

Emil Dale Academy Outreach and Engagement Policy

Emil Dale School of Performing Arts (EDSA) & Emil Dale Academy (EDA)***

****In this policy, the abbreviation of EDA will be used to cover all business streams*



1. Aims and Scope

This Outreach Policy specifically relates to EDA's organisation and running of its free Outreach and Engagement programmes.

If, at any point, you wish to read more information on your stored personal data at EDA, please read either the Emil Dale Academy Privacy and Information Security Policy, and/or the Emil Dale Academy Information Handling Policy.

2. Objectives

- To ensure that visits are well planned, and significant risks are identified and managed.
- That there are contingency plans in place for changes in circumstances during a visit that are reasonably foreseeable.
- That those in charge of visits have the necessary competence and support to manage situations appropriately.

3. Policy

3A. Data collected and purpose

EDA processes personal information taken from:

- your application,
- referees or other third parties supporting your application,
- information and documentation you provide in support of your application, and
- information collected or created during your time with us such as:
 - your photograph,
 - correspondence,
 - feedback and other comments,
 - complaints,
 - enquiries, and
 - information you are required to provide such as:
 - special requirements,
 - health or diversity information, and
 - marketing preferences.

We use this information to:

- to verify your identity,
- maintain contact with you and your emergency contact (by post, email and phone),
- offer additional related services and information,
- monitor and enforce the conditions of our agreement with you,
- to support disciplinary, complaint, and quality assurance processes and arrangements,
- to fulfil our legal obligations,
- for internal and external auditing purposes, and
- to report on our activities and monitor diversity (this will be in an anonymised form).

We will also store the details of the emergency contacts you have provided in case we need to contact them.

Programmes and their storage

Your personal data will not be used for automated decision making or profiling without your consent.

Examples of the software EDA uses to store your data – and what data is stored within each programme – include:

Jotform

Jotform is an online platform which EDA use to store any data that is provided by an applicant and/or student through them completing any electronic form that has been sent to them by EDA.

The data that is stored in Jotform by completion of one – or various – of the EDA electronic forms include:

Form name	Who is affected	Data stored
Outreach Application Forms	<ul style="list-style-type: none"> Any person who applies to take part in one of Emil Dale Academy's free Outreach Workshops 	<ul style="list-style-type: none"> Applicant name Applicant date of birth Applicant pronouns Applicant email address Applicant phone number Applicant correspondence address Applicant access requirements (if applicable) Applicant health conditions (if applicable) Emergency contact name Emergency contact relationship to applicant Emergency contact phone number Emergency contact email address

Microsoft Teams

All EDA Management, Administrative, and Resident Teaching staff have access to EDA teams. Depending on the individual's role, they may then have access to the various trackers:

Form name	Who is affected	Data stored
(Various – Dependant on Outreach event)	<ul style="list-style-type: none"> Any person who applies to take part in one of Emil Dale Academy's free Outreach Workshops 	<ul style="list-style-type: none"> Applicant name Applicant date of birth Applicant pronouns Applicant email address Applicant phone number Applicant correspondence address Applicant access requirements (if applicable) Applicant health conditions (if applicable) Emergency contact name Emergency contact relationship to applicant Emergency contact phone number Emergency contact email address

Customer Safety

EDA take the handling of all data extremely seriously. The following processes are in place to ensure that data EDA hold is as secure as possible:

Individual Logins

All EDA administrative staff have individual log-in details to access their computer. Staff must log out of their computer if they leave their computer unattended for any time and must fully log out and shut down the computer when their shift for the day finishes. These computer log-in details automatically sync up with the staff member's access to Microsoft Teams, and the relevant Teams they are privy to.

If, at any point, a staff member feels that their accounts have been accessed and used by a person other than themselves, they are required to change their log in passwords with immediate effect and contact their Line Manager explaining what has happened and what has led them to believe that their profile has been accessed.

Shared Logins

It is worth noting that no person will have access to any shared log-in details unless they have logged into their individual EDA staff profile.

All necessary EDA administrative staff have access to the log in details for Jotform. Jotform is also additionally password protected. Staff are aware of the severity of sharing such log in details with any person outside of the company without permission. The unlawful sharing of such information is considered a breach of policy and would be formally investigated by EDA Senior Management.

If, at any point, a staff member feels that these accounts have been accessed and used by a person outside of the company, they are required to change the log in passwords with immediate effect and contact their Line Manager explaining what has happened and what has led them to believe that these profiles have been accessed. The Line Manager will investigate this situation and will redistribute the new password to their team members when it is deemed safe to do so.

3B. Outreach and Engagement Staffing

EDA ensure that all Outreach and Engagement Staff are known members to the Academy. In most cases, this means that they will have taught at Emil Dale Academy within the last 3 academic years. They must be DBS checked in order to work for EDA. All members of staff on an Outreach day act as employees of the academy and adopt the behaviour identified in Staff Code of Conduct whether the visit takes place within normal hours or outside hours.

Relationships between staff and attendees

EDA recognises that, in order to push and develop students, an appropriate, supportive professional relationship between an outreach attendee and staff member is a key tool. To truly benefit from their time with EDA, attendees must trust staff members, and feel comfortable and confident. EDA believes that every attendee should experience equality of treatment, and that no student should feel prejudice of treatment during their time.

With that being said, boundaries must be set between staff members and attendees, and must be respected by faculty members. A personal relationship of an intimate nature between a staff member or attendee can be perceived to create a risk of favouritism or abuse of authority. It can also undermine the relationship of trust and confidence which is intrinsic to staff and attendee interactions during the day. All employees of the EDA faculty are in a position of trust. Staff members are under a duty to act with integrity and not place themselves in a position of actual or apparent conflict.

Where attendees approach staff members via inappropriate means, such as social media or personal emails, the staff member should ignore the message, and report it to the office. The same premise applies should an attendee receives an inappropriate measure from a member of EDA staff who was present at their Outreach event.

Legislation

EDA's stance on appropriate staff and student relationships should be read in accordance with the following procedures and duties:

Safeguarding

Health and Safety

Staff Disciplinary Procedures

Staff Code of Conduct

Equality and Diversity

Responsibilities

It is the responsibility of any staff or faculty member to report any familial relationship when an attendee applies to participate at EDA. As the declaration will contain sensitive information it will be stored securely and managed in compliance with data protection legislation. Declarations will be treated respectfully, sensitively and confidentially. This includes same-sex relationships where the parties may not be "out" publicly.

In order to maintain an appropriate and physical distance from attendees, to reduce the risk of misconduct, abuse of power or a conflict of interest, staff of EDA should:

- Maintain an appropriate physical and emotional distance and perform duties without favour towards individual attendees.
- Communicate with attendees in a professional manner at all times, using language that does not include the use of swearing, sexualisation, racial and cultural appropriation, ethnocentrism, political partisanship, religion-based discrimination, ableism and/or sexism. Do not share any personal contact address, such as mobile phone numbers or email addresses. Only EDA staff email addresses should be shared.

3C. Venue Health and Safety

EDA will ensure to follow the Health and Safety rules of the venue that the Outreach event is taking place at.

If this venue is external to the EDA studios, EDA recommends that attendees research the venues Health and Safety policies to answer any queries that they may have. If the attendee is still unsure of anything following this, they are welcome to contact the office by emailing admissions@emildale.co.uk.

3D. Outcomes and Expectations

Following an Outreach or Engagement event, all attendees will receive an email from EDA regarding their experiences.

Some attendees *may* also receive one (or multiple) of the following correspondences:

1. An invite to audition for a full-time course at Emil Dale Academy;
2. An invite to attend a recall audition for a full-time course at Emil Dale Academy;
3. An invite to audition for Emil Dale Part Time;
4. An over the phone interview for a place at Emil Dale Academy; or
5. An offer to attend Emil Dale Academy.

Please note that not all attendees will receive these correspondences. EDA will also not be able to provide any feedback regarding why/why not an attendee did or did not receive any of those correspondences.

Document Review

Version Number	Date of Issue	Review Date	Author	Changes Made/ detail
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01	22 nd July 2022	July 2023	Eden Tinsey	First issue
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