

National Competency Framework for Safeguarding Adults

Concise Version for Employers and Staff



Third Edition: Updated to meet the requirements of the Care Act 2014

This framework has been endorsed by:

Foreword



Welcome to the National Competency Framework for Safeguarding Adults concise version, which is linked to the comprehensive version, and produced in association with Learn to Care. This new edition has been fully updated to include the implications of the Care Act 2014.

We are passionately committed to working within the Health and Social Care sector to promote the best possible professional practice and to help explore and find new ways of working within the field.

We strive to be as open as possible with our ideas and findings and we welcome any feedback on our publications or reports – we too want to strive to offer an excellent service.

You will find details of our other publications and research reports on our websites (www.ncpqsw.com and www.buclimb.com) plus details of our C.P.D courses. Please do take a moment to look at these sites, together with partners like yourself we want to make a real and profound difference to the lives of vulnerable citizens in our society.

If you would like to discuss any aspect of this publication with myself or a member of the team, or you would like to discuss an aspect of Health or Social Care provision with us, please do not hesitate to contact us.

Professor Keith Brown,

Director for The Centre for Post-Qualifying Social Work and Professional Practice and The Centre for Leadership, Impact and Management in Bournemouth.

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The Centre would like to acknowledge the work and contributions to this framework by the Doncaster Safeguarding Adults Board and the Hampshire Safeguarding Adults Board.



Introduction

Living a life that is free from harm and abuse is a fundamental right of every person. When abuse or neglect does occur, it needs to be dealt with swiftly, effectively and in ways that are proportionate to the concerns raised. In addition, the person must be at the centre of any safeguarding response and must stay as much in control of decision making as possible. The right of the individual to be heard throughout the safeguarding process is a critical element in the drive to ensure more personalised support.

What is Safeguarding Adults?

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding any action.

Organisations should always promote the adult's wellbeing in their safeguarding arrangements. People have complex lives and being safe is only one of the things that they want for themselves. Professionals should work with the adult to establish what being safe means to them and how it can be best achieved. Professionals and other staff should not be advocating "safety" measures that do not take account of individual well-being, as defined in Section 1 of the Care Act [Care and Support Statutory Guidance, p.230 DoH 2014].

Safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect [1]; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect [Care and Support Statutory Guidance, Section.42 Enquiry DoH 2014].

Care Act 2014

The Care Act 2014 creates a new legal framework for how local authorities and other parts of the system should work together to protect adults at risk of abuse or neglect. Chapter 14 of the Care Act 2014 introduces a new statutory framework for adult safeguarding which replaces the 'No Secrets' Guidance (2000, Department of Health). The Care Act 2014 requires the local authority to make enquiries, or to ask others to make enquiries, where they reasonably suspect that an adult in its area is at risk of neglect or abuse. The purpose of the enquiry is to establish with the individual and/or their representatives what (if any) action is needed in relation to the situation and to establish who should take such action. The statutory safeguarding duty (section 42 enquiry) applies when a person with care and support needs (whether or not ordinarily resident in the local authority area or whether the local authority is meeting any of those needs) is experiencing or is at risk of abuse or neglect, and as a result of those needs, is unable to protect him/herself.

Making Safeguarding Personal and the Care Act 2014

Making Safeguarding Personal ensures that any safeguarding concern is led by the person and not by the process. It puts the adult at the heart by giving them choice and control. It is about seeing people as experts in their own lives and working alongside them to enable them to resolve their circumstances. The statutory guidance to the Care Act 2014 also outlines a number of fundamental principles that must now underpin social work practice including adult safeguarding as explained overleaf:

[1] Throughout this document an adult at risk of experiencing abuse and neglect will be referred to as 'adult at risk'.

The importance of:

- Promoting wellbeing when providing support or making a decision in relation to a person.
- Supporting people to achieve the outcomes that matter to them in their life by practitioners focusing on the needs and goals of the individual.
- Beginning with the assumption that the individual is best placed to make judgments about their own wellbeing.
- Taking into account any particular views, feelings or beliefs (including religious beliefs) which impact on the choices that a person may wish to make about their support. This is especially important where a person has expressed views in the past, but no longer has capacity to make decisions themselves.
- A preventive approach because wellbeing cannot be achieved through crisis management. By providing effective intervention at the right time, risk factors may be prevented from escalating.
- Ensuring the person is able to participate as fully as possible in decisions about them and being given the information and support necessary to consider options and make decisions rather than decisions being made from which the person is excluded.
- Considering the person in the context of their family and wider support networks, taking into account the impact of an individual's need on those who support them, and take steps to help others access information or support.
- Protecting the person from abuse and neglect and in carrying out any care and support functions professionals consider how to ensure that the person is and remains protected from abuse or neglect. This is not confined only to safeguarding issues, but should be a general principle applied in every case.

Ensuring that any restriction on the person's rights or freedom of action is kept to the minimum necessary. Where action has to be taken which restrict these, the course followed is the least restrictive.

Purpose of the National Competency Framework Safeguarding Adults

This document is the concise version of the National Competency Framework for Safeguarding Adults, A Comprehensive Guide. These guides are best used in conjunction with each other and the accompanying competencies from the Comprehensive Guide have been clearly marked throughout the document. The aim of this document is to outline the competencies within the workforce to allow staff and volunteers ensure the safety and protection of adults at risk of or experiencing abuse and/or neglect (adult at risk). It offers a clear framework of these competencies within varied roles where you may work with an adult at risk. The framework will aid staff supervisors and team leaders to use identifiable standards to measure the competencies of staff, record appropriate evidence and have a framework as to the achievable outcomes for the development of staff and volunteers.

What is a competency?

Each competency within this framework refers to a combination of skills, knowledge and experience expected of individual staff and volunteers. This framework aims to ensure that these qualities inform your safeguarding practice in keeping with your job role, duties and responsibilities. A competency involves being able to demonstrate the ability to be confident in responding to safeguarding concerns you may come across whilst carrying out your day-to-day duties.

Using the National Competencies Framework Safeguarding Adults

It has been suggested that all newly appointed staff and volunteers should be assessed as capable against their relevant competencies, by their line manager, within the first six months of entering your post from induction, National Occupational Standards or through to any training or skills acquired. Timescales for achieving competencies will depend on each agency.

National Competency Framework Supervision, training, workforce development

The assessment of competencies should be undertaken by an appropriate competent staff member such as a supervisor. This can combine a mix of direct observation of practice, discussion and questioning in supervision and appraisal meetings.

All staff and volunteers should be helped to develop safeguarding competencies. This can be done by participating in formal training and development opportunities. However, there are also many opportunities for staff to learn and develop within the workplace. For example, discussions in team meetings, shadowing with more experienced staff, and mentoring opportunities.

All training commissioned through Safeguarding Adult Boards can be mapped / evaluated / audited against the specific Safeguarding Adults competencies for specific roles.

Financial abuse and financial scams

The Care Act 2014 specifically identifies the risks posed by 'financial abuse' which include having money or other property stolen; being defrauded; being put under pressure in relation to money or other property; and having money or other property misused.

Financial abuse is the second most common form of abuse experienced by vulnerable adults, and in particular there is growing awareness that individuals are being increasingly targeted by mass marketing scams and other types of financial fraud (Social Care Institute for Excellence, 2011).

(Currently we are working with the Chartered Trading Standards Institute and National Trading Standards Scam Team to research and develop a greater understanding of the issues of financial abuse).

Six Principles of Adult Safeguarding

In May 2013, the Department of Health published the government's policy on adult safeguarding. This outlines six key principles for use by local safeguarding adult boards and member agencies for both developing and assessing the effectiveness of their local safeguarding arrangements. These describe in broad terms, the outcomes for adult safeguarding, for both individuals and organisations. The following principles have also been incorporated into the Care Act 2014 statutory guidance and should inform safeguarding practice:

Six Principles of Adult Safeguarding	
Principle	Outcome for adult at risk
Empowerment	"I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."
Prevention	"I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."
Proportionality	"I am sure that the professionals will work for my best interests, as I see them and will only get involved as much as needed". "I understand the role of everyone involved in my life."
Protection	"I get help and support to report abuse. I get help to take part in the safeguarding process to the extent to which I want and to which I am able."
Partnership	"I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together to get the best result for me."
Accountability	"I understand the role of everyone involved in my life."

Staff Groups

Safeguarding Adults: Professional Competencies in working with people and providing safeguarding services	
	Including, but not limited to:
<p>Staff Group A (Alerters/NHS Level 1*)</p> <p>This group have a duty;</p> <ul style="list-style-type: none"> ▪ of care to adults at risk of abuse. ▪ to identify and raise a Safeguarding Adults concern. 	<ul style="list-style-type: none"> ▪ ALL staff and volunteers who are employed by agencies represented by the Safeguarding Adults Boards and other agencies that provide care and/or support services.
<p>Staff Group B1 (Responders and Specialist Practitioners/NHS Level 2*)</p> <p>In addition to the above duties this group also has the responsibility to refer Safeguarding Adults concerns through the correct organisational processes.</p>	<ul style="list-style-type: none"> ▪ ALL staff who are in regular direct contact with people who may be an 'adult at risk' and who may need to undertake a Safeguarding Adults referral and/or complete Safeguarding Adults referral form.
<p>Staff Group B2 (Responders and Specialist Practitioners/NHS Level 3*)</p> <p>In addition to the above duties this group also has the responsibility for making decisions for concerns raised. They hold key roles within Safeguarding Adults, in particular S.42 Enquiries within the Care Act.</p>	<ul style="list-style-type: none"> ▪ Safeguarding Adult Managers ▪ Safeguarding Adult Enquirers ▪ All levels of enquiry ▪ Safeguarding Adults Outcomes Meeting Chairs.
Safeguarding Adults: Professional Competencies in Strategic Management and Leadership of Safeguarding Services	
<p>Staff Group C (Decision Makers/NHS Level 4 and Level 5*)</p> <p>In addition to the above duties this group is also responsible for ensuring the management and delivery of Safeguarding Adult services. They will have oversight of the development systems, policies and procedures in accordance with national, local and organisational policies and procedures.</p>	<ul style="list-style-type: none"> ▪ Designated Adult Safeguarding Managers (DASM) ▪ Safeguarding Adult Lead Professionals ▪ Heads of Safeguarding Adults services ▪ Registered Managers.
<p>Staff Group D (Governance and Board Roles/NHS Level 5 and Board and CEO Levels*)</p> <p>In addition to the above duties this group is also responsible for strategic leadership and planning of services for adults at risk of abuse.</p>	<ul style="list-style-type: none"> ▪ All partners that are members of local Safeguarding ▪ Adults Boards ▪ Executive directors ▪ Non-executive directors ▪ Chief Executive Officers ▪ Elected Members.

*The Staff Groups of the NHS England inter-collegiate document on safeguarding training levels have been mapped against this framework. Accessed 1st March 2016.

Competencies of Each Staff Group

Staff Group A: (Alerters/NHS Level 1) Function - To identify abuse or neglect and to report concerns appropriately. Including but not limited to: All staff that are employed (or volunteer) in health and social care settings, all frontline staff in Fire and Rescue, Police and Neighbourhood Teams and Housing, Clerical and Administration Staff (including within Police), Domestic and Ancillary Staff, Health and Safety Officers, staff working in Prisons and other Custodial Settings, other Support Staff, Elected Members and Governing Boards and Safeguarding Administrative Support Staff will be able to:

Staff Group A:		
Safeguarding Adults Competencies	Provided evidence must be proportionate and relevant to your role. Please see the Comprehensive Guide for more details on this Staff Group. Accompanying competencies can be found in the margin.	Completed
1 Awareness of Safeguarding Adults (See Comprehensive Guide 1, 2 and 3)	<ul style="list-style-type: none"> ▪ Demonstrates what constitutes an adult at risk of or experiencing abuse or neglect (Care Act 2014 definition). ▪ Describe what is meant by abuse and neglect. ▪ Knowledge of your organisation's processes for Safeguarding Adults. ▪ Apply duty of care to adults at risk and duty to report Safeguarding Adults concerns. 	
2 Reporting Safeguarding concerns (See Comprehensive Guide 4, 5 and 6)	<ul style="list-style-type: none"> ▪ Demonstrate an understanding of your organisation's procedures for supporting an adult at risk of abuse. ▪ Ability to demonstrate understanding of how to ensure immediate safety (e.g. contacting police) and maintain appropriate confidentiality. ▪ Ability to outline the processes for informing appropriate person of Safeguarding Adults concern. ▪ Awareness of and confidence in using 'whistleblowing' policies and procedures. 	

Staff Group B1 and B2: (Responders and Specialist Staff/NHS Level 2 and Level 3) Function - Staff and volunteers with professional and organisational responsibility for adult safeguarding and who may be called upon to lead safeguarding enquiries through the provision of professional/clinical advice and support. Qualified Professionals in health and social care and all Frontline Managers (including staff who may act as the senior staff on duty) who manage/supervise staff providing services directly to the public. Including but not limited to: Social Work Team Managers, Voluntary/Independent Sector Managers, Heads of Nursing, Health and Social Care Provider Service Managers, Safeguarding Adult Co-ordinators, Police Officers, Probation, Community Safety Managers, Prison Managers, Mental Capacity Act Lead, Best Interest Assessors and Deprivation of Liberty Safeguards, Advocates, Therapists, Fire and Rescue and staff working in Multi Agency Safeguarding Hubs will be able to:

Staff Group B1:		
Safeguarding Adults Competencies (In addition to competencies 1 - 2)	Provided evidence must be proportionate and relevant to your role. Please see the Comprehensive Guide for more details on this Staff Group. Accompanying competencies can be found in the margin.	Completed
3 Inform, Involve and Listen (See Comprehensive Guide 7 and 8)	<ul style="list-style-type: none"> ▪ Ensure the adult at risk is appropriately informed and involved in decision making around the Safeguarding Adult concern relating to them. 	
4 Respond (See Comprehensive Guide 9)	<ul style="list-style-type: none"> ▪ Demonstrate accountable decision making in response to Safeguarding Adult concerns. ▪ Demonstrate that all Safeguarding Adults practice takes account of the wellbeing of the adult at risk in keeping with Care Act Guidance 2014. ▪ Demonstrate appropriate information sharing with others and within your organisation. 	
5 Report, Refer and Record (See Comprehensive Guide 10)	<ul style="list-style-type: none"> ▪ Ability to apply your organisational procedures and processes for reporting and documenting Safeguarding Adult concerns. 	

Staff Group B2:

<p>Safeguarding Adults Competencies (In addition to competencies 1 - 5)</p>	<p>Provided evidence must be proportionate and relevant to your role. Please see the Comprehensive Guide for more details on this Staff Group. Accompanying competencies can be found in the margin.</p>	<p>Completed</p>
<p>6 Managing Safeguarding Adults concerns and enquiries (See Comprehensive Guide 11)</p>	<p>Safeguarding Manager:</p> <ul style="list-style-type: none"> ▪ Demonstrate ability to manage cases through Safeguarding Adult processes. ▪ Show ability to co-ordinate Safeguarding Adult enquiries. ▪ Promote outcome-focused Safeguarding Adult practice and decision making. ▪ Provide support and supervision to staff, volunteers and managers with Safeguarding Adult concerns. ▪ Demonstrate the appropriate involvement of the adult at risk, family, advocate, witnesses and source of harm. <p>Safeguarding Adult Investigator:</p> <ul style="list-style-type: none"> ▪ Undertake Safeguarding Adult enquiry with support and guidance from Safeguarding Adult Manager. ▪ Identify how best evidence is achieved. ▪ Demonstrate how to undertake effective, outcome-based Safeguarding Adult enquiries. ▪ Demonstrate the ability to undertake structured and appropriate interviews. ▪ Demonstrate ability to produce good quality comprehensive enquiry reports. ▪ Demonstrate the ability to present the report at Outcomes Meetings. ▪ Demonstrate the appropriate involvement of the adult at risk, family, advocate, witnesses and source of harm. <p>Safeguarding Adult Chair of Outcomes Meetings:</p> <ul style="list-style-type: none"> ▪ Show an ability to chair Safeguarding Adults Outcomes Meetings (virtual/actual). ▪ Demonstrate an ability to review and analyse information within the Investigators report. ▪ Demonstrate the ability to review and make appropriate amendments to Safeguarding Adults Outcome Meeting minutes. ▪ Demonstrate appropriate involvement of adult at risk, family, advocate, witnesses and source of harm in Safeguarding Adults Outcomes Meetings. ▪ Demonstrate the development of Safeguarding Adults Plans with the adult at risk (and/or via the advocate). ▪ Safeguarding Adults plans should be outcome-focused and include risk enablement, protection, specialist assessment, mediation and recovery as appropriate. 	

Staff Group B2:

<p>Safeguarding Adults Competencies (In addition to competencies 1 - 5)</p>	<p>Provided evidence must be proportionate and relevant to your role. Please see the Comprehensive Guide for more details on this Staff Group. Accompanying competencies can be found in the margin.</p>	<p>Completed</p>
<p>7 Specialist knowledge in Safeguarding Adults (See Comprehensive Guide 12 and 13)</p>	<p>Demonstrate a working knowledge of legislation and local and organisational guidance in Safeguarding Adult practice.</p> <p>Dependent upon your role and organisation, this may include:</p> <ul style="list-style-type: none"> Care Act 2014 Care Act Statutory Guidance 2014 Mental Capacity Act 2005 Mental Capacity Code of Practice 2015 Deprivation of Liberty Safeguards code 2009 Human Rights Act 1998 Housing Act 2004 Equalities Act 2010 Homelessness Act 2002 Domestic Violence, Crime and Victims Act 2012 Disclosure and Barring Service Data Protection and Information Sharing Local and Organisational Guidance Making Safeguarding Personal Strategies 	
<p>8 Application of specialist skills and knowledge (See Comprehensive Guide 12 and 13)</p>	<ul style="list-style-type: none"> ▪ Identify how to respond appropriately to Safeguarding Adults concerns. ▪ Identify and address any Safeguarding Adults concern regarding immediate safety. ▪ Show ability to initiate good partnership working within and across organisations in line with statutory guidance. ▪ Participate and Contribute to Safeguarding Adults enquiries. ▪ Support, promote and progress whistleblowing actions in accordance with your organisation's guidance. ▪ Apply appropriate and proportionate actions throughout Safeguarding Adults enquiries. ▪ Demonstrate accountable decision making. ▪ Demonstrate effective recording and reporting of Safeguarding Adults concerns and enquiries. ▪ Demonstrate appropriate application of skills and specialist knowledge in Safeguarding Adults practice. ▪ Demonstrate ability to apply Mental Capacity Act assessments and guidance (MCA Code of Practice 2015). ▪ Demonstrate how an adult at risk has provided informed consent. ▪ Demonstrate knowledge of signs of coercion and duress. ▪ Demonstrate appropriate and effective information sharing in accordance with legal guidance for information sharing agreements including: <ul style="list-style-type: none"> - Involving the adult at risk - Involving the source of harm - Sharing information across organisation - Safeguarding Adults documentation - Safeguarding Adults meetings/discussions - Safeguarding Adults enquiries ▪ Demonstrate ability to include other agencies appropriately throughout the safeguarding adults process, in accordance with local procedures and best practice guidance. 	

Staff Group C: (Decision Makers/NHS Level 4) Function - Making decisions about actions and next steps, chairing meetings and supervising staff undertaking safeguarding enquiries. Strategic Managers, including but not limited to: Service Managers, Independent Chair, Operations Managers, Head of Assessment and Care Management, etc. will be able to:

Staff Group C:		
Safeguarding Adults Competency (in addition to competencies 1 to 8)	Provided evidence must be proportionate and relevant to your role. Please see the Comprehensive Guide for more details on this Staff Group. Accompanying competencies can be found in the margin.	Completed
9 Develop and promote (See Comprehensive Guide 14)	<ul style="list-style-type: none"> Show an understanding and application of best practice in Safeguarding Adults that are: <ul style="list-style-type: none"> - Outcome-focused results - Safeguarding Adults practice - Adult at risk wellbeing - Making Safeguarding Personal Demonstrate skills in development and promotion of best practice in Safeguarding Adults: <ul style="list-style-type: none"> - Safeguarding Adults policy and procedures - Supervision of staff and volunteering undertaking Safeguarding Adults practice - Safeguarding adults training - Implementing the Safeguarding Adults capabilities framework - Auditing and monitoring Safeguarding Adults practice Demonstrate skills in application of learning from Safeguarding Adults Reviews (SARs). 	
10 Engage (See Comprehensive Guide 15)	<ul style="list-style-type: none"> Identify and challenge poor practice Safeguarding Adults. Disseminate information to and from strategic leaders (staff group E) in Safeguarding Adults practice. Actively engage with Intra-agency networks to support staff, volunteers, and managers to enable best practice in Safeguarding Adults. Actively engage with multi-agency networks to support staff, volunteers, and managers to enable Safeguarding Adults best practice. 	
11 Support (See Comprehensive Guide 16, 17 and 18)	<ul style="list-style-type: none"> Support staff, volunteers and management (staff groups A to C) within your organisation to ensure best practice in accordance with statutory and local guidance, policy and procedures (and within your organisation). 	

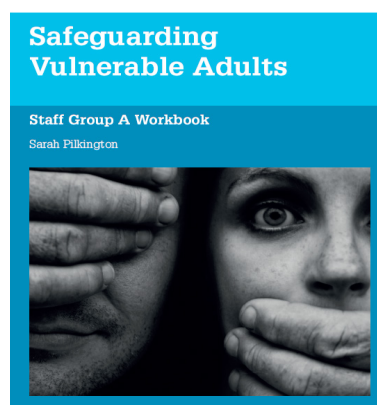
Safeguarding Adults at Risk Resources

Safeguarding Vulnerable Adults Workbooks

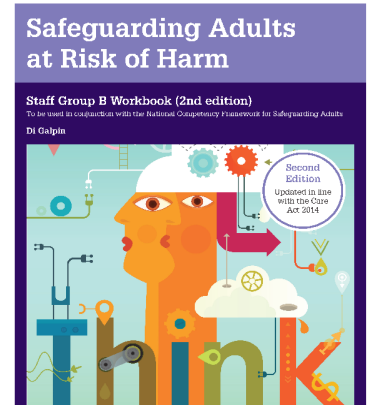
These workbooks provide the information and training needed to establish the minimum standard of competence required of those who work with adults.

The National Competency Framework for Safeguarding Adults and these workbooks, used together, enables employers and employees to establish consistency in approach to Safeguarding Adults.

These workbooks will enable employees to demonstrate competence in their practice in a way that is in line with their occupational role and responsibilities.



Staff Group A



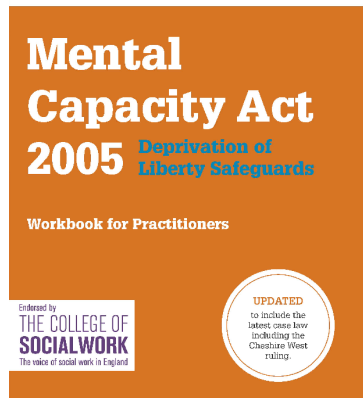
Staff Group B - Updated to reflect the Care Act 2014

Staff Group D: (Governance and Board Roles/NHS Level 5) Function - To scrutinise adult safeguarding work and to challenge and hold the organisation and safeguarding partnership to account. Including but not limited to: Executive and Senior Managers, Chief Executive, Owner/Manager, Head of Service, Local Safeguarding Adult Boards and above will be able to:

Staff Group D:		
Safeguarding Adults Competency (in addition to competencies 1 to 11)	Provided evidence must be proportionate and relevant to your role. Please see the Comprehensive Guide for more details on this Staff Group. Accompanying competencies can be found in the margin.	Completed
12 Lead (See Comprehensive Guide 19)	<ul style="list-style-type: none"> ▪ Demonstrate and support the enabling and sustaining culture change in line with the Care Act ▪ Show strategic leadership and understanding of: <ul style="list-style-type: none"> - Outcome-focused - Wellbeing - Making Safeguarding Personal ▪ Demonstrate application and embedding of learning from Safeguarding Adults Reviews (SARs) across the Safeguarding Adults Boards (SAB). ▪ Promote practice-based and evidence-based research and implementation of research in Safeguarding Adults practice. ▪ Promote embedding of NCF SA within your organisation. 	
13 Strategic planning in line with SABs (See Comprehensive Guide 20)	<ul style="list-style-type: none"> ▪ Ensure and support systems are in place for Safeguarding Adults in respect of : <ul style="list-style-type: none"> - Safeguarding Adults Annual Report - Performance measures - Safeguarding Adults strategic plan - Auditing and monitoring - Prevention strategies - Challenging poor practice - Training compliance (in line NCF SA) - Whistleblowing 	
14 Develop and Promote (See Comprehensive Guide 21 and 22)	<ul style="list-style-type: none"> ▪ Demonstrate active participation in strategic commissioning within the SAB and disseminate within your organisation. ▪ Demonstrate public, professional and organisational awareness of Safeguarding Adults ▪ Use local community and public engagement strategies. ▪ Strategically support outcome focused Safeguarding Adult practice. 	



Staff Group C & D



Mental Capacity Act 2005 Workbook

Mental Capacity Act 2005 Workbook for Practitioners

This flip reverse workbook on the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards has been designed and developed by the National Centre for Post-Qualifying Social Work at Bournemouth University in partnership with Learn to Care, the professional association of workforce development managers in local authorities.

UPDATED to include the latest case law including the Cheshire West ruling.

Contact details

We are able to offer a single point of contact for all questions and enquiries regarding all the educational programmes we administer. Our contact details are below:

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