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## THE DJW MASTERCLASSES & PRIVATE TUITION KEEPING THINGS RIGHT DOCUMENT

DJW Talent endeavours to continue efforts in educating our staff, clients, students and parents by keeping things right in the workspace and ensuring a smooth running of Masterclasses, Services and Agency approaches. DJW pride ourselves on offering outstanding communication on the running of the workshops and agency. We encourage feedback to help us improve all aspects of the running of the company.

**THIS DOCUMENT WILL BE REVIEWED | UPDATED EVERY 12 MONTHS**

*(Please check the bottom right hand corner of each page to ensure you have received a date accurate version of this document)*

In this document you will find:

THE DJW CHILD PROTECTION & STUDENT SAFEGUARDING POLICY  
THE DJW EQUALITY - INCLUSIVITY - DIVERSITY POLICY  
THE DJW FIRE SAFETY + FIRST AID PROCEDURES  
THE DJW GENERAL DATA PROTECTION REGULATION (GDPR)  
THE DJW VALUES  
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# THE DJW TALENT CHILD PROTECTION & STUDENT SAFEGUARDING POLICY

## **Safeguarding Children and vulnerable adults in a non-formal educational context:**

The DJW Talent Child Protection & Student Safeguarding Policy covers all studios | workshops and online tuition. Wherever it states children, in this document- DJW Talent recognise that children means, young people and vulnerable adults and non vulnerable adults wherever applicable.

Safeguarding and promoting the welfare of children (Students, including vulnerable adults) is the responsibility of everyone working with young people. The Education Act 2002 section 175 places a duty on the Lead Teacher and Governing Body to ensure their functions are carried out with a view to safeguarding and promoting the welfare of children (Including all students under our care, regardless of age).

This is reinforced in 'Safeguarding and Safer Recruitment in Education' (2007). Safeguarding encompasses the range of policies and measures schools have in place for all children. It includes elements that are designed to protect children from harm as well as preventative measures.

Safeguarding and promoting the welfare of children is defined in Working Together (2015) as: protecting children from maltreatment; preventing impairment of children's health or development; ensuring that children are growing up in circumstances consistent with the provision of safe and effective care; and taking action to enable all children to have the best outcomes.

Masterclasses are available for actors aged 16+ however, DJW prides itself on ensuring any potential cross over with age, whether it be a guest or a child needs to be present in class, we are on top of all policies to ensure safety in the workplace.

Keeping Children Safe in Education 2016 (KCSE 2016) outlines: Safeguarding and promoting the welfare of children is everyone's responsibility. Everyone who comes in to contact with children and their families and carers has a role to play in safeguarding children. In order to fulfil this responsibility effectively all professionals should make sure their approach is child centred. This means that they should consider, at all times, what is in the best interests of the child. School and college staff are particularly important as they are in a position to identify concerns early, provide help for children, and prevent concerns from escalating. All school staff should be prepared to identify children who may benefit from early help. Early help means providing support as soon as a problem emerges at any point in a child's life, from the foundation years through to the teenage years. We have included adults into our policy because safeguarding does not stop when you reach 16 years.

DJW take seriously all incidents that occur within our studios, offices, events, meetings and business settings and will address matters instantly with the students involved, parents and if needed the authorities.

In our studios, safeguarding children includes the following.

- A caring ethos: There are people to talk to: teachers, mentors and head office.
- Policies/Guidance: Child Protection Policy, Code of Conduct Policy, Anti-bullying policy, Whistle-blowing Procedures, Safe Recruitment, Behaviour Policy, Policies relating to children's medical needs, Special Educational Needs, Health and Safety policies.
- Curriculum: Safeguarding through our curriculum: exploring issues, thoughts and feelings; promoting skills and confidence to articulate and express views and feelings; know how to stay safe online. Circle time, SEAL (Social and Emotional Aspects of Learning), Drama workshops.
- Health and Safety: Premises, equipment and grounds.
- Common Assessment Framework

This may be used where certain children have any unmet needs under the five Every Child Matters Outcomes:

1. Stay safe
2. Be healthy
3. Enjoy and achieve
4. Make a positive contribution to their community/society
5. Improve economic well being, free from negative impact of poverty.

Our general safeguarding measures lead on to other specific procedures and guidance: CAF (The Common Assessment Framework) Operational Guidance for Practitioners August 2008, Children in Need (LSCB website) and Child Protection. All DJW TALENT employees have a responsibility to protect children from bullying, harassment, physical, sexual and emotional abuse and/or neglect. It is of paramount importance that children and vulnerable adults and non vulnerable wherever applicable at DJW feel safe, secure and free from any form of abuse. Our workshops are committed to the protection and promotion of the children's (All students) welfare and providing an environment in which they may thrive.

All staff, teaching and non-teaching, are involved in a rolling programme of child protection training. Appointments policies and procedures acknowledge the importance of addressing issues involving the safeguarding of children. Every adult who has unsupervised contact with children is subject to UK Enhanced CRB checking procedures (to work with young people and vulnerable adults) - DBS Checks and must be identified by Passport or Drivers licence.

The primary Nominated Officer for DJW is Daniel-John Williams. Liaison with appropriate authorities (Safeguarding Children Officers, Social Services, Police, etc) is his responsibility entirely. Emma Louise Teasdale has also undergone a Child Protection course with NSPCC in Child Protection issues and will deputise in Daniel-John Williams' absence.

### **Designated Staff for Child Protection at DJW**

Daniel-John Williams, Emma Louise Teasdale

DJW Tutors will be appointed for the leading of sessions and they will be DBS checked.

### **Key Points relating to effective safeguarding at DJW**

In the event of serious allegations the nominated officer will refer the matter to the Police Family Protection Unit or Social Services Department the same day. The Interdependent Agencies will provide immediate guidance.

Never presume that abuse is an impossibility. Children may confide in young people or other children rather than adults. An awareness amongst peer mentors of these referral procedures is imperative.

Child Protection measures always operate in the best interest of the child. Child Protection Records will be confidential and access limited to a 'need to know' basis.

This policy is available to all staff and parents.

ALL CHILD PROTECTION REFERRALS SHOULD BE IMMEDIATE AND CERTAINLY WITHIN 24 HOURS OF ANY INCIDENT.

### Staff Guidelines

The Safeguarding Children guidelines and other relevant current legislation is available at any time at central office.

### Definitions of Categories of Abuse

- ABUSE is defined as physical, sexual or emotional neglect. The following categories of abuse are recognised for the purposes of the Child Protection Register:
- NEGLECT: Persistent or severe neglect, or the failure to protect a child from exposure to any kind of danger, including cold or starvation, or extreme failure to carry out important aspects of care, resulting in the significant impairment of the child's health or development, including non-organic failure to thrive.
- PHYSICAL INJURY: Actual or likely physical injury to a child, or failure to prevent physical injury (or suffering) to a child.
- SEXUAL ABUSE including HOMOPHOBIC ABUSE: Actual or likely sexual exploitation of a child or adolescent. The child may be dependent and/or developmentally immature.
- EMOTIONAL ABUSE: Actual or likely severe adverse effect on the emotional and behavioural development of a child caused by persistent or severe emotional ill-treatment or rejection.

### Reporting Procedure

If you know or suspect that a young person is being abused you must refer the matter immediately to Daniel-John Williams or Emma Louise Teasdale.

If a young person asks to speak to you about a confidential matter you must hold the interview in a room which allows for appropriate privacy. It is advisable to suggest to the young person that another adult is present. If the young person is unwilling to have another adult present, try to ensure that a colleague knows that the interview is taking place.

Always point out to the young person that you cannot guarantee complete confidentiality. Depending on the problem other colleagues, parents and authorities may 'need to know'.

There will be occasions when a distressed young person needs comfort and reassurance which may include physical comforting such as that given by a parent. It should be ensured that what is seen by others to be – normal and natural does not become unnecessary and unjustified contact. Daniel-John Williams advises all members of staff to avoid all forms of physical contact, for their own protection.

If a young person makes some disclosures to you which fall within the defined categories of abuse, always use the **RECEIVE, REASSURE, REACT, RECORD, SUPPORT** procedure:

**RECEIVE:** what is said: accept what you are told – you do not need to decide whether it is true or not. Listen without showing shock or disbelief.

**REASSURE:** the young person: acknowledge her/his courage in telling; do not promise confidentiality; remind them that she/he is not to blame (but avoid criticising the alleged perpetrator) reassure her/him but do not promise what you may not be able to deliver: 'everything will be all right now' (it may not be).

**REACT:** respond to what the young person has said but do not interrogate; avoid leading questions such as 'Was it your father? Did he/she touch you?' Questions such as this can be used by defence counsel in a subsequent court case to suggest that you contaminated the young person's evidence; ask open-ended questions: 'Do you want to tell me anything else?' 'And?' 'Yes?' Where necessary, clarify what has been said to you so that you are clear and able to decide whether this is an abusive situation. There is a careful judgement to be made in ensuring that you have enough information to make an appropriate referral and allowing a young person to talk without being silenced, while making sure that you have not inadvertently led the young person, perhaps by an assumption behind the question. For example, asking 'Were you sitting up or lying down when this happened?' contains the answer in the question. Explain what you will do next.

**RECORD:** Make brief notes as soon as possible, during the interview if you can. Write up a subsequent record – include time, date, place. Describe observable behaviour. Record the actual words the young person used as far as possible. Do not destroy your original notes, however scrappy or incomplete, as these can be required as evidence.

**SUPPORT:** Consider what support is necessary for the young person. Ensure that you get support, as such interviews can be stressful.

Children achieve their maximum potential in an environment which is safe, secure and supportive of all their needs, including any needs they have for protection from abuse. DJW Talent is committed to promoting the welfare of all children by working in partnership with parents, with the Local Authority (LA) and with all relevant agencies and partners in child protection, in accordance with locally agreed procedures and practices.

Our policy applies to all members of the DJW community in its widest sense, including children and young people, their parents/carers, staff, governors, visitors, specialist staff, and all the local and wider community where they interface with DJW. Within its framework, the policy outlines their entitlements and responsibilities in securing the protection of children who attend DJW.

Where a Local Authority has reasonable cause to suspect that a child who lives, or is found, in their area is suffering, or is likely to suffer, significant harm, the Children Act states that: "the Authority shall make, or cause to be made, such enquiries as they consider necessary to enable them to decide whether they should take any action to safeguard or promote the child's welfare". (Section 47, Children Act 1989).

DJW will work with the LA in assisting with identification, recording and communicating concerns and offering support in cases where children are suffering from, or vulnerable to, harm. In support of the ethos of our school, the staff and governors are committed to the following principles:

- The welfare and well-being of the child is of paramount importance.
- Our policy works on the premise that abuse takes place in all communities and that schools are particularly well-placed to identify and refer concerns and also to act to prevent children and young people from being abused.
- We respect and value each child as an individual.

- We are a listening school, and encourage an environment where children feel free to talk, knowing that they will be listened to.
- The protection of children from abuse is a whole school issue, and the responsibility therefore of the entire school community.
- Our policy should be accessible in terms of understanding and availability. As a result the definition of child abuse and the key signs and symptoms are known and understood by all, and procedures are known and understood by all.
- Our policy will be developed in consultation with our relevant partners in Child Protection.
- We will use the school curriculum to resource our children to protect themselves from abuse, both as victims and as potential perpetrators.
- The school runs in an open, transparent way and areas of secrecy are discouraged.

### **Online Safeguarding** *(Added in March 2020)*

#### **GUIDELINES (Terms and Conditions)**

All parents of students under the age of 16 must agree to monitor their online activity with DJW tutors, management and other students.

Under no circumstances must a tutor or older student at DJW contact a student under the age of 16 unless it is directly inclusive on the modules, work set along with respect of supporting the wellbeing and progression of the student. Parents must also be aware of any communications taking place outside of normal teaching hours.

Under no circumstances must a tutor include personal information, images or footage which is not within the context of the work set by DJW and must not request any information from a student which holds no relevance to the work set by DJW.

All students of all ages and all tutors must be dressed appropriately in a neutral setting.

Under no circumstances should a tutor or student record (footage, images or audio) any of the sessions unless specific to that module. (If a student is found to be doing this, it may lead to a termination of membership and registration. If a tutor is found to be doing this, it may lead to termination of employment.

DJW Talent prides itself on ensuring the safety of all students and visitors and will always request DBS forms wherever possible from anyone over the age of 16 (Including guests)

When a student is engaging with online tuition or guest Q&A's we respectfully ask that we avoid any external or background noise and turn mic's off wherever appropriate to avoid noise pollution during the sessions.

If a student's behaviour is deemed unfit or is contributing negatively, they may be asked to leave the session or in some more urgent cases, students will be removed and a follow up telephone call will ensue.

We are constantly reviewing and updating our policies.

# THE DJW TALENT

## EQUALITY | INCLUSIVITY | DIVERSITY POLICY

**DJW Talent** is dedicated to encouraging a supportive and inclusive workspace, which focusses on Equality and Diversity. It is within everyones best interest to promote diversity, inclusivity and equality and eliminate discrimination in the workspaces DJW control.

Our aim is to ensure that all students and tutors are given equal opportunity and that our organisation is representative of all sections of society. Each student and tutor will be respected and valued and able to give their best as a result. This Policy is designed to set out the rules of engagement and challenges which may arise.

This policy also reinforces our commitment to providing equality and fairness to all in our clients and not provide less favourable facilities or treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, ethnic origin, colour, nationality, national origin, religion or belief, or sex and sexual orientation.

We are opposed to all forms of unlawful and unfair discrimination and all students and parents, tutors and facilitators will be treated fairly and with respect and when DJW Talent is casting for an external project and seeks to employ, promote or submit for castings within workshops, it will be on the basis of their aptitude and ability.

With that in mind, we must allow individuals the platform to express themselves in their own way, with a mindful eye and ear on anything which may bring about concern to others. Deliberately being disruptive for sake of controversy or to disrespect, discourage, put down or create an anxiety producing atmosphere to others, will be met with a firm rejection and/or termination of agreement without any further warning.

DJW encourage difference of opinion, but we must be sensitive to the rest of the group. DJW tutors ask for students to positively aim to hit the brief set out in class and if students use this as an opportunity to rebel, express or promote negativity, it will be met with a possible termination of agreement with us.

All DJW students will be given help and encouragement to develop their full potential and utilise their unique talents. Therefore, the skills and resources of our organisation will be fully utilised and we will maximise the efficiency of our students and tutors.

### **The DJW Talent Promise:**

- To create an environment in which individual differences and the contributions of all team members are recognised and valued, unless a student or member deliberately sets about creating an uncomfortable view point on subjects sensitive to others.
- To create a working environment that promotes dignity and respect for every student, client and tutor.
- To not tolerate any form of intimidation, bullying, or harassment, and to discipline those that breach this policy.
- To make training, development, and progression opportunities available to all students and tutors.
- To promote equality in the workplace, which DJW Talent believes is good management practice and makes sound business sense.
- To encourage anyone who feels they have been subject to discrimination to raise their concerns, so DJW Management can apply corrective measures.
- To encourage students, tutors, clients and facilitators to treat everyone with dignity and respect.
- To create an enjoyable space for professional development to take place.
- To create a safe space to ask questions and explore potential.
- To regularly review all our practices and procedures so that fairness is maintained at all times.
- To reject disruptive behaviour quickly, professionally and effectively.

**DJW Talent** will inform all students and tutors that an equality and diversity policy is in operation and that they are obligated to comply with its requirements and promote fairness in the workspace.

The policy will also be drawn to the attention of Parents, Facilitators, Clients, Guests, Students, Managers.

### **The DJW Talent 'Diversity & Inclusion Statement'**

Individuals with different cultures, perspectives and experiences are at the heart of the way DJW works. We want to develop and retain the most talented people, regardless of their background and make best use of their talents. At DJW we are guided by our values in everything we do, and recognise that being a diverse and inclusive Acting Establishment helps us fulfil our responsibility to make a difference for students and the industry moving forward.

We seek to develop a work environment where we treat all students as individuals, fairly and in a consistent way. We work within the spirit and the practice of the Equality Act 2010 by promoting a culture of respect and dignity and actively challenging discrimination, should it ever arise.

We will remove unnecessary barriers for our students, clients and tutors seeking opportunities through DJW training and development, promotion and career planning with DJW Talent.

We will continue to support our leaders, managers and employees to demonstrate the principles of diversity and inclusion in their everyday activities, roles and functions.

This policy sets out The DJW Talent / Actor Training' approach to equality and diversity. DJW is committed to promoting equality and diversity and promoting a culture that actively values difference and recognises that people from different backgrounds and experiences can bring valuable insights to the workspace and enhance the way we work and learn. Unless controversy is being used as a tool to



gain attention, cause issues within the group and to be offensive, disruptive or disrespectful.

At DJW, we consider that equality means breaking down barriers, eliminating discrimination and ensuring equal opportunities and we consider diversity to mean celebrating difference and valuing everyone. Each person is an individual with visible and non-visible differences and by respecting this everyone can feel valued for their contributions which is beneficial not only for the individual but for DJW Activities and business too.

DJW acknowledge that equality and diversity are not inter-changeable but inter-dependent. There can be no equality of opportunity if difference is not valued and harnessed.

### **The DJW Talent Commitment:**

Every student, client, parent, visitor and tutor is entitled to a working environment that promotes dignity, equality and respect for all. DJW will not tolerate any acts of unlawful or unfair discrimination (including harassment) committed because of a protected characteristic:

- sex;
- gender reassignment;
- marriage and civil partnership;
- pregnancy and maternity;
- race (including ethnic origin, colour, nationality and national origin);
- disability;
- sexual orientation;
- religion and or belief; and
- age.

No form of intimidation, bullying or harassment will be tolerated. If you believe that you may have suffered discrimination because of any of the above protected characteristics, you should consider the appropriateness and feasibility of attempted informal resolution by discussion in the first instance with a DJW Tutor or Facilitator in a relevant position of seniority.

You may decide in the alternative to raise the matter in writing or by telephone with The DJW Talent head office.

### **Identified types of discrimination:**

There are various types of discrimination prohibited by this policy. The main types are:

**Direct discrimination** - occurs where one person is treated less favourably than another because of a protected characteristic set out in this policy.

**Associative discrimination** - this is direct discrimination against someone because they associate with another person who possesses a protected characteristic. For example, a student is discriminated against because he/she has a disabled sibling or parent.

**Perceptive discrimination** - this is direct discrimination against an individual because others think they possess a particular protected characteristic. For example,

# THE DJW TALENT

## FIRE SAFETY + FIRST AID

where students believe the individual has a sexual orientation differing from their own. It applies even if the person does not actually possess that characteristic.

### **Responsibilities of The DJW staff | tutors | guests and building or venue owners include:**

- Appointing a competent person to help you understand our health and safety procedures, including a safe exit in case of an emergency such as a fire or accident.
- Appointing a competent person to lead the way should an emergency arise. (fire, accident, bullying or even harassment)
- Ensuring a competent person is able to explain and confirm our health and safety policy.
- Ensuring that all incidents are correctly reported and documented with a clear line of communication to parents, head office and ICE contacts for students.
- Appointing a competent person to carry out first aid until a parent or guardian has collected a youth student or an ICE contact has come to collect an adult student. This level of care also applies to waiting for medical services to arrive in more severe cases.
- Providing adequate and appropriate first aid provision.
- Ensuring that in the event of fire, there is a sufficient number of competent persons to implement emergency procedures.
- Reporting any incidents of specified injuries, diseases and dangerous occurrences, and keep appropriate records of any incidents.
- Ensuring that The DJW School of Acting Central Server is updated whenever an incident occurs.
- **Ensuring a Covid Policy is available and rules are followed.**

Under the Health and Safety at Work Act 1974, the tutor in charge is ultimately responsible for the health and safety of students onsite. (Proper advice and guidance should come from head office with regular checks and regular audits on all aspects of Health + Safety, Fire and First Aid)

DJW have legal responsibilities for those in their care. Workshops should consider carefully the likely risks to pupils and visitors, making allowances for them when drawing up policies and completing risk assessments. Each leading practitioner must carry out a DJW sweep and risk assessment at the start of every session.

### **First Aid Regulations**

First aid in the workspace is covered by The Health and Safety (First Aid) Regulations 1981 and guidance documents L74 and GEIE3. Under these regulations, tutors in charge have an obligation to make adequate and appropriate first aid provision for their workspace.

### **Fire Safety Regulations**

The Regulatory Reform (Fire Safety) Order 2005 is the sole piece of legislation for fire safety issues. The focus of the order is fire prevention. The local fire and rescue authority, the Health and Safety Executive, or other relevant local authority remains the enforcing authority.

Under the order, the 'responsible person' for the premises must carry out a fire risk assessment and nominate a sufficient number of competent persons (fire marshals) to assist in implementing the emergency procedures identified in the fire risk assessment. DJW Tutors should follow the advice and guidelines permitted at each venue.

## **Reporting Incidents**

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) DJW tutors in charge are to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses) - The DJW Central Server must be updated at all times and a guardian of students under the age of 16 should be notified, along with ICE contacts for adults. DJW head office must always be informed of any near misses.

DJW are reviewing our policies, protocols and procedures regularly.

# THE DJW TALENT

## GENERAL DATA PROTECTION REGULATION (GDPR)

### Introduction

We hold personal data about our employees, clients, suppliers and other individuals for a variety of business purposes.

The policy below sets out how we seek to protect personal data and ensure that staff understand the rules governing their use of personal data to which they have access in the course of their work with us at DJW Talent. In particular, this policy requires staff to ensure that the Data Protection Officer (DPO) be consulted before any significant new data processing activity is initiated to ensure that relevant compliance steps are addressed.

The DPO's in charge are Daniel-John Williams (DJW Talent company founder and director. In the absence of Daniel-John Williams, Managing Director; Emma Louise Teasdale shall be appointed the DPO) - Data Protection Officer.

We take data protection seriously and confirm within our promise below that we will never share your details with third parties unless we are instructed to do so by manner of 'castings' or 'training' opportunities or by instruction in 'law'. DJW often collect data which holds personal information such as name, address, telephone number, email which may be passed to casting directors when you are applying for specific roles. Your photo and showreel may also be part of the data we hold and if instructed by you, we will distribute this information as often as possible to maximise your chances of securing an audition. If at anytime you wish for DJW to cease searching, you can opt out by sending us an email. Please note that bank details may be shared if payments are being made directly.

### Definitions

We use personal data for business purposes, including:

- Personnel, administrative, financial, regulatory, payroll and business development purposes.
- Compliance with legal, regulatory and corporate governance obligations
- Gathering information as part of investigations by regulatory bodies or in connection with legal proceedings or requests
- Sharing information with other agencies for safeguarding purposes
- Ensuring business policies are adhered to (covering email and internet use)
- Operational reasons, such as recording transactions, training and quality control, ensuring the confidentiality of commercially sensitive information, security vetting and DBS checking
- Investigating complaints
- Checking references, ensuring safe working practices, monitoring and managing staff

- Access to systems and facilities and staff absences, administration and assessments
- Monitoring staff conduct, disciplinary matters
- Monitoring student progress, conduct and incident report
- Gaining consent from parents or guardians
- Facilitating communications with parents, including regular and emergency contact
- Marketing our business
- Improving our services

## **Personal data**

Information relating to identifiable individuals, such as job applicants, current and former employees, agency, contract and other staff, parents and guardians, students, suppliers and marketing contacts.

Personal data we gather may include: individuals' contact details, educational background, financial and pay details, details of certificates and diplomas, education and skills, marital status, nationality, job title, footage, images and an editable CV, showreels and self tapes. We may use this data to seek employment, educational and experience opportunities or in the case of medical, legal or safety issues.

## **Sensitive personal data**

Personal data about an individual's racial or ethnic origin, medical details, allergies, learning requirements, physical or mental health or condition, criminal offences, or related proceedings—any use of sensitive personal data should be strictly controlled in accordance with this policy.

## **Scope**

This policy applies to all staff. You must be familiar with this policy and comply with its terms.

This policy supplements our other policies relating to internet and email use. We may supplement or amend this policy by additional policies and guidelines from time to time. Any new or modified policy will be circulated to staff before being adopted.

## **Who is responsible for this policy?**

As our Data Protection Officer, DANIEL-JOHN WILLIAMS has overall responsibility for the day-to-day implementation of this policy. Your data will only be used for internal dealings in accordance of DJW Talent. Your data is used for Marketing purposes (Events happening within DJW) Third parties will only be invited to view your data when CV's, headshots, self tapes and showreels are requested for the purpose of a casting, which you should have instructed us to do so on your behalf.

## **Our procedures - Fair and lawful processing**

We must process personal data fairly and lawfully in accordance with individuals' rights. This generally means that we should not process personal data unless the individual whose details we are processing has consented to this happening.

## **The Data Protection Officer's responsibilities:**

- Keeping the board updated about data protection responsibilities, risks and issues

- Reviewing all data protection procedures and policies on a regular basis
- Arranging data protection training and advice for all staff members and those included in this policy
- Answering questions on data protection from staff, board members and other stakeholders
- Responding to individuals such as clients and employees who wish to know which data is being held on them by DJW TALENT
- Checking and approving with third parties that handle the company's data any contracts or agreement regarding data processing.

### **Responsibilities of the IT Manager**

- Ensure all systems, services, software and equipment meet acceptable security standards.
- Researching third-party services, such as cloud services the company is considering using to store or process data.
- Ensuring appropriate security measures are in place when handling external hard drives.

### **Responsibilities of the Marketing Manager**

- Coordinating with the Data Protection Officer to ensure all marketing initiatives adhere to data protection laws and the company's Data Protection Policy.

### **The processing of all data must be:**

- Necessary to deliver our services.
- In our legitimate interests and not unduly prejudice the individual's privacy.
- In most cases this provision will apply to routine business data processing activities.

### **Our Terms of Business contains a Privacy Notice to clients on data protection. The notice:**

- Sets out the purposes for which we hold personal data on customers and employees.
- Highlights that our work may require us to give information to third parties such as expert witnesses and other professional advisers.
- Provides that customers have a right of access to the personal data that we hold about them.

### **Sensitive personal data**

In most cases where we process sensitive personal data we will require the data subject's explicit consent to do this unless exceptional circumstances apply or we are required to do this by law (e.g. to comply with legal obligations to ensure health and safety at work). Any such consent will need to clearly identify what the relevant data is, why it is being processed and to whom it will be disclosed.

### **Accuracy and relevance**

We will ensure that any personal data we process is accurate, adequate, relevant and not excessive, given the purpose for which it was obtained. We will not process personal data obtained for one purpose for any unconnected purpose unless the individual concerned has agreed to this or would otherwise reasonably expect this.

Last Updated May 2025

Individuals may ask that we correct inaccurate personal data relating to them. If you believe that information is inaccurate you should record the fact that the accuracy of the information is disputed and inform the DPO, Daniel-John Williams.

## **Your personal data**

You must take reasonable steps to ensure that personal data we hold about you is accurate and updated as required. For example, if your personal circumstances change, please inform the Data Protection Officer so that they can update your records. This may include address, contact details, images and footage (CV's etc) held by DJW Talent. (Please also see DJW Talent agreement for all actors signing up to our Agency)

## **Data security**

Our duty is to keep personal data secure against loss or misuse. Where other organisations process personal data as a service on our behalf, the DPO will establish what, if any, additional specific data security arrangements need to be implemented in contracts with those third party organisations.

## **Storing data securely**

- In cases when data is stored on printed paper, it should be kept in a secure place where unauthorised personnel cannot access it.
- Printed data should be shredded when it is no longer needed.
- Data stored on a computer should be protected by strong passwords that are changed regularly. We encourage all staff to use a password manager to create and store their passwords.
- Data stored on CDs or memory sticks must be locked away securely when they are not being used. (This includes external hard drives)
- The DPO must approve any cloud used to store data.
- Servers containing personal data must be kept in a secure location, away from general office space.
- Data should be regularly backed up in line with the company's backup procedures.
- Data should never be saved directly to mobile devices such as laptops, tablets or smartphones.
- All servers containing sensitive data must be approved and protected by security software and strong firewall.

## **Data retention**

We must retain personal data for no longer than is necessary. What is necessary will depend on the circumstances of each case, taking into account the reasons that the personal data was obtained, but should be determined in a manner consistent with our data retention guidelines. Sometimes data must be kept for account purposes and that of Inland Revenue inspections (7-10 years)

## **Transferring data internationally**

There are restrictions on international transfers of personal data. We will not transfer personal data anywhere outside the UK without first consulting the Data Protection Officer.

## **Subject access requests**

Under the Data Protection Act 1998, individuals are entitled, subject to certain exceptions, to request access to information held about them. Subject access request will be referred immediately to the Data Protection Officer, DANIEL-JOHN WILLIAMS.

Please contact the Data Protection Officer if you would like to correct or request information that we hold about you. There are also restrictions on the information to which you are entitled under applicable law.

### **Processing data in accordance with the individual's rights**

We will abide by any request from an individual not to use their personal data for direct marketing purposes and notify the DPO about any such request. (We are however, under the agreement of DJW Talent Agency, rights reserved to keep headshots, self tapes and showreels for a minimum of 50 years for the purpose of marketing.

### **Training**

All staff will receive training on this policy. New joiners will receive training as part of the induction process. Further training will be provided at least every two years or whenever there is a substantial change in the law or our policy and procedure.

Training is provided through an in-house seminar on a regular basis.

It will cover:

- The law relating to data protection
- Our data protection and related policies and procedures.

Completion of training is compulsory.

### **GDPR provisions**

Where not specified previously in this policy, the following provisions will be in effect on or before 25 May 2018.

### **Privacy Notice - transparency of data protection**

Being transparent and providing accessible information to individuals about how we will use their personal data is important for our organisation. The following are details on how we collect data and what we will do with it:

- What information is being collected?
- Who is collecting it?
- How is it collected?
- Why is it being collected?
- How will it be used?
- Who will it be shared with?
- Identity and contact details of any data controllers
- Details of transfers to third country and safeguards
- Retention period

### **Conditions for processing**

We will ensure any use of personal data is justified using at least one of the conditions for processing and this will be available upon request. All staff who are responsible for processing personal data will be aware of the conditions for processing. The conditions for processing will be available to data subjects in the form of a privacy notice.

### **Justification for personal data**

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We will process personal data in compliance with all six data protection principles:

- Lawfulness, fairness and transparency.
- Purpose limitations
- Data minimisation
- Accuracy
- Storage limitations
- Integrity and confidentiality

We will document the additional justification for the processing of sensitive data, and will ensure any biometric and genetic data is considered sensitive.

## **Consent**

The data that we collect is subject to active consent by the data subject. This consent can be revoked at any time.

## **Criminal record checks**

Any criminal record checks are justified by law. Criminal record checks cannot be undertaken based solely on the consent of the subject. We ask for DBS checks to be volunteered upon request along with a copy of your passport and proof of address.

## **Data portability**

Upon request, a data subject should have the right to receive a copy of their data in a structured format. These requests should be processed within one month, provided there is no undue burden and it does not compromise the privacy of other individuals. A data subject may also request that their data is transferred directly to another system. This must be done for free.

## **Right to be forgotten**

A data subject may request that any information held on them is deleted or removed, and any third parties who process or use that data must also comply with the request. An erasure request can only be refused if an exemption applies. As mentioned above, we must hold certain information in order to comply with the possible inspection of Inland Revenue and or for marketing purposes. Marketing material such as CV's, headshots, self tapes and showreels may be kept for up to 50 years as stated in our DJW Talent terms and conditions. We may use this information on your behalf in order to secure auditions/meetings or jobs within the acting industry. To opt out of this you may be asked to terminate the agreement in writing.

## **Privacy by design and default**

Privacy by design is an approach to projects that promote privacy and data protection compliance from the start. The DPO will be responsible for conducting Privacy Impact Assessments and ensuring that all IT projects commence with a privacy plan. When relevant, and when it does not have a negative impact on the data subject, privacy settings will be set to the most private by default.

## **International data transfers**

No data may be transferred outside of the EEA without first discussing it with the Data Protection Officer. Specific consent from the data subject must be obtained prior to transferring their data outside the EEA.

## **Data audit and register**

Regular data audits to manage and mitigate risks will inform the data register. This contains information on what data is held, where it is stored, how it is used, who is responsible and any further regulations or retention timescales that may be relevant.

## **Reporting breaches**

All members of staff have an obligation to report actual or potential data protection compliance failures. This allows us to:

- Investigate the failure and take remedial steps if necessary
- Maintain a register of compliance failures
- Notify the Supervisory Authority (SA) of any compliance failures that are material either in their own right or as part of a pattern of failures

## **Monitoring**

Everyone must observe this policy. The DPO has overall responsibility for this policy. DANIEL-JOHN WILLIAMS will monitor it regularly to make sure it is being adhered to.

## **Consequences of failing to comply**

We take compliance with this policy very seriously. Failure to comply puts parents, students, staff and the organisation at risk.

The importance of this policy means that failure to comply with any requirement may lead to disciplinary action under our procedures which may result in dismissal.

If you have any questions or concerns about anything in this policy, do not hesitate to contact the Data Protection Officer, DANIEL-JOHN WILLIAMS.

**This policy will be reviewed at the next audit 12 months from now.**

# THE DJW TALENT

## VALUES

### **British Values under section 78 of the Education Act 2002**

#### **Spiritual, Moral, Social and Cultural**

The DJW Talent Agency and ALL Events within the company will:

Enable students to develop their self-knowledge, self-esteem and self-confidence;

Encourage students to accept responsibility for their behaviour, show initiative, and to understand how they can contribute positively.

Enable students to acquire a broad general knowledge of and respect for one another, the group, an audience, the public, the community and the region. (As Actors and Citizens of Britain)

Develop Confidence to speak in public, in groups.

Develop alternative ways to communicate, express and learn.

Encourage problem solving and imaginative thinking.

Further tolerance and harmony between different cultural traditions by enabling students to acquire an appreciation and respect for their own and other cultures.

Encourage respect for other people.

Ensure that all pupils within any DJW setting have a voice that is listened too and valued, and demonstrate how democracy works by actively promoting democratic processes such as a school council whose members are voted for by the pupils.

Create scenarios that will be performed, which allows pupils to see different points of views.

Constantly feedback.

Provide students the opportunity to learn how to argue and defend points of view, in a safe and controlled way.

The classes will be structured to have fun, encourage spontaneity, focus, work as part of a team and alone, allowing students to progress in a safe environment, learning to

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discipline themselves in a new way. We will also encourage students to self study and ask all students to create a portfolio.

We hope DJW enables our students experience:

- Improved self esteem and feelings of being valued and listened too
- Increased levels of respect for each other, leading to improved relationships with other pupils, staff and parents.
- Improved attainment and attendance, and a thirst for knowledge.
- An understanding and respect of religions, cultures, beliefs, thoughts and abilities different to their own.
- A wider and deeper understanding of the world in which they live.
- Leadership Skills.
- Confidence building and character building.
- Ensemble work.
- Reading, writing and performing.
- A deeper understanding of their creative thinking, their views and use of physicality.
- A deeper understanding of how they present themselves and how to use their voice and words affectively.

All DJW settings must meet the requirements set out in section 78 of the Education Act 2002 and promote the spiritual, moral, social and cultural (SMSC) development of their pupils. DJW strives to meet these requirements.

### **Health & Safety Explained:** *(Continued)*

**General Statement:** DJW's safety policy is to do all that is reasonably practicable to protect its employees and students from personal injury, to prevent damage to property, to protect visitors and the general public from foreseeable risk so far as they have reason to come into contact with the company or its activities.

DJW must provide a safe place of work and proper access to that place of work, and to provide systems of work, which are safe and without risk.

DJW must initiate and sustain a constant and continuing interest in health and safety matters.

DJW must review and revise the Health and Safety Policy as often as may be necessary to comply with changing regulations and should consult with the oversight committee.

DJW should provide information, instruction, training and supervision necessary to ensure health and safety is at its peak performance within a policy.

Everyone at DJW events must not interfere with anyone's attempt to provide positive health and safety procedures. Eg: To deliberately alter information or warnings of risk or provide inaccurate or false information to lead someone into a health and safety issue. No person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare.

The Directors have the overall and final authority to ensure that the health and safety of employees and students are met in accordance with Section 2 of the Health and Safety at Work Act 1974. The Health and Safety Committee double up as persons from DJW oversight committee and will be notified of any risk, the committee are not responsible for the risk or accident of any person, however will be called upon for advice on how to eradicate further disruptions.

**Accidents and Near Miss:** If an accident, near miss or dangerous occurrence takes place on the school premises or during normal work activities, DJW asks that the tutor and students deals with the incident to the best of their knowledge and ability, depending on the severity of the incident, reporting anything more severe to head. A near miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so. In the case of a near miss, the students and tutors should stop work or rehearsal immediately, make safe the area and decide if work can continue in a safe and secure manner. This should be reported to a member at head office.

**First Aid Boxes:** First Aid Boxes should be made available upon request from the school or venue that you are in.

**Fire Prevention and Emergency Procedures:** All staff will have been shown the evacuation procedure in force at DJW. It is the tutors and students responsibility to be familiar with the evacuation procedure and inform any new students about the evacuation procedure and the terms and conditions of the school as a whole. In the event of a fire alarm sounding, leave the building by the nearest fire exit and assemble at the correct assembly point. Details of the assembly points will be given to the students.

**Good Housekeeping:** Good housekeeping contributes to personal safety and fire prevention in the workspace. Always use a tidy and systematic method of working when at DJW. The build up of rubbish, empty containers and waste paper can be hazardous; please make sure they are disposed correctly at the end of each day. Students are responsible for clearing chairs and tables away at the end of a session to limit the risk of such items becoming hazardous.

**Clear Access:** Never block or obstruct doorways, gangways, corridors or stairs. Do not tamper with door closures. Do not leave drawers and doors open unnecessarily and do not trail cables across the floor. All chairs must be put away at the end of every workshop with no hesitation or exception unless requested specifically.

**Spills:** Any liquid substances should always be stored correctly and spillages dealt with immediately.

**Performance Spaces:** Due to the nature of theatre work and the associated hazards, performance spaces used for DJW's productions are considered restricted areas. Unless you are authorised by a senior member of staff, you must not enter these areas. Even if you have been authorised you must check what work activities are

being carried out prior to entering any stage areas. Many of the venues that DJW use are hired and may have in-house rules and procedures attached to the hire contract; all staff involved in this work must check for any restrictions or safe working practices prior to commencement of work. The Head of Production and Stage Management, the Production Manager or the Production Supervisor will be able to assist in this. Similar requirements when dealing with being on set of a production for television, film, radio etc. Always ensure that you are up to speed with the restricted areas policy, escape routes and health and safety procedures.

**Child Protection:** DJW Talent is proud of the carefully detailed Child Protection Policy that it has in place, which has been overviewed by the DJW committee. The protection of children and adults is paramount and all efforts are made to ensure the safety of every student, no matter what age.

### **Child Protection Explained:**

There are three main elements to The DJW Child Protection Policy'.

- (a) **Prevention**
- (b) **Protection**
- (c) **Support**

**The DJW Promise on Child Protection:** Each student is under the care of DJW Talent at any age, however if the student is aged 18 or below then they will be classed as Priority in the Child Protection Promise held at DJW Talent. Appropriate measures will be taken to ensure effective safeguarding is being enforced. DJW cannot prevent unpredictable events from taking place, however; can and should implement safety measures to attempt prevention. We recognise that high self-esteem, confidence, peer support and clear lines of communication with trusted adults helps all children, and especially those at risk of or suffering physical, sexual or mental abuse. The school will establish and maintain an ethos where students feel secure and are encouraged to talk, and we promise to listen to all students concerns and most importantly they will always be taken seriously. The student should be given opportunities to talk and their wishes and feelings listened to and taken into account.

DJW will ensure that students know that there are adults in the school who they can approach if they are worried or are in any difficulty or at risk. The programme will include activities and opportunities for discussions which equip students with the skills they need to stay safe and / or communicate their fears or concerns about any form of abuse or discomfort due to physical, sexual or mental harm (*Neglect and other*) DJW will ensure that every effort will be made to establish effective working relationships with parents and staff and students.

### **All staff and visitors/guests will:**

- ⌚ Be familiar with the DJW policy of 'Keeping Students Safe' at the workshops
- ⌚ Be familiar with the child protection policy including issues of confidentiality.
- ⌚ Remember that the students welfare and interests must be the paramount consideration at all times.
- ⌚ Never promise to keep a secret or confidentiality, where a student discloses abuse of any sort.
- ⌚ Be alert to signs and indicators of possible abuse.

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- ⌚ Record concerns.
- ⌚ Deal with a disclosure of abuse from a child in line with the DJW School standards and policy. These must be passed to head office, followed by a written account. Staff should not take it upon themselves to investigate concerns or make judgements. This must be handled by DJW Head Office in the first instance.
- ⌚ DBS/CRB will be needed by all guests and adults attending workshops upon arrival.

### **Raising Awareness:**

- The designated safeguarding person(s) (Head Office) should ensure that all the policies are known and used appropriately:
- Ensure the school's child protection policy is reviewed and updated quarterly.
- Ensure the child protection policy is available upon request and parents are aware that the policy exists.
- DJW will ask parents and guardians to sign a declaration to prove that the Policy has been read, understood and agreed with.
- Good practice dictates that any discussions regarding a safeguarding issue should always be done face to face and never via text message, social media, email or telephone. This also stands for most complaints.

### **Information sharing:**

- When there is a concern that a student/child is at risk of significant harm, all information held by the school must be shared with Children's Social Care, police and health professionals. Section 47 of the Children Act 1989 and sections 10 and 11 of the Children Act 2004. If designated safeguarding leads are in doubt, they should still contact the authorities or parents in less immediate cases.
- On occasions when safeguarding concerns exist for a child in the context of a family situation and siblings attend other educational establishments or the children are known to other agencies, it may be appropriate for the designated safeguarding staff to consult with, on a confidential basis, their counterpart from other establishments or other agencies to share and jointly consider concerns.
- It is good practice to seek consent from the child or their parent before sharing information. Children over the age of 12 years are considered to have the capacity to give or withhold consent to share their information, unless there is evidence to the contrary; therefore it is good practice to seek their views. In all instances, whether an admission is made or withheld it is the duty of DJW to report any worries or issues, with as much evidence and information gathered as possible. If the young person is over 18, they should be involved in decision-making about information sharing, unless they do not have the capacity to give consent.
- However, consent is not always a condition for sharing and sometimes we do not inform the child or family that their information will be shared, if doing so would:

- place a person (the child, family or another person) at risk of significant harm, if a child, or serious harm, if an adult; or
  - prejudice the prevention, detection or prosecution of a crime; or
  - lead to unjustified delay in making enquiries about allegations of significant harm to a child or serious harm to an adult.
- Parents/carers should be aware that our school will take any reasonable action to safeguard the welfare of its pupils. In cases where DJW has reason to be concerned that a child may be suffering significant harm, ill treatment or neglect or other forms of harm staff have no alternative but to follow the guidelines of the DJW Policy and procedures and contact Children's Social Work Service Duty and advise the team to discuss their concerns.
  - In general, DJW will discuss concerns with parents/carers before approaching other agencies, and will seek their consent to making a referral. Appropriate staff will approach parents / carers after consultation with the oversight committee. However, there may be occasions when school will contact another agency before informing parents / carers, if DJW Talent decides that contacting them may increase the risk of significant harm to the child.
  - The DJW child protection policy cannot be separated from the general ethos of the school, which should ensure that children are treated with respect and dignity, feel safe, and are listened too.
  - DJW will offer appropriate support to individual student/children who have experienced abuse or who have abused others.
  - Where children and young people have experienced or declared sexually inappropriate/harmful behaviour and/or exhibited sexually inappropriate/harmful behaviour towards others. The highest level of Protection and safeguarding will come into effect by DJW and the oversight committee.
  - A child going missing from DJW could be avoided by following a simple system of parents collecting from the workshop area and not waiting for them in the car park. Very little can be done if that is the drop off and collection arrangement that parents have with the child. DJW encourages a face to face pick up.
  - Children who are absent, or go missing during the school day are vulnerable and at potential risk. Staff members should follow procedures for dealing with children who are absent/ go missing, particularly on repeat occasions, to help identify the risk of abuse and neglect including sexual abuse or exploitation and to help prevent the risks of their going missing in future.
  - Where child sexual exploitation, or the risk of it, is suspected, frontline practitioners should seek to discuss face to face with DJW at their earliest convenience.

**Radicalisation:** Radicalisation is defined as the process by which people come to support terrorism and violent extremism and, in some cases, to then participate in terrorist groups. The process of radicalisation is different for every individual and is a complex process; it can take place over an extended period or within a very short time frame. It is important that staff are able to recognise possible signs and indicators of radicalisation.

**Procedures in the event of an allegation against a member of staff or person at DJW Talent:**

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These procedures must be followed in any case in which it is alleged that a member of staff, governor, visiting professional or volunteer has:-

- a. behaved in a way that has harmed a child or may have harmed a child, physically, mentally or verbally.
- b. possibly committed a criminal offence against or related to a child.
- c. behaved in a way that indicates s/he is unsuitable to work with children or vulnerable adults.

Inappropriate behaviour by staff/volunteers/visitors could take the following forms:

- **Physical:** Intentional use of force as a punishment / throwing objects or rough physical handling.
- **Emotional:** Intimidation, belittling, scapegoating, sarcasm, lack of respect for children's rights and attitudes which discriminate on the grounds of race, gender, disability or sexuality.
- **Sexual:** Sexual behaviour towards pupils, sexual harassment, sexual assault and rape.
- **Neglect:** Failing to act to protect a child or children, failing to seek medical attention or failure to carry out appropriate/proper risk assessment.

A safeguarding complaint that meets the above criteria must be reported to DJW Head Office immediately. If the complaint involves a senior member of staff, you must report this to head office or the police must be informed. DJW should carry out an urgent initial consideration in order to establish whether there is substance to the allegation. DJW should not carry out the investigation or interview pupils in this instance. As part of this initial consideration, DJW should consult with the oversight committee who will then contact the Local Authority within one working day.

**If YOU are confided with information by someone being abused or hurt in anyway:**

- \*Stay calm.
- \*Do not transmit shock, anger or embarrassment.
- \*Reassure the child. Tell her/him you are pleased that s/he is speaking to you.
- \*Never enter into a pact of secrecy with the child. Assure her/him that you will try to help but let the child know that you will have to tell The DJW Head Office in order to do this and state why.
- \*Tell her/him that you believe them. Children very rarely lie about abuse; but s/he may have tried to tell others and not been heard or believed.
- \*Tell the child that it is not her/his fault.
- \*Listen and remember, take notes if you must.
- \*Check that you have understood correctly what the child is trying to tell you.
- \*Praise the child for telling you. Communicate that s/he has a right to be safe and protected.
- \*Do not tell the child that what s/he experienced is dirty, naughty or bad.
- \*It is inappropriate to make any comments about the alleged offender.
- \*Be aware that the child may retract what s/he has told you. It is essential to record all you have heard.

\*At the end of the conversation, tell the child again who you are going to tell and why that person or those people need to know.

\*As soon as you can afterwards, make a detailed record of the conversation using the child's own language. Include any questions you may have asked. Do not add any opinions or interpretations.

You must not deal with this yourself. Clear indications or disclosure of abuse must be reported to DJW Head Office and then make sure that the Children's Social Work Service has been notified without delay. You have the right to insist that this happens whilst you are present.

**General Privacy: DJW Talent** will collect basic information from the Artist, for example: Name, Address, Telephone number, Email address, ICE and Medical information. Copy of Passport and a recent in date DBS. We also ask for a DJW approved CV / Headshot, Monologue and Self tape. DJW Talent might ask for bank details and require the student or parent / guardian to pay fees on time. Failure to meet this requirement will lead to a late payment note, resulting in a re-registration fee. DJW is committed to ensuring that your privacy is protected. Any details which you provide about yourself and any personal information which identifies you – such as your name, address, email address or telephone numbers, DBS and passport/ driving licence, will only be retained by admin. Any information you provide will only be used for the purpose(s) for which you have given your consent, in accordance with UK Data Protection legislation.

# THE DJW TALENT

## COMPLAINTS | CONCERNS | QUESTIONS

DJW Talent, Questions, Queries, Concerns, Complaints, Comments or Compliments Procedure:

We value our students | parents and clients feedback and want to give you the opportunity to feed your thoughts and views back to head office. Sometimes issues are best resolved immediately, face to face, over the phone or in writing by email or post.

DJW Talent prides itself on dealing with urgent matters swiftly and encourages feedback regularly. The tutor running classes for the students at any DJW event or workshop should always finish the class, by asking if anyone has any Questions, Queries, Concerns, Complaints, Comments or Compliments. This gives students the immediate opportunity to flag something or offer feedback there and then.

Sometimes, the opportunity might not feel right or the topic is too sensitive for an open conversation.

Ways to contact us for conversation.

**Email:** Emails can be sent to head office which are carefully monitored by Managers.

**Post:** All letters can be sent to: 2 Union Square  
Darlington, County Durham, DL1 1GL

**Call:** All phone calls from Monday-Friday (Except Tuesdays) 9.30am-5.30pm: 07855505551. The phone line is direct to head office and will usually be answered by a manager (*In the event that a DJW staff member answers, you are welcome to leave a message and someone will call you back*)

In the unlikely event that you have a concern, complaint or question regarding a member of staff or a manager, you should always consider putting it in writing (electronically is just as efficient as post) so the matter can be officially logged and dealt with accordingly.

We hope to hear from you soon, but hopefully with good news, comments or compliments. (*We like to know when we have done something good too*)

We are always interested to hear your feedback with your experience at DJW on Google, Facebook, [yell.com](https://www.yell.com) if you ever wanted to leave a review.

We pride ourselves on offering a unique, holistic and personal approach to help nurture and support our students.

# THE DJW MASTERCLASS

## MEMBERSHIP

### **The DJW Masterclass Acting Membership** (terms & conditions)

Becoming a Member of The DJW Masterclasses for one year.  
(September to July)

**Members** You are signing up for a one year actor training with an aim to complete a minimum of 75%. ALL fees will be collected via the payment option you selected when joining.

Membership can be taken out in September, October, November and the last point of entry is December. Membership is non refundable after the 30 day cooling off period from the moment of purchase.

DJW have the right to terminate your contract without warning if you are in breach of the Main Masterclass Agreement, which you should read, understand and sign to confirm the acknowledgement to the terms and conditions contained within before becoming a member. Student fees will need to be paid in the usual way if a student terminates a contract.

We advise joining between June-August for a September start to avoid disappointment and to minimise missing out on any of the content provided during classes.

Please do not hesitate to ask questions.

# THE DJW MASTERCLASS

## SCHOLARSHIP INFORMATION

### **The DJW Scholarships** *(Terms and Conditions)*

If you receive a scholarship offer for one of the DJW Masterclasses as a result of attending an audition with us, it may look like one of the following:

- 1) **DJW Masterclass Scholarship** (Terms and Conditions Apply) This Scholarship will enable you free monthly fees for one year (11 Months - September to July). Membership will still need to be paid for in the usual way.
- 2) **DJW Discovery Scholarship** (Terms and Conditions Apply) This Scholarship will reduce the usual monthly fees by half. Payments are to be made on time in the usual format and Membership will still need to be paid for.

### **Terms and Conditions;**

DJW reserve the right to terminate the offer of a scholarship at anytime if you are in breach of the Agreement which you should read, agree and sign online to confirm your acceptance of the terms within.

You will be expected to work to the same guidelines and conditions as any other student and failure to meet those expectations will result in immediate termination of your place on the course.

You must become a member in order for us to release the Scholarship to you and for the reward to be agreed and granted. Failure to become a member will result in a withdrawal of the offer. You will receive the same benefits as any standard member.

Late payments will be dealt with in the same manner as those who are paying for fees in full.

If you enter into an acceptance of the award, you will have access to the workshops, sessions, castings, headshot, monologue, self tape, voice reels and showreel sessions (additional fees may apply as they are not included in your scholarship offer)

Failure to attend classes consistently will result in a possible termination without warning. The aim is to complete 75% or more of the course.

Punctuality is paramount and you must adopt the same etiquettes for time keeping as everyone else.

Thank you for taking the time to read this document. If you are joining, you need to now complete your online application form which can be found via the DJW Website.

WELCOME TO DJW.

[www.djwtalement.co.uk](http://www.djwtalement.co.uk)

Many Thanks

Daniel-John Williams  
Company Founder & Director | Management  
DJW Talent

Emma Louise Teasdale  
DJW Management  
DJW Talent

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