provided with help and support throughout the process, with referral to an outside organisation, and will be protected from victimisation.

Witnesses have a role to play and have the power to drastically reduce bullying by letting a staff member know in confidence what is happening, by distracting the bully, by showing support to the target of the bullying. A witness should not intervene, but instead report.

A community member who brings a complaint in good faith, or assists in an investigation, shall be protected from any form of victimisation regardless of the outcome.

Malicious allegations will be subject to Entelechy Academy's Disciplinary Policy and Procedure.

All staff and students will be made aware of this policy through training and the publication and display of supporting statements in employee policies

Where a community member requests or needs it (e.g. because they have learning difficulties, or their first language is not English), the team member receiving the complaint must ensure that they are fully supported through the process.

Any allegation of bullying or harassment will be dealt with sensitively and with regard to Entelechy policy on confidentiality.

Complaints may be made in line with the published Complaints Policy.

Allegations of a sufficiently serious nature may be referred directly to the police.

Cyber-bullying Specifics
Whilst education and guidance remain at the heart of what we do, EA reserves the right to take action against those who take part in cyber-bullying.

- All bullying is damaging, but cyber-bullying and harassment can be invasive of privacy at all times. These acts may also be criminal acts.
- Entelechy Academy supports victims and, when necessary, will work with the Police to detect those involved in criminal acts.
- All members of the Entelechy Academy community are aware they have a duty to bring all instances of cyber-bullying to the attention of Entelechy Academy, the training provider or the employer.

Cyber-bullying is generally criminal in character. The law applies to cyberspace.
It is unlawful to disseminate defamatory information in any media including Internet sites.

Section 127 of the Communications Act 2003 makes it an offence to send, by public means of a public electronic communications network, a message or other matter that is grossly offensive or one of an indecent, obscene, or menacing character.

The Protection from Harassment Act 1997 makes it an offence to knowingly pursue any course of conduct amounting to harassment.

Available information for Team Members & training

All Entelechy Academy team members will be provided with appropriate training. It will also be included in the training of mentors and line managers working within the Entelechy Academy learning journey.

All relevant community members will be informed who to contact if they are disclosed to or have observed any incidents.

Training on Child Protection issues will be given to members of the Entelechy team.

Response to bullying/harassment

All reports of bullying will be taken seriously and investigated. Entelechy Academy will ensure that incidents have been addressed according to guidelines and procedures, and community members who have experienced bullying will be kept informed of the process. Entelechy Academy will make every effort to adjust normal arrangements to ensure the safety of individuals

All incidences of bullying/harassment will be recorded, and our Head of Learning will keep a central record of all incidents. Once community members have reported an incident, they should be reassured that they have done the right thing, that Entelechy Academy will investigate further, take action to prevent bullying, and that they will be kept informed of what is being done as far as is appropriate.

Hate Incidents and Crimes

Definitions

Hate incidents and hate crimes are acts of violence or hostility directed at people because of who they are or who someone thinks they are. Anyone can be a victim of a hate incident.

Hate incidents include:

- Verbal abuse such as name-calling and offensive jokes
- Intimidation
- Threats of violence
- Online abuse
- Circulating discriminatory literature
- Malicious complaints

The Crown Prosecution Service have defined hate incidents as those where the victim or anyone else feel that the incident was motivated by hostility, or was prejudiced based on disability, race, religion, transgender identity, or sexual orientation. If you

believe it is a hate incident, then report it to hello@entelechy.academy. We will record the incident and forward the concern to the police.

Hate incidents become hate crimes when the incident breaks the law of the land. A criminal offence is committed when the act of hostility or prejudice is based on disability, race, religion, transgender identity, or sexual orientation. If an incident is thought to be provoked by hate, then a judge can impose a tougher sentence under the Criminal Justice Act 2003. Incidents based on other personal characteristics are not considered hate crimes by the police and the Crown Prosecution Service.

Hate Crimes and Entelechy

Hate mail under the Malicious Communications Act 1988 and harassment, alarm or distress under the Public Order Act 1986 will be considered a hate crime and reported as such to the police. Entelechy will explicitly state whether the crime was committed based on disability, race, religion, transgender identity, or sexual orientation and support this with evidence available.

Entelechy will report such hate incidents and hate crimes via the True Vision website [https://www.report-it.org.uk/] that then forwards these reports to the relevant police force.

Code of Conduct in the Entelechy Community

1. Purpose

A primary goal of Entelechy Academy is to be inclusive to all contributors, with the most varied and diverse backgrounds possible. As such, we are committed to providing a friendly, safe, and welcoming environment for all, regardless of gender, sexual orientation, ability, ethnicity, socioeconomic status, and religion (or lack thereof).

This Code of Conduct outlines our expectations for all those who participate in our community, as well as the consequences for unacceptable behaviour.

We invite all those who participate in Entelechy Academy to help us create safe and positive experiences for everyone.

2. Freedom to Share

A supplemental goal of this Code of Conduct is to encourage participation, shared learning and to recognise and strengthen the relationships between our actions and their effects on our community.

Communities mirror the societies in which they exist, and positive action is essential to counteract the many forms of inequality and abuses of power that exist in society.

If you see someone who is making an extra effort to ensure our community is welcoming, friendly, and encourages all participants to fully contribute, we want to know. Email us at hello@entelechy.academy so we can celebrate these efforts.

3. Expected Behaviour

The following behaviours are expected and requested of all community members:

- Participate in an authentic and active way. In doing so, you contribute to the health and longevity of this community.
- Exercise consideration and respect in your speech and actions.
- Attempt collaboration before conflict.
- Refrain from demeaning, discriminatory, or harassing behaviour and speech.
- Be mindful of your surroundings and of your fellow participants. Alert community leaders if you notice a dangerous situation, someone in distress, or violations of this Code of Conduct, even if they seem inconsequential.
- Remember that community event venues may be shared with members of the public; please be respectful to all patrons of these locations.

We encourage empathy and compassion in our community. We ask that you are accountable in your speech and actions and that you show discipline in how you use language. Be collaborative and authentic, and supportive of others' contribution. Be fair and wise in all you say.

4. Unacceptable Behaviour

The following behaviours are considered harassment and are unacceptable within our community:

- Violence, threats of violence or violent language directed against another person.
- Sexist, racist, homophobic, transphobic, ableist or otherwise discriminatory jokes and language.
- Posting or displaying sexually explicit or violent material.
- Posting or threatening to post other people's personally identifying information ("doxing").
- Personal insults, particularly those related to gender, sexual orientation, race, religion, or disability.
- Inappropriate photography or recording.
- Inappropriate physical contact. You should have someone's consent before touching them.
- Unwelcome sexual attention. This includes: sexualised comments or jokes; inappropriate touching, groping, and unwelcomed sexual advances.
- Deliberate intimidation, stalking or following (online or in person).
- Advocating for, or encouraging, any of the above behaviour.
- Sustained disruption of community events, including talks and presentations.

5. Consequences of Unacceptable Behaviour

Unacceptable behaviour from any community member will not be tolerated.

Anyone asked to stop unacceptable behaviour is expected to comply immediately.

If a community member engages in unacceptable behaviour, Entelechy Academy may take any action they deem appropriate, up to and including a temporary ban or permanent expulsion from the community without warning (and without refund).

7. Reporting Guidelines

If you are subject to or witness unacceptable behaviour, or have any other concerns, please notify Entelechy as soon as possible. Contact us at hello@entelechy.academy and include "Code of Conduct Breach" in the subject line.

Entelechy Academy commits to doing all we can to support our community and will respond to requests for support and/ or adaptations to our service where possible.

8. Addressing Grievances

If you feel you have been falsely or unfairly accused of violating this Code of Conduct, you should notify hello@entelechy.academy with a concise description of your grievance. Your grievance will be handled in accordance with our existing complaints policy.

8. Scope

We expect all Community participants to abide by this Code of Conduct in all Entelechy venues—online and in-person, as well as in all one-on-one communications pertaining to Entelechy.

This code of conduct and its related procedures also applies to unacceptable behaviour occurring outside the scope of Entelechy activities when such behaviour has the potential to adversely affect the safety and well-being of Entelechy members.

9. Contact info

Contact our team at hello@entelechy.academy if you have any comments or concerns about this Code of Conduct.

Code of Conduct for Assessment and Feedback
1.   Definitions

Assessment: Assessment is the process of determining progress. Progress with Entelechy Academy is measured in an individual learner's journey from a starting point to a destination where there is clear impact and future takeaways established.

There are two outcomes of an Entelechy assessment: 'yes', or 'not yet'.

Feedback: Feedback has the most compelling impact on learner achievement. It is a significant means of improving achievement, using insightful guidance at key moments in the journey. Feedback assists the learner in reflecting on their learning and adjusting behaviours to experience better outcomes.

In this Code of Conduct, 'assessment' refers to any activity or assessment set as part of the learning journey. 'Feedback' refers to oral or written developmental advice on performance that ensures the recipient has a better understanding of values, standards, criteria, etc.

2. Purpose

This Code of Conduct for Assessment and Feedback is intended to inform policy and practice on assessment and in the giving of feedback to learners. Entelechy Academy learners have a right to high quality assessment and feedback, which [a] meets their needs as learners, [b] upholds Entelechy's obligations and responsibilities to treat them all fairly and equitably and [c] ensures the maintenance of our high standards for character-based development.

Feedback may be given during the 360Explore or when returning an assessment to a learner. Feedback may also be given informally during mentoring sessions, and the quality of this feedback will influence the quality of the learning undertaken.

Feedback should provide learners with objective and balanced information on their achievements to inform their approaches to learning and improve their performance. Feedback should also give students opportunities for reflection and allow them to make specific improvements in future assessment.

3. Principles

Assessment is designed to aid a learners' development, helping them to continue with a learning journey in that Character Quality. It is also designed to hold the learner accountable to continued progress, with certificates and changes to their Signature as a differentiator to employers. The assessment must uphold a standard that gives credibility to the certificate and Signature, so that it communicates work-readiness and employability.

Assessment processes will be fair and there are quality assurance processes in place to monitor this fairness. Assessment criteria are available to the learner and to the assessor, as well as published on the Entelechy website for reference by employers and other interested stakeholders.

Assessors commit to marking the work submitted and not the learner submitting it. While there is an obvious overlap with the character of the person and the material submitted for assessment, the learner is asked to demonstrate progress within the assessment. If the learner demonstrates progress in the one-page assessment sheet as per the criteria, they must be awarded a badge. The learner may not have reached a mastery of the Character Quality, but this is not what is asked for. They need to have demonstrated a clear impact with specific takeaways that can be applied in the future.

Assessment consistency will be checked by Entelechy Academy and double marking will be undertaken before a certificate is issued to the learner. The marking by both the assessor and Entelechy Academy will be undertaken professionally.

Feedback will be given in a way that promotes our learners' onward development.

Feedback will be given when you say "Yes" and when you say, "Not Yet". There should be equal focus, no matter the answer, on the level of feedback given. This feedback will be objective, relevant, informative, and appropriately detailed.

Feedback should be given within a reasonable timescale. We would suggest a week is a reasonable length of time to wait for a decision from an assessor. Where this timescale is not met, the assessor should contact the learner and inform them of a date to expect comments.

4. Preferred Conduct

Effective feedback will:

- Be offered with an intention of improving learning, and begins with a focus on what the learner intends/ intended to develop.
- Focus on the quality of the learner's experience and process of learning.
- Motivate and challenge the learner to continue the learning journey.
- Avoid offering praise, reward, or punishment, focusing instead on specifics of the experience and process and the behaviours presented by the learner.
- Specifically recognise what the learner has done well and clearly identify misunderstandings or underdeveloped thought processes.
- Be specific, with explicit examples.
- Be delivered with the best intentions for successful learning.
- Be delivered in a timely manner.
- Encourage further reflection in the learner with the use of questions and potential challenges posed.
- Address misunderstandings in a clear and explicit manner.

Key words: Specific. Well-intentioned. Learning focused. Timely.

5. Monitoring Quality

Entelechy Academy commits to monitoring the quality of the assessment and feedback experience of its learners. Our quality assurance procedures are intended to:

a) Monitor the experience of our learners through the whole of the Entelechy journey.
b) Increase the credibility of our Badges and Certificates, ensuring they have currency when presented as part of an appointment process.
c) Ensure assessors feel skilled and supported in the giving of assessment judgements and appropriate feedback.
d) Guarantee we are offering a gold standard learning experience founded on the dual principle of reflection and feedback.

6. Addressing concerns

A learner may feel the assessor has not fulfilled the principles and better practice laid out in this document. It is the role of the Training Provider to address issues of concern between learner and mentor. If the assessor sits outside the Training Provider, but has a relationship with that company e.g., as an employer who works with the apprentice, the Training Provider will again mediate the conflict between parties. It may be that this mediation takes the form of a third party independently assessing the learner.

If comments by the assessor are felt to convene other aspects of this safeguarding policy, e.g., the comments are considered bullying in nature, the learner may choose to address this with the Training Provider. Alternatively, if the matter is sensitive and breaches Entelechy Academy safeguarding guidelines, the learner can email hello@entelechy.academy with the subject line Cause for Concern, and someone will respond within 48 hours. It may be that Entelechy Academy feels that this is still a matter to be addressed by the Training Provider and we may raise this with the appropriate person within the organisation.

Before certificates are issued, assessors go through Entelechy's quality assurance procedures. These procedures mean that assessments will be read by one of Entelechy's validators.