Performers Theatre Company

Governance & Compliance Framework

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With effect from 7th November 2026

GOVERNANCE & COMPLIANCE FRAMEWORK

THE PERFORMERS STANDARD

VERSION 2.0

Policy Owner: Sam Gibbs - Principal and Director
Approved By: Principal
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CONTENTS

Section A - Governance & Leadership

1. Principal's Foreword (p5)
2. Purpose (p6)
3. About Performers Theatre Company (p7-8)
4. Our Values (p9)
5. Our Culture (p10)
6. Governance Structure (p11-12)
7. Leadership Responsibilities (p13-15)
8. The Performers Governance Framework (p15-19)
9. Policy Framework and Governance Register (p20-26)
10. Legal and Regulatory Compliance (p27-30)
11. Compliance Monitoring and Quality Assurance (p31-32)
12. Organisational Risk Management (p33-34)
13. Annual Governance Cycle (p35-36)
14. Governance Review (p37)

HOW TO USE THIS FRAMEWORK

This Governance & Compliance Framework is the overarching governance document for Performers Theatre Company.

It should be read alongside the organisation's individual policies and procedures.

The Framework explains:

- how Performers Theatre Company is governed;
- how responsibilities are allocated;
- how compliance is monitored;
- how organisational policies work together.

It is not intended to replace individual policies.



PRINCIPAL'S FOREWORD

Welcome to the **Performers Theatre Company Governance & Compliance Framework**.

At Performers Theatre Company, we believe that excellence in performing arts begins long before a student steps onto a stage. It begins with creating an environment where every child, young person and adult feels safe, respected, valued and inspired to achieve their very best.

Since our establishment in 2022, Performers Theatre Company has grown from a small local theatre school into a thriving performing arts organisation providing high-quality opportunities across musical theatre, acting, singing, dance, productions, workshops and specialist training. Throughout that journey, one principle has remained constant:

People will always come before performance.

Whilst we strive for exceptional artistic standards, we recognise that no class, rehearsal or production is more important than the welfare of those entrusted to our care. Safeguarding is therefore not simply a statutory responsibility or organisational requirement; it is the foundation upon which every decision we make is built.

This framework represents our commitment to operating with professionalism, integrity and accountability. It explains how Performers Theatre Company is governed, how responsibilities are shared across the organisation and how we ensure compliance with relevant legislation, regulatory expectations and recognised best practice.

The framework should not be viewed as a replacement for our individual policies. Rather, it provides the framework that brings those policies together into one coherent governance system. It demonstrates how every aspect of our organisation, from safeguarding and health and safety to productions, staff conduct and parent/carer partnerships, works collectively to support our vision.

Our governance is underpinned by four simple principles:

- The safety and wellbeing of every child and young person is paramount.
- Professional standards should be consistently high in every aspect of our work.
- Kindness and high expectations should exist together.
- Continuous improvement is an organisational responsibility shared by everyone.

We are proud of the culture we have created at Performers Theatre Company. It is a culture where ambition is encouraged, individuality is celebrated, professionalism is expected and relationships are built upon trust, respect and compassion.

This framework reflects those values.

As Principal, I remain committed to ensuring that Performers Theatre Company continues to develop as a safe, inclusive and inspiring organisation where every individual is empowered to '**Be Your Best**'.

Thank you for taking the time to familiarise yourself with this framework and for the role you play in supporting the continued success of Performers Theatre Company.



Sam Gibbs
Principal; BA (Hons), PGCE, QTS

PURPOSE

The Governance & Compliance Framework is the overarching governance document for Performers Theatre Company.

Its purpose is to explain how the organisation is governed, how statutory responsibilities are fulfilled and how organisational policies work together to ensure the highest possible standards of safeguarding, health and safety, professional conduct and operational excellence.

This framework provides strategic direction rather than operational instruction. Detailed procedures, expectations and requirements are contained within individual organisational policies, which should always be consulted alongside this document where appropriate.

The document establishes a clear governance framework that supports transparency, accountability and continuous improvement across every aspect of Performers Theatre Company.

2.1 Purpose

This framework has been developed to:

- define the governance arrangements of Performers Theatre Company;
- establish clear leadership and accountability across the organisation;
- explain the legal and regulatory framework within which Performers Theatre Company operates;
- provide an overview of all organisational policies and how they interrelate;
- promote a consistent approach to safeguarding, compliance and risk management;
- support staff, volunteers and leaders in understanding their governance responsibilities;
- provide assurance to parents, carers, theatres, venues, licensing authorities and partner organisations that Performers Theatre Company operates to recognised professional standards; and
- promote a culture of continuous improvement through regular review, monitoring and evaluation.

2.2 Status

This framework is the principal governance document of Performers Theatre Company.

It should be read alongside all associated policies, procedures and guidance documents.

Where a detailed operational procedure is required, the relevant policy shall take precedence.

Nothing within this document replaces statutory legislation or regulatory requirements.

ABOUT PERFORMERS THEATRE COMPANY

3.1 Our Organisation

Performers Theatre Company is an independent performing arts organisation dedicated to inspiring children, young people and adults through exceptional performing arts training and performance opportunities.

Established in 2022, the organisation was founded upon the belief that every individual deserves the opportunity to develop confidence, creativity and resilience within a safe, inclusive and professionally led environment.

Whilst performing arts training is at the heart of our organisation, our purpose extends far beyond developing performers. We seek to develop confident individuals, compassionate leaders and respectful members of society who embody the values of kindness, professionalism and personal responsibility both inside and outside the rehearsal room.

Our classes and programmes are designed to provide progressive pathways for participants of all abilities, whether attending for enjoyment, personal development or pursuing professional training within the performing arts industry.

Performers Theatre Company operates across a range of disciplines, including:

- Musical Theatre
- Acting
- Singing
- Dance
- Full-scale theatrical productions
- Holiday workshops and summer schools
- Industry masterclasses
- Performance showcases
- Specialist training programmes

As the organisation continues to develop, additional opportunities may be introduced where they align with our vision and strategic objectives.

3.2 Our Purpose

Our purpose is simple:

To inspire every individual to Be Their Best.

This purpose informs every aspect of organisational decision-making.

It influences:

- how we recruit staff;
- how we safeguard children and young people;
- how we design our syllabus;
- how we communicate with parents and carers;
- how we deliver productions;
- how we support individual wellbeing; and
- how we continually evaluate and improve our organisation.

Success is not measured solely by performance outcomes.

Instead, Performers Theatre Company strives to create an environment where every individual can experience personal growth, develop meaningful relationships and gain confidence through participation in the performing arts.

3.3 Our Vision

Be Your Best

Our vision is intentionally simple, memorable and aspirational.

It reflects our belief that success looks different for every individual.

For some students, success may involve gaining a leading role in a production or securing a place at a prestigious performing arts college.

For others, success may simply mean developing the confidence to speak in front of others, making new friendships or overcoming personal challenges.

At Performers Theatre Company, we celebrate every achievement because every individual's journey is unique.

Our role is not to define success for our students, but to provide the opportunities, encouragement and support that enable them to discover it for themselves.

3.4 Our Mission

Our mission is to provide outstanding performing arts education within an environment that is safe, inclusive and inspiring.

We are committed to delivering high-quality experiences that combine exceptional teaching, professional standards and genuine care for every individual.

Through our programmes, we aim to:

- develop performance skills of the highest standard;
- nurture confidence and resilience;
- encourage creativity and imagination;
- promote teamwork and respect;
- prepare students for future opportunities within and beyond the performing arts; and
- create lifelong memories through meaningful artistic experiences.

OUR VALUES

Our values underpin every decision made throughout Performers Theatre Company.

They define how we work together, how we interact with others and the culture we seek to create.

Every member of the Performers community is expected to uphold these values regardless of their role.

Enhance
We believe every individual has the capacity to grow.

Through expert teaching, constructive feedback and carefully planned opportunities, we seek to enhance the confidence, knowledge, creativity and technical ability of every participant.

We encourage continuous improvement and recognise that excellence is achieved through commitment, perseverance and a willingness to learn.

Engage
Learning is most effective when individuals feel involved, challenged and inspired.

We create engaging experiences that encourage curiosity, participation and collaboration.

Students are encouraged to take ownership of their learning, contribute positively to rehearsals and support those around them.

Empower
We believe that confidence grows when individuals feel trusted, respected and valued.

We empower students by encouraging independence, resilience and personal responsibility.

We celebrate individuality and provide opportunities for every participant to discover and develop their own strengths.

Enthuse
The performing arts should be joyful.

We seek to create an atmosphere where enthusiasm, creativity and positivity are infectious.

Our staff strive to inspire a lifelong appreciation of theatre, music and performance whilst ensuring every individual enjoys the journey as much as the destination.

OUR CULTURE

Culture cannot be created through policies alone.

It is shaped by the decisions we make, the conversations we have and the standards we consistently uphold.

At Performers Theatre Company, we aspire to create a culture characterised by professionalism, kindness and ambition.

We believe that high expectations and compassion are not opposing ideas; they are complementary. Students thrive when they know they are cared for, challenged and supported in equal measure.

Our culture is founded upon five organisational commitments.

We put people before performance.
Whilst we strive for artistic excellence, no rehearsal, production or performance is more important than the wellbeing of those involved.

Safeguarding and welfare will always take precedence over performance outcomes.

We lead with kindness.
Kindness is not viewed as weakness.

We expect all members of our community to demonstrate empathy, patience and respect whilst maintaining clear professional boundaries and high standards of behaviour.

We pursue excellence.
Excellence is reflected in preparation, professionalism and continual improvement rather than perfection.

Every rehearsal, class and interaction provides an opportunity to learn and grow.

We value every individual.
Every participant brings unique experiences, talents and perspectives.

We celebrate diversity and are committed to ensuring that every individual feels welcomed, respected and able to participate fully.

We act with integrity.
Trust is earned through honesty, accountability and consistency.

All members of the organisation are expected to uphold the highest standards of professional conduct and to act in ways that reflect positively upon Performers Theatre Company.

5.1 Our Commitment

Every decision made by Performers Theatre Company should be capable of answering the following questions:

- Is this in the best interests of our students?
- Does this promote safety and wellbeing?
- Does this reflect our values?
- Is this fair, consistent and professional?
- Would we be proud to explain this decision to parents, staff and the wider community?

If the answer to any of these questions is no, the decision should be reconsidered.

GOVERNANCE STRUCTURE

6.1 Purpose

Effective governance ensures that Performers Theatre Company operates safely, responsibly and in accordance with its legal, ethical and professional obligations.

The governance structure provides clear accountability for organisational leadership, strategic decision-making, safeguarding, operational delivery and continuous improvement.

Whilst responsibility for governance ultimately rests with the Principal, governance is recognised as a shared responsibility across the organisation. Every member of staff, volunteer and representative of Performers Theatre Company has a duty to uphold the organisation's values, policies and professional standards.

The governance arrangements set out within this framework are designed to:

- protect children, young people and adults participating in our activities;
- ensure compliance with legislation and regulatory requirements;
- promote high standards of leadership and accountability;
- support effective decision-making;
- encourage transparency and openness; and
- provide assurance to parents, carers, theatres, partner organisations and regulatory bodies that Performers Theatre Company is managed professionally and responsibly.

6.2 Governance Principles

Governance at Performers Theatre Company is built upon six core principles.

Safeguarding First
Every decision made within the organisation must place the welfare of children and young people above all other considerations.

Safeguarding is not viewed as a separate function but as the foundation upon which all organisational decisions are made.

Accountability
Individuals are accountable for the responsibilities delegated to them.

Clear lines of responsibility exist throughout the organisation to ensure that decisions are made appropriately and that individuals understand their duties.

Integrity
Leaders are expected to demonstrate honesty, professionalism and fairness at all times.

Organisational decisions should always reflect the values of Performers Theatre Company and be capable of withstanding external scrutiny.

Transparency
Where appropriate, organisational decisions should be communicated clearly and openly.

Parents, carers, staff and students should understand how decisions are made and where responsibility lies.

Continuous Improvement
Governance is an ongoing process rather than a fixed standard.

Policies, procedures and organisational practice are reviewed regularly to ensure they remain effective, proportionate and aligned with current legislation and recognised best practice.

Collective Responsibility
Although leadership responsibilities are clearly defined, governance is everyone's responsibility.

Every member of staff, volunteer and representative of Performers Theatre Company contributes to creating a safe, positive and professional environment.

6.3 Governance Structure

The governance structure of Performers Theatre Company is intentionally designed to provide both strategic leadership and effective operational management.

Ultimate responsibility rests with the Principal, who delegates specific responsibilities to appropriately trained individuals whilst retaining overall accountability for the organisation.

The governance structure is illustrated below.

PRINCIPAL & DIRECTOR (DSL*)

SAM GIBBS

↓

OPERATIONAL LEADERSHIP

ALEX FENTIMAN - VICE PRINCIPAL BUSINESS MANAGER
TEACHING AND PRODUCTION PERSONNEL
VOLUNTEERS AND CHAPERONES

SAFEGUARDING LEADERSHIP

SAM GIBBS - DSL
JESS EATON - DDSL
ALEX FENTIMAN - ALTERNATIVE SENIOR CONTACT WHERE CONCERNS INVOLVE THE PRINCIPAL

Safeguarding concerns can be reported directly to the appropriate safeguarding contact without passing through the operational management chain. External reporting routes remain available in accordance with the Safeguarding and Child Protection Policy.

**DSL - Designated Safeguarding Lead: the person appointed to coordinate safeguarding arrangements, respond to concerns and support appropriate referrals in accordance with the Safeguarding and Child Protection Policy. Overall organisational accountability remains with the Principal and the company as applicable.*



LEADERSHIP RESPONSIBILITIES

7.1 Principal & Director

The Principal provides strategic leadership and has overall responsibility for the governance, management and operation of Performers Theatre Company.

The Principal is accountable for ensuring that the organisation operates lawfully, safely and in accordance with its stated values and policies.

Responsibilities include, but are not limited to:
- establishing the strategic direction of the organisation;
- ensuring compliance with statutory and regulatory requirements;
- maintaining effective safeguarding arrangements;
- overseeing organisational finances and sustainability;
- approving organisational policies;
- ensuring appropriate insurance arrangements are maintained;
- overseeing productions, events and organisational development;
- supporting and developing staff;
- monitoring organisational performance;
- acting as the Health & Safety Lead;
- acting as the Designated Safeguarding Lead; and
- representing Performers Theatre Company externally.

The Principal remains ultimately accountable for all organisational decisions, regardless of delegated responsibilities.

7.2 Vice Principal

The Vice Principal supports the Principal in delivering the strategic objectives of Performers Theatre Company.

Responsibilities may include:
- supporting operational management;
- assisting with quality assurance;
- contributing to curriculum development;
- supporting staff development;
- overseeing areas delegated by the Principal;
- acting on behalf of the Principal where appropriate.

7.3 Designated Safeguarding Lead (DSL) - *role held by the Principal*

The Principal, Sam Gibbs, acts as the Designated Safeguarding Lead (DSL) and is responsible for overseeing safeguarding arrangements throughout Performers Theatre Company.

The DSL provides advice and support to staff, manages safeguarding concerns, maintains appropriate records and makes referrals to relevant external agencies where required.

All staff, volunteers and visiting professionals have an individual responsibility to recognise, respond to and report safeguarding concerns promptly.

Safeguarding concerns may be reported directly to the DSL or Deputy DSL without first passing through the operational management structure.

The full responsibilities and reporting procedures are detailed in the Safeguarding and Child Protection Policy.

7.4 Deputy Designated Safeguarding Lead

Jess Eaton acts as Deputy Designated Safeguarding Lead (DDSL).

The DDSL supports the DSL in implementing safeguarding arrangements and provides an alternative point of contact for staff, volunteers, students and families.

The DDSL may manage safeguarding concerns and undertake appropriate safeguarding actions within the scope of their role, including during periods when the DSL is unavailable.

Where a safeguarding concern or allegation involves the Principal, staff must follow the alternative reporting arrangements set out in the Safeguarding and Child Protection Policy. Alex Fentiman, Vice Principal, is identified as an alternative senior management contact.

Nothing in the internal reporting arrangements prevents an individual from contacting the appropriate statutory safeguarding authority or emergency services directly where necessary.

7.5 Teaching Staff

Teachers play a fundamental role in delivering the organisation's vision.

Every member of teaching staff (Directors, Choreographers, Musical Directors, Guest Teachers etc.) is responsible for:

- safeguarding students;
- delivering high-quality teaching;
- maintaining professional standards;
- following organisational policies;
- promoting positive behaviour;
- reporting concerns promptly;
- maintaining appropriate professional boundaries;
- supporting organisational values.

7.6 Volunteers and Chaperones

Volunteers make an important contribution to Performers Theatre Company.

All volunteers are expected to:

- work within the scope of their role;
- follow organisational policies;
- complete required safeguarding procedures;
- act professionally at all times;
- report concerns immediately.

Volunteers are never expected to undertake duties beyond their competence or training.

7.7 Students

Students are expected to contribute positively to the Performers community by:

- demonstrating respect;
- following the Code of Conduct;
- treating others with kindness;
- maintaining high standards of behaviour;
- reporting concerns where appropriate;
- taking responsibility for their own learning and development.

7.8 Parents and Carers

Parents and carers are recognised as valued partners in the education and wellbeing of their children. Performers Theatre Company values positive relationships built upon mutual trust, respect and open communication.

Parents and carers are expected to:

- support organisational policies;
- maintain respectful communication;
- ensure accurate information is provided;
- notify the organisation of safeguarding or medical concerns;
- work collaboratively with staff in the best interests of their child.

7.9 Governance Responsibility

Whilst specific responsibilities differ according to role, every individual associated with Performers Theatre Company shares responsibility for maintaining a safe, inclusive and professional environment.

Governance is therefore viewed not as the responsibility of a single individual but as a collective commitment to upholding the values, standards and reputation of the organisation.

Every decision made within Performers Theatre Company should strengthen:

- safeguarding;
- wellbeing;
- professionalism;
- inclusion;
- organisational integrity; and
- public confidence.

7.10 Safeguarding and Operational Accountability

Performers Theatre Company distinguishes between operational management responsibilities and safeguarding reporting arrangements.

Operational matters are normally managed through the Principal, Vice Principal or other designated personnel.

Safeguarding concerns must be managed in accordance with the Safeguarding and Child Protection Policy and must not be delayed by ordinary management reporting procedures.

All personnel must understand that safeguarding is a shared responsibility and that protecting children and young people takes precedence over organisational hierarchy, reputation or performance considerations.

THE PERFORMERS GOVERNANCE FRAMEWORK

Governance at Performers Theatre Company extends beyond statutory compliance. It is the framework through which the organisation ensures that every decision reflects its vision, values and commitment to safeguarding, whilst maintaining the highest standards of professionalism, accountability and operational excellence.

The governance framework provides the systems, processes and responsibilities through which Performers Theatre Company is directed, monitored and continually improved.

It ensures that:

- decisions are made consistently and transparently;
- legal obligations are fulfilled;
- risks are identified and managed appropriately;
- safeguarding remains central to all organisational activity;
- resources are used responsibly; and
- the organisation remains focused on its long-term vision.

Governance is not viewed as a static process. It is a continual cycle of planning, implementation, monitoring, evaluation and improvement.

8.1 The Governance Cycle

Governance at Performers Theatre Company operates as a continuous cycle rather than a one-off annual exercise.

The organisation follows five interconnected stages:

1. Plan
The leadership team establishes strategic priorities, reviews legislation, evaluates organisational risks and determines areas requiring development or improvement.

Planning considers:
- legislative changes;
- safeguarding updates;
- organisational growth;
- productions and events;
- staffing;
- financial sustainability;
- quality assurance findings

2. Implement
Policies, procedures and organisational decisions are implemented through:
- staff training;
- induction;
- communication with parents and carers;
- operational planning;
- rehearsal management;
- production delivery;
- supervision; and
- day-to-day leadership.

Implementation is supported by clear expectations, professional standards and consistent leadership.

3. Monitor
Throughout the year, leadership continually monitors organisational effectiveness.

Monitoring may include:
- safeguarding records;
- accident reports;
- attendance;
- concerns, feedback and compliments;
- staff observations;
- policy compliance;
- venue inspections;
- production evaluations;
- parent feedback;
- student voice.

Monitoring enables concerns to be identified at an early stage and supports informed decision-making.

4. Review
Regular review ensures that governance arrangements remain appropriate, proportionate and effective.

Review activities include:
- annual policy reviews;
- safeguarding audits;
- health and safety reviews;
- risk assessment reviews;
- legislative monitoring;
- organisational self-evaluation

Reviews are evidence-informed and may result in amendments to policies, procedures or operational practice.

5. Improve
Continuous improvement is fundamental to the Performers approach.

Lessons learned from monitoring and review activities are used to:
- improve safeguarding;
- strengthen teaching practice;
- refine procedures;
- enhance communication;
- reduce organisational risk;
- improve the student experience.

The governance cycle then begins again.

8.2 Decision-Making Framework

Decision-making within Performers Theatre Company is guided by a structured framework designed to ensure fairness, consistency and transparency.

Before any significant organisational decision is made, leaders should consider the following questions.

Safeguarding
Will this decision promote the safety and wellbeing of children and young people?

Legal Compliance
Does this decision comply with current legislation, regulatory requirements and organisational policies?

Organisational Values
Does this decision reflect the values of Performers Theatre Company?

Fairness
Has this decision been made fairly, consistently and without discrimination?

Reputation
Would we be comfortable explaining this decision openly to parents, staff, theatres, licensing authorities and the wider community?

Sustainability
Will this decision support the long-term success and sustainability of Performers Theatre Company?

Where uncertainty exists, the decision should be reviewed before implementation.

8.3 Delegated Authority

Whilst overall accountability remains with the Principal, responsibilities may be delegated to appropriately trained individuals.

Delegation enables efficient organisational management whilst maintaining clear accountability.

Delegated responsibilities may include:
- safeguarding;
- production management;
- rehearsal leadership;
- health and safety implementation;
- event coordination;
- volunteer supervision;
- curriculum leadership.

Delegation does not remove accountability from the Principal.

Individuals accepting delegated responsibilities are expected to operate within the scope of their role and in accordance with organisational policies.

8.4 Governance Documentation

Governance documentation exists to provide clarity, consistency and accountability.

Documentation maintained by Performers Theatre Company includes:
- Governance & Compliance Framework;
- organisational policies;
- operational procedures;
- risk assessments;
- safeguarding records;
- training records;
- accident and incident records;
- production documentation;
- meeting records where appropriate;
- compliance monitoring documentation.

All governance documentation should be:
- accurate;
- up to date;
- securely stored;
- reviewed regularly;
- retained in accordance with organisational policies and relevant legislation.

8.5 Accountability

Every individual within Performers Theatre Company is accountable for the responsibilities associated with their role.

Accountability requires individuals to:
- understand organisational expectations;
- comply with policies and procedures;
- seek guidance where necessary;
- report concerns promptly;
- act professionally;
- contribute positively to organisational improvement.

Where standards fall below expectation, appropriate support, guidance or action will be taken.

8.6 Organisational Assurance

Parents, carers, staff, students and partner organisations should have confidence that Performers Theatre Company operates responsibly and professionally.

To provide this assurance, the organisation is committed to:
- maintaining comprehensive policies and procedures;
- annual policy review;
- regular safeguarding training;
- robust recruitment procedures;
- effective risk management;
- continuous professional development;
- transparent communication;
- continual organisational improvement.

8.7 Measuring Success

Governance effectiveness is measured through a range of qualitative and quantitative indicators.

These include:

Safeguarding
- effective safeguarding practice;
- timely management of concerns;
- staff confidence.

Health & Safety
- accident trends;
- near misses;
- compliance with risk assessments.

Teaching & Learning
- lesson observations;
- student engagement;
- curriculum quality.

Organisational Performance
- student retention;
- organisational growth;
- financial sustainability;
- successful productions;

Community
- parent/carer feedback;
- student voice;
- staff wellbeing;
- organisational reputation.

Effective governance is demonstrated not by the absence of challenges but by the organisation's ability to respond to them professionally, transparently and in the best interests of those it serves.

ORGANISATIONAL ASSURANCE STATEMENT

Performers Theatre Company recognises that governance is a responsibility rather than an achievement.

Accordingly, the organisation is committed to maintaining governance arrangements that are proportionate, transparent and continually improving.

Through this framework and the accompanying policy framework, Performers Theatre Company seeks to provide assurance that:
- safeguarding remains the organisation's highest priority;
- legal responsibilities are understood and fulfilled;
- organisational decisions are informed by evidence and guided by values;
- risk is managed proactively;
- staff are supported to work safely and professionally;
- students are provided with a safe, inclusive and inspiring environment; and
- parents and carers can have confidence in the standards by which the organisation operates.

This commitment underpins every aspect of organisational life and reflects the belief that outstanding governance enables outstanding opportunities for every individual to **Be Their Best**.

POLICY FRAMEWORK & GOVERNANCE REGISTER

The Performers Theatre Company Policy Framework establishes the organisational standards, expectations and procedures that govern every aspect of the company's operation.

Whilst this Governance & Compliance Framework provides the overarching framework, individual policies provide the detailed operational guidance required to ensure the safe, effective and professional delivery of all organisational activities.

Together, these documents create a structured governance system that promotes consistency, accountability and continuous improvement.

Every policy published by Performers Theatre Company is formally approved, assigned an identified policy owner, reviewed on a scheduled basis and aligned with current legislation and recognised best practice.

The policy framework ensures that all members of the Performers community understand their responsibilities and have access to clear, accurate and up-to-date guidance.

9.1 Policy Hierarchy

Performers Theatre Company operates a four-tier governance framework.

Tier One
Governance Documents

These documents establish how the organisation is governed.

Examples include:
- Governance & Compliance Framework
- Governance Register
- Annual Compliance Calendar

These documents explain governance principles rather than operational procedures.

Tier Two
Organisational Policies

Policies explain organisational expectations and responsibilities.

They answer the question:
"What is our organisational position?"

Examples include:
- Safeguarding
- Health & Safety
- GDPR
- Anti-Bullying
- Missing Child Procedure

Policies are approved by the Principal and reviewed annually unless legislation or organisational need requires earlier revision.

Tier Three
Procedures

Procedures explain:
"How do we do this?"

Examples include:

- Fire evacuation
- First aid response
- Theatre opening
- Show day procedures
- Signing students in
- Managing disclosures

Procedures are practical working documents.

Tier Four
Operational Records

These provide evidence that policies have been followed.

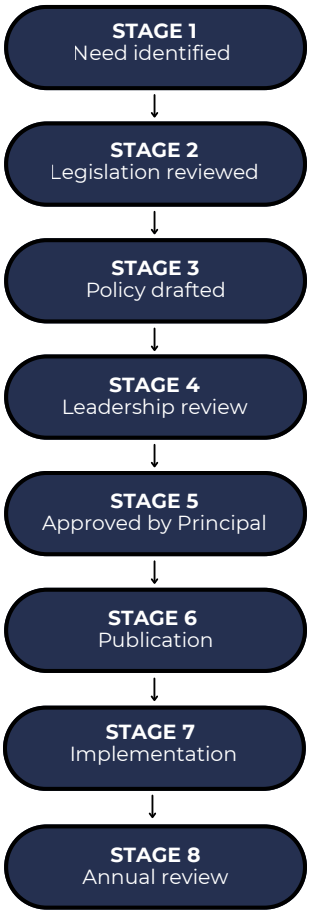
Examples include:

- Risk assessments
- Accident forms
- Incident records
- Safeguarding concerns
- Training records
- DBS records
- Attendance registers

These documents demonstrate compliance.

9.2 Policy Development

Every policy produced by Performers Theatre Company follows the same development process.



This process ensures consistency across the entire policy library.

9.3 Policy Principles

Every Performers Theatre Company policy should:

- support safeguarding;
- reflect organisational values;
- comply with legislation;
- be written in plain English;
- provide clear expectations;
- be practical;
- promote consistency;
- support professional decision-making.

Policies should never exist simply to satisfy legal requirements.

They should actively support the delivery of a safe, inclusive and inspiring organisation.

9.4 Policy Register

Performers Theatre Company maintains a central register of all current organisational policies, codes of conduct, handbooks and guidance documents.

The Policy Register provides a clear overview of the documents that underpin the organisation's governance arrangements and supports effective monitoring, accountability and continuous improvement.

Each registered document is assigned a designated owner and is subject to a scheduled review process.

The register records:

- The full document title;
- The designated Policy Owner;
- The date of approval;
- The next scheduled review date

The Principal is responsible for maintaining the Policy Register and ensuring that it accurately reflects the current approved versions of all organisational documents.

Documents are reviewed at least annually, or sooner where legislative changes, safeguarding developments, operational requirements or organisational circumstances make an earlier review necessary.

Where a policy is amended, the revised version must be approved before publication. Superseded versions are securely archived in accordance with the organisation's document retention arrangements.

Risk assessments, attendance registers, incident reports, training records and other operational evidence are maintained separately and are not classified as standalone organisational policies.

The current Policy Register is provided below.

Policy	Policy Owner	Date of approval	Next scheduled review date
Governance & Compliance Framework	Principal	6th November 2026	November 2027
Anti-Bullying Policy	Principal	5th November 2026	November 2027
Child Collection Policy	Principal	5th November 2026	November 2027

Policy	Policy Owner	Date of approval	Next scheduled review date
Equal Opportunities Policy	Principal	5th November 2026	November 2027
Fees and Payments Policy	Principal	5th November 2026	November 2027
GDPR Policy	Principal	5th November 2026	November 2027
Health and Safety Policy	Principal	5th November 2026	November 2027
Parent/Carer Handy Guide	Principal	5th November 2026	November 2027
Missing Child Procedure	Principal	5th November 2026	November 2027
Photographs and Images Policy	Principal	5th November 2026	November 2027
Production and Rehearsal Policy	Principal	5th November 2026	November 2027
Safeguarding and Child Protection Policy	Principal	5th November 2026	November 2027
Social Media Policy	Principal	5th November 2026	November 2027
Staff Code of Conduct	Principal	5th November 2026	November 2027
Staff Handbook	Principal	5th November 2026	November 2027
Student and Parent/Carer Code of Conduct	Principal	6th November 2026	November 2027

Policy	Policy Owner	Date of approval	Next scheduled review date
Code of Conduct for Students Aged 18+	Principal	6th November 2026	November 2027
Student Work Experience Placement Policy	Principal	5th November 2026	November 2027
Terms and Conditions	Principal	5th November 2026	November 2027

9.5 Policy Ownership

Every organisational policy is assigned a designated Policy Owner.

The Policy Owner is responsible for ensuring that the document remains accurate, compliant with current legislation and reflective of organisational practice.

Responsibilities include:
- monitoring relevant legislative and regulatory changes;
- reviewing organisational practice and identifying areas requiring amendment;
- consulting with appropriate colleagues where necessary;
- recommending updates or revisions to the Principal;
- ensuring the policy is implemented effectively across the organisation; and
- monitoring the ongoing effectiveness of the policy.

Whilst responsibility for reviewing individual policies may be delegated where appropriate, overall accountability for organisational governance remains with the Principal.

9.6 Policy Review

Governance is an ongoing process of evaluation and improvement.

Accordingly, all organisational policies are formally reviewed at least once every twelve months.

A policy may also be reviewed earlier where:
- legislation changes;
- statutory guidance is updated;
- organisational practice changes significantly;
- a serious incident identifies the need for amendment;
- safeguarding reviews recommend improvements; or
- the Principal determines that revision is necessary.

Where amendments are made, the revised version becomes the current organisational policy and supersedes all previous versions.

Superseded versions are retained securely for governance and audit purposes in accordance with the organisation's document retention arrangements.

The annual policy review cycle is scheduled for November each year. Reviews may take place earlier where necessary. The Principal is responsible for ensuring that policy amendments are approved, communicated and implemented appropriately.

9.7 Policy Accessibility

Performers Theatre Company is committed to ensuring that governance documentation is accessible to those who require it.

Policies are therefore made available according to their intended audience.

Parents and Carers
Relevant organisational policies are published on the Performers Theatre Company website to promote transparency and ensure that families understand the standards, expectations and procedures that underpin the organisation.

Staff
All staff receive the policies relevant to their role as part of their induction and are expected to familiarise themselves with these documents before commencing their duties.

Staff are responsible for ensuring they remain aware of policy updates communicated throughout the year

Volunteers and Visiting Professionals
Volunteers, work experience students, contractors and visiting professionals are provided with the policies appropriate to their role before undertaking activities on behalf of Performers Theatre Company.

Leadership
The Principal maintains responsibility for ensuring that the most current versions of all governance documentation are available and appropriately controlled.

Where uncertainty exists regarding the current version of a document, the latest published version held by the Principal shall be regarded as the authoritative copy.

Where significant policy amendments affect staff responsibilities or operational procedures, the Principal will ensure that relevant personnel are informed and, where appropriate, required to acknowledge the revised arrangements.

9.8 Policy Relationships

The Governance & Compliance Framework should be read alongside the individual organisational policies that support it.

This Framework provides the strategic governance structure for the organisation.

The individual policies provide the detailed operational guidance necessary for the safe, lawful and effective delivery of Performers Theatre Company's activities.

Accordingly:
- this Framework explains how the organisation is governed;
- individual policies explain the standards, expectations and organisational position on specific areas of operation; and
- procedures, risk assessments and operational records explain how activities are implemented in practice.

Together, these documents form a comprehensive governance framework that supports safeguarding, legal compliance, professional standards and continuous organisational improvement.



LEGAL & REGULATORY COMPLIANCE

Performers Theatre Company is committed to operating lawfully, ethically and professionally at all times.

Compliance with legislation is not viewed simply as a statutory obligation but as an integral part of delivering a safe, inclusive and high-quality performing arts organisation.

The legal framework within which Performers Theatre Company operates influences every aspect of organisational practice, including safeguarding, health and safety, employment, equality, productions, data protection and financial management.

This chapter provides an overview of the principal legislation and statutory guidance that informs the governance of Performers Theatre Company.

It should be read alongside the individual organisational policies that provide detailed operational guidance.

10.1 Our Commitment to Compliance

Performers Theatre Company is committed to maintaining governance arrangements that comply with all applicable legislation and recognised best practice.

Compliance is achieved through:

- comprehensive organisational policies;
- annual policy review;
- ongoing monitoring of legislative changes;
- staff training and professional development;
- regular risk assessment;
- effective safeguarding arrangements;
- internal quality assurance;
- continuous organisational improvement.

The organisation recognises that legislation evolves over time.

Accordingly, governance documentation will be reviewed and amended where necessary to ensure continued compliance with current legal requirements.

10.2 Legislative Compliance

The following legislation and statutory guidance has particular relevance to the operation of Performers Theatre Company.

This list is not exhaustive and will be updated where appropriate.

Safeguarding
Safeguarding legislation provides the foundation upon which all organisational practice is built.

Key legislation and statutory guidance includes:

- Children Act 1989
- Children Act 2004
- Working Together to Safeguard Children (current edition)
- Safeguarding Vulnerable Groups Act 2006
- Childcare Act 2006 (where relevant)
- Protection of Freedoms Act 2012
- Police Act 1997 (Disclosure and Barring Service provisions)

These documents inform the organisation's safeguarding arrangements, recruitment procedures, staff responsibilities and child protection processes. Operational guidance is contained within the Performers Theatre Company Safeguarding and Child Protection Policy.

Safeguarding arrangements are implemented in accordance with applicable legislation, statutory guidance and the organisation's Safeguarding and Child Protection Policy.

Performers Theatre Company ensures that recruitment and suitability checks, including Disclosure and Barring Service (DBS) checks, are undertaken as appropriate to the nature of each role and the relevant legal eligibility requirements.

Safeguarding responsibilities apply to all personnel, regardless of employment status, and concerns must be managed through the organisation's established safeguarding reporting procedures.

Health & Safety
Performers Theatre Company recognises its legal duty to protect employees, volunteers, students, contractors and visitors.

Relevant legislation includes:
- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Regulatory Reform (Fire Safety) Order 2005
- Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- First Aid Regulations 1981 and Health and Safety (First-Aid) Regulations 1981

These duties are implemented through the organisation's Health & Safety Policy, Risk Assessments and associated operational procedures.

Relevant legislation includes the Health and Safety (First-Aid) Regulations 1981.

Performers Theatre Company undertakes suitable and sufficient risk assessments and maintains appropriate first-aid, emergency and accident-reporting arrangements.

Where activities take place at external or hired venues, the organisation works with venue operators to establish responsibilities for fire safety, emergency procedures and safe use of facilities.

Equality, Diversity & Inclusion
Performers Theatre Company is committed to promoting equality, celebrating diversity and creating an environment in which every individual feels respected and valued.

Relevant legislation includes:
- Equality Act 2010
- Human Rights Act 1998

These principles underpin organisational policies relating to equality, behaviour, safeguarding and recruitment.

Data Protection
Performers Theatre Company processes personal information in accordance with current data protection legislation.

Relevant legislation includes:
- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Privacy and Electronic Communications Regulations (where applicable)
- Data (Use and Access) Act 2025

Personal information is processed lawfully, fairly and transparently, with appropriate measures to protect confidentiality, security and individual rights.

Operational arrangements, including information retention, access controls, consent management and the handling of personal data breaches, are detailed in the GDPR and Data Protection Policy.

The organisation monitors changes to applicable data protection legislation and guidance, including amendments introduced by the Data (Use and Access) Act 2025.

Employment
As an employer, Performers Theatre Company complies with legislation relating to employment and the welfare of staff.

Relevant legislation includes:
- Employment Rights Act 1996
- Working Time Regulations 1998
- National Minimum Wage Act 1998
- Equality Act 2010

Employment arrangements are supported through the Staff Handbook and Staff Code of Conduct.

Performers Theatre Company recognises that its workforce may include employees, self-employed professionals, visiting practitioners, volunteers and work experience students.

Applicable legal obligations are determined by the nature of each working relationship and the relevant statutory requirements.

All personnel are expected to follow the organisational policies and professional standards applicable to their role, including safeguarding, health and safety, confidentiality and professional conduct.

Child Performance Licensing
Where children participate in licensed performances, Performers Theatre Company complies with the statutory requirements governing child performances.

This includes:
- Children and Young Persons Act 1963
- Children (Performances and Activities) (England) Regulations 2014
- Local Authority licensing requirements
- Body of Persons Approval (where applicable)

Performers Theatre Company ensures that the applicable child performance licensing requirements are considered for each production or performance involving children.

Where required, the organisation obtains individual child performance licences or operates under a valid Body of Persons Approval (BOPA), subject to its conditions.

Appropriate arrangements are made for licensed chaperones, supervision, performance hours, breaks and other relevant requirements.

The organisation works with local authorities, venues and production personnel to ensure that applicable licensing conditions are understood and implemented.

Copyright & Intellectual Property
Performers Theatre Company respects the intellectual property rights of authors, composers, publishers and licensing agencies.

Relevant legislation includes:
- Copyright, Designs and Patents Act 1988

The organisation ensures that scripts, music, choreography, imagery and other protected material are used appropriately and in accordance with relevant licences and permissions.

Company & Financial Governance
As a registered limited company, Performers Theatre Company complies with legislation relating to corporate governance and financial management.

Relevant legislation includes:
- Companies Act 2006
- Finance Acts (where applicable)
- HM Revenue & Customs requirements

- VAT legislation
- Consumer Rights Act 2015

Appropriate financial controls are maintained to ensure the responsible management of organisational resources.

Performers Theatre Company recognises its responsibilities under applicable company, taxation and consumer protection legislation.

This includes maintaining appropriate accounting records, meeting relevant filing and tax obligations, communicating fees and contractual terms transparently, and ensuring that cancellation, refund and payment arrangements comply with applicable consumer law.

The organisation's financial and contractual arrangements are supported by its Fees and Payments Policy and Terms and Conditions.

The Principal retains overall responsibility for financial governance and may seek specialist accounting or legal advice where appropriate.

10.3 Monitoring Legislative Change

The Principal is responsible for monitoring significant legislative developments that may affect the operation of Performers Theatre Company.

This may include changes to:
- safeguarding guidance;
- health and safety legislation;
- employment law;
- data protection requirements;
- child performance licensing;
- equality legislation;
- company law.

Where legislative changes require amendments to organisational practice, the relevant policies and procedures will be reviewed and updated as soon as reasonably practicable.

10.4 Beyond Compliance

Whilst compliance with legislation establishes the minimum standard expected of organisations, Performers Theatre Company is committed to exceeding minimum legal requirements wherever reasonably practicable.

The organisation recognises that outstanding governance is achieved not simply through legal compliance but through the consistent application of professional judgement, ethical leadership and a genuine commitment to the wellbeing of every individual.

Accordingly, organisational policies are informed not only by legislation but also by recognised best practice, professional guidance and the values of Performers Theatre Company.

COMPLIANCE MONITORING AND QUALITY ASSURANCE

Maintaining effective governance requires more than the publication of policies and procedures. Performers Theatre Company is committed to actively monitoring its practice to ensure that organisational standards are consistently implemented, statutory responsibilities are fulfilled and opportunities for improvement are identified.

Quality assurance is viewed as a continuous process that supports accountability, professional development and organisational excellence. Monitoring activities are proportionate to the size and nature of the organisation and are designed to strengthen both compliance and the overall experience of students, parents, staff and volunteers.

11.1 Our Approach

Compliance monitoring is undertaken throughout the year and forms part of the organisation's wider governance cycle.

Monitoring activities seek to answer three key questions:

- Are we meeting our legal responsibilities?
- Are we meeting the standards we have set ourselves?
- How can we continue to improve?

Monitoring is evidence-based and informs future planning, policy development and operational decision-making.

11.2 Areas of Monitoring

The Principal maintains oversight of the organisation's compliance arrangements, supported where appropriate by delegated leaders.

Monitoring may include, but is not limited to:

Safeguarding

- safeguarding records;
- referrals and concerns;
- staff safeguarding knowledge;
- DSL practice;
- safer recruitment compliance

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Health & Safety

- accident reporting;
- first aid provision;
- venue safety;
- fire safety arrangements;
- completion and review of risk assessments.

Teaching & Learning

- lesson observations;
- curriculum quality;
- rehearsal standards;
- student engagement;
- professional expectations.

Operational Management

- attendance;
- productions and events;
- communication with families;
- concerns, feedback and compliments;

- policy implementation.

Organisational Development
- student retention;
- staff development;
- training completion;
- strategic objectives;
- financial sustainability.

11.3 Continuous Improvement

Performers Theatre Company recognises that governance is never complete.

Lessons identified through monitoring activities are used to:

- improve policies and procedures;
- strengthen safeguarding practice;
- enhance the student experience;
- reduce organisational risk;
- inform staff development;
- improve operational effectiveness.

Where improvements are identified, action plans may be developed to ensure that changes are implemented appropriately.

Where compliance monitoring identifies an area requiring improvement, the Principal will determine the appropriate action, taking account of the nature, seriousness and potential impact of the findings.

Where appropriate, improvement actions will be documented, identifying:
- The concern or area for improvement;
- The action required;
- The person responsible;
- The intended completion date; and
- The outcome of any subsequent review.

Actions relating to safeguarding, health and safety or other significant risks will be prioritised according to their urgency and managed in accordance with the relevant organisational policies.

The Principal will maintain oversight of outstanding actions and ensure that significant findings inform future policy reviews, staff training and organisational planning.

Records of monitoring and improvement activity will be maintained securely and proportionately, in accordance with the organisation's data protection and retention arrangements.

11.4 Quality Assurance Statement

Quality assurance is not intended to identify fault.

Its purpose is to ensure that Performers Theatre Company continues to provide a safe, professional and inspiring environment in which every individual is supported to achieve their full potential.

11.5 Monitoring Responsibilities

The Principal retains overall responsibility for compliance monitoring and quality assurance across Performers Theatre Company.

Specific monitoring activities may be delegated to appropriately trained or experienced personnel, including the Vice Principal, Deputy Designated Safeguarding Lead and relevant teaching or production leaders.

Individuals undertaking delegated monitoring responsibilities are expected to communicate significant findings promptly and contribute to the implementation of agreed improvements.

Safeguarding concerns, accidents, incidents and other urgent matters must be reported and managed immediately in accordance with the relevant organisational procedures. They must not be deferred until a scheduled monitoring or governance review.

The effectiveness of compliance monitoring arrangements will be considered as part of the organisation's annual governance review.

ORGANISATIONAL RISK MANAGEMENT

Every organisation faces risk.

Performers Theatre Company recognises that effective risk management enables opportunities to be delivered safely whilst protecting students, staff, volunteers, audiences and the wider organisation.

Risk management supports informed decision-making and contributes to the organisation's long-term sustainability.

12.1 Risk Management Principles

Risk management at Performers Theatre Company is guided by the following principles:

- safeguarding remains paramount;
- risks should be identified before activities take place;
- risks should be reduced to the lowest reasonably practicable level;
- risk management is everyone's responsibility;
- proportionate controls should be implemented;
- risk management should enable opportunities rather than unnecessarily restrict them.

12.2 Risk Identification

Risks may arise through:

- Classes and regular teaching activities;
- Rehearsals, productions and performances;
- Workshops, trips and visits;
- The use of venues, facilities and equipment;
- Safeguarding and child protection;
- Health, safety and wellbeing;
- Staffing, recruitment and professional conduct;
- Financial management and business sustainability;
- Data protection, confidentiality and information security;
- Legal and regulatory compliance;
- Organisational reputation and public confidence;
- Business continuity and unexpected operational disruption.

Performers Theatre Company seeks to identify risks at the earliest opportunity and to implement proportionate measures that protect individuals and support the effective operation of the organisation.

12.3 Risk Assessment

Risk assessments form an essential part of organisational planning.

Assessments are completed where appropriate before activities commence and are reviewed whenever:

- circumstances change;
- venues change;
- legislation changes;
- incidents occur;
- new hazards are identified.

Risk assessments should be practical, proportionate and focused upon reducing risk rather than eliminating opportunity.

The Principal retains overall responsibility for ensuring that appropriate risk assessment arrangements are in place.

Responsibility for completing or reviewing individual risk assessments may be delegated to suitably competent staff or production personnel.

Risk assessments will be recorded and made available to relevant personnel where appropriate. Significant findings and required control measures will be communicated to those responsible for implementing them.

Risk assessments will be retained and reviewed in accordance with organisational procedures and applicable record-retention requirements.

12.4 Dynamic Risk Assessment

Not all risks can be identified in advance.

Staff are expected to exercise professional judgement and undertake ongoing dynamic risk assessments during classes, rehearsals, productions and events.

Where new hazards emerge, appropriate action should be taken immediately to maintain the safety of all participants.

12.5 Learning from Incidents

Where accidents, near misses or significant incidents occur, Performers seeks to understand:

- what happened;
- why it happened;
- whether existing controls were effective;
- whether improvements are required.

Learning from experience is an important aspect of continuous organisational improvement.

12.6 Organisational Risk Oversight

In addition to activity-specific risk assessments, Performers Theatre Company recognises the importance of identifying and managing risks that may affect the wider organisation.

These may include financial sustainability, staffing capacity, safeguarding arrangements, regulatory compliance, premises availability, information security and business continuity.

The Principal maintains oversight of significant organisational risks and considers their potential impact upon the safe and effective operation of the company.

Where appropriate, significant risks will be documented, together with relevant mitigating actions, designated responsibilities and review arrangements.

Organisational risks will be considered as part of ongoing management and the annual governance review. Where an emerging risk presents an immediate threat to safety, safeguarding or organisational continuity, appropriate action will be taken without waiting for a scheduled review.

12.7 Risk Management Statement

Performers Theatre Company recognises that effective risk management is not about avoiding challenge.

Rather, it is about creating an environment in which ambitious opportunities can be delivered safely, responsibly and professionally.

ANNUAL GOVERNANCE CYCLE

Governance is a continuous process throughout the year.

To ensure that responsibilities are fulfilled consistently, Performers Theatre Company follows an annual governance cycle that provides structure to policy review, compliance monitoring, training and organisational development.

13.1 Annual Activities

Throughout each academic year, Performers Theatre Company undertakes a programme of governance activities designed to support compliance, accountability and continuous organisational improvement.

These activities include:

Annual Policy Review
A scheduled review of organisational policies, codes of conduct, handbooks and guidance documents to ensure that they remain accurate, relevant and aligned with applicable legislation and organisational practice.

Risk Assessment Review
Review of organisational, venue-specific and activity-specific risk assessments, including those relating to classes, rehearsals, productions, performances, workshops and events.

Staff Induction and Professional Development
Induction of new staff, volunteers and visiting professionals, together with ongoing communication of organisational expectations, safeguarding responsibilities and relevant policy updates.

Safeguarding Training and Oversight
Monitoring of safeguarding training, staff suitability arrangements, reporting procedures and the effectiveness of the organisation's safeguarding practices.

Health and Safety Monitoring
Review of accident and incident records, first-aid arrangements, emergency procedures and significant health and safety findings.

Production and Event Review
Evaluation of productions, performances, workshops and events to identify achievements, challenges, lessons learned and opportunities for improvement.

Operational and Financial Oversight
Ongoing monitoring of organisational operations, financial sustainability, staffing capacity, administrative arrangements and significant business risks.

Quality Assurance and Organisational Development
Review of teaching standards, student experience, feedback, staff development and progress towards organisational objectives.

Annual Governance Review
A formal review of the effectiveness of the Governance & Compliance Framework, including organisational compliance, risk management, policy implementation and priorities for the following year.

13.2 Governance Calendar

Performers Theatre Company maintains an annual governance calendar to support the planning, monitoring and completion of key governance activities.

The calendar identifies scheduled reviews, training requirements, compliance checks and organisational development priorities.

The Principal retains overall responsibility for maintaining the governance calendar and ensuring that significant activities are completed within appropriate timescales.

Responsibility for individual activities may be delegated to relevant members of the leadership or teaching team.

Where scheduled activities cannot be completed within their intended timeframe, the Principal will determine appropriate alternative arrangements, taking account of any associated risks or statutory requirements.

The governance calendar is maintained as a separate operational document and may be updated throughout the year to reflect changing organisational needs.

13.3 Continuous Review

Whilst governance activities are planned throughout the year, Performers Theatre Company recognises that circumstances may require immediate review.

Accordingly, policies, procedures and governance arrangements may be amended at any time where necessary to:

- respond to legislative change;
- address emerging risks;
- strengthen safeguarding arrangements;
- improve organisational effectiveness;
- reflect organisational growth.

13.4 Governance Commitment

The Principal is responsible for ensuring that governance remains an active process rather than an annual exercise.

The effectiveness of governance is reviewed regularly to ensure that Performers Theatre Company continues to operate safely, professionally and in accordance with its vision and values.

GOVERNANCE REVIEW

The Principal will formally review the effectiveness of this Governance & Compliance Framework each year.

The review will consider:

- Legislative and regulatory developments;
- Organisational performance and financial sustainability;
- Safeguarding and child protection arrangements;
- Health and safety arrangements;
- Organisational risk management;
- Compliance monitoring and quality assurance findings;
- Feedback from students, parents/carers, staff and other relevant stakeholders;
- The effectiveness and implementation of organisational policies;
- Outstanding improvement actions and lessons learned;
- Strategic priorities and organisational development.

The outcomes of the annual governance review will be documented, together with any identified actions, designated responsibilities and intended completion dates.

Where amendments to the Governance & Compliance Framework are required, the revised document will be subject to formal approval by the Principal before publication.

The Principal will ensure that relevant changes are communicated to staff and other stakeholders as appropriate.

The Governance & Compliance Framework will be reviewed annually, with the next scheduled review taking place in November 2027, or earlier where circumstances require.

This commitment reflects the organisation's belief that outstanding governance is achieved through continual reflection, learning and improvement.

CONTENTS

Section B - Policies and Procedures

Introduction to Section B (pp39)
1. Safeguarding and Child Protection Policy (pp40-43)
2. Anti-Bullying Policy (pp44-47)
3. Child Collection Policy (pp48-51)
4. Equal Opportunities Policy (pp52-55)
5. Fees and Payments Policy (pp56-60)
6. GDPR and Data Protection Policy (pp61-65)
7. Health and Safety Policy (pp66-70)
8. Parent/Carer Handy Guide (pp71-74)
9. Missing Child Procedure (pp75-78)
10. Photographs and Images Policy (pp79-82)
11. Production and Rehearsal Policy (pp83-86)
12. Risk Assessment (operational document) (pp87-90)
13. Social Media Policy (pp91-94)
14. Staff Code of Conduct (pp95-98)
15. Staff Handbook (pp99-103)
16. Student and Parent/Carer Code of Conduct (pp104-107)
17. Student Work Experience Placement Policy (pp108-111)
18. Terms and Conditions (pp112-115)



POLICIES AND PROCEDURES

The policies contained within this section form an integral part of the governance framework of Performers Theatre Company.

Whilst the Governance & Compliance Framework establishes how the organisation is governed, these policy summaries provide an overview of the individual policies that support the safe, lawful and effective operation of the organisation.

Each policy has been developed to establish clear expectations, define organisational responsibilities and promote consistency across all aspects of Performers Theatre Company.

The summaries contained within this Framework are intended to provide an overview of each policy and should not be regarded as a substitute for the full policy document.

Where operational guidance, procedures or detailed requirements are needed, the relevant standalone policy must always be consulted. These are readily available on the Performers Theatre Company website.

www.performerstheatrecompany.com/policies

HOW THE POLICY FRAMEWORK OPERATES

The governance documentation of Performers Theatre Company is designed as an integrated framework.

The Governance & Compliance Framework explains:

- how the organisation is governed;
- how responsibilities are allocated;
- how compliance is monitored;
- how risk is managed; and
- how continuous improvement is achieved.

The individual policies explain:

- the organisation's position on specific areas of governance;
- the standards expected of staff, volunteers, students and parents/carers;
- the responsibilities associated with particular roles; and
- the operational arrangements that support safe and effective practice.

Together, these documents provide a comprehensive governance system that supports the vision, values and strategic objectives of Performers Theatre Company.

POLICY SUMMARIES AND OPERATIONAL GUIDANCE

The documents presented within Section B reflect the current organisational policy and guidance framework maintained by Performers Theatre Company.

Policy summaries are intended to explain the purpose, principles and governance arrangements of the corresponding approved documents. They do not replace the detailed requirements contained within those documents.

Where operational guidance or supporting procedures are included, these are identified separately from the organisation's standalone policies.

All policy summaries and operational guidance must remain consistent with the current approved documents listed in the Policy Register in Section A.

Where a discrepancy arises, the relevant approved standalone policy or procedure takes precedence, subject always to applicable legal and regulatory requirements.

SAFEGUARDING POLICY

"The welfare of every child is paramount."

Policy Owner: Principal & Director (DSL)
Review Frequency: Annual
Applies To: Students, staff, volunteers, freelance practitioners, chaperones, visiting professionals, contractors, parents and carers

PURPOSE

The Safeguarding Policy establishes the arrangements through which Performers Theatre Company safeguards and promotes the welfare of every child and young person who participates in its activities.

Safeguarding is recognised as the organisation's highest priority and underpins every aspect of its governance, leadership and operational practice. The policy sets out the responsibilities of staff, volunteers and visiting professionals in identifying, responding to and reporting safeguarding concerns, whilst ensuring that children and young people are provided with a safe, inclusive and supportive environment in which to learn and develop.

SCOPE

This policy applies to all individuals working on behalf of Performers Theatre Company, including:

- employees;
- freelance practitioners;
- volunteers;
- chaperones;
- visiting professionals;
- work experience students;
- contractors working directly with children and young people.

It applies across all organisational activities, including weekly classes, rehearsals, productions, performances, workshops, holiday programmes, events and any other activity delivered by or on behalf of Performers Theatre Company.

POLICY STATEMENT

Performers Theatre Company believes that every child and young person has the right to feel safe, valued and protected from harm.

The organisation is committed to creating a culture in which safeguarding is everyone's responsibility, concerns are taken seriously and appropriate action is taken promptly whenever a child's welfare may be at risk.

Safeguarding is embedded within organisational culture through robust recruitment practices, staff training, clear reporting procedures, effective partnership working and a commitment to continuous improvement.

KEY PRINCIPLES

The Safeguarding Policy is founded upon the following principles:

- the welfare of the child is paramount;
- safeguarding is everyone's responsibility;
- children and young people have the right to be protected from harm;
- all concerns, disclosures and allegations will be taken seriously;
- safeguarding concerns will be reported promptly and managed appropriately;
- safer recruitment practices help protect children and young people;
- effective safeguarding depends upon partnership working with parents, carers and statutory agencies;
- safeguarding arrangements are regularly reviewed to reflect current legislation and recognised best practice.

GOVERNANCE RESPONSIBILITIES

The Governance & Compliance Framework places overall organisational responsibility for safeguarding with the Principal, Sam Gibbs, who also fulfils the role of Designated Safeguarding Lead (DSL).

The DSL is responsible for overseeing safeguarding arrangements across the organisation, maintaining appropriate safeguarding records, managing concerns and referrals, and supporting staff in responding appropriately to safeguarding matters.

Jess Eaton acts as Deputy Designated Safeguarding Lead (DDSL), supporting the DSL and providing an alternative point of contact for safeguarding concerns.

Where a concern or allegation involves the Principal, Alex Fentiman, Vice Principal, is identified as an alternative senior management contact, in accordance with the Safeguarding and Child Protection Policy.

All staff, volunteers and visiting professionals have an individual responsibility to recognise, respond to and report safeguarding concerns promptly.

Safeguarding concerns must not be delayed by ordinary operational reporting arrangements. Individuals may contact the appropriate statutory safeguarding authority or emergency services directly where necessary.

KEY AREAS COVERED

The Safeguarding Policy provides detailed operational guidance on:

- safeguarding responsibilities;
- safer recruitment and selection;
- staff roles and responsibilities;
- recognising indicators of abuse;
- responding to disclosures;
- reporting safeguarding concerns;
- allegations against adults working with children;
- referrals to children's social care and other agencies;
- communication with children and young people;
- transporting children and young people;
- Disclosure and Barring Service (DBS) requirements;
- child performance licensing;
- licensed chaperone responsibilities;
- whistleblowing procedures;
- safeguarding reporting documentation.

These operational arrangements are contained within the standalone Safeguarding Policy and should always be consulted when safeguarding issues arise.

LEGISLATIVE CONTEXT

The Safeguarding Policy is informed by relevant legislation and statutory guidance, including:

- Children Act 1989;
- Children Act 2004;
- Working Together to Safeguard Children (current applicable edition)
- Safeguarding Vulnerable Groups Act 2006;
- Protection of Freedoms Act 2012;
- Police Act 1997;
- Children (Performances and Activities) (England) Regulations 2014;
- Children and Young Persons Act 1963; and
- other relevant safeguarding legislation and statutory guidance.

RELATED DOCUMENTS

This policy should be read alongside:

- Governance & Compliance Framework
- Staff Handbook
- Staff Code of Conduct
- Health and Safety Policy
- Anti-Bullying Policy
- Child Collection Policy
- Missing Child Procedure
- Photography and Images Policy
- Production & Rehearsal Policy

REVIEW

This policy is reviewed annually, or sooner where required by changes in legislation, statutory guidance or organisational practice.

The Principal is responsible for ensuring that safeguarding arrangements remain effective, compliant and reflective of recognised best practice.

ANTI-BULLYING POLICY

"Creating a culture where kindness, respect and inclusion are the expectation - not the exception."

Policy Owner: Principal & Director (DSL)
Review Frequency: Annual
Applies To: Students, staff, volunteers, freelance practitioners, visiting professionals, parents and carers

PURPOSE

The Anti-Bullying Policy establishes Performers Theatre Company's commitment to preventing, identifying and responding to all forms of bullying.

The organisation recognises that every child and young person has the right to participate in performing arts within an environment that is safe, welcoming and free from intimidation, discrimination and harassment.

The policy provides the framework through which bullying concerns are prevented, identified, reported, investigated and addressed, whilst promoting a culture founded upon kindness, respect and personal responsibility.

SCOPE

This policy applies to:

- all students attending Performers Theatre Company;
- staff, volunteers and freelance practitioners;
- parents and carers;
- visiting professionals;
- all classes, rehearsals, productions, performances, workshops, events and other activities delivered by or on behalf of Performers Theatre Company.

Bullying generally involves behaviour that is intended to cause harm or distress and may be repeated over time. It can involve an imbalance of power, whether physical, social, emotional or otherwise.

Performers Theatre Company recognises that a single serious incident may also require immediate intervention, particularly where safeguarding, discrimination, harassment or the wellbeing of a student is concerned.

Not every disagreement or friendship difficulty constitutes bullying. However, all concerns will be considered carefully and responded to in a fair, proportionate and supportive manner.

POLICY STATEMENT

Performers Theatre Company believes that bullying is unacceptable in any form.

The organisation is committed to fostering a culture where kindness, inclusion and mutual respect are actively promoted and where bullying is challenged promptly, fairly and consistently.

Bullying is recognised as behaviour that is deliberate, repeated and intended to cause harm or distress. It differs from the normal disagreements and friendship difficulties that can occur between young people and will always be taken seriously.

KEY PRINCIPLES

The Anti-Bullying Policy is founded upon the following principles:

- every student has the right to feel safe and respected;
- bullying will not be tolerated in any form;
- concerns will be taken seriously and investigated promptly;
- all individuals involved will be treated fairly and appropriately;
- education and early intervention are key to preventing bullying;
- students are encouraged to report concerns without fear of retaliation;
- all members of the Performers community share responsibility for creating a positive environment.

GOVERNANCE RESPONSIBILITIES

The Principal has overall responsibility for ensuring that effective anti-bullying arrangements are implemented throughout the organisation.

Staff, volunteers and visiting professionals are expected to:

- model respectful behaviour;
- challenge inappropriate language and behaviour;
- report bullying concerns promptly;
- support students affected by bullying;
- contribute to a positive organisational culture.

Parents and carers are encouraged to work in partnership with Performers Theatre Company by reporting concerns and supporting appropriate interventions where necessary.

Where bullying concerns indicate a potential safeguarding risk, including child-on-child abuse, sexual harassment, discrimination or other harmful behaviour, the matter will be referred promptly to the Designated Safeguarding Lead (DSL) or Deputy Designated Safeguarding Lead (DDSL), in accordance with the Safeguarding and Child Protection Policy.

Responses will be proportionate, supportive and appropriate to the age, needs and circumstances of those involved, with consideration given to reasonable adjustments where necessary.

KEY AREAS COVERED

The Anti-Bullying Policy provides detailed guidance on:

- the definition of bullying;
- different forms of bullying, including physical, verbal, emotional, social, cyber and prejudice-based bullying;
- sexual violence and sexual harassment;
- child-on-child abuse;
- recognising possible indicators of bullying;
- preventative education and awareness;
- reporting concerns;
- supporting victims;
- responding to those responsible for bullying behaviour;
- disciplinary responses;
- partnership working with parents, carers and external agencies where appropriate.

The policy also provides practical guidance for students, parents and carers regarding reporting concerns and accessing support.

LEGISLATIVE CONTEXT

The Anti-Bullying Policy is informed by relevant legislation and statutory guidance, including:

- Equality Act 2010;
- Children Act 1989;
- Children Act 2004;
- Keeping Children Safe in Education (current edition)
- Working Together to Safeguard Children (current applicable edition)
- Preventing and Tackling Bullying (Department for Education).

Performers Theatre Company has regard to relevant statutory guidance and recognised safeguarding practice, applying requirements according to the organisation's legal status, activities and responsibilities.

Where bullying behaviour places a child at risk of significant harm, the matter will be managed in accordance with the organisation's Safeguarding Policy.

RELATED DOCUMENTS

This policy should be read alongside:

- Governance & Compliance Framework
- Safeguarding and Child Protection Policy
- Staff Code of Conduct
- Student and Parent/Carer Code of Conduct
- Code of Conduct for Students Aged 18+
- Social Media Policy
- Equal Opportunities Policy
- Photographs and Images Policy
- Staff Handbook

REVIEW

This policy is reviewed annually, or sooner where required by changes in legislation, statutory guidance or organisational practice.

The Principal is responsible for ensuring that the policy remains effective, proportionate and reflective of current best practice.

CHILD COLLECTION POLICY

"Every child has the right to leave Performers Theatre Company safely. Safe collection is a shared responsibility between the organisation, students and parents/carers."

Policy Owner: Principal & Director
Review Frequency: Annual
Applies To: Students, parents and carers, staff, volunteers and freelance practitioners

PURPOSE

The Child Collection Policy establishes the procedures for the safe departure and collection of students attending Performers Theatre Company.

The policy is designed to ensure that every child leaves the organisation safely, that appropriate collection arrangements are in place, and that staff understand their responsibilities in maintaining student welfare at the end of each session.

The policy also provides guidance for parents and carers regarding collection arrangements and supports the organisation's wider safeguarding responsibilities.

SCOPE

This policy applies to:

- all students attending Performers Theatre Company;
- parents and carers;
- staff, volunteers and freelance practitioners responsible for supervising the departure of students.

It applies to all activities organised by Performers Theatre Company, including weekly classes, rehearsals, productions, performances, workshops and events where responsibility for student collection rests with the organisation.

POLICY STATEMENT

Performers Theatre Company is committed to ensuring that every student leaves its sessions safely and appropriately.

The organisation recognises the legal responsibilities of those with parental responsibility whilst maintaining clear procedures to ensure that students are only dismissed where suitable collection arrangements are in place.

Staff are expected to act calmly, consistently and professionally, ensuring that safeguarding considerations always take precedence over convenience.

KEY PRINCIPLES

The Child Collection Policy is founded upon the following principles:

- every child has the right to leave Performers Theatre Company safely;
- safeguarding remains the primary consideration during collection and dismissal;
- collection arrangements should be clear and communicated in advance where possible;
- staff must ensure that students leave in accordance with their agreed collection or independent travel arrangements. Where arrangements are unclear, staff must seek clarification and take appropriate safeguarding measures before permitting a student to leave.
- effective communication between Performers Theatre Company and parents/carers supports safe collection.

GOVERNANCE RESPONSIBILITIES

The Principal has overall responsibility for ensuring that appropriate child collection procedures are implemented and reviewed.

Staff, volunteers and freelance practitioners are responsible for:

- supervising students until they have been safely collected or authorised to leave;
- following agreed collection procedures;
- reporting concerns immediately;
- ensuring that safeguarding procedures are followed where collection arrangements become unclear or a child remains uncollected.

Parents and carers are responsible for communicating any changes to collection arrangements promptly and ensuring that authorised adults collecting children are known to the organisation where appropriate.

Where a student remains uncollected, an authorised collector cannot be contacted, or there is a concern regarding the suitability of a person collecting a child, staff must follow the procedures set out in the Child Collection Policy and escalate safeguarding concerns to the Designated Safeguarding Lead (DSL) or Deputy Designated Safeguarding Lead (DDSL), as appropriate.

Students must not be left unsupervised while unresolved collection concerns are being managed.

KEY AREAS COVERED

The Child Collection Policy provides guidance on:

- students making their own way home;
- collection by taxis;
- collection by authorised adults;
- identity verification where appropriate;
- students leaving early due to illness;
- late collection procedures;
- uncollected students;
- safeguarding responses where collection arrangements fail.

The policy also reinforces the shared responsibility of staff, students and parents/carers in ensuring safe collection arrangements.

LEGISLATIVE CONTEXT

The Child Collection Policy supports the organisation's safeguarding responsibilities and is informed by relevant legislation and statutory guidance, including:

- Children Act 1989;
- Children Act 2004;
- Working Together to Safeguard Children (current applicable edition)

RELATED DOCUMENTS

This policy should be read alongside:

- Governance & Compliance Framework
- Safeguarding and Child Protection Policy
- Missing Child Procedure
- Health and Safety Policy
- Terms and Conditions
- Parent/Carer Handy Guide

REVIEW

This policy is reviewed annually, or sooner where required by changes in legislation, statutory guidance or organisational practice.

The Principal is responsible for ensuring that collection arrangements remain safe, effective and reflective of recognised safeguarding best practice.

EQUAL OPPORTUNITIES POLICY

"Celebrating individuality, promoting equality and ensuring every person has the opportunity to Be Their Best."

Policy Owner: Principal & Director
Review Frequency: Annual
Applies To: Students, Staff, Volunteers, Freelance Practitioners, Visiting Professionals, Parents & Carers and Leadership Team

PURPOSE

The Equal Opportunities Policy establishes Performers Theatre Company's commitment to promoting equality, celebrating diversity and ensuring that every individual is treated with fairness, dignity and respect.

The organisation recognises that equality, inclusion and safeguarding are intrinsically linked. Creating an environment where individuals feel respected, valued and supported is fundamental to ensuring their safety, wellbeing and personal development.

The policy provides a framework through which discrimination, harassment and exclusion are challenged, whilst ensuring that all members of the Performers community have meaningful opportunities to participate, learn and achieve their full potential.

SCOPE

This policy applies to all individuals associated with Performers Theatre Company, including:

- students;
- teaching and support staff;
- volunteers and freelance practitioners;
- parents and carers;
- the leadership team; and
- visitors and visiting professionals.

The principles of equality and inclusion apply throughout the organisation's activities, including classes, rehearsals, productions, performances and other associated events.

The policy promotes equal opportunities regardless of characteristics or circumstances, including race, sex, gender identity, disability, religion or belief, sexual orientation, age, marriage or civil partnership, pregnancy and maternity, and socio-economic background.

POLICY STATEMENT

Performers Theatre Company is committed to creating a safe, inclusive and inspiring environment where every individual is valued, respected and supported to achieve their full potential.

The organisation celebrates diversity and promotes a culture of kindness, professionalism and mutual respect.

Discrimination, harassment, bullying and exclusion are not tolerated. Where such behaviour occurs, appropriate action will be taken in accordance with organisational policies and safeguarding procedures.

Performers Theatre Company recognises that equality of opportunity does not necessarily mean treating every individual identically. Appropriate support and inclusive teaching approaches are essential to enabling individuals with different needs and circumstances to participate meaningfully.

Performers Theatre Company is committed to considering and implementing reasonable adjustments for disabled students, staff and other participants where required, in accordance with the Equality Act 2010.

Adjustments will be considered on an individual basis, taking account of the person's needs, the nature of the activity and applicable legal obligations.

KEY PRINCIPLES

The Equal Opportunities Policy is founded upon the following principles:

- every individual has the right to be treated with dignity, fairness and respect;
- discrimination, harassment and bullying are unacceptable;
- diversity is celebrated and individual differences are valued;
- all students should have meaningful opportunities to participate and progress;
- teaching and learning should be inclusive and responsive to individual needs;
- appropriate provision should be made for students with additional educational needs;
- respectful language and behaviour are expected from all members of the organisation;
- concerns relating to discrimination or unequal treatment should be reported and addressed promptly;
- equality, inclusion and safeguarding are shared organisational responsibilities.

GOVERNANCE RESPONSIBILITIES

The Principal has overall responsibility for ensuring that the Equal Opportunities Policy is implemented effectively and reviewed regularly.

The leadership team supports the Principal in promoting equality, monitoring organisational practice and ensuring that inclusive principles are reflected throughout the organisation.

The Designated Safeguarding Lead is responsible for managing concerns relating to discrimination, harassment or inequality where these may affect a student's safety or wellbeing.

Staff, volunteers and freelance practitioners are expected to:

- promote equality and inclusion through their professional practice;
- demonstrate positive and respectful behaviour;
- challenge discriminatory language or conduct;
- support students with differing needs and abilities;
- report concerns in accordance with organisational safeguarding procedures.

Students are encouraged to treat others with kindness and respect and to report concerns to a trusted adult.

Parents and carers are recognised as important partners in promoting equality and supporting an inclusive organisational culture.

KEY AREAS COVERED

The Equal Opportunities Policy provides guidance on:

- promoting equality and celebrating diversity;
- preventing discrimination, harassment and exclusion;
- creating an inclusive learning environment;
- maintaining high expectations for all students;
- supporting students with additional educational needs;
- using inclusive and respectful language;
- challenging stereotypes and discriminatory behaviour;
- reporting concerns relating to unequal treatment;
- responding to harassment and bullying;
- safeguarding considerations arising from discrimination;
- monitoring and reviewing equality practice.

The policy recognises that effective inclusion requires both positive organisational culture and practical action to ensure that every individual is supported appropriately.

The policy also reinforces the shared responsibility of staff, students, parents/carers and the leadership team in promoting equality, challenging discrimination and maintaining an inclusive and respectful organisational environment.

LEGISLATIVE CONTEXT

The Equal Opportunities Policy supports the organisation's responsibilities under relevant equality and safeguarding legislation.

The principal legislative framework includes:

- Equality Act 2010;
- Children Act 1989;
- Children Act 2004.

The policy is also informed by relevant safeguarding guidance, including Working Together to Safeguard Children.

The Equality Act 2010 provides legal protections against discrimination in relevant circumstances. Performers Theatre Company also adopts wider organisational commitments to inclusion, including consideration of socio-economic background, which is not itself a protected characteristic under the Act.

RELATED DOCUMENTS

This policy should be read alongside:

- Governance & Compliance Framework
- Safeguarding and Child Protection Policy
- Anti-Bullying Policy
- Staff Code of Conduct
- Student and Parent/Carer Code of Conduct
- Code of Conduct for Students Aged 18+
- Staff Handbook
- Health and Safety Policy
- Parent/Carer Handy Guide

REVIEW

The Equal Opportunities Policy is reviewed annually by the Principal and leadership team, or sooner where required by changes in legislation, safeguarding guidance or organisational practice.

The effectiveness of the policy is monitored through observations of practice, feedback from students, parents and staff, and the recording and review of relevant incidents.

The Principal is responsible for ensuring that the policy remains effective, proportionate and reflective of the organisation's commitment to equality, inclusion and safeguarding.

FEES & PAYMENTS POLICY

"Promoting fairness, transparency and consistency in the financial arrangements that support every student's performing arts journey."

Policy Owner: Principal & Director
Review Frequency: Annual
Applies To: Parents & Carers, Students, Principal & Leadership Team, Business Manager and Administrative Staff

PURPOSE

The Fees and Payments Policy establishes the financial arrangements through which Performers Theatre Company manages class fees, monthly payments, discounts, refunds and credits.

The policy is designed to ensure that all families receive clear and consistent information regarding their financial commitments whilst supporting the effective and sustainable operation of the organisation.

It provides a transparent framework for calculating fees, administering payments and managing financial arrangements fairly across the academic year.

SCOPE

This policy applies to all families enrolled in classes and programmes delivered by Performers Theatre Company, including:

- individual performing arts classes;
- School of Dance classes;
- discounted class packages;
- combined programme packages;
- applicable workshop, masterclass and production discounts.

The policy governs the calculation and collection of regular class fees, payment arrangements, credits, discounts and associated financial administration.

Specific production, workshop and holiday programme fees may be subject to additional terms and conditions.

POLICY STATEMENT

Performers Theatre Company is committed to maintaining a fair, transparent and consistent approach to the administration of fees and payments.

The organisation operates an equalised monthly payment system designed to provide families with predictable financial commitments throughout the academic year.

Regular class fees are calculated using an annual programme of 39 scheduled sessions, with the total annual cost divided into 12 equal monthly payments from September to August.

This arrangement ensures that monthly payments remain consistent regardless of the number of sessions delivered within an individual calendar month.

The organisation recognises the importance of clear communication, accurate invoicing and reasonable flexibility when supporting families with their financial arrangements.

KEY PRINCIPLES

The Fees and Payments Policy is founded upon the following principles:

- financial arrangements should be clear, fair and transparent;
- families should understand their financial commitments before enrolling;
- class fees are calculated annually and distributed across 12 equal monthly payments;
- monthly fees remain consistent throughout the academic year;
- students joining partway through the academic year are accommodated through the organisation's established payment arrangements;
- refunds and credits are administered in accordance with the published policy;
- applicable discounts are applied consistently;

- invoices and payment information should be accurate and accessible;
- families experiencing payment difficulties are encouraged to communicate with the organisation;
- financial procedures should support the long-term sustainability of Performers Theatre Company.

GOVERNANCE RESPONSIBILITIES

The Principal has overall responsibility for ensuring that the Fees and Payments Policy is implemented consistently and reviewed regularly.

The Principal, supported by the Business Manager and relevant administrative personnel, oversees the organisation's financial administration arrangements.

Responsibilities include:
- ensuring that published fees and payment arrangements are communicated clearly;
- maintaining accurate invoicing and payment records;
- overseeing the application of discounts, credits and late payment charges;
- responding to financial enquiries from parents and carers;
- reviewing fee structures and payment arrangements;
- ensuring that financial administration supports organisational sustainability.

Parents and carers are responsible for understanding the financial arrangements associated with enrolment, maintaining timely payments and communicating promptly where difficulties or changes in circumstances arise.

KEY AREAS COVERED

The Fees and Payments Policy provides detailed guidance on:

Fee Calculation and Academic Year Structure
The organisation calculates regular class fees using 39 sessions per academic year, with payments divided equally across 12 months.

The academic year operates from September to August.

Monthly Payment Arrangements
Monthly payments remain consistent throughout the academic year, including months containing fewer sessions due to holidays or scheduled closures.

Joining Partway Through the Year
Where a student joins partway through the academic year, their fees are calculated with reference to the remaining scheduled sessions within that academic year.

The resulting fee is distributed across the remaining applicable monthly payments, in accordance with the published Fees and Payments Policy.

This ensures that families joining after September are charged fairly for the remaining programme rather than for sessions that took place before enrolment.

Refunds and Credits
Where Performers Theatre Company cancels a scheduled class and cannot provide a suitable replacement, an appropriate credit or refund will be considered in accordance with the published policy and applicable consumer rights.

Different arrangements may apply to individual classes and discounted packages, provided these remain fair, transparent and consistent with applicable legal requirements.

Different arrangements apply to individual classes and discounted packages.

The policy also identifies circumstances in which refunds or credits are not ordinarily provided, including student absence, illness and previously scheduled closures.

Discounts and Package Arrangements
The policy establishes the arrangements for sibling discounts, eligible workshop and masterclass discounts, production rehearsal discounts and discounted class packages.

Invoicing and Payment Methods
Invoices are administered through ClassManager, with families offered a range of payment methods.

Late Payments
Invoices are payable within 14 days of issue, unless alternative payment arrangements have been agreed. A £5 late-payment charge may be applied where payment remains outstanding beyond the stated deadline, in accordance with the Fees and Payments Policy.

Families experiencing payment difficulties are encouraged to contact the Principal promptly to discuss appropriate arrangements.

Persistent non-payment may result in attendance being temporarily paused or enrolment being reviewed, following reasonable communication and consideration of the circumstances.

Withdrawal from Regular Classes
Four weeks' written notice is required when withdrawing from regular classes, in accordance with the organisation's Terms and Conditions.

Fees falling due during the applicable notice period remain payable, subject to the agreed terms and any applicable statutory rights.

Communication and Transparency
The organisation is committed to providing clear invoices, explaining its annual payment structure, communicating fee changes and supporting families who require alternative payment arrangements.

LEGISLATIVE CONTEXT

The Fees and Payments Policy operates within the legal framework governing consumer contracts, financial transactions and the administration of personal information.

Relevant legislation includes:
- Consumer Rights Act 2015;
- Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, where applicable;
- Value Added Tax Act 1994;
- UK General Data Protection Regulation (UK GDPR);
- Data Protection Act 2018.

The organisation recognises the importance of ensuring that financial terms are transparent, proportionate and consistent with applicable consumer protection requirements.

RELATED DOCUMENTS

This policy should be read alongside:
- Governance & Compliance Framework
- Terms and Conditions
- Parent/Carer Handy Guide
- GDPR and Data Protection Policy
- Current Fees Guides
- Production and Rehearsal Policy

REVIEW

The Fees and Payments Policy is reviewed annually, or sooner where required by changes in legislation, financial arrangements or organisational practice.

The Principal is responsible for ensuring that the policy remains clear, effective and reflective of the organisation's financial and operational requirements.

Reviews may consider changes to class fees, payment arrangements, discounts, invoicing procedures and feedback received from families.

GDPR POLICY

"Protecting personal information, respecting individual privacy and maintaining the trust of every member of the Performers community."

Policy Owner: Principal & Director
Review Frequency: Annual
Applies To: Students, Parents & Carers, Staff, Volunteers, Freelance Practitioners, Visiting Professionals, Principal & Leadership Team and Individuals whose personal information is processed by the organisation

PURPOSE

The GDPR Policy establishes Performers Theatre Company's commitment to protecting personal information and ensuring that all personal data is collected, processed, stored and shared lawfully, fairly and securely.

The organisation recognises that effective data protection is fundamental to maintaining the confidence and trust of students, parents, carers, staff and other individuals whose information is held.

The policy provides a framework for managing personal information responsibly, respecting individual privacy rights and ensuring that appropriate safeguards are maintained throughout the organisation.

SCOPE

This policy applies to all personal information collected, processed, stored or shared by Performers Theatre Company.

It encompasses information relating to:

- students and production participants;
- parents, carers and emergency contacts;
- employees, freelance practitioners and volunteers;
- visiting professionals and other individuals associated with the organisation;
- individuals communicating with or using the organisation's website and services.

The policy applies to personal information held electronically, in physical records and through photographs, video recordings and other identifiable media.

POLICY STATEMENT

Performers Theatre Company is committed to maintaining the highest reasonable standards of confidentiality, transparency and accountability when handling personal information.

As a Data Controller, the organisation determines the purposes and means by which personal data is processed and accepts responsibility for ensuring that its data protection arrangements comply with applicable legislation.

Personal information is collected and processed only where there is an appropriate lawful basis and is used for legitimate organisational purposes.

The organisation recognises the importance of protecting sensitive information, particularly information relating to children and young people, and is committed to implementing appropriate technical and organisational safeguards.

KEY PRINCIPLES

The GDPR Policy is founded upon the following principles:

- personal information must be processed lawfully, fairly and transparently;
- information should only be collected for specified and legitimate purposes;
- the collection of personal information should be limited to what is necessary;
- personal information should be accurate and kept up to date where appropriate;
- information should not be retained for longer than necessary;
- appropriate security measures must protect personal information against unauthorised access, loss or misuse;
- individuals have rights concerning the use of their personal information;
- information should only be shared where there is an appropriate lawful basis;
- data protection responsibilities must be understood by those handling personal information;
- suspected or confirmed data breaches must be assessed, recorded and managed appropriately.

GOVERNANCE RESPONSIBILITIES

The Principal has overall responsibility for ensuring that appropriate data protection arrangements are implemented and maintained throughout Performers Theatre Company.

As the organisation's designated policy owner, the Principal oversees compliance with data protection requirements and ensures that appropriate procedures are established for managing personal information.

Responsibilities include:

- ensuring that personal information is collected and processed appropriately;
- maintaining secure information storage arrangements;
- overseeing access to confidential records;
- responding to requests concerning personal information;
- managing data protection concerns and suspected breaches;
- ensuring that information shared with third-party providers is handled appropriately;
- reviewing the effectiveness of organisational data protection arrangements.

Staff, volunteers and freelance practitioners who handle personal information are expected to maintain confidentiality, follow organisational procedures and report any suspected loss, misuse or unauthorised disclosure of information promptly.

Access to personal information must be limited to individuals who require it for legitimate organisational purposes. Staff, volunteers and freelance practitioners must use approved systems and communication arrangements, maintain the confidentiality of information relating to students and families, and report any suspected data protection incident promptly to the Principal.

Information concerning children's medical needs, safeguarding matters and other sensitive circumstances must be handled with particular care and shared only where necessary and lawful.

KEY AREAS COVERED

The GDPR Policy provides guidance on the following areas.

Lawful Processing of Personal Information
The policy identifies consent, contractual necessity, legal obligations and legitimate interests as lawful bases used by the organisation when processing personal information.

Individual Data Protection Rights
The policy explains the rights available to individuals, including access to personal information, erasure, restriction of processing, data portability, objection and rights relating to automated decision-making.

Collection and Management of Information
Personal information is collected through registration and administrative processes, including ClassManager, to support enrolment, safeguarding, communication and organisational administration.

Staff and Employment Records
The organisation maintains relevant employment and identification information, including records required for recruitment, Disclosure and Barring Service checks and verification of eligibility to work.

Information Storage and Security
Electronic systems are password protected, and physical records containing confidential information are subject to restricted access.

Photographs, Videos and Recordings
The policy establishes arrangements for managing identifiable photographs, video recordings and audio material, including appropriate permissions and lawful processing.

General photography permissions are recorded through the organisation's registration arrangements, including ClassManager where applicable. Separate consent arrangements may apply to production filming and other specific recording activities, in accordance with the Photographs and Images Policy and relevant production documentation.

Information Sharing
Personal information may be shared with relevant third-party organisations where necessary, including local authorities and providers supporting statutory or administrative processes.

Data Retention and Disposal
The organisation maintains a Data Retention Schedule identifying appropriate retention periods, review arrangements and secure disposal methods for different categories of personal information.

Records are retained only for as long as necessary, taking account of applicable legal, safeguarding, contractual and operational requirements. Information is securely deleted or destroyed when it is no longer required.

Data Breach Management
The policy establishes procedures for identifying, reporting, assessing, containing and recording actual or suspected personal data breaches.

Staff must report suspected breaches to the Principal without undue delay. The organisation will assess whether notification to the Information Commissioner's Office or affected individuals is legally required and take appropriate action within applicable statutory timescales.

Website and External Links
The policy also addresses the organisation's website and the importance of recognising that external websites may operate under their own privacy arrangements.

LEGISLATIVE CONTEXT

The GDPR Policy is informed by relevant UK data protection legislation, including:
- UK General Data Protection Regulation (UK GDPR);
- Data Protection Act 2018.

The organisation also recognises the relevance of the Privacy and Electronic Communications (EC Directive) Regulations 2003 where applicable to electronic communications, direct marketing and website technologies.

RELATED DOCUMENTS

This policy should be read alongside:
- Governance & Compliance Framework
- Safeguarding and Child Protection Policy
- Photographs and Images Policy
- Staff Handbook
- Staff Code of Conduct
- Terms and Conditions
- Child Collection Policy
- Social Media Policy
- Student and Parent/Carer Code of Conduct
- Code of Conduct for Students Aged 18+

REVIEW

The GDPR Policy is reviewed annually, or sooner where required by changes in legislation, regulatory guidance, technology or organisational practice.

The Principal is responsible for ensuring that data protection arrangements remain appropriate, effective and proportionate to the nature and scale of the organisation's activities.

Reviews may consider information security arrangements, data retention, third-party providers, staff awareness and any incidents or concerns identified during the preceding review period.

HEALTH AND SAFETY POLICY

"Creating a safe, supportive and responsible environment where every individual can participate with confidence and Be Their Best."

Policy Owner: Principal & Director
Review Frequency: Annual
Applies To: Students, Staff, Volunteers, Freelance Practitioners, Visiting Professionals, Parents & Carers, Principal & Leadership Team and Visitors and Contractors, where applicable

PURPOSE

The Health and Safety Policy establishes Performers Theatre Company's commitment to providing a safe, healthy and supportive environment for everyone participating in, working for or visiting the organisation.

The policy sets out the principles and responsibilities through which health and safety risks are identified, assessed and managed across the organisation's activities.

Performers Theatre Company recognises that effective health and safety management is closely linked to safeguarding and is essential to protecting the physical and emotional wellbeing of children and young people.

The policy provides a framework for preventing accidents, promoting safe working practices, managing emergencies and ensuring that appropriate arrangements are maintained across classes, rehearsals, productions, workshops and events.

SCOPE

This policy applies to all individuals participating in or supporting activities organised by Performers Theatre Company, including:

- students and young people;
- employees and teaching staff;
- freelance practitioners and volunteers;
- parents and carers;
- visiting professionals and other individuals involved in organisational activities.

It applies across all classes, rehearsals, productions, performances, workshops, trips and events delivered by or on behalf of Performers Theatre Company.

The policy also encompasses activities taking place at external venues, where the organisation works alongside venue providers to maintain appropriate health and safety arrangements.

POLICY STATEMENT

Performers Theatre Company is committed to maintaining high standards of health and safety throughout its activities.

The organisation recognises its responsibility to protect the health, safety and welfare of students, staff, volunteers and others who may be affected by its operations.

Health and safety considerations are incorporated into the planning and delivery of activities, with appropriate risk assessments, supervision, first aid provision and emergency procedures established to reduce foreseeable risks.

The organisation recognises that performing arts activities may involve physical movement, technical equipment, staging and other practical considerations requiring careful planning and professional judgement.

Safeguarding remains central to the organisation's approach, ensuring that the physical and emotional wellbeing of children and young people is considered alongside wider health and safety responsibilities.

KEY PRINCIPLES

The Health and Safety Policy is founded upon the following principles:

- the health, safety and welfare of all individuals must be prioritised;
- safeguarding and health and safety responsibilities are closely connected;
- foreseeable risks should be identified, assessed and appropriately controlled;
- staff and volunteers share responsibility for maintaining safe environments;
- students should be encouraged to behave safely and responsibly;
- appropriate supervision must be maintained during organisational activities;
- A suitably qualified first aider must be available during all classes, rehearsals, productions and other organised activities, supported by appropriate first aid equipment and procedures;
- emergency procedures must be understood and followed;
- accidents, injuries, hazards and near misses must be reported and recorded;
- equipment and facilities must be used safely and appropriately;
- health and safety arrangements should be regularly monitored and reviewed.

GOVERNANCE RESPONSIBILITIES

The Principal has overall responsibility for ensuring that appropriate health and safety arrangements are implemented throughout Performers Theatre Company.

The Principal also fulfils the role of Health and Safety Lead and is responsible for overseeing the implementation and review of the policy.

Management responsibilities include:

- integrating health and safety into organisational planning;
- ensuring that appropriate risk assessments are completed and reviewed;
- maintaining suitable first aid arrangements;
- ensuring staff and volunteers receive relevant health and safety guidance and training;
- overseeing accident, injury and near-miss reporting;
- ensuring that emergency arrangements are communicated and understood;
- reviewing incidents and identifying opportunities for improvement.

Staff, volunteers and freelance practitioners are expected to follow organisational safety procedures, use equipment responsibly, identify and report hazards, and contribute to a safe environment.

Students are expected to follow staff instructions, behave responsibly, wear suitable clothing and footwear, and report injuries or unsafe situations.

Parents and carers are encouraged to provide accurate information concerning medical needs and support the organisation's safety arrangements.

KEY AREAS COVERED

The Health and Safety Policy provides guidance on the following areas.

Risk Assessment and Management

Risk assessments are undertaken for venues and activities, including classes, rehearsals, productions, performances, trips and technical rehearsals.

Assessments consider physical hazards alongside emotional and psychological risks, with dynamic risk assessment used where circumstances change.

The organisation maintains Core Risk Assessments and Event Risk Assessments, supplemented by activity-specific assessments where required. Assessments are reviewed periodically and following significant incidents or material changes to activities, venues or operating arrangements.

First Aid and Medical Needs
The organisation ensures that a suitably qualified first aider is available during all organised activities, supported by appropriate first aid equipment and emergency procedures.

Relevant medical information is collected and maintained securely, with access provided to authorised personnel where necessary for student safety.

Accidents, injuries and medical incidents are recorded appropriately, with parents/carers and emergency services contacted where circumstances require.

Fire Safety and Emergency Procedures
The policy outlines arrangements for fire evacuation, emergency exits, evacuation responsibilities, fire drills and the accounting of students during emergencies.

Safeguarding and Child Protection
Health and safety arrangements operate alongside the organisation's Safeguarding and Child Protection Policy.

Concerns regarding the welfare or safety of a child must be reported promptly to the Designated Safeguarding Lead (DSL) or Deputy Designated Safeguarding Lead (DDSL), with appropriate action taken in accordance with safeguarding procedures.

Student Supervision and Collection
The policy establishes expectations regarding appropriate student supervision, attendance registration through ClassManager and safe collection arrangements.

It also references the separate Child Collection Policy and procedures for performances involving chaperones.

Equipment and Facilities
The policy establishes expectations for the safe use, inspection and storage of equipment, including props, costumes, set pieces, lighting and sound equipment.

Technical equipment must be operated by appropriately trained personnel.

Accident and Incident Reporting
Accidents, injuries and near misses must be reported to the Health and Safety Lead and recorded appropriately.

Significant incidents are escalated in accordance with relevant organisational procedures.

External Venues
Where activities take place at external venues, Performers Theatre Company works with venue providers to ensure appropriate safety arrangements are established and maintained.

LEGISLATIVE CONTEXT

The Health and Safety Policy supports the organisation's responsibilities under relevant health and safety legislation, including:

- Health and Safety at Work etc. Act 1974;
- Management of Health and Safety at Work Regulations 1999;
- Health and Safety (First-Aid) Regulations 1981;
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), where applicable;
- Regulatory Reform (Fire Safety) Order 2005, where applicable;
- Children Act 1989;
- Children Act 2004.

The policy is also informed by relevant guidance issued by the Health and Safety Executive and other appropriate regulatory bodies.

RELATED DOCUMENTS

This policy should be read alongside:

- Governance & Compliance Framework
- Safeguarding Policy
- Risk Assessments
- Child Collection Policy
- Missing Child Procedure
- Staff Handbook
- Staff Code of Conduct
- Anti-Bullying Policy
- Production & Rehearsal Policy

REVIEW

The Health and Safety Policy is reviewed annually by the Principal, or sooner where required by changes in legislation, organisational activities, venues or identified risks.

The effectiveness of health and safety arrangements is monitored through risk assessments, accident and incident records, staff feedback and the review of operational procedures.

Lessons identified through incidents, near misses and organisational monitoring are used to strengthen existing arrangements and promote continuous improvement.

PARENT/CARER HANDY GUIDE

"Building strong partnerships with families through clear communication, shared expectations and a commitment to helping every child Be Their Best."

Policy Owner: Principal & Director
Review Frequency: Annual
Applies To: Parents & Carers, Students, Principal & Leadership Team, Teaching Staff and Administrative Staff

PURPOSE

The Parent/Carer Handy Guide provides families with an accessible overview of the essential information, expectations and arrangements associated with attending Performers Theatre Company.

The guide is designed to support a positive relationship between the organisation and its families by ensuring that parents and carers understand how Performers operates, what opportunities are available and what responsibilities accompany enrolment.

It brings together key information relating to classes, fees, attendance, safeguarding, behaviour, uniform, productions and communication.

The guide also signposts families to the organisation's full policies and Terms & Conditions, which take precedence where more detailed guidance is required.

SCOPE

The guide is intended for all parents and carers whose children participate in activities delivered by Performers Theatre Company.

It provides information relevant to:

- students attending regular weekly classes;
- families participating in productions;
- students attending workshops and masterclasses;
- participants in holiday programmes and summer schools;
- parents and carers considering enrolment.

The guide also serves as a useful reference for staff and administrators when communicating organisational expectations and procedures to families.

DOCUMENT STATEMENT

Performers Theatre Company is committed to providing a welcoming, family-orientated and positive environment in which children and young people can develop confidence, creativity and performance skills.

The organisation recognises that effective communication and strong relationships with parents and carers are essential to supporting student wellbeing, safeguarding and participation.

The Parent/Carer Handy Guide reflects this commitment by providing families with clear and accessible information about the organisation, its opportunities and its expectations.

It is intended to encourage a shared understanding of responsibilities and promote consistency across the Performers community.

KEY PRINCIPLES

The Parent/Carer Handy Guide is founded upon the following principles:

- families should receive clear and accessible information about the organisation;
- expectations should be communicated consistently and transparently;
- parents and carers are important partners in supporting student development;
- safeguarding and student wellbeing remain central to organisational practice;
- financial arrangements should be explained clearly;
- students should be encouraged to demonstrate respect, responsibility and positive behaviour;
- attendance and collection arrangements should support student safety;
- communication between families and the organisation should be open and constructive;
- all members of the Performers community should contribute to a positive and supportive environment.

GOVERNANCE RESPONSIBILITIES

The Principal has overall responsibility for ensuring that the Parent/Carer Handy Guide remains accurate, accessible and reflective of current organisational arrangements.

The Principal, supported by the leadership and administrative team, is responsible for communicating relevant information to families and ensuring that the guide is reviewed when organisational procedures change.

Staff are expected to reinforce the expectations outlined within the guide and direct parents and carers to the appropriate standalone policy where detailed clarification is required.

Parents and carers are responsible for familiarising themselves with the information contained within the guide, maintaining accurate and up-to-date information within ClassManager, and communicating promptly with the organisation regarding matters affecting their child's participation.

This includes ensuring that emergency contact details, relevant medical information, additional support requirements and photograph or video permissions remain accurate.

KEY AREAS COVERED

The Parent/Carer Handy Guide provides an accessible overview of:

- the organisation's ethos, values and performing arts opportunities;
- class locations, enrolment and trial sessions;
- monthly fees, payment arrangements, discounts and additional costs;
- refunds, credits and withdrawal procedures;
- participation in productions, workshops and other activities;
- uniform, presentation and mobile phone expectations;
- health, safety, medical information and emergency contacts;
- student behaviour and expectations;
- attendance, absence reporting and collection arrangements;
- communication between Performers Theatre Company and families;
- access to organisational policies and Terms and Conditions.

The guide reinforces the importance of shared responsibilities and directs families to the relevant standalone policies and Terms and Conditions for further information.

LEGISLATIVE CONTEXT

As an information document, the Parent/Carer Handy Guide does not establish separate statutory duties. However, the arrangements it summarises operate within the organisation's wider legal and regulatory framework, including:

- Children Act 1989;
- Children Act 2004;
- Equality Act 2010;
- Consumer Rights Act 2015;
- UK General Data Protection Regulation (UK GDPR);
- Data Protection Act 2018.

The guide should be interpreted alongside the relevant standalone policies and applicable consumer protection requirements.

RELATED DOCUMENTS

This guide should be read alongside:

- Governance & Compliance Framework
- Terms and Conditions
- Fees and Payments Policy
- Safeguarding and Child Protection Policy
- Health and Safety Policy
- Child Collection Policy
- Anti-Bullying Policy
- Student and Parent/Carer Code of Conduct
- Equal Opportunities Policy
- GDPR and Data Protection Policy
- Photographs and Images Policy
- Production and Rehearsal Policy

REVIEW

The Parent/Carer Handy Guide is reviewed annually by the Principal, or sooner where changes to organisational arrangements, fees, policies or procedures require updates.

The review ensures that the information provided to families remains accurate, accessible and consistent with the organisation's current policies and Terms & Conditions.

Feedback from parents, carers and staff may inform future revisions.

MISSING CHILD PROCEDURE

“Every child's safety is our priority. Acting promptly, responsibly and consistently when a child cannot be located.”

Policy Owner: Principal & Director
Review Frequency: Annual
Applies To: Students, Staff, Volunteers, Freelance Practitioners, Chaperones, Visiting Professionals and Principal & Leadership Team

PURPOSE

The Missing Child Procedure establishes the arrangements through which Performers Theatre Company responds when a child or young person cannot be located during an organisational activity.

The procedure is designed to ensure that staff respond promptly, calmly and consistently, with the safety and welfare of the missing child remaining the overriding priority.

It provides a clear framework for identifying concerns, coordinating searches, escalating incidents, communicating with parents and carers, and ensuring that appropriate safeguarding and reporting procedures are followed.

SCOPE

This procedure applies to all individuals responsible for the supervision, safety and welfare of children and young people participating in Performers Theatre Company activities.

This includes:

- employees and teaching staff;
- freelance practitioners;
- volunteers and chaperones;
- visiting professionals and event personnel;
- the Principal and safeguarding leadership team.

It applies across all activities organised, delivered or supervised by Performers Theatre Company, including weekly classes, rehearsals, productions, performances, examinations, workshops, festivals, trips and other organised events.

POLICY STATEMENT

Performers Theatre Company is committed to ensuring that every child and young person participating in its activities is appropriately supervised and protected.

The organisation recognises that, despite preventative measures, circumstances may arise in which a child cannot be located or their whereabouts become uncertain.

Every missing child incident is treated seriously and requires an immediate, coordinated and proportionate response.

Staff are expected to remain calm, act without delay and follow established safeguarding procedures. The welfare of the child must always take precedence over operational convenience or concerns about disruption.

KEY PRINCIPLES

The Missing Child Procedure is founded upon the following principles:

- the safety and welfare of every child is paramount;
- missing child concerns must always be taken seriously;
- staff must respond promptly and remain calm;
- concerns must be reported immediately to the Designated Safeguarding Lead or Deputy DSL;
- searches must be coordinated and conducted systematically;
- other children must continue to be supervised appropriately;
- parents, carers and emergency services must be contacted when required;
- safeguarding information must be handled sensitively and confidentially;
- every incident must be recorded and reviewed;
- lessons learned must inform improvements to organisational practice.

GOVERNANCE RESPONSIBILITIES

The Principal, Sam Gibbs, acting as Designated Safeguarding Lead (DSL), has overall responsibility for ensuring that the Missing Child Procedure is implemented effectively.

The DSL is responsible for overseeing the organisational response, assessing safeguarding risks, coordinating communication with parents/carers and external agencies where appropriate, and ensuring that incidents are appropriately recorded and reviewed.

Jess Eaton, Deputy Designated Safeguarding Lead (DDSL), provides an alternative safeguarding contact and may coordinate the immediate response where the DSL is unavailable.

Where neither safeguarding lead is immediately available, an appropriate senior member of staff must initiate and coordinate the response without delay, following the approved Missing Child Procedure.

The absence of the DSL or DDSL must never delay necessary safeguarding action or contact with emergency services.

All staff, volunteers and relevant practitioners are responsible for remaining vigilant, reporting concerns immediately, following instructions during searches and ensuring that other children remain appropriately supervised.

During off-site activities, the Event Director and relevant venue personnel may support the coordinated response in accordance with the procedure.

KEY AREAS COVERED

The Missing Child Procedure provides detailed guidance on:

- identifying when a child or young person should be considered missing;
- immediate reporting and initial checks;
- coordinating structured searches of venues and surrounding areas;
- maintaining appropriate supervision of other students;
- escalation procedures and communication with parents and carers;
- prompt police notification where a child remains unaccounted for following immediate checks or where there are concerns for their safety or welfare, without waiting for a fixed period;
- immediate contact with emergency services on 999 where there is an immediate risk of harm or other emergency;
- checking attendance records, authorised collection arrangements and any permission for independent travel;
- managing missing child incidents during performances, trips and off-site activities;
- assessing the child's welfare once located;
- recording and reporting incidents;
- reviewing incidents and implementing improvements.

The full procedure establishes the operational actions to be followed when a child cannot be located and must be consulted whenever a missing child incident occurs.

LEGISLATIVE CONTEXT

The Missing Child Procedure supports the organisation's wider safeguarding responsibilities and is informed by relevant legislation and statutory guidance, including:

- Children Act 1989;
- Children Act 2004;
- Working Together to Safeguard Children (current edition);
- Children and Young Persons Act 1963, where relevant to child performances;
- Children (Performances and Activities) (England) Regulations 2014, where applicable.

These references provide wider safeguarding context; the standalone procedure does not itself contain a legislative reference section.

RELATED DOCUMENTS

This procedure should be read alongside:

- Governance & Compliance Framework
- Safeguarding and Child Protection Policy
- Child Collection Policy
- Health and Safety Policy
- Staff Handbook
- Staff Code of Conduct
- GDPR and Data Protection Policy
- Production and Rehearsal Policy
- Relevant Core and Event Risk Assessments

REVIEW

The Missing Child Procedure is reviewed annually by the Principal, or sooner where required by changes in safeguarding guidance, organisational arrangements or lessons identified through incidents.

Following any missing child incident, the Principal will review the circumstances, effectiveness of the response, safeguarding considerations and whether amendments to existing procedures are required.

The organisation is committed to using incident reviews to strengthen safeguarding arrangements and reduce the likelihood of similar incidents occurring in the future.

PHOTOGRAPHS AND IMAGES POLICY

"Capturing and celebrating achievement whilst protecting the safety, dignity and privacy of every child and young person."

Policy Owner: Principal & Director
Review Frequency: Annual
Applies To: Students, Parents & Carers, Staff, Volunteers, Freelance Practitioners, Visiting Professionals, External Photographers & Videographers and Visitors & Audience Members

PURPOSE

The Photographs and Images Policy establishes Performers Theatre Company's commitment to ensuring that photographs, videos and other identifiable images are captured, used, stored and shared safely and responsibly.

The organisation recognises that photography and filming play an important role in celebrating student achievement, promoting performing arts opportunities and documenting organisational activities.

However, the use of images, particularly those involving children and young people, must always be balanced with safeguarding responsibilities, individual privacy and appropriate consent arrangements.

The policy provides a framework for managing photography and filming in a manner that protects children and young people whilst enabling the organisation to celebrate and promote its work.

SCOPE

This policy applies to all individuals involved in photography, filming or the use of images associated with Performers Theatre Company, including:

- students and young people;
- parents and carers;
- employees, volunteers and freelance practitioners;
- external photographers and videographers;
- visiting professionals;
- visitors and audience members.

It applies to photography and filming undertaken during classes, rehearsals, productions, performances, workshops, events and other organisational activities.

The policy also governs the use of images for promotional, educational, archival and publicity purposes.

POLICY STATEMENT

Performers Theatre Company is committed to ensuring that all photography and filming associated with its activities is undertaken safely, appropriately and in accordance with safeguarding and data protection requirements.

The organisation recognises the importance of obtaining appropriate consent, respecting individual privacy and preventing the unauthorised use or sharing of identifiable images.

Parents and carers provide general photography and video permissions through ClassManager when registering their child for regular classes.

Separate production filming permission is obtained through the relevant audition registration process and relates specifically to the filming and intended use of that production.

General photography permissions must not automatically be treated as consent for production filming, or vice versa.

Permissions must be specific and informed, with requests to amend or withdraw them managed in accordance with applicable data protection law and relevant production arrangements.

The organisation is committed to ensuring that images are used only for authorised purposes and that appropriate safeguards are maintained when photographs or recordings are shared publicly.

The safety, dignity and privacy of children and young people must always take precedence over promotional or publicity considerations.

KEY PRINCIPLES

The Photographs and Images Policy is founded upon the following principles:

- safeguarding and student welfare must remain central to all photography and filming activities;
- appropriate consent must be obtained before images are used;
- photographic consent must be respected and may be withdrawn;
- images must only be used for legitimate and authorised purposes;
- external photographers and videographers must follow organisational safeguarding and data protection requirements;
- unauthorised photography and filming during performances are not permitted;
- the privacy of children and young people must be protected when images are shared;
- children's full names must not be published alongside their images;
- photographs and recordings must be stored securely and accessed only by authorised individuals;
- images must not be retained for longer than necessary.

GOVERNANCE RESPONSIBILITIES

The Principal has overall responsibility for ensuring that the Photographs and Images Policy is implemented effectively and reviewed regularly.

The Principal is responsible for overseeing photographic consent arrangements, authorising the use of images and ensuring that appropriate safeguarding and data protection measures are maintained.

Staff, volunteers and freelance practitioners are expected to follow organisational procedures when capturing, using or sharing images and to respect the consent preferences recorded for individual students.

External photographers and videographers must be approved by Performers Theatre Company, made aware of the policy and comply with agreed restrictions concerning image use, retention and sharing.

Parents, carers and audience members are responsible for following the organisation's photography and filming arrangements, including restrictions on recording performances and publicly sharing images of other children.

KEY AREAS COVERED

The Photographs and Images Policy provides guidance on:

- obtaining and managing photographic consent through ClassManager;
- obtaining and managing separate production filming permissions through audition registration arrangements;
- managing requests to amend or withdraw permissions, including circumstances where filming arrangements or existing recordings require individual consideration;
- authorised uses of photographs, videos and recordings;
- safeguarding considerations relating to identifiable images;
- responsibilities of external photographers and videographers;
- restrictions on audience photography and filming;
- appropriate sharing of images on social media;
- protecting children's identities and personal information;
- secure storage, access and retention of images;
- copyright and ownership arrangements.

The policy reinforces the importance of balancing the celebration of student achievement with the safeguarding, privacy and dignity of children and young people.

LEGISLATIVE CONTEXT

The Photographs and Images Policy supports the organisation's responsibilities under relevant safeguarding, data protection and intellectual property legislation, including:

- UK General Data Protection Regulation (UK GDPR);
- Data Protection Act 2018;
- Children Act 1989;
- Children Act 2004;
- Copyright, Designs and Patents Act 1988.

These references provide the wider legislative context for the policy. The standalone document does not currently contain a separate legislative reference section.

RELATED DOCUMENTS

This policy should be read alongside:

- Governance & Compliance Framework
- Safeguarding and Child Protection Policy
- GDPR and Data Protection Policy
- Staff Handbook
- Staff Code of Conduct
- Social Media Policy
- Production and Rehearsal Policy
- Terms and Conditions

REVIEW

The Photographs and Images Policy is reviewed annually by the Principal, or sooner where required by changes in legislation, safeguarding guidance, technology or organisational practice.

The review will consider the effectiveness of consent arrangements, the use and sharing of images, information security and any safeguarding or data protection concerns identified.

The Principal is responsible for ensuring that the policy remains appropriate, effective and reflective of the organisation's commitment to protecting children and young people.

PRODUCTION AND REHEARSAL POLICY

"Inspiring excellence through commitment, collaboration and professionalism, whilst ensuring every performer feels safe, supported and empowered to Be Their Best."

Policy Owner: Principal & Director
Review Frequency: Annual
Applies To: Students & Cast Members, Parents & Carers, Adult Performers, Staff & Creative Teams, Volunteers, Freelance Practitioners, Chaperones and Visiting Professionals

PURPOSE

The Production and Rehearsal Policy establishes the arrangements and expectations governing participation in productions and associated rehearsal activities delivered by Performers Theatre Company.

The organisation recognises that theatrical productions provide valuable opportunities for students and adult performers to develop their skills, confidence, creativity, discipline and teamwork.

The policy provides a framework for maintaining high standards of commitment, professionalism and conduct throughout the production process, whilst ensuring that rehearsals and performances take place within a safe, inclusive and supportive environment.

It also establishes clear expectations for cast members and their families regarding attendance, financial commitments and participation.

SCOPE

This policy applies to all individuals participating in or supporting productions organised by Performers Theatre Company, including:

- children and young people participating as cast members;
- adult performers;
- parents and carers;
- production and creative team members;
- staff, volunteers and freelance practitioners;
- chaperones and visiting professionals.

It applies to auditions, rehearsals, technical rehearsals, dress rehearsals, performances and other activities directly associated with productions delivered by the organisation.

The policy operates alongside the individual Code of Conduct and Terms and Conditions issued for each production, which establish the specific rehearsal commitments, financial arrangements, participation requirements and behavioural expectations applicable to that production.

POLICY STATEMENT

Performers Theatre Company is committed to delivering high-quality theatrical productions within an environment that promotes safeguarding, inclusion, respect and artistic development.

The organisation recognises that successful productions require commitment, collaboration and shared responsibility from cast members, families and creative teams.

Clear expectations are established before auditions to ensure that participants understand the rehearsal process, attendance requirements, financial arrangements and standards of behaviour expected throughout the production.

The organisation seeks to balance rigorous and ambitious rehearsal processes with the wellbeing, enjoyment and personal development of everyone involved.

All production activities are underpinned by the organisation's Safeguarding and Child Protection Policy, Health and Safety Policy and wider governance arrangements.

KEY PRINCIPLES

The Production and Rehearsal Policy is founded upon the following principles:

- safeguarding and participant wellbeing remain central to all production activities;
- every performer should feel safe, respected and supported;
- productions should provide high-quality artistic and educational opportunities;
- commitment and consistent attendance are essential to successful productions;

- expectations should be communicated clearly before auditions;
- cast members and families share responsibility for meeting agreed commitments;
- rehearsal environments should encourage creativity, collaboration and positive risk-taking;
- professional behaviour and mutual respect are expected from all participants;
- financial arrangements should be transparent and communicated in advance;
- decisions relating to attendance, participation and withdrawal should be considered fairly and consistently.

GOVERNANCE RESPONSIBILITIES

The Principal has overall responsibility for ensuring that the Production and Rehearsal Policy is implemented effectively and reviewed regularly.

The Principal oversees the organisation's production arrangements, ensuring that safeguarding, financial administration and operational expectations are appropriately maintained.

The Principal ensures that appropriate safeguarding, supervision, risk assessment and child performance arrangements are established for each production, including performance licensing, Body of Persons Approval (BOPA) arrangements and licensed chaperones where applicable.

Production and creative teams must understand their responsibilities, follow the relevant safeguarding and health and safety procedures, and escalate concerns promptly to the Designated Safeguarding Lead or Deputy Designated Safeguarding Lead.

Production and creative teams are responsible for:
- communicating rehearsal expectations and schedules;
- maintaining a safe, respectful and productive rehearsal environment;
- monitoring attendance and addressing concerns;
- supporting the wellbeing and development of cast members;
- ensuring that behavioural expectations are upheld;
- reviewing rehearsal conflicts and making appropriate casting decisions.

Cast members are responsible for attending rehearsals, preparing appropriately, following instructions and demonstrating respect towards fellow performers and creative teams.

Parents and carers are expected to support attendance commitments, communicate relevant concerns and ensure that children arrive and are collected punctually.

KEY AREAS COVERED

The Production and Rehearsal Policy provides guidance on:
- production opportunities and audition arrangements;
- individual Production Codes of Conduct, Terms and Conditions and participation agreements;
- rehearsal schedules, expectations and preparation;
- rehearsal fees and monthly payment arrangements;
- attendance requirements and acceptable reasons for absence;
- declaration and management of rehearsal conflicts;
- withdrawal arrangements, applicable charges, refunds and exceptional circumstances, with decisions made fairly and proportionately in accordance with the relevant production agreement and applicable consumer rights;
- cast member behaviour, uniform and mobile phone expectations;
- communication and access to rehearsal materials;
- photography, filming and safeguarding considerations.
- child performance licensing, chaperone arrangements and appropriate supervision during rehearsals and performances;

The policy reinforces the importance of commitment, professionalism and shared responsibility in delivering successful productions.

LEGISLATIVE CONTEXT

The Production and Rehearsal Policy operates within the organisation's wider safeguarding, consumer protection and child performance regulatory framework.

Relevant legislation includes:

- Children and Young Persons Act 1963;
- Children (Performances and Activities) (England) Regulations 2014;
- Children Act 1989;
- Children Act 2004;
- Equality Act 2010;
- Consumer Rights Act 2015.

The policy is also informed by Working Together to Safeguard Children and relevant guidance concerning child performance licensing and licensed chaperones.

These references provide wider legislative context rather than legislation expressly listed within the standalone policy.

RELATED DOCUMENTS

This policy should be read alongside:

- Governance & Compliance Framework
- Safeguarding and Child Protection Policy
- Individual Production Codes of Conduct and Terms and Conditions
- Fees and Payments Policy
- Terms and Conditions
- Health and Safety Policy
- Anti-Bullying Policy
- Child Collection Policy
- Missing Child Procedure
- Photographs and Images Policy
- Student and Parent/Carer Code of Conduct
- Code of Conduct for Students Aged 18+
- Relevant Production and Event Risk Assessments

REVIEW

The Production and Rehearsal Policy is reviewed annually by the Principal, or sooner where required by changes in legislation, safeguarding guidance, production arrangements or organisational practice.

The review considers the effectiveness of rehearsal procedures, attendance expectations, financial arrangements, safeguarding measures and feedback received from cast members, families and production teams.

The Principal is responsible for ensuring that the policy remains appropriate, transparent and reflective of the organisation's commitment to high-quality theatrical experiences.

RISK ASSESSMENT

"Identifying risks, promoting safe practice and protecting the wellbeing of everyone within the Performers community."

Policy Owner: Principal & Director
Review Frequency: Annual
Applies To: Students & Adult Participants, Staff, Volunteers, Freelance Practitioners, Work Experience Students, Visiting Professionals, Parents & Carers and Visitors

PURPOSE

The Risk Assessment arrangements establish how Performers Theatre Company identifies, evaluates and manages foreseeable hazards associated with its performing arts activities.

The assessment is designed to minimise foreseeable risks to students, staff, volunteers, work experience students and visitors, whilst maintaining a safe, positive and inclusive environment.

It provides a structured approach to identifying hazards, establishing appropriate control measures and reviewing their effectiveness across the organisation's activities.

The document supports the implementation of the Health and Safety Policy and reinforces the organisation's commitment to safeguarding, accident prevention and responsible operational management.

SCOPE

The Risk Assessment applies to the activities delivered by Performers Theatre Company, including:

- musical theatre, acting and dance classes;
- rehearsals and productions;
- performances and showcases;
- workshops and holiday programmes;
- activities taking place in hired venues, schools, theatres and community spaces.

It considers risks affecting children, young people, adult participants, staff, volunteers, work experience students and visitors.

The organisation maintains Core Risk Assessments and Event Risk Assessments, supported by venue-specific or activity-specific assessments where additional hazards or control measures require consideration.

These assessments operate together to ensure that risks are identified and managed appropriately across regular classes, productions, performances and other organised activities.

DOCUMENT STATEMENT

Performers Theatre Company is committed to providing safe and healthy environments in which individuals can participate in performing arts activities with confidence.

The organisation recognises its responsibility to identify foreseeable hazards, implement appropriate control measures and maintain effective arrangements for monitoring and reviewing risks.

The Risk Assessment establishes practical safeguards addressing physical safety, safeguarding, medical emergencies, behaviour, equipment, venue arrangements and supervision.

The organisation recognises that risk management is an ongoing process requiring professional judgement, staff vigilance and appropriate responses to changing circumstances.

KEY PRINCIPLES

The organisation's Risk Assessment arrangements are founded upon the following principles:

- the health, safety and welfare of all participants must remain a priority;
- foreseeable hazards should be identified and assessed;
- appropriate control measures should be implemented to minimise risks;
- safeguarding responsibilities form an integral part of risk management;
- activities should be adapted to reflect individual needs, age and ability;
- staff and volunteers should receive appropriate information, instruction and supervision;
- accidents, incidents and near misses should be recorded and reviewed;

- equipment, facilities and activity spaces should be checked regularly;
- emergency procedures should be understood and followed;
- risk assessments should be reviewed when circumstances change.

GOVERNANCE RESPONSIBILITIES

The Principal, acting as Health and Safety Lead, has overall responsibility for ensuring that the Risk Assessment is implemented, monitored and reviewed appropriately.

The Principal is responsible for overseeing the identification of hazards, the implementation of control measures and the review of risk management arrangements.

Staff, volunteers and freelance practitioners are expected to:
- follow established health and safety procedures;
- undertake appropriate checks of activity spaces and equipment;
- maintain suitable supervision of students;
- identify and report hazards or concerns;
- respond appropriately to accidents and emergencies;
- implement control measures identified within relevant risk assessments.

Where a new hazard is identified or circumstances change during an activity, staff must take appropriate immediate precautions, report the concern and support a dynamic reassessment of the risks before the activity continues where necessary.

Where activities take place at external venues, Performers Theatre Company works collaboratively with venue providers to establish appropriate safety arrangements.

Work experience students and volunteers receive appropriate induction, supervision and guidance relevant to their responsibilities.

KEY AREAS COVERED

The organisation's Risk Assessments identify hazards and control measures relating to:
- slips, trips, falls and physical injuries;
- suitability of activity spaces and safe movement;
- dehydration, fatigue and exhaustion;
- student supervision and unauthorised departure from designated areas;
- medical conditions and emergency arrangements;
- safeguarding, bullying and behavioural concerns;
- props, costumes, manual handling and technical equipment;
- electrical safety and fire evacuation;
- external performance venues and backstage supervision;
- work experience, volunteering and accident reporting.

The assessment identifies existing control measures, further actions and risk levels to support safe organisational practice.

LEGISLATIVE CONTEXT

The Risk Assessment supports the organisation's responsibilities under relevant health and safety legislation, including:
- Health and Safety at Work etc. Act 1974;
- Management of Health and Safety at Work Regulations 1999;
- Health and Safety (First-Aid) Regulations 1981;
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), where applicable;
- Regulatory Reform (Fire Safety) Order 2005, where applicable.

The assessment also supports the organisation's wider safeguarding responsibilities under relevant children's legislation and guidance.

These legislative references provide contextual information for the Framework and are not expressly listed in the original Risk Assessment.

RELATED DOCUMENTS

This assessment should be read alongside:

- Governance & Compliance Framework
- Health and Safety Policy
- Safeguarding and Child Protection Policy
- Anti-Bullying Policy
- Child Collection Policy
- Missing Child Procedure
- Production and Rehearsal Policy
- Staff Handbook
- Staff Code of Conduct
- Student Work Experience Placement Policy
- Terms and Conditions
- Core Risk Assessments, Event Risk Assessments and relevant venue-specific assessments

REVIEW

The organisation's Risk Assessment arrangements are reviewed at least annually by the Principal, or sooner where required by changes in activities, venues, legislation or identified risks.

The Core Risk Assessment was last reviewed in May 2026, with its next scheduled review in May 2027.

Event, production and venue-specific risk assessments are reviewed in accordance with their individual requirements and before relevant activities where necessary.

Additional reviews may be initiated following accidents, significant incidents, material organisational changes or the introduction of new activities.

The Principal is responsible for ensuring that identified control measures remain appropriate and that any necessary improvements are implemented.

SOCIAL MEDIA POLICY

"Promoting responsible digital communication, protecting our community and ensuring that our values of respect, professionalism and safeguarding extend beyond the rehearsal room."

Policy Owner: Principal & Director
Review Frequency: Annual
Applies To: Students, Parents & Carers, Staff, Volunteers, Freelance Practitioners, Visiting Professionals, Principal & Leadership Team and Individuals representing Performers Theatre Company online

PURPOSE

The Social Media Policy establishes Performers Theatre Company's expectations regarding the responsible, respectful and appropriate use of social media by individuals associated with the organisation.

The policy recognises that social media provides valuable opportunities to celebrate achievements, promote performing arts activities and strengthen communication within the Performers community.

However, the organisation also recognises the safeguarding, privacy, reputational and professional risks associated with online communication.

The policy provides a framework for maintaining appropriate online conduct, protecting confidential information, safeguarding children and young people, and ensuring that digital interactions reflect the organisation's values and professional standards.

SCOPE

This policy applies to all individuals associated with Performers Theatre Company, including:

- students and young people;
- parents and carers;
- employees and teaching staff;
- freelance practitioners and volunteers;
- visiting professionals and other organisational representatives.

It encompasses the use of social networking platforms, messaging services, blogs, forums and other forms of online communication.

The policy applies to online conduct connected with Performers Theatre Company, including activity undertaken through personal accounts where that activity affects safeguarding, professional relationships or the organisation's members.

POLICY STATEMENT

Performers Theatre Company is committed to promoting a safe, respectful and responsible approach to social media and online communication.

The organisation recognises that the same standards of professionalism, respect and appropriate behaviour expected during classes, rehearsals and productions must also apply within digital environments.

Safeguarding remains central to the organisation's approach. Staff and representatives must maintain appropriate professional boundaries and must not communicate directly with children or young people through personal social media accounts.

The organisation expects all individuals to demonstrate honesty, accuracy, confidentiality and respect when publishing or sharing content associated with Performers Theatre Company.

Inappropriate online conduct, including harassment, bullying, unauthorised disclosure of information or behaviour that places children at risk, will be addressed in accordance with relevant organisational policies and procedures.

KEY PRINCIPLES

The Social Media Policy is founded upon the following principles:

- safeguarding and child protection responsibilities extend to online environments;
- all online communication should reflect the organisation's values;
- staff and freelancers must maintain appropriate professional boundaries;

- personal social media accounts must not be used to communicate privately with students;
- confidential information must be protected;
- photographs and personal information must only be shared appropriately;
- online communication should be respectful, accurate and professional;
- bullying, harassment, intimidation and discriminatory behaviour are unacceptable;
- individuals must not represent themselves as official spokespersons without authorisation;
- concerns regarding inappropriate online conduct must be reported appropriately;
- individuals raising concerns in good faith must not be subjected to retaliation;
- official organisational social media accounts must be managed securely and accessed only by authorised individuals;
- content must not be published on behalf of Performers Theatre Company without the Principal's prior authorisation.

GOVERNANCE RESPONSIBILITIES

The Principal has overall responsibility for ensuring that the Social Media Policy is implemented effectively and reviewed regularly.

The Principal has sole responsibility for the management, administration and publication of content on Performers Theatre Company's official social media accounts.

Staff, volunteers, freelance practitioners and other representatives must not independently publish content on behalf of the organisation without the Principal's prior authorisation.

The Principal is responsible for overseeing online conduct, authorising official communications, checking relevant photography and filming permissions before publication, and responding appropriately to concerns arising through organisational social media accounts.

Staff, volunteers and freelance practitioners are expected to:

- maintain appropriate professional boundaries online;
- use official communication channels when contacting students and families;
- protect confidential and personal information;
- avoid inappropriate or unauthorised communication with children;
- report safeguarding concerns arising from online behaviour;
- ensure that personal online activity does not compromise their professional responsibilities.

Students, parents and carers are expected to demonstrate respectful online behaviour and refrain from sharing content that could compromise the safety, privacy or wellbeing of others.

Any individual communicating with the media on behalf of Performers Theatre Company must obtain prior approval from the Principal.

KEY AREAS COVERED

The Social Media Policy provides guidance on:

- responsible and professional use of social media;
- safeguarding children and young people in online environments;
- maintaining appropriate staff–student professional boundaries;
- respectful communication and prevention of online bullying or harassment;
- honesty, accuracy and accountability when publishing content;
- confidentiality and protection of organisational information;
- appropriate sharing of personal data, photographs and recordings;
- distinguishing personal opinions from official organisational statements;
- reporting concerns and protecting individuals from retaliation;
- authorisation of media communications and responses to policy breaches;
- management and security of official social media accounts, including restricted access, strong passwords, multi-factor authentication and responses to suspected account compromise;
- verification of relevant ClassManager photography permissions and separate production filming permissions before identifiable images or recordings are published.

The policy reinforces the expectation that online behaviour should reflect the same standards of respect, professionalism and safeguarding maintained throughout Performers Theatre Company's activities.

LEGISLATIVE CONTEXT

The Social Media Policy supports the organisation's responsibilities under relevant safeguarding, equality, data protection and communications legislation, including:

- Children Act 1989;
- Children Act 2004;
- Equality Act 2010;
- UK General Data Protection Regulation (UK GDPR);
- Data Protection Act 2018;
- Protection from Harassment Act 1997;
- Malicious Communications Act 1988, where applicable;
- Online Safety Act 2023, where relevant.

These references provide wider legislative context for the Framework rather than legislation expressly identified within the standalone policy. The Online Safety Act does not automatically impose online-platform duties on Performers merely because it uses social media.

RELATED DOCUMENTS

This policy should be read alongside:

- Governance & Compliance Framework
- Safeguarding and Child Protection Policy
- GDPR and Data Protection Policy
- Photographs and Images Policy
- Anti-Bullying Policy
- Equal Opportunities Policy
- Staff Handbook
- Staff Code of Conduct
- Student and Parent/Carer Code of Conduct
- Code of Conduct for Students Aged 18+
- Terms and Conditions

REVIEW

The Social Media Policy is reviewed annually by the Principal, or sooner where required by changes in legislation, safeguarding guidance, technology or organisational practice.

The review considers the effectiveness of online safeguarding arrangements, professional boundaries, confidentiality procedures and responses to inappropriate online conduct.

The Principal is responsible for ensuring that the policy remains proportionate, effective and reflective of the organisation's commitment to responsible digital communication.

STAFF CODE OF CONDUCT

“Leading by example through professionalism, integrity and consistency, creating a safe and inspiring environment where every student can Be Their Best.”

Policy Owner: Principal & Director
Review Frequency: Annual
Applies To: Teaching Staff, Principal & Leadership Team, Relevant Freelance Teaching Practitioners

PURPOSE

The Staff Code of Conduct establishes the professional standards, behaviours and responsibilities expected of teaching staff at Performers Theatre Company.

The organisation recognises that staff play a fundamental role in creating a safe, supportive and enriching environment in which children and young people can develop their confidence, creativity and performing arts skills.

The Code provides a framework for maintaining professionalism, integrity, consistency and appropriate relationships throughout the organisation.

It reinforces the importance of safeguarding, positive role modelling and respectful communication whilst ensuring that staff understand their responsibilities towards students, colleagues, parents and carers.

SCOPE

This Code applies to all teaching staff working within Performers Theatre Company, including employed teachers and relevant freelance teaching practitioners.

It establishes expectations relating to:

- professional behaviour and personal conduct;
- interactions with students, colleagues, parents and carers;
- safeguarding and child protection;
- teaching practice and classroom management;
- attendance, punctuality and preparation;
- use of organisational facilities and resources.

The Code applies across classes, rehearsals, productions, performances, workshops and other activities delivered on behalf of Performers Theatre Company.

It should be read alongside the Staff Handbook, which provides additional operational guidance and establishes the organisation's non-negotiable expectations.

POLICY STATEMENT

Performers Theatre Company is committed to maintaining high standards of professionalism, integrity and safeguarding throughout its teaching and organisational activities.

All teaching staff are expected to act as positive role models, demonstrating kindness, fairness, respect and consistency in their interactions with students and the wider Performers community.

The organisation recognises that positive relationships are fundamental to effective teaching. However, these relationships must operate within clear professional boundaries and be supported by consistent behavioural expectations.

The Code reflects the organisation's approach to combining warmth and encouragement with professional accountability, ensuring that every student feels valued, supported and appropriately challenged.

All staff are expected to uphold the organisation's safeguarding responsibilities and contribute to an inclusive, respectful and positive learning environment.

KEY PRINCIPLES

The Staff Code of Conduct is founded upon the following principles:

- safeguarding and student wellbeing must remain central to all professional practice;
- staff must demonstrate professionalism, integrity and positive role modelling;
- all students must be treated with fairness, dignity and respect;
- appropriate professional boundaries must be maintained;
- confidential information must be protected;
- behaviour expectations must be applied calmly, fairly and consistently;
- positive relationships should be supported by clear and non-negotiable boundaries;
- staff must maintain appropriate standards of punctuality, preparation and presentation;
- teaching should be inclusive and responsive to individual learning needs;
- staff must uphold organisational expectations regarding mobile phones and uniform;
- concerns must be reported promptly through established safeguarding procedures;
- staff are expected to engage in professional development and continuous improvement;
- concerns regarding the conduct of staff, freelancers or volunteers towards children must be reported promptly, including concerns that may indicate inappropriate professional conduct without meeting the threshold for a formal safeguarding allegation.

GOVERNANCE RESPONSIBILITIES

The Principal has overall responsibility for ensuring that the Staff Code of Conduct is implemented effectively, communicated to relevant staff and reviewed regularly.

The Principal is responsible for overseeing professional standards, addressing concerns relating to staff conduct and ensuring that appropriate safeguarding and disciplinary procedures are followed.

Teaching staff are responsible for:

- demonstrating professional behaviour and acting as positive role models;
- maintaining appropriate boundaries with students;
- following safeguarding procedures and reporting concerns promptly;
- preparing and delivering safe, inclusive and engaging learning activities;
- maintaining appropriate supervision and classroom management;
- applying organisational expectations consistently;
- communicating respectfully with students, colleagues, parents and carers;
- participating in relevant training and professional development;
- using organisational equipment and facilities responsibly.

The Designated Safeguarding Lead (DSL), Sam Gibbs, and Deputy Designated Safeguarding Lead (DDSL), Jess Eaton, are responsible for responding to safeguarding concerns in accordance with the Safeguarding and Child Protection Policy.

Where a concern involves the Principal or DSL, staff must follow the alternative reporting arrangements established within the Safeguarding and Child Protection Policy, including contacting the designated alternative senior contact, Alex Fentiman, where appropriate.

Staff must not investigate safeguarding allegations themselves, confront individuals involved or attempt to resolve safeguarding concerns informally. Where a child is in immediate danger, appropriate emergency action must be taken without delay.

KEY AREAS COVERED

The Staff Code of Conduct provides guidance on:

- professional conduct, integrity and positive role modelling;
- confidentiality and appropriate professional relationships;
- behaviour management and The Performers Approach;
- mobile phone, uniform and presentation expectations;

- safeguarding responsibilities and reporting concerns;
- appropriate, necessary and proportionate physical contact, student dignity and wellbeing, and the prohibition of physical punishment and inappropriate restraint;
- professional development and continuous improvement;
- attendance, punctuality and lesson preparation;
- communication with parents and carers;
- responsible use of facilities, resources and equipment;
- disciplinary procedures and consequences of misconduct;
- reporting allegations and concerns about staff conduct, including concerns that may not meet the threshold for a formal safeguarding allegation.

The Code reinforces the expectation that staff combine positive relationships with clear, consistent standards of professionalism and safeguarding.

LEGISLATIVE CONTEXT

The Staff Code of Conduct supports the organisation's responsibilities under relevant safeguarding, equality, employment and data protection legislation, including:

- Children Act 1989;
- Children Act 2004;
- Equality Act 2010;
- Health and Safety at Work etc. Act 1974;
- UK General Data Protection Regulation (UK GDPR);
- Data Protection Act 2018;
- Employment Rights Act 1996, where applicable.

The Code is also informed by relevant safeguarding guidance, including Working Together to Safeguard Children.

These references provide wider legislative context for the Framework rather than legislation expressly identified within the standalone Code.

RELATED DOCUMENTS

This Code should be read alongside:

- Governance & Compliance Framework
- Safeguarding and Child Protection Policy
- Staff Handbook
- Social Media Policy
- GDPR and Data Protection Policy
- Equal Opportunities Policy
- Health and Safety Policy
- Anti-Bullying Policy
- Child Collection Policy
- Missing Child Procedure
- Photographs and Images Policy

REVIEW

The Staff Code of Conduct is reviewed annually by the Principal, or sooner where required by changes in legislation, safeguarding guidance, organisational procedures or professional expectations.

The review considers the effectiveness of professional standards, safeguarding arrangements, staff conduct expectations and the consistency of organisational practice.

The Principal is responsible for ensuring that the Code remains appropriate, effective and reflective of Performers Theatre Company's values and commitment to high-quality performing arts education.

STAFF HANDBOOK

"Empowering our team to lead with professionalism, consistency and care, creating an inspiring environment where every student can Be Their Best."

Policy Owner: Principal & Director
Review Frequency: Annual
Applies To: Principal & Leadership Team, Teaching Staff, Support Staff, Cover Teachers, Relevant Freelance Practitioners and Volunteers

PURPOSE

The Staff Handbook establishes the operational standards, professional expectations and day-to-day procedures followed by staff at Performers Theatre Company.

The handbook supports the organisation's commitment to delivering high-quality performing arts education within a safe, inclusive and professionally managed environment.

It provides practical guidance to ensure that staff understand their responsibilities relating to safeguarding, student supervision, behaviour management, communication, uniform standards and the effective delivery of classes and activities.

The handbook also reinforces the organisation's vision of Be Your Best and its four core values: Enhance, Engage, Empower and Enthuse.

SCOPE

The Staff Handbook applies to teaching and support personnel working within Performers Theatre Company, including employed staff, cover teachers, volunteers and relevant freelance practitioners.

It establishes operational expectations for activities delivered across the organisation, including:

- weekly performing arts classes;
- rehearsals and theatrical productions;
- workshops and holiday programmes;
- performances and associated activities;
- activities taking place at hired venues.

The handbook also outlines expectations relating to student conduct, uniform and participation, providing staff with practical guidance for implementing these standards consistently.

It should be read alongside the Staff Code of Conduct and the organisation's wider safeguarding, health and safety and equality policies.

DOCUMENT STATEMENT

Performers Theatre Company is committed to maintaining a safe, welcoming and professionally managed environment in which students and staff are encouraged to achieve their full potential.

The organisation recognises that consistent expectations, positive relationships and effective communication are fundamental to successful performing arts education.

Staff are expected to demonstrate professionalism, kindness, fairness and accountability whilst maintaining clear boundaries and appropriate standards of behaviour.

The handbook reflects The Performers Approach, which combines warmth and encouragement with calm, consistent and non-negotiable expectations.

Safeguarding, student wellbeing and effective supervision remain central to all organisational activities.

KEY PRINCIPLES

The Staff Handbook is founded upon the following principles:

- safeguarding and student wellbeing must remain the highest priorities;
- staff must demonstrate professionalism, respect and positive role modelling;
- students should experience a safe, inclusive and encouraging learning environment;
- expectations must be communicated clearly and applied consistently;
- positive behaviour should be encouraged through praise, guidance and reinforcement;
- challenging behaviour should be addressed calmly, fairly and proportionately;
- students must be appropriately supervised throughout activities;
- organisational standards regarding uniform and mobile phones must be maintained;
- staff must communicate professionally and maintain appropriate boundaries;
- individual learning needs and circumstances should be recognised and supported;
- health and safety responsibilities must be understood and followed;
- professional development and constructive feedback should support continuous improvement.

GOVERNANCE RESPONSIBILITIES

The Principal has overall responsibility for ensuring that the Staff Handbook is implemented, communicated and reviewed appropriately.

The Principal is responsible for overseeing staff expectations, operational procedures, behaviour management arrangements and the consistent application of organisational standards.

Staff are responsible for:

- understanding and following the procedures outlined within the handbook;
- maintaining appropriate supervision and safeguarding arrangements;
- completing attendance registers accurately using ClassManager;
- reporting safeguarding concerns, accidents and incidents promptly;
- reinforcing expectations regarding student behaviour, uniform and mobile phones;
- preparing and delivering safe, inclusive and engaging activities;
- maintaining professional communication with students, families and colleagues;
- using organisational equipment, facilities and resources responsibly;
- participating in performance reviews and relevant professional development.

Staff must follow the organisation's communication and attendance procedures, including the use of staff radios where required, accurate completion of ClassManager registers and secure use of paper registers where digital access is unavailable. Any attendance discrepancy, safeguarding concern or supervision issue must be reported promptly through the appropriate channels.

The Designated Safeguarding Lead (DSL), Sam Gibbs, and Deputy Designated Safeguarding Lead (DDSL), Jess Eaton, are responsible for responding to safeguarding concerns in accordance with the Safeguarding and Child Protection Policy.

Where a concern involves the Principal, staff must follow the alternative reporting arrangements established within that policy.

Staff must take appropriate immediate action where a child is at risk and must not delay necessary emergency or safeguarding referrals.

KEY AREAS COVERED

The Staff Handbook provides guidance on:

- organisational vision, values and professional expectations;
- safeguarding, supervision and reporting concerns;
- staff and student uniform requirements;
- health, safety and attendance procedures;

- positive behaviour management, restorative approaches, supervised breaks and proportionate responses to challenging or unsafe behaviour;
- staff attendance, punctuality and communication;
- social media, confidentiality and data protection;
- performance management and professional development;
- student conduct, food, drink and toilet arrangements;
- mobile phone restrictions and medical exceptions;
- practical approaches to reinforcing organisational standards;
- staff radio procedures, communication with reception and arrangements for reporting urgent concerns;
- attendance discrepancies, secure paper registers and procedures where ClassManager access is unavailable.

The handbook supports consistency across the organisation by providing clear expectations and practical guidance for everyday situations.

LEGISLATIVE CONTEXT

The Staff Handbook supports the organisation's responsibilities under relevant safeguarding, equality, employment, health and safety and data protection legislation, including:

- Children Act 1989;
- Children Act 2004;
- Equality Act 2010;
- Health and Safety at Work etc. Act 1974;
- Management of Health and Safety at Work Regulations 1999;
- UK General Data Protection Regulation (UK GDPR);
- Data Protection Act 2018;
- Employment Rights Act 1996, where applicable.

The handbook is also informed by Working Together to Safeguard Children and relevant safeguarding guidance.

These references provide wider legislative context for the Framework rather than legislation expressly identified within the standalone handbook.

RELATED DOCUMENTS

The Staff Handbook should be read alongside:

- Governance & Compliance Framework
- Staff Code of Conduct
- Safeguarding and Child Protection Policy
- Health and Safety Policy
- Core and Event Risk Assessments
- Equal Opportunities Policy
- Anti-Bullying Policy
- Social Media Policy
- GDPR and Data Protection Policy
- Photographs and Images Policy
- Child Collection Policy
- Missing Child Procedure
- Student and Parent/Carer Code of Conduct
- Student Work Experience Placement Policy

REVIEW

The Staff Handbook is reviewed annually by the Principal, or sooner where required by changes in legislation, safeguarding guidance, organisational arrangements or operational practice.

The original handbook was introduced on 27 March 2026 and revised on 5 November 2026 (Version 2.0). The next scheduled review is November 2027.

Reviews consider the effectiveness of safeguarding arrangements, supervision procedures, staff expectations, behaviour management practices and communication systems.

The Principal is responsible for ensuring that the handbook remains accurate, practical and reflective of Performers Theatre Company's values and professional standards.

STUDENT AND PARENT/CARER CODES OF CONDUCT

"Promoting respect, responsibility and positive relationships, ensuring that every member of the Performers community contributes to a safe, inclusive and supportive environment."

Policy Owner: Principal & Director
Review Frequency: Annual
Applies To: Children & Young People, Students Aged 18 and Over, Parents & Carers and Staff Responsible for Implementing Behaviour Expectations

PURPOSE

The Student & Parent/Carer Codes of Conduct establish the behavioural expectations, responsibilities and standards of conduct required of students, adult participants and parents/carers associated with Performers Theatre Company.

The documents support the organisation's commitment to providing a safe, inclusive and positive environment in which every individual feels respected, valued and able to thrive.

The general Code of Conduct outlines expectations relating to student behaviour, punctuality, uniform, mobile phones, communication, parental responsibilities and participation in organisational activities.

The supplementary Code of Conduct for Students Aged 18 or Over establishes additional responsibilities for adult students who remain within the organisation's youth provision, recognising their legal adulthood and the importance of maintaining appropriate boundaries with younger members.

Together, the documents reinforce the organisation's vision of Be Your Best and promote a culture of kindness, respect, accountability and professionalism.

SCOPE

The Codes of Conduct apply to students, parents and carers associated with Performers Theatre Company. The general Code of Conduct applies across regular classes, rehearsals, productions, workshops, performances and other organisational activities.

It establishes expectations for children and young people participating in the organisation's activities, alongside responsibilities for their parents and carers.

The supplementary Code of Conduct applies specifically to students aged 18 and over who continue participating within the organisation's core youth provision.

These adult students remain subject to the general Code of Conduct but must also meet additional expectations relating to safeguarding, professional boundaries, communication, social media and their responsibilities towards younger members.

The Codes should be read alongside the Safeguarding and Child Protection Policy and other relevant organisational policies.

DOCUMENT STATEMENT

Performers Theatre Company is committed to maintaining high standards of behaviour, respect and responsibility throughout its community.

The organisation expects students to demonstrate kindness, cooperation, punctuality and commitment whilst respecting staff, fellow students and the learning environment.

Parents and carers are expected to support organisational procedures, communicate respectfully and contribute positively to the wider Performers community.

The organisation recognises that students aged 18 and over who remain within youth provision hold additional responsibilities due to their legal adulthood and their potential influence on younger members. These individuals are expected to demonstrate maturity, maintain appropriate boundaries and act as positive role models.

Behaviour that compromises safeguarding, wellbeing, inclusion or the safe operation of the organisation will be addressed fairly and proportionately in accordance with relevant procedures.

KEY PRINCIPLES

The Student & Parent/Carer Codes of Conduct are founded upon the following principles:

- safeguarding and the wellbeing of children and young people must remain central to organisational practice;
- all individuals should be treated with kindness, dignity and respect;
- students must demonstrate positive behaviour, cooperation and commitment;
- bullying, discrimination, intimidation and unkind behaviour are unacceptable;
- organisational expectations regarding punctuality, uniform and mobile phones must be followed;
- online communication and social media must be used responsibly;
- parents and carers should communicate respectfully and support organisational procedures;
- concerns and complaints should be raised through appropriate channels;
- students aged 18 and over must maintain appropriate boundaries with younger members;
- adult students must recognise their responsibilities as positive role models;
- behavioural concerns should be addressed fairly, consistently and proportionately;
- the organisation reserves the right to review continued participation where conduct compromises safety or wellbeing, subject to applicable legal obligations.

GOVERNANCE RESPONSIBILITIES

The Principal has overall responsibility for ensuring that the Codes of Conduct are communicated, implemented and reviewed appropriately.

The Principal is responsible for overseeing behaviour expectations, responding to concerns and determining appropriate action where standards are not met.

Staff are responsible for:

- communicating and reinforcing organisational expectations;
- promoting positive behaviour and respectful relationships;
- maintaining appropriate supervision and safeguarding arrangements;
- responding promptly to bullying, discrimination or inappropriate conduct;
- reporting safeguarding and welfare concerns through established procedures;
- escalating persistent or serious behavioural concerns to the Principal.

Students are responsible for following the general Code of Conduct and demonstrating respect, cooperation and appropriate behaviour.

Students aged 18 and over remaining within youth provision are additionally responsible for maintaining appropriate boundaries, protecting the wellbeing of younger students and reporting concerns to staff.

Parents and carers are expected to support attendance, punctuality, uniform requirements, communication procedures and the respectful resolution of concerns. Parents and carers are also responsible for keeping relevant information within ClassManager accurate and up to date, including emergency contact details, medical information and applicable permissions.

KEY AREAS COVERED

The combined Codes of Conduct establish expectations relating to:

- respectful behaviour, kindness and positive relationships;
- safeguarding, bullying and student wellbeing;
- punctuality, attendance and participation;
- uniform requirements and mobile phone restrictions;
- responsible social media use and group communications;
- parental responsibilities, fees and communication;
- appropriate reporting and resolution of concerns;
- additional safeguarding responsibilities for students aged 18 and over;
- professional boundaries and positive role modelling by adult students;
- fair and proportionate responses to breaches of conduct;

- maintaining accurate emergency contacts, medical information and relevant permissions within ClassManager.

The supplementary adult Code strengthens safeguarding arrangements by recognising the additional responsibilities associated with legal adulthood within a predominantly youth-focused environment.

LEGISLATIVE CONTEXT

The Codes of Conduct support the organisation's responsibilities under relevant safeguarding, equality and data protection legislation, including:

- Children Act 1989;
- Children Act 2004;
- Equality Act 2010;
- Human Rights Act 1998, where applicable;
- UK General Data Protection Regulation (UK GDPR);
- Data Protection Act 2018.

The Codes are also informed by relevant safeguarding guidance, including Working Together to Safeguard Children.

These references provide wider legislative context for the Framework rather than legislation expressly identified within the standalone documents.

RELATED DOCUMENTS

The Codes of Conduct should be read alongside:

- Governance & Compliance Framework
- Safeguarding and Child Protection Policy
- Anti-Bullying Policy
- Staff Code of Conduct
- Staff Handbook
- Social Media Policy
- Equal Opportunities Policy
- GDPR and Data Protection Policy
- Child Collection Policy
- Missing Child Procedure
- Parent/Carer Handy Guide
- Fees and Payments Policy
- Photographs and Images Policy
- Production and Rehearsal Policy
- Terms and Conditions

REVIEW

The Student and Parent/Carer Code of Conduct and the supplementary Code of Conduct for Students Aged 18+ are reviewed annually by the Principal, or sooner where required by changes in legislation, safeguarding guidance, organisational arrangements or identified concerns.

Both documents were last updated on 6 November 2026, with their next scheduled annual review in November 2027.

Reviews consider the effectiveness of behavioural expectations, safeguarding arrangements, communication procedures and the additional responsibilities placed upon adult students participating within youth provision.

The Principal is responsible for ensuring that both documents remain consistent, proportionate and reflective of Performers Theatre Company's values and commitment to maintaining a safe and supportive environment.

STUDENT WORK EXPERIENCE PLACEMENT POLICY

"Inspiring the next generation of performing arts professionals through meaningful experiences, supportive guidance and a commitment to safety, learning and personal development."

Policy Owner: Principal & Director
Review Frequency: Annual
Applies To: Work Experience Students (Aged 14-18), Principal & Leadership Team, Designated Placement Supervisors, Teaching & Support Staff, Relevant Freelance Practitioners and Partner Schools & Colleges

PURPOSE

The Student Work Experience Placement Policy establishes the arrangements through which Performers Theatre Company provides structured, safe and meaningful work experience opportunities for young people interested in the performing arts industry.

The organisation recognises the educational value of providing students with practical insight into theatre operations, teaching, production, technical theatre and arts administration.

The policy provides a framework for ensuring that placements are appropriately planned, supervised and evaluated, with the safety, wellbeing and development of each student remaining central to the experience.

It also establishes the responsibilities of placement supervisors, participating students and relevant educational institutions.

SCOPE

This policy applies to young people aged 14-18 undertaking structured work experience placements with Performers Theatre Company.

It includes secondary school students, college and further education students, and other young people participating in approved work experience programmes.

Placements may be arranged through a school, college or other educational institution, or independently by a parent/carer, subject to the Principal's approval.

All placements must meet the same safeguarding, supervision, health and safety and insurance requirements, regardless of how they are arranged.

The policy applies to work experience activities undertaken across the organisation, including classes, rehearsals, productions, backstage operations, administration and other suitable activities.

POLICY STATEMENT

Performers Theatre Company is committed to providing work experience placements that are educational, inclusive, safe and appropriately supervised.

The organisation recognises that work experience offers young people valuable opportunities to develop confidence, employability skills and an understanding of careers within the performing arts industry.

Placements are designed to provide meaningful learning experiences rather than replace paid employment or regular staffing arrangements.

All placements must operate within the organisation's safeguarding and health and safety procedures, with suitable tasks, appropriate supervision and clear expectations established before participation.

Students are treated with dignity and respect and are encouraged to reflect on their learning and professional development throughout the placement.

KEY PRINCIPLES

The Student Work Experience Placement Policy is founded upon the following principles:

- placements must provide genuine educational value and industry insight;
- safeguarding and student wellbeing must remain central to all activities;
- appropriate supervision must be maintained throughout placements;
- work experience students must not replace paid employees or regular staff roles;
- tasks must be suitable for the student's age, abilities and experience;
- health and safety arrangements must be communicated and followed;
- students must receive an appropriate induction and clear guidance;
- professional behaviour, punctuality and confidentiality are expected;
- equality, inclusion and accessibility must be promoted;
- students should have opportunities to reflect on their learning and development;
- concerns must be reported promptly through appropriate organisational procedures.

GOVERNANCE RESPONSIBILITIES

The Principal has overall responsibility for ensuring that work experience placements are appropriately authorised, managed and reviewed.

The Principal oversees the suitability of placements, safeguarding arrangements, health and safety considerations and communication with educational institutions.

Before a placement is approved, the Principal or an authorised representative must ensure that appropriate arrangements have been established, including the placement dates and activities, designated supervision, emergency contact information, relevant medical or additional support needs, parent/carer consent where required, suitable risk assessment and appropriate insurance cover.

A placement must not commence where necessary safeguarding, supervision, safety or insurance arrangements have not been confirmed.

Each student is assigned a designated placement supervisor who is responsible for:

- providing an induction at the beginning of the placement;
- explaining relevant health and safety and safeguarding procedures;
- allocating suitable tasks and activities;
- maintaining appropriate supervision and support;
- acting as the main contact for the student's school or college;
- monitoring the student's experience and responding to concerns.

Staff involved in placements are responsible for maintaining safe working practices, professional boundaries and appropriate supervision.

Work experience students are expected to follow instructions, behave respectfully, observe confidentiality and comply with the organisation's Code of Conduct.

KEY AREAS COVERED

The Student Work Experience Placement Policy provides guidance on:

- eligibility and arrangements for work experience placements;
- educational objectives and suitable placement activities;
- induction, supervision and designated responsibilities;
- safeguarding and child protection requirements;
- health and safety, risk assessment and emergency arrangements;
- working hours, rest breaks and attendance;
- professional behaviour and confidentiality;
- insurance and organisational responsibilities;
- equality, inclusion and reasonable adjustments;
- feedback, evaluation and placement review;

- pre-placement approval, parent/carer consent where required and confirmation of suitable insurance arrangements;
- restrictions on access to confidential information, safeguarding records, ClassManager and other restricted organisational systems.

The policy reinforces the importance of ensuring that placements are educationally valuable, appropriately supervised and consistent with the organisation's safeguarding responsibilities.

LEGISLATIVE CONTEXT

The Student Work Experience Placement Policy operates within the wider legal framework governing the health, safety, safeguarding and fair treatment of young people undertaking work experience.

Relevant legislation includes:

- Health and Safety at Work etc. Act 1974;
- Management of Health and Safety at Work Regulations 1999;
- Children Act 1989;
- Children Act 2004;
- Equality Act 2010;
- Data Protection Act 2018;
- UK General Data Protection Regulation (UK GDPR);
- Employment Rights Act 1996, where applicable.

The policy should also be informed by relevant Health and Safety Executive guidance on young people and work experience.

These references provide wider legislative context rather than legislation expressly identified within the standalone policy.

RELATED DOCUMENTS

This policy should be read alongside:

- Governance & Compliance Framework
- Safeguarding and Child Protection Policy
- Health and Safety Policy
- Core and Event Risk Assessments
- Staff Code of Conduct
- Staff Handbook
- Student and Parent/Carer Code of Conduct
- Code of Conduct for Students Aged 18+
- GDPR and Data Protection Policy
- Equal Opportunities Policy
- Social Media Policy
- Photographs and Images Policy
- Child Collection Policy
- Missing Child Procedure

REVIEW

The Student Work Experience Placement Policy is reviewed annually by the Principal, or sooner where required by changes in legislation, safeguarding guidance, organisational arrangements or identified risks.

The original policy was introduced on 27 March 2026 and revised on 5 November 2026 (Version 2.0). The next scheduled review is November 2027.

Reviews consider the suitability of placement activities, supervision arrangements, safeguarding procedures, health and safety measures and feedback received from students and educational institutions.

The Principal is responsible for ensuring that the policy remains appropriate, effective and reflective of the organisation's commitment to supporting young people interested in the performing arts.

TERMS AND CONDITIONS

"Establishing clear expectations, transparent arrangements and shared responsibilities to support a positive and professional experience for every member of the Performers community."

Policy Owner: Principal & Director
Review Frequency: Annual
Applies To: Students, Parents & Carers, Adult Participants, where applicable, Principal & Leadership Team and Administrative Staff

PURPOSE

The Terms and Conditions establish the contractual arrangements, responsibilities and expectations governing enrolment and participation in activities delivered by Performers Theatre Company.

The document provides families with clear information regarding enrolment, fees, payments, attendance, withdrawal arrangements and participation in organisational activities.

It supports the organisation's commitment to transparency, fairness and effective communication whilst ensuring that students, parents and carers understand their responsibilities.

The Terms and Conditions also reinforce the organisation's wider policies and procedures, providing a consistent framework for managing enrolment and participation.

SCOPE

The Terms and Conditions apply to students and families participating in activities delivered by Performers Theatre Company, including:

- weekly performing arts classes;
- workshops and masterclasses;
- holiday programmes and summer schools;
- productions and events.

The document establishes the agreement between Performers Theatre Company Limited and the parent/carer or other person responsible for entering into the agreement. Where a student is under 18, the agreement must be entered into by an authorised parent/carer. Adult students may enter into their own agreements.

It applies throughout the period of enrolment and operates alongside the relevant organisational policies, Codes of Conduct and production-specific agreements.

DOCUMENT STATEMENT

Performers Theatre Company is committed to providing a caring, family-orientated and professionally managed environment in which every student is encouraged to develop confidence, creativity, resilience and achieve their full potential.

The organisation recognises the importance of establishing clear contractual arrangements that protect the interests of both families and the organisation.

Through its Terms and Conditions, Performers seeks to ensure that financial commitments, participation requirements and organisational expectations are communicated transparently and consistently.

The organisation expects families to familiarise themselves with the Terms and Conditions and relevant policies before enrolment and to uphold their responsibilities throughout participation.

All contractual arrangements must operate in accordance with applicable consumer protection legislation and statutory rights.

KEY PRINCIPLES

The Terms and Conditions are founded upon the following principles:

- enrolment arrangements should be clear, transparent and accessible;
- families should understand their financial commitments before enrolment;
- monthly fees and payment arrangements should be communicated consistently;
- applicable discounts and additional charges should be explained in advance;
- withdrawal arrangements should be clearly established;
- students and families must follow relevant organisational policies and Codes of Conduct;
- safeguarding, health and safety and student wellbeing remain central to participation;
- parents and carers are responsible for maintaining accurate medical and emergency contact information;
- behaviour expectations should promote respect and positive participation;
- changes to organisational arrangements should be communicated appropriately;
- contractual terms must be fair, proportionate and consistent with applicable legislation.

GOVERNANCE RESPONSIBILITIES

The Principal has overall responsibility for ensuring that the Terms and Conditions are implemented, communicated and reviewed appropriately.

The Principal oversees enrolment arrangements, financial administration, withdrawal procedures and the consistent application of contractual requirements.

Administrative staff are responsible for supporting accurate registration, invoicing and communication through ClassManager.

Parents and carers are responsible for:

- completing enrolment information accurately;
- familiarising themselves with the Terms and Conditions and relevant policies;
- ensuring fees are paid in accordance with agreed arrangements;
- providing appropriate written notice of withdrawal;
- maintaining accurate emergency contact and medical information;
- supporting student attendance, behaviour and punctual collection.

Where an adult participant enters into an agreement directly with Performers Theatre Company, the relevant enrolment, payment, communication and participation responsibilities apply to that individual.

Students are expected to follow the organisation's Code of Conduct and participate appropriately in activities.

KEY AREAS COVERED

The Terms and Conditions establish arrangements relating to:

- student enrolment and registration through ClassManager;
- annual fee structures and equalised monthly payments for regular classes and eligible packages, alongside separate payment arrangements for additional activities;
- invoicing, payment deadlines and late payment charges;
- sibling discounts, package deals and additional activity fees;
- refunds, credits and cancelled sessions;
- free trials and withdrawal notice requirements;
- class locations, timetables and organisational changes;
- productions and additional participation agreements;
- safeguarding, health and safety and uniform requirements;
- student behaviour, collection and personal property;
- liability, amendments to terms and governing law.

The document provides the contractual foundation for participation in Performers Theatre Company activities.

LEGISLATIVE CONTEXT

The Terms and Conditions operate within the wider legal framework governing consumer contracts, service provision, safeguarding and personal information.

Relevant legislation includes:

- Consumer Rights Act 2015;
- Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, where applicable;
- Equality Act 2010;
- Children Act 1989;
- Children Act 2004;
- UK General Data Protection Regulation (UK GDPR);
- Data Protection Act 2018.

The document is also subject to relevant principles of contract law in England and Wales.

These references provide wider legislative context for the Framework rather than legislation expressly identified within the standalone Terms and Conditions.

RELATED DOCUMENTS

The Terms and Conditions should be read alongside:

- Governance & Compliance Framework
- Parent/Carer Handy Guide
- Safeguarding and Child Protection Policy
- Health and Safety Policy
- Fees and Payments Policy
- Student and Parent/Carer Code of Conduct
- Code of Conduct for Students Aged 18+
- Production and Rehearsal Policy
- Individual production Terms and Conditions and Codes of Conduct, where applicable
- Child Collection Policy
- Equal Opportunities Policy
- GDPR and Data Protection Policy
- Anti-Bullying Policy
- Photographs and Images Policy

REVIEW

The Terms and Conditions are reviewed annually by the Principal, or sooner where required by changes in legislation, organisational arrangements, financial procedures or operational practice.

The original Terms and Conditions were introduced on 27 March 2026 and revised on 5 November 2026 (Version 2.0). The next scheduled review is November 2027.

Reviews consider the clarity and fairness of contractual arrangements, payment procedures, withdrawal requirements and consistency with the organisation's wider policies.

The Principal is responsible for ensuring that the Terms and Conditions remain transparent, appropriate and consistent with applicable consumer protection requirements.