

Discussing sensitive issues

Some learners, particularly those who are vulnerable, may experience distress or become angry when sensitive issues are discussed.

At all times inspectors must act in the best interests of the safety and wellbeing of learners.

It is important to remember that the inspector is there to follow the emerging questions and lines of inquiry of the inspection, and not in the position of counsellor or to provide support.

When discussing sensitive issues, such as those relating to wellbeing, attendance, or to support provided by the provider, inspectors should do all they can to prevent difficulties arising. If any learners do become angry or upset, the inspector should try to reassure them and should remind them that they can leave the meeting at any time they wish. If they do leave in an angry or distressed state, then the inspector should ensure that they go to a safe place of their choice, or ask for help from another person.

All such incidents must be reported at the first opportunity to the Reporting Inspector and to a senior member of staff and must be recorded in writing by the inspector.

If a learner wants to make a disclosure, the inspector must follow Estyn's Policy and Procedures for Safeguarding.