



## Safeguarding & HR: Safer Recruitment

As part of our commitments to Safeguarding, CARE recognises the importance of organisational culture and accountability in creating a safe and supportive organisation for our staff, partners, and the communities with whom we work.

All CARE offices and their HR staff are continuously improving CARE's HR policies and practices to ensure we are promoting the values and culture that support our vision and mission. We strive to ensure that we attract new employees, Board members, consultants, volunteers, interns, and contractors who demonstrate the culture and behaviours that promote and reinforce our safeguarding culture, gender equality & diversity and a safe workplace, free from harm.

Shared below is an outline of HR best practices and examples that, alongside other aspects of CARE's protection from sexual harassment, exploitation, and abuse, are carried out to improve our ability to deter and prevent sexual harassment, exploitation and abuse, and child abuse, from happening within the CARE Confederation.

With more than 90 offices globally, the CARE confederation is bound by different legal obligations within the countries we work and therefore our offices adopt HR policy and practices that are locally relevant, within local legal frameworks. The HR best practices and examples shared here are therefore not definitive and don't represent the complete breadth of HR practices carried out by CARE's HR teams.

Please contact your HR Manager for information about the HR policies and practices in your country.



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## Safer practice in recruitment

In accordance with the CI Safeguarding Policy, Human Resource Managers are responsible for robust safe recruitment and induction processes. Hiring managers also have a responsibility to follow safer recruitment processes to ensure their selected candidate upholds our values, code of conduct and expectations of a safe and respectful workplace.

Safer recruitment, or safer practices in recruitment, refers to the process that should be implemented at every stage of the recruitment cycle to deter unsuitable candidates from applying and/or being appointed into CARE. These processes and practices require staff to apply a thorough process of obtaining, collating, analysing, and evaluating all information from, and about, applicants. This can include analysing gaps in CVs, as well as the answers given to safeguarding questions in interviews, and the information included, or not included, in the references received relating to the candidate.

### Safeguarding in job advertisements

- Include information about safeguarding commitments in all job advertisements on CARE websites, notice boards and recruitment websites.
- Include information about CARE commitments to safeguarding in candidate information packs if they are used.

*Best practice examples -*

[CARE Australia](#) describes on its website its commitment to preventing sexual harassment, exploitation and abuse and its commitment to gender equality, diversity and inclusion. It also includes information on its commitment to child protection, along with its specific child protection policy.

[CARE International UK](#) shares information on its website about CARE's zero tolerance towards harm and exploitation. They also share information about their recruitment process which includes doing checks via the Misconduct Disclosure Scheme, criminal record checks and references. CIUK also informs potential applicants that staff will receive safeguarding training upon recruitment with a focus on safeguarding programme participants and our commitment to diversity. They provide a link to the CI Safeguarding Policy, CARE's Transparency Reports, and associated policies.

[CARE USA](#) has included a detailed description of why CARE is committed to ensuring safety of staff and people we work with, the expectations of CARE staff, and the steps that are taken within the recruitment process, including that questions will be asked in interviews related to allegations of sexual misconduct, that pre-employment checks will be carried out to verify candidate information, and that checks will be made with HR staff in current and former employers. Job applicants are also requested to tick an acknowledgement box that they have read, understood, and agree to these recruitment practices before proceeding to make an online application.

### Safeguarding in job descriptions

- In all job descriptions, refer to CARE's values, Code of Conduct, and safeguarding commitments towards a safe workplace for all, including the principle of 'do no harm'.
- Refer to the responsibilities of all staff to CARE's safeguarding commitments and their role to uphold and strengthen these.



- Include any specific responsibilities and duties towards safeguarding for the position being advertised or when updating existing job descriptions, i.e. leadership and manager positions have specific duties, responsibilities and accountability towards safeguarding commitments.

*Best practice example –*

CARE International has a standard job description for CARE International Country Office Director's which makes specific reference to the role expectations relevant to safeguarding:

- *Promotes and maintains an organisational culture that advances diversity and gender equality, reduces power abuse and inequalities, and fosters trust and safety amongst staff and with the communities and stakeholders with which we work.*
- *Creates an environment within CI's workplaces, programming, and communities where CI works that is free from sexual harassment, sexual exploitation, sexual abuse and child abuse (SHEA-CA).*
- *Ensures high and measurable standards of prevention and response measures for SHEA-CA are in place consistent with the CI Policies on PSEA-CP and Gender Equality and the CI Performance Standards*

CARE UK includes the following wording in all job descriptions, referring to CI's Safeguarding commitments within the organisation:

*CARE International UK has a zero-tolerance approach to any abuse to, sexual harassment of or exploitation of, a vulnerable adult or child by any of our staff, representatives or partners. CARE International UK expects all staff to share this commitment through our Safeguarding Policy ([link here](#)) and our Code of Conduct ([link here](#)). They are responsible for ensuring they understand and work within the remit of these policies throughout their time at CARE International UK.*

*Safeguarding our beneficiaries is our top priority in everything we do, including recruitment. All offers of employment at CARE International UK are subject to satisfactory references.*

*CARE International UK participates in the **Misconduct Disclosure Scheme** ([link here](#)). In line with this Scheme, we will request information from successful applicants' previous employers about any findings of sexual exploitation, sexual abuse and/or sexual harassment during employment, or incidents under investigation when the applicant left employment.*

*By submitting an application, the applicant confirms his/her understanding of these recruitment procedures.*

*CARE International UK also informs applicants that they conduct *criminal record checks* (including a *Bridger check*, [link here](#)).*

## **Safeguarding in application & self-declaration forms**

Applications should all be carefully reviewed with a safeguarding lens. Recruiting staff should assess the following:

- Relevant education, training, qualifications, and dates.
- Employment history including where there are gaps – these should be verified during the interview. Employment history should include start and end dates and reasons for leaving former and current employment.



- Depending on the recruitment process, candidates may submit details of referees as part of their application. If so, at least two employment referees should be submitted including the candidates most recent or current employer. See below section on 'Safeguarding in Reference checking' for further information.

### **Self-declaration forms:**

If application forms are being used by your CARE office, then these should include a self-declaration form for applicants to complete and sign. If application forms are not being used, then the successful applicant(s) should be asked to sign a self-declaration form before an offer is confirmed.

Self-declaration forms demonstrate that our confederation takes safe recruitment and safeguarding very seriously.

If you are creating a self-declaration form, seek legal advice before doing so to ensure that the language used, and questions asked are contextually appropriate. As general guidance the form should include the following information for the candidate to self-declare against:

- That they are suitable to work for the organisation and with high risk groups of people including women and girls.
- They are not subject to sanctions imposed by a regulatory or professional body.
- They have no convictions or cautions
- They have provided information that is true and accurate
- Confirmation that they will notify CARE if there are any significant changes in their circumstances relating to the screening process.

### *Best practice examples –*

CARE USA includes the following question as part of the online application form. In order to proceed with the application, the candidate must answer the question by selecting 'yes' or 'no'. If the candidate selects 'yes', they are required to give further details before they can proceed.

*Have you ever been disciplined or dismissed from a current or prior employer for sexual abuse, exploitation, or harassment, or a breach in any policy relating to child protection or fraud? In answering this question, "discipline" or "dismissal" should be interpreted as broadly as possible and include such actions as suspension, demotion, loss of pay or position, denial of promotion or pay increase, transfer, loss of responsibilities, involuntary termination, and/or separations that follow such complaints whether considered voluntary or involuntary.*

CIUK includes the following declaration statement, at the end of its online application form. Candidates cannot proceed with their application before answering the question.

*Declaration: I certify that the information given on this form is correct and understand that any misleading information or deliberate omissions will be regarded as grounds for withdrawal of an offer or, if appointed, subsequent disciplinary action which may result in dismissal.*

### **Safeguarding in interviews**

In all interviews, it is recommended that you ask a minimum of one question relating to safeguarding. For specific roles where candidates have direct access or responsibility for the wellbeing of programme participants and staff, you may wish to include multiple questions on



safeguarding. Interviews for leadership roles must always include a question on safeguarding with a particular focus on accountability and culture.

Safeguarding questions should be designed to assess various aspect of safeguarding from the candidate's motivation and reason for wanting to work at CARE, to their perceptions about the boundaries of acceptable behaviour, values and attitudes.

As part of the interview you should:

- Brief candidates on CARE's values, Safeguarding Code of Conduct, and the CI Safeguarding Policy commitments.
- If you have concerns about gaps in employment history, check with the candidate why these have occurred.
- Include behavioural questions about safeguarding and suitability to work children and adults.
- Include an HR staff member on the interview panel or have an HR staff member review the recruitment panel report.

*Best practice examples –*

CARE International Secretariat has compiled a list of suggested safeguarding and Code of Conduct Interview questions. These have been, in part, collated from questions used in interviews by CARE Canada, CARE France and the CI Secretariat.

Within the suggested interview questions, you will find both generic and role specific questions including those suitable for leadership roles.

### **Safeguarding and Code of Conduct Questions for interview (Annex 1)**

#### **Safeguarding in reference checking**

When recruiting staff, volunteers, board members and consultants it is imperative to ensure that we receive satisfactory reference requests for successful candidates. Offers of employment should not be confirmed until all checks are in place and hiring staff are satisfied that the references received meet CARE's standards and requirements. The number of references obtained will vary depending on each CARE entities own HR policies and practices.

- Include questions in the reference check form about safeguarding and the candidate's suitability to work with at-risk children and adults.
- Verify the successful applicant's identity, their employment history, and qualifications.
- Best practice requires three satisfactory references to be collated for each successful candidate: two should be from former employers, including their most recent supervisor, verified by HR and one personal reference.
- Reference checks must be conducted and/or reviewed by an HR officer/ manager.
- Check the prior conduct of the candidate in accordance to the Misconduct Disclosure Scheme.
- We should not accept open references and testimonials i.e. 'to whom it may concern'
- Consider what information is missing from the reference – if the reference is very short, or the referee has been very cautious in the information given, you should follow up for further information.



*Best practice examples –*

## **Safeguarding Reference Request Questions (Annex 2)**

### **Safeguarding checks with the Misconduct Disclosure Scheme**

CARE International is committed, where legally possible, to implement the [Misconduct Disclosure Scheme \(MDS\)](#). CARE USA, CARE Canada, CARE Australia, CIUK, and the CI Secretariat commenced implementing the scheme in 2020. CARE Netherlands commenced their implementation in 2021, and other CARE Members, Candidates and Affiliates have committed to be implementing the MDS by the end of 2021.

The scheme has been designed to complement safer recruitment practices rather than replace other processes such as criminal record, background, and reference checks.

The MDS aims to prevent known perpetrators of misconduct from moving about the sector by identifying them at the point where they are seeking to gain new employment. Prior to hiring someone, our designated HR recruiting officers will seek a [‘Statement of Conduct’](#) from all current and former employers going back 5 years, for all candidates selected for a position within CARE. The information obtained will help HR recruiters and hiring managers make well informed recruitment decisions.

‘Statements of Conduct’ can be requested as part of the overall reference checking and the specific questions to be asked can be integrated into a reference check form. Alternatively, the questions used to obtain a ‘Statement of Conduct’ can be requested separately to the standard reference check. As a minimum, the Statement of Conduct must contain any sexual misconduct history about the candidate.

CARE is also committed to sharing a [‘Statement of Conduct’](#) about any current or former CARE employees when requested by a potential future employer with whom they are seeking new employment.

A registry of organisations who have signed up to the MDS can be found [here](#).

*Best practice examples -*

## **Applying the Inter-Agency MDS in CARE (May 2021) (Annex 3)**

## **CI Secretariat Reference Check Template July 2020 – including Statement of Conduct (consultant) (Annex 4)**

### **Safeguarding using criminal record and other external checks**

In addition to reference checks, external criminal record checks should be carried out on all successful candidates, board member and consultants where possible, and in accordance with each office’s HR policy.

*Best practice examples –*

CIUK include the following text as part of their online application. Candidates must answer the question in order to submit their application as well as undergoing a criminal record check through UK Government [Disclosure and Baring Service \(DBS\)](#)



## Criminal Records/Convictions

CIUK's policy is to assist with the rehabilitation of ex-offenders. Its prime responsibility, though, is to the welfare and safe being of children and vulnerable adults in its care and to take all measures possible to check candidates' suitability to work with these groups. Unless the nature of the work demands it, you will not be asked to disclose convictions which are 'spent' under the Rehabilitation of Offenders Act 1974. However, certain posts in CARE International UK are exempt from the terms of the Rehabilitation of Offenders Act 1974, and for these you are required to disclose all criminal convictions, including those which are 'spent'. The person specification will tell you if this applies to the post. Offers of employment to these posts will be subject to satisfactory checks for criminal records with the Criminal Records Bureau.

Do you have any criminal convictions that you need to disclose?

If 'yes' please declare here:

## Safeguarding in employment agreements

Ensure all relevant checks are completed either prior to making an offer of employment or make the offer of employment conditional upon successfully completing the checks. Conditional offers allow CARE to withdraw an offer of employment if, upon seeking references and completing background, MDS and/or criminal record checks, the candidate is found to be unsuitable or a risk to others working with CARE.

- Include a clause that stipulates that the employee, consultant and board member must adhere to CARE's policies, including the CI Safeguarding policy and Safeguarding Code of Conduct.
- Include a termination clause that enables termination for any breaches of policy, including the CI Safeguarding Policy and Safeguarding Code of Conduct.

*Best practice examples –*

CI Secretariat includes the following clause in employment contracts:

*The Employee shall comply with the business and office policies of CARE, including but not limited to Safeguarding (Protection from Sexual Harassment, Exploitation and Abuse, and Child Abuse) and Safety & Security in all circumstances.*

## Safeguarding within onboarding and induction for new staff and associated personnel

All successful candidates should actively participate in a robust induction process to ensure a comprehensive understanding of CARE's safeguarding commitments and their own responsibilities for maintaining a safe workplace. They should have a comprehensive understanding of the values and conduct expected of them, the behaviours not permitted by CARE, and the consequences of not adhering to the CI Safeguarding Policy at all times, whilst working with CARE.

- Include in an information pack the CI Safeguarding Policy, Safeguarding Code of Conduct, and how to report a safeguarding concern.





- Ensure that all CARE staff, volunteers, board members and consultants have read and signed the CI Safeguarding Policy, Safeguarding Code of Conduct and any self-declaration form required by the organisation, prior to joining CARE. Signed policies should then be shared with relevant HR / Safeguarding personnel for record keeping and accountability purposes.
- Orientation and training are mandatory for all CARE staff and representatives and a time frame should be set to complete both. This should be done within either a probation period, if the employment agreement includes one, or within three months of joining the organisation. You may also want to consider measures for holding staff to account if they do not complete their orientation and/or training within the time frame requested.
- Orientation on CARE's Safeguarding commitments should include: the CI Safeguarding Policy, Safeguarding Code of Conduct, expected behaviours and obligations, implications for breaching the CI Safeguarding Policy and Safeguarding Code of Conduct, CARE's survivor centred approach to investigations, including support available for employees and survivors, and how to report a safeguarding concern.
- Share contact details of the focal point within the office or CARE Member / Candidate / Affiliate and where to go for further information including the CARE Shares Safeguarding Hub and Workspace.

*Best practice examples -*

**Safeguarding onboarding Pack\_template (Annex 5)**

## **Safeguarding training**

In CARE, we've developed several training options, including online short courses, face-to-face awareness raising and sensitization workshops, and we've adapted these to use as virtual training methodologies. There is also training options developed outside of CARE that are available to our staff.

Once the CARE staff member, volunteer, board member or consultant has completed their orientation into CARE's safeguarding commitments and code of conduct, plans should be put in place for further in-depth training and refresher trainings.

- Safeguarding trainings are mandatory. Within three months of employment the CARE Country Office / member / candidate / affiliate must provide training to all staff, volunteers and associated personnel on CARE's commitment to safeguarding.
- Refresher trainings in the CI Safeguarding Policy and requirements must be held annually for all staff.

For further information on training please refer to [training resources](#).

## **Further Resources on Safer Recruitment**

Recommended global resources to improve HR safer recruitment practices within the humanitarian and development sector:

- [Safer Recruitment Guidelines](#), for the Transforming Surge Capacity and START Network, by Justine Tordoff on behalf of the CHS Alliance
- PSEAH [implementation Quick Reference Handbook](#), CHS Alliance (2020)



- [DFAT Child Protection Guidance Note: Child Protection in Recruitment and Screening.](#)  
Department of Foreign Affairs and Trade Australia (DFAT) (2017)



## Annex 1: Suggested Safeguarding & Code of Conduct Interview Questions

CARE recognises that abuse can occur within organisations dedicated to the wellbeing and protection of at-risk adults and children. It is therefore essential that CARE ensures robust safer recruitment practices, taking substantive and effective measures mitigate against possible risks of harm, abuse and exploitation. Specific steps to prevent abuse can be taken during the recruitment and selection process by the hiring manager and the wider selection panel.

The below questions have been collated from across the confederation to be used as part of the interview process. The examples of questions have been designed to assess various aspects of safeguarding from the candidates' motivation and reason for working for CARE, to their perceptions about the boundaries of acceptable behaviour, values and attitudes. It also includes sample questions for specific roles.

If the candidate discloses a Safeguarding concern during the interview process this must be reported this to either your line managers, HR, PSHEA focal point or through [CARELine](#).

Please note, this is not an exhaustive list and the document is subject to changes.

**The below is a list of warning signs that a candidate may not be suitable to the role. Warning signs can include but are not limited to:**

- Statements made about children and adults which are not line with CARE's values, practices or policies.
- Overly smooth presentation / eagerness to please
- Poor listening or rapport or communication skills
- Strange, inappropriate questions, statements about children and at-risk adults
- Seems interested in spending time alone with children and working with children of a particular age or gender
- Excessive interest in child photography
- Background of regular overseas travel to destinations where child sex tourism is prevalent
- Extended gaps of unemployment in the candidate's CV which cannot be explained

### General Safeguarding Questions

Having read the CI Safeguarding Policy, how do you think you would apply the policy in your role, and how do you think the policy relates to you as an employee?

What types of actions and behaviours would you determine as violation of the code of conduct?

What would you do if during your assignment overseas you felt that one of your CARE colleagues acted in a way that was not compatible with the professional code of conduct or violated the Care International Safeguarding Policy? / Probing: What are the things you will never compromise on as a project director?

Tell us about your experience integrating protection from sexual exploitation and abuse and child abuse in emergency responses.

How do you think organisations can create a Safeguarding culture? What would you do, in your role, to support creating and maintaining this culture?



What would you do if during your assignment with CARE you felt that one of your CARE colleagues acted in a way that was not compatible with the professional code of conduct?

What experience do you have with the Prevention of Sexual Exploitation and Abuse? (i.e. training, senior leadership in receiving a report or conducting an investigation)

Tell us about a time that you have integrated safeguarding principles into your work? What did you do? What did you learn? What was the result?

Tell us about a time you have had to deal with a safeguarding issue? What did you do? What was the result?

Tell us about something you have done to promote a safeguarding culture in your work? What did you do?

What minimum standards would you expect to be in place to ensure the protection of individuals/groups by our organisation? What do you see as your responsibility?

In the context in which you will be working, who do you think the different types of groups will be that you may have to interact with? What could make them vulnerable? What are some of the approaches you will need to adopt in order to work effectively with such groups?

Tell us about what you have done in the last 12 months to improve child/vulnerable adult protection in the workplace. How did this action rise? Who did you talk to? What were the results?

Positive Indicators	Negative Indicators
<ul style="list-style-type: none"> <li>○ Convincing responses based on balanced understanding of self &amp; circumstance.</li> <li>○ Has a realistic knowledge of personal strengths &amp; weaknesses.</li> <li>○ Examples of having considered / tried other options &amp; alternatives.</li> <li>○ A realistic appreciation of the challenges involved in working with children/at-risk adults.</li> <li>○ Behaves consistently &amp; appropriately under pressure or in a position of authority.</li> <li>○ Has control over emotions with adults &amp; with children.</li> <li>○ Understands power and gender dynamics &amp; how to manage boundaries.</li> <li>○ Knows when &amp; how to seek help in difficult circumstances.</li> <li>○ Can recognise that although there are multiple barriers / challenges with reporting it is also their duty to keep children / vulnerable adults safe.</li> <li>○ Demonstrates clear understanding of dignity and respect for all</li> <li>○ Is able to demonstrate adherence to values and attitudes of CARE and the need to build positive safeguarding culture for all.</li> <li>○ Value the importance of a safe workplace</li> </ul>	<ul style="list-style-type: none"> <li>○ Unconvincing responses based on whimsical examples.</li> <li>○ Not self-aware, do not see themselves as others do.</li> <li>○ Driven by personal needs &amp; not needs of others.</li> <li>○ Not realistic about personal strengths &amp; weaknesses.</li> <li>○ Unrealistic impression of what working with children/vulnerable adults is really like.</li> <li>○ Failure to consider other alternatives.</li> <li>○ Pushed by others, forced by circumstance to do something they do not appear to have personally thought through.</li> <li>○ Inflated sense of self and their need to work with children / at-risk adults to fulfil own needs</li> <li>○ Inappropriate responses when under pressure or when in a position of power.</li> <li>○ Inconsistent responses.</li> <li>○ Handles conflict badly.</li> <li>○ Fails to control temper / emotions with children &amp; / or with adults.</li> <li>○ Does not seek help or advice when needed.</li> <li>○ Does not report incidents as they do not feel it is their responsibility to do so.</li> </ul>



**Senior Leadership roles:**

CARE X is very committed to preventing sexual harassment, exploitation and abuse in its work. Have you held any prior responsibilities for this type of work? Please describe what you learned from them.

CARE X is very committed to preventing sexual harassment, exploitation and abuse in its work. Please tell us how you see your role supporting this really important area of focus.

CARE X is very committed to preventing sexual harassment, exploitation and abuse in its work. What do you think are some risk factors for safeguarding in this project (or humanitarian/development work, if they don't know enough about the project), and what steps would you put in place to mitigate them?

CARE X is very committed to hiring leaders who promote equality and diversity, and whose behaviour demonstrates a respectful organizational culture and CARE's safeguarding values. What do some of these personal and professional behaviours look like to you? How have you modelled them in the past?

CARE X is very committed to hiring leaders who promote equality and diversity, and whose behaviour demonstrates a respectful organizational culture and CARE's safeguarding values. As someone in a leadership position, how would you build a safeguarding culture? What do you think your role is as a leader in building and maintaining such a culture?

Positive Indicators	Negative Indicators
<ul style="list-style-type: none"> <li>○ Proactive &amp; has personally taken actions to improve Safeguarding culture.</li> <li>○ Has personal experience of having appropriately dealt with a challenging Safeguarding issue.</li> <li>○ Personally committed towards making improvements. Sees it as part of their job.</li> <li>○ Prepared to challenge others in the workplace to make tangible improvements to Safeguarding.</li> <li>○ Prepared to tackle difficult issues, confront individuals if necessary, to promote best practice.</li> <li>○ Shows a good understanding of the issues. Up to date with events &amp; legislation. Knows about test cases.</li> <li>○ Reflects on direct impact of safeguarding in their individual role.</li> <li>○ Aware of the responsibility to report concerns and abide by Code of Conduct / safeguarding policies</li> </ul>	<ul style="list-style-type: none"> <li>○ No evidence of having taken steps in own right to make improvements.</li> <li>○ Passive approach to Safeguarding issues.</li> <li>○ Reluctance to challenge people/systems/ processes to make things better.</li> <li>○ No real experience of handling Safeguarding issues.</li> <li>○ Sees it as someone else's job and/or responsibility.</li> <li>○ Not well versed or clear in understanding of the issues/sensitivities.</li> <li>○ Intolerant of the bureaucracy around Safeguarding.</li> <li>○ Show a tendency to take inappropriate chances/risks in area of Safeguarding.</li> <li>○ Vague, general response on the importance of safeguarding.</li> </ul>

**Scenario based questions**

You overhear a colleague in the kitchen using degrading and humiliating language towards a colleague. How would you respond? What could you do in this situation?



You overhear a colleague telling another colleague that they think it is ok to hit children as a form of punishment, especially in schools as it is the only way children learn. What would you do?

A colleague tells you that the country director frequently invites children to his/her home to play football. They tell you because they think it is great that the CD is giving up their time to play. What would you do and how would you respond?

A programme participant tells you that they do not like the way that a CARE member of staff treats them. What would you do?

Imagine a scenario where, you are meeting with a member of the local community and as you leave, the community elder asks you to give a lift to a teenager to an event they are attending. This is on the route where you drive home. How would you respond to such a situation?

## ROLE SPECIFIC QUESTIONS

### Gender Based Violence, Protection and Child Protection

How would you integrate safeguarding within an (S)GBV programme? Identify the major risks for safeguarding in SCGB and possible mitigations.

How would you ensure confidentiality for case management in a context with multiple security risks and ethnic tensions?

Where in the process of data collection and analysis are some of the major risks of data breaches? What are some key elements you would include in a data protection protocol?

You are visiting a child friendly space / women & girls centre and a member of staff approaches you. They tell you that your colleague is spending a significant amount of time with one child. The child is often seen hanging around the CFS, before and after their session. How would you respond to this situation? What are the potential red flags in this scenario?

As a [insert role] you will become aware of a lot of confidential information. What measures will you take to ensure you are keeping it safe? What are the risks to children if you do breach confidentiality?

You are visiting a country programme to roll out your SGBV training and a participant tells you that their cousin recently got married. His cousin is 16 and she married a 23-year old man. How would you respond?

**Note:** For further sample safeguarding questions, please include questions related to the minimum standards:

- For Child Protection: The Child Protection Minimum Standards (CPMS) [https://alliancecpha.org/en/CPMS\\_home](https://alliancecpha.org/en/CPMS_home)
- For GBV: the GBV Minimum Standards <https://www.unfpa.org/minimum-standards>

Positive Indicators	Negative Indicators
<ul style="list-style-type: none"> <li>○ Understands direct implications of safeguarding and its risks in their role with examples to demonstrate understanding. Puts forward solutions to risks.</li> </ul>	<ul style="list-style-type: none"> <li>○ Does not see own responsibility in safeguarding nor sees importance of reporting for reasons not in the best interest of children/vulnerable adults.</li> <li>○ Does not show respect to children or adults</li> </ul>



<ul style="list-style-type: none"> <li>○ Awareness of safeguarding risks beyond their immediate role. Able to voice and raise concerns appropriately.</li> <li>○ Understands power, gender and intersectionality dynamics.</li> <li>○ Selecting the suitable candidate that shares values of protecting children/vulnerable adults.</li> <li>○ Clear demonstrable understanding on of why child and adult survivors are high risk, why exploitation occurs and is able to give concrete mitigation activities</li> <li>○ Understanding of limitations of confidentiality and the obligation to report SEAH concerns.</li> </ul>	<ul style="list-style-type: none"> <li>○ Does not believe safeguarding concerns unless witnessed directly. Unable to voice concerns.</li> <li>○ Dismissive of or underplays the risks.</li> <li>○ Does not believe the child/ vulnerable adult.</li> <li>○ Only focus on project implementation to meet internal/external demands without any safeguarding consideration.</li> <li>○ Unwilling to follow organisational standards of safeguarding in face of harmful local practices.</li> </ul>
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### Education

What are the safeguarding risks in an education programmes and what mitigations could you put in place to prevent them?

You are hosting a focus group discussion on classroom management. How would you respond to members of the community who consider physical punishment an acceptable form of discipline?

Schools are thought to be a safe place for children to be, but they are also one of the most high-risk environments for abuse to be perpetrated against children. Why do you think this is and how would you mitigate against it?

You overhear a colleague telling another colleague that they think it is ok to hit children as a form of punishment, especially in schools as it is the only way children learn. What do you do?

Positive Indicators	Negative Indicators
<ul style="list-style-type: none"> <li>○ Understanding of power and gender dynamics.</li> <li>○ Solutions focused approach.</li> <li>○ Collaborative working with programme operations on safeguarding.</li> <li>○ Mentions risks such as sex-for-grades exploitation and access to children/vulnerable participants.</li> <li>○ Environmental safeguarding – latrines, poor lighting in areas, dark corners, adults left unsupervised with children, safe learning environment.</li> <li>○ Training and clear guidelines on what is and is not acceptable as well as safeguarding training and how to address a situation for teachers and parents.</li> <li>○ Recognising that physical punishment is unacceptable at CARE. Understands why physical punishment is not effective, why it</li> </ul>	<ul style="list-style-type: none"> <li>○ Focus only on programme delivery without concern of safeguarding risks and safety of participants.</li> <li>○ No awareness of complexity of associated risks.</li> <li>○ Abuse of power.</li> <li>○ Sense of superiority.</li> <li>○ Lack of sensitivity.</li> <li>○ Dismissal of concerns as it is a local practice.</li> <li>○ Unable to hold account to a higher standard in safeguarding.</li> <li>○ Lack of awareness of exploitation.</li> <li>○ Does not see importance of feedback from child/ren.</li> </ul>



<p>is damaging and alternatives to physical punishment.</p> <ul style="list-style-type: none"> <li>○ Teacher training and child feedback mechanisms are vital.</li> </ul>	
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### Food Security & Livelihoods, Distributions and CVA

You are managing a distribution of food parcels in a camp-based setting. What safeguarding risks do you think might occur, and how would you mitigate against these? Can you think of any groups of people that may have additional risks?

As an [insert job role] you will have access to significant amount of data on those receiving cash / vouchers? How could you minimise the risk of data breaches and why is it important to do so?

CARE is establishing a vocational training programme part of which included apprenticeships. What do you foresee as the risk to the participants and how would you mitigate against these?

Positive Indicators	Negative Indicators
<ul style="list-style-type: none"> <li>○ Recognition of risks by providing examples.</li> <li>○ Understands the power and gender dynamics between the aid work and aid recipient.</li> <li>○ Ability to think beyond the risks and minimise these with concrete examples given.</li> <li>○ Able to flag concerns and discuss solutions.</li> <li>○ Recognised the need to ensure that all staff are trained in and can recognise safeguarding concerns</li> <li>○ Understands the importance of risk assessment and safer programming</li> <li>○ Refers to accountability processes – Community based feedback mechanisms, Post Distribution Monitoring</li> <li>○ Mentions the need for gender parity in staff</li> <li>○ Gives concrete examples of provisions that may be needed to adapt the programming for women and child headed households.</li> <li>○ Considers data protection needs</li> </ul>	<ul style="list-style-type: none"> <li>○ Vague, general risks given.</li> <li>○ Focus only on logs/procurement/financial risks and process.</li> <li>○ No awareness of safeguarding risks in distribution / CVA.</li> <li>○ Dismissal of obvious safety concerns that is not in line with CARE’s standards.</li> <li>○ Does not recognise risk of exploitation.</li> </ul>

### Finance, Procurement and Logistics

You have recently recruited a roving finance manager. They are very popular within the team, always talking about previous deployments and how they really enjoy the opportunity to go to project sites.

You become aware that a partner is employing underage workers to implement a project that CARE is funding. How would you react?





You have been tasked with sourcing a supplier to rehabilitate a school. What due diligence checks will you do?

You are monitoring a rehabilitation of a school including building latrines. When you go to the site to check on progress you notice there are building materials everywhere and the holes are not covered up for the latrines. Children are playing nearby. What would you do?

What are the safeguarding risks for logistics and how could you mitigate against them?

Positive Indicators	Negative Indicators
<ul style="list-style-type: none"> <li>○ Recognition of risks by providing examples.</li> <li>○ Understands the reasons of due diligence checks for safeguarding.</li> <li>○ Ability to think beyond the risks and minimise it with examples given.</li> <li>○ Able to flag concerns and discuss solutions.</li> <li>○ Reacts quickly to avoid emergency safety concerns and report of issues.</li> <li>○ Able to challenge authorities, donors, suppliers where safeguarding is compromised.</li> </ul>	<ul style="list-style-type: none"> <li>○ Vague, general risks given.</li> <li>○ Focus only on logs/procurement/financial risks and process.</li> <li>○ No awareness of safeguarding risks in logistics/ procurement/finance.</li> <li>○ Dismissal of obvious safety concerns that is not in line with CARE's standards.</li> <li>○ Does not seek assistance/support.</li> </ul>

### Fundraising & Communications

As part of your role, you may have to work with ambassadors. What safeguarding measures might you implement in order to keep children and adults participating in CAREs programmes safe?

At CARE we have protocols on safeguarding within our media and comms. Can you identify some of the risks that we might expose children to when conducting interviews for media & comms and the mitigation measures for these?

What, in your opinion are the minimum safeguards we should put in place to protect children and adults in media & comms?

Can you tell me what your understanding of 'informed consent' is and why it is required?

Positive Indicators	Negative Indicators
<ul style="list-style-type: none"> <li>○ Awareness of risk mitigation measures such as training, signing of policy, not allowing any person to be alone with a child</li> <li>○ Recognises risk of sharing identifiable information about the child/ adult.</li> <li>○ Recognising and has clear understanding of informed consent and how it should be obtained</li> <li>○ Recognises the need to ensure that questions are suitable and the potential for re-traumatising interviewees if the questions are triggering.</li> <li>○ Ensuring that all staff, ambassadors, media etc have undertaken CARE Safeguarding training.</li> </ul>	<ul style="list-style-type: none"> <li>○ Failure to recognise that the subject of content has rights and is able to refuse to be interviewed</li> <li>○ Failure to recognise the need to portray everyone with dignity and respect</li> <li>○ Attitude that does not respect others</li> <li>○ Does not consider Safeguarding to be part of their role</li> <li>○ No acknowledgement of risks related to media, comms and fundraising</li> <li>○ Failure to recognise the interviewee as an active participant in their own interview and that their safety is paramount.</li> </ul>



<ul style="list-style-type: none"> <li>○ Ensuring an inclusive process – in-country teams and safeguarding leads are involved, and that media are chaperoned at all times.</li> <li>○ Overseeing media interviews and ensuring that children are portrayed appropriately and that all content gathered by media adheres to our brand guidelines.</li> </ul>	
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### Human Resources

What is your understanding of the term ‘safer recruitment’?

How can you in your role as HR support the organisation to develop an environment where safeguarding is deeply embedded within the organisational culture?

What minimum standards would you expect to be in place to ensure the protection of individuals/groups by HR? Please give an example of how you have improved the standards.

Positive Indicators	Negative Indicators
<ul style="list-style-type: none"> <li>○ Demonstrates comprehensive knowledge of safer recruitment, its importance as deterrence and part of everyone’s responsibility in the organisation.</li> <li>○ Gives examples of best practice from throughout employee lifecycle– references, police checks, safeguarding questions in interviews, safeguarding text in JDs, induction, policy commitment etc.</li> <li>○ Understands importance of culture of reporting. Awareness of reporting lines.</li> <li>○ Understands the important role of line managers in safer recruitment and engages with them to find solutions for HR challenges without compromising safer recruitment.</li> <li>○ Considers the law and HR responsibilities and how this might apply to safeguarding investigation.</li> <li>○ Inclusion of safeguarding throughout HR processes/policies. Ability to guard the process in the face of challenge from hiring managers.</li> <li>○ Awareness of the need to put mitigation measures in place when required.</li> </ul>	<ul style="list-style-type: none"> <li>○ Has no, or very limited understanding of safer recruitment.</li> <li>○ Is dismissive of police checks / safer recruitment practices.</li> <li>○ Believes that safer recruitment practices should only be undertaken if there is time to do so – it is ok not to adhere to them during urgent times and in emergencies.</li> <li>○ Does not recognise or think that HR has a role in safeguarding and it is the responsibility of others.</li> <li>○ Unable to escalate issues when necessary.</li> <li>○ Lack of recognition of complexities of background checks.</li> </ul>



## Annex 2: Safeguarding reference request questions

When recruiting staff, volunteers, board members and consultants it is imperative to ensure that we receive satisfactory reference requests for successful candidates. These references must include questions relating to safeguarding and conduct. Offers should not be confirmed until all checks are in place and hiring staff are satisfied that the references received meet CARE's standards and requirements. The number of references obtained will vary depending on each CARE entities own HR policies and practices.

Examples of Safeguarding reference request questions:

- Do you have any concerns to raise about whether the individual can follow an organisational Code of Conduct, Child Safeguarding Policy or Policy on Protection of Vulnerable Adults?
- Was disciplinary action ever taken against the individual regarding their professional conduct when working with communities, staff, partners, and stakeholders?
- Do you have any concerns about the individual's ability to work with programme participants in an appropriate and professional manner?
- In this post, the individual may have to work directly with children and/or vulnerable adults. How well do you think the individual will be able to do this given the potential vulnerability of those concerned?

(Examples taken from the [Safer Recruitment Guidelines](#), CHS Alliance, 2017)



### Annex 3: Applying in the Misconduct Disclosure Scheme (MDS) in CARE

The [Misconduct Disclosure Scheme](#) (MDS) was developed across 2018-19 through the [Steering Committee for Humanitarian Response](#) (SCHR) to prevent known perpetrators of sexual misconduct (sexual harassment, exploitation and abuse), moving about the sector by being re-hired by another organisation. The MDS is premised on the idea that sharing relevant information between agencies will allow employers to be more confident in their recruitment practises and who they hire.

CARE, as a member of the SCHR, contributed to the development of the MDS, and in principle, endorsed it in March 2019. CARE is one of 14 Participating Organisations that started to implement the MDS in 2019, with the anticipation that over time, more organisations will conduct similar checks on job candidates. As of May 2021 there are [over 60 organisations participating](#) globally, with plans for UN agencies and the private sector to soon participate.

#### **CARE Members (Participating Organisations) commencing the MDS through a pilot-phased approach –**

In 2020, CARE Australia, CARE Canada and CARE USA – commenced the scheme by piloting it with *candidates for expatriate job vacancies and in HQs*. CARE USA also commenced rolling the scheme into Country Offices.

All CARE Members / partners / affiliates are expected to apply the scheme, where legally feasible.

CARE India, CARE Denmark, CARE International Japan, CARE Peru, Raks Thai Foundation, CARE Norway are reviewing legal, regulatory and policy frameworks.

CARE Deutschland, CARE France and CARE Österreich will periodically review the feasibility of working within the scheme.

All organisations, including CARE Members, will implement the MDS within the parameters of their legal, regulatory and policy frameworks.

#### **Preparation for applying the MDS –**

- Include information about CARE's zero tolerance for SHEA on websites, and in job advertisements and candidate information packs.
- Include information and seek candidate acknowledgment in the recruitment process that CARE will verify candidate information and undertake pre-employment checks with current and former employers about sexual misconduct history.
- During the interview process brief candidates on Code of Conduct, values and Safeguarding Policy, check gaps in employment history, and include behavioural questions about PSHEA.
- HR personnel in each CARE office applying the MDS should inform themselves of the details of the [MDS](#).
- Requesting Statements of Conduct - Integrate the MDS into CARE's recruitment practices. i.e. develop a process for requesting Statements of Conduct for candidates and depending on other checks done per candidate, the template 'Statement of Conduct' ([see page 7](#)), can either be used separately or be included in/attached to existing reference check forms. Note that the template can be modified as required.
- Responding to requests for Statements of Conduct - Develop a process for receiving and responding to Statement of Conduct requests by other Participating Organisations (which may be received



independent of, or as part of, their standard reference check requests), and communicate/train relevant staff on the new HR practices. Designate 'Authorized Personnel' who are the only staff able to provide information about current or former CARE employees in Statements of Conduct requested by other Participating Organizations.

- Create a referencecheck@care XXX email address (see page 4).
- Inform all current employees about the MDS, i.e. CARE will provide a statement of conduct to their future employers.
- Ensure robust, fair and reliable investigation processes, as well as disciplinary measures.

## REQUESTING a Statement of Conduct about a candidate for CARE job vacancies

1. Decide if checking for Misconduct history will be done with the MDS for successful candidates at the reference check stage of recruitment process.

- Ensure Candidate is *informed as part of the recruitment process*.
- Commence process of requesting Statements of Conduct *before making an offer of employment*.
- Offers of employment or commencement of employment can be made, *subject to receipt of Statement of Conduct*.

2. Search list of Participating Organizations from database and select contact details for current and former employer/s of candidate.

- Cover a period of *at least 5 years* preceding the request.
- Minimum practice is to check conduct history of successful candidates who are *current or former employees of Participating Organizations* of the MDS.
- Best practice is to *check conduct history of all successful candidates* regardless of where they were formerly employed. Using the Statement of Conduct *is not restricted to Participating Organizations within the Inter-Agency MDS*. CARE and the other Participating Organizations are encouraged to use the same request *in the spirit of the MDS*, with *any* current or former employers of successful job candidates.

3. Email request/s with Statement of Conduct form to current and former employers.

- The Statement of Conduct form can be requested independently or *as part of existing reference check processes/ forms*.
- There is *no limit on the number of checks made on a candidate*. For thoroughness, CARE recruiters piloting the MDS may wish to email simultaneously the current and a number of former employers of a successful candidate.

4. Receive Statement/s of Conduct from Authorized Personnel only and make informed recruitment decision.

- The information may *prompt follow-up* with another organization.
- If for some reason the requesting information isn't or cannot be provided by the current or former employers, *seek a self-declaration of the candidate's misconduct history* within the recruitment process and seek Statements of Conduct from older sources if necessary.
- *Retain copies* of Statements of Conduct in line with applicable data protection legislation, regulations and internal policies.

5. Maintain record of general data/stats for outgoing requests.



## PROVIDING a Statement of Conduct from other Participating Organizations

1. Participating Organizations will check misconduct history of their successful job candidates.

- *Some will be current or former employees of CARE* and a small number, as per our Transparency Reports, will have a history of misconduct.
- We cannot determine how many requests to provide Statements of Conduct will be received by CARE – the number will be according to how many current and former CARE employees are candidates for job vacancies in other organizations choosing to apply the MDS.
- There is no standard cohort of candidates for Participating Organizations to apply the MDS or standard way it is being managed – it is according to each organization’s priorities, resourcing, structures, HR practices.

2. Participating Organizations will search the list of Participating Organizations to locate the contact details of the current or former CARE employer of a candidate.

- They will be seeking to cover a period of *at least 5 years*.
- *CARE contact details will be available to other Participating Organizations in an online listing.*
- In the spirit of the Scheme, it can be expected that Participating Organizations may also seek misconduct history of current and former employees of *other CARE offices not listed on the database as a Participating Organization*. They may contact other CARE offices, including Country Offices, via publicly available contact details, peer-to-peer contacts between HR staff of different agencies, contact details shared by the candidate, etc.

3. Current or Former CARE employer will receive email request/s for misconduct history of current or former CARE employee.

- All CARE Members/offices *should have clear processes in place for how an office/designated Authorized Personnel handles a request for Statement of Conduct.*
- Each CARE Member will choose *how it responds to requests* in light of legal context, according to where former employee conduct history is held, and in support of other organizations seeking to make informed recruitment decisions.

4. Authorized Personnel only from current or former CARE employers will complete and send to Participating Organization the Statement of Conduct to support them to make informed recruitment decisions.

- All CARE Members prepared to share misconduct history with Participating Organizations should *designate an Authorized Person* for this role.
- If an investigation process is commenced or concluded after a Statement of Conduct is provided and the finding changes the conduct history, *provide an updated Statement* for that candidate to the Requesting Organization.
- Each CARE Member can choose to disclose within a Statement of Conduct that an ongoing investigation process is happening.
- Take necessary measures to ensure the candidate is informed of the content and provision of the Statement of Conduct, including the possibility it’ll be amended.
- Follow legal or policy requirements to ensure information is transparently available for Candidates and they have a reasonable opportunity to comment on the Statement of Conduct.
- *Retain copies* of Statements of Conduct in line with applicable data protection legislation, regulations and internal policies.

5. Maintain record of general data/stats on incoming requests for reporting on MDS.



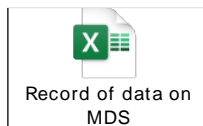
## SUPPORT, COORDINATION AND ADMINISTRATION

**Contact Point** – Georgie Lund, CARE International Safeguarding Coordinator, [lund@careinternational.org](mailto:lund@careinternational.org) is the liaison between CARE and the SCHR/MDS Coordinator and will coordinate reporting on the MDS.

**MDS Participating Organization database** - The SCHR is developing an online searchable database where each Participating Organization's contact details will be available for other organizations to communicate requests for Statements of Conduct. Each Participating CARE is requested to create an email address similar to [referencecheck@care.org.xx](mailto:referencecheck@care.org.xx). Share this address with Georgie Lund [lund@careinternational.org](mailto:lund@careinternational.org) to be included in the MDS database.

**Review** – CARE will contribute to any reviews of the MDS.

**Record of implementation** – In the early stages of using the MDS, all Participating Organizations are maintaining a basic record of standard non-identifiable statistics which will be collated and reported on by the SCHR and used in the review process, to report to the SCHR Principles and to share information about the Scheme with the IASC Principles or other forums with an interest in it. None of the data will be attributable to any individual agency. Each Participating CARE is requested to maintain a record as per the below.



Go to the [SCHR](#), for all information about the MDS, including,

- About the SCHR
- The Scheme
- How to Implement the Scheme
- Template Statement of Conduct
- Data protection

...and more



## Annex 4: Reference Check Statement of Conduct (CI Secretariat)

### STATEMENT OF CONDUCT - CONFIDENTIAL

*CARE International Secretariat participates in the Inter-Agency Misconduct Scheme. This Statement of Conduct adopts the definitions used in the Scheme.*

***This Statement is provided in answer to a request by Aïda Mechkene Chourou, Head of HR & Administration, CARE INTERNATIONAL SECRETARIAT***

**1. Name of Candidate:**

Click here to enter text.

**2. Candidate's job title(s) and date of employment**

Job title(s): Click here to enter text.

From: Click here to enter a date. To: Click here to enter a date.

**3. Was the Candidate found to have committed Misconduct (sexual exploitation, sexual abuse or sexual harassment) during the period of employment defined above?**

**No**

If yes, the nature of the misconduct is

Click here to enter text.

I am unable to specify the nature of the misconduct because of the following legal / regulatory requirements

Click here to enter text.

**4. If the answer is yes, was a Disciplinary Measure imposed upon the Candidate?**

The disciplinary sanction was:

Click here to enter text.

Date of disciplinary sanction:

Click here to enter text.

I am unable to provide an answer because of the following legal / regulatory requirements

Click here to enter text.

**5. Is the Candidate currently being investigated for an allegation of sexual exploitation, sexual abuse or sexual harassment?**

Choose an item.

**6. CARE International Secretariat adopts the following definitions of sexual exploitation, sexual abuse and sexual harassment.**

Name and Title: Click here to enter text.

Signature:

Date: Click here to enter a date.





## Annex 5: Safeguarding Onboarding Pack

### On-Boarding pack for Safeguarding at CARE XXX: Protection from Sexual Harassment, Exploitation and Abuse, and Child Abuse (PSHEA-CA)

The following actions are mandatory for all CARE XXX employees and related personnel:

Action	Time Frame	Lead	Completed (date)
Sign and adhere to the PSHEA-CA policy. Return your signed copy to the Head of HR (Pages 4-15)	Before commencing employment	Head of HR & Admin	
Sign and adhere to the PSHEA-CA Safeguarding Code of Conduct (Annex X). Return your signed copy to the Head of HR (Pages 16-18)	Before commencing employment	Head of HR & Admin	
Together with your line manager, organise and attend a Safeguarding Orientation with the CI-Secretariat Safeguarding Coordinator (Page 3)	Within first 90 days of employment	Your line manager PSHEA Focal Point	
Complete the mandatory PSHEA training on CARE Academy (instructions below) (Page 2)	Within first 90 days of employment	PSHEA Focal Point	
Complete PSHEA annual refresher training	Annual	PSHEA Focal Point	



## Mandatory Training: Safeguarding/Protection from Sexual Harassment, Exploitation & Abuse, and Child Abuse (PSHEA-CA)

**Time Period for completion:** Within first 90 days of employment

### Related Policy and Guidance:

- [CARE International PSHEA-CA Policy](#)

As part of our safeguarding commitments and continuous efforts to raise awareness on the Protection from Sexual Harassment, Exploitation and Abuse, and Child Abuse, all staff within CARE XXX are requested to complete the online PSHEA training, through [CARE Academy](#).

You may already have participated in online or face-to-face sessions which is great! Whilst you may be very familiar with the topic, and the requirements of staff and related personnel, it is also important to keep refreshing your knowledge and information.

### Accessing CARE Academy:

[CARE Academy](#) is a global resource platform accessible to all CARE staff with a variety of learning opportunities. You will need to enrol, by completing the CARE Academy enrolment form for non-CARE USA employees which you can find [here](#). This will enable you to set-up your login credentials if you do not already have them.

Once you have completed the training please send your certificate to [\[insert relevant names of staff / job role\] \(XXX@careinternational.xxx\)](#) for recording. Please copy the [XXX \[insert name of additional job role / function \(xxx@careinternational.xxx\)\]](#) into the email when sharing your certificate.

### Content of online PSHEA training:

This is a CARE USA training that has some specifics related to CARE USA. However, most of the information is relevant to all CARE staff.

- The training is available in various languages: English, Arabic, French and Spanish
- The training is split into **6 modules**:
  - Introduction to PSHEA (20 min)
  - What is PSHEA? (25 min)
  - A Continuum of Behaviours (10 min)
  - When to Report PSHEA (15 min)
  - Your Role in PSHEA (10 min)
  - 'How To' and FAQs (20 min)
- You can do the course at your own pace and do it in phases/stages as it suits you.
- After each sub-module close the window and go back to the first LEARNING page to launch the next sub-module.
- The course is interesting and interactive, including video clips, scenarios, news articles, quizzes and additional resources.
- Once you have completed all 6 modules, you will receive a certificate via email. Please send this certificate to XXX to [\[insert relevant names of staff / job role\] \(XXX@careinternational.xxx\)](#).



## PSHEA & Safeguarding Orientation

Induction Champion: [\[Insert name of relevant staff member / PSHEA focal point\]](#)

Related Policy & Guidance:

- [Care International PSHEA-CA Policy](#)

Email: [xxxx@CARE](#)

Time: 60 minutes

Overview of topics covered within the orientation: [\[Amend as required\]](#)

- Overview of CARE's Safeguarding and PSHEA work within the confederation.
- Safeguarding and PSHEA obligation for the confederation and individuals included in the PSHEA-CA policy.
- Discussion on terminology including Safeguarding and PSHEA.
- Survivor centred approach to safeguarding at CARE, and response to concerns raised.
- How to recognise and report Safeguarding / PSHEA concerns including using CARELine.
- Overview of Safeguarding / PSHEA within the sector, why incidents occur and collective responsibility of all to mitigate and report.
- Reminder to complete the CARE Academy training and signing of the Safeguarding Code of Conduct.

## Raising a PSHEA-CA / Safeguarding Concern at CARE

All CARE employees and related personnel have the right to raise any concerns around Safeguarding, SHEA-CA, fraud, misappropriation, discrimination, sexual harassment, exploitation and abuse, support of terrorism and other wrongful conduct.

You can raise your concerns to the following:

- [CARELine](#) – support in over 100 languages, online or phone options and anonymous reporting options
- PSHEA Focal Point
- Your line manager and/or supervisor
- HR
- Colleagues

The screenshot shows the CARE Code of Conduct page. At the top, there is a navigation bar with 'HOME', 'CODE OF CONDUCT', and 'FAQS'. Below the navigation bar, there is a warning: 'ATTENTION! This webpage is hosted on EthicsPoint's secure servers and is not part of the CARE website or intranet.' The main content area is titled 'Our Commitment' and contains text about CARE's commitment to preventing, detecting and correcting fraud, misappropriations, discrimination, sexual harassment, exploitation and abuse, support of terrorism, and other wrongful conduct. It also states that reports will be taken seriously and investigated, and that reports may be submitted anonymously. On the right side of the page, there are three buttons: 'REPORT A CONCERN ONLINE' (purple), 'REPORT A CONCERN BY PHONE' (orange), and 'FOLLOW-UP ON A REPORT' (green).

## Further Information on Safeguarding and PSHEA:

Please visit the [Safeguarding Hub](#) on [CARE Shares](#) or speak with the [XXX \[insert name of relevant staff member / PSHEA focal point\]](#) ([XXX@careinternational.XXX](#))

**INSERT** the [CI Safeguarding Policy: Protection from Sexual Harassment, Exploitation and Abuse](#), and [Child Abuse](#) and the [CI Safeguarding Code of Conduct](#) below.