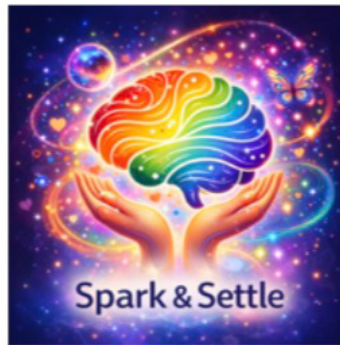




Spark & Settle

Policies & Procedures Handbook

Version 2.0

Prepared by:

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Creative educational sessions helping children explore emotions through creativity, curiosity and engaging learning experiences.

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Spark & Settle Policies & Procedures Handbook

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This handbook outlines the policies and procedures that support the safe, professional and consistent delivery of Spark & Settle's creative educational sessions, workshops and resources.

These policies and procedures apply to all Spark & Settle educational sessions, workshops and resources unless otherwise stated.

By booking or attending a Spark & Settle session, parents and carers acknowledge that they have read and understood the relevant policies and procedures contained within this handbook.

This handbook is intended for parents and carers using Spark & Settle services. It should not be copied, distributed or reproduced without permission.

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Welcome to Spark & Settle

Spark & Settle is my creative educational business, created to help children explore emotions, develop emotional understanding and build confidence through engaging, creative learning experiences.

I design and deliver sessions that encourage curiosity, conversation, imagination and self-expression in a relaxed, supportive environment where every child feels welcome. Through creative activities, stories, discussion, games and hands-on experiences, children are encouraged to learn about emotions, recognise different feelings and discover practical ideas they can use in everyday life.

Every child is unique. Some children enjoy sharing their thoughts, while others prefer to listen, observe or take part quietly. At Spark & Settle, there is never any pressure to speak, answer questions or participate in ways that feel uncomfortable. I believe children learn best when they feel safe, respected and able to engage at their own pace.

Spark & Settle offers a range of educational services, including face-to-face and online one-to-one sessions, group workshops, pre-recorded educational sessions and creative learning resources for families.

All Spark & Settle sessions are educational in nature. They are designed to help children learn about emotions through creative activities and are not counselling, psychotherapy, mental health treatment or medical services.

This handbook explains how I deliver Spark & Settle sessions, what families can expect when taking part, and the policies and procedures that help create a safe, welcoming and enjoyable experience for every family.

Mission & Educational Approach

My mission is to help children develop a better understanding of emotions through creative, engaging and enjoyable learning experiences.

At Spark & Settle, I believe that learning about emotions is an important part of a child's personal development. When children are given opportunities to explore feelings, ask questions and express themselves in creative ways, they can develop greater emotional awareness, confidence and understanding.

Every session is designed to be fun, welcoming and pressure-free. I use a variety of creative activities, discussions, stories, games and hands-on learning experiences to encourage children to explore new ideas and develop practical strategies they can use in everyday life.

I recognise that every child learns differently. Some children enjoy talking and sharing their ideas, while others prefer to observe, create or participate quietly. All forms of participation are valued, and children are always encouraged to engage at a pace that feels comfortable for them.

My aim is to create an environment where children feel safe to be curious, ask questions and enjoy learning without fear of getting things wrong. There are no right or wrong answers when exploring emotions, and children are never expected to share personal experiences if they do not wish to.

Spark & Settle provides creative educational sessions, workshops and resources that support children's learning and understanding of emotions. The sessions are educational in nature and are not counselling, psychotherapy, mental health support or medical treatment. They are not intended to diagnose, treat or replace advice or support from qualified healthcare or mental health professionals.

I am committed to providing a positive, inclusive and respectful learning environment where every child feels welcomed, valued and encouraged to learn through creativity, curiosity and imagination.

My Services

I offer a range of creative educational sessions and resources designed to help children learn about emotions through engaging, age-appropriate activities.

A key part of every Spark & Settle session is that children create a hands-on practical tool that they can take home and use in everyday life. These tools help children remember what they have learned, encourage continued conversations at home and give them something meaningful they can return to whenever they need it.

Face-to-Face 1:1 Educational Sessions

These personalised sessions are tailored to each child's individual interests, age and learning style. Through creative activities, discussion and hands-on learning, children explore emotions in an enjoyable and engaging way while creating a hands-on practical tool they can take home and use in everyday life.

Online 1:1 Educational Sessions

Online sessions provide the same personalised educational experience in a virtual setting. Activities are adapted to work effectively online, with each child creating a hands-on practical tool using resources available at home that they can continue to use after the session.

Face-to-Face Group Sessions

Group sessions provide children with the opportunity to learn alongside others in a fun, welcoming and pressure-free environment. Through creative activities, stories, games and discussion, children are encouraged to explore emotions, build confidence and enjoy learning together.

Children are never expected to answer questions, share personal experiences or participate in any activity that makes them feel

uncomfortable. Every child is encouraged to join in at their own pace while creating a hands-on practical tool to take home and use in everyday life.

Online Group Sessions

Online group sessions offer engaging learning experiences that children can enjoy from home. Activities encourage creativity, curiosity and participation, with children creating hands-on practical tools using everyday materials that reinforce their learning beyond the session.

Pre-recorded Educational Sessions

Pre-recorded sessions allow families to access Spark & Settle learning whenever it suits them. Children can pause, replay and revisit activities while creating hands-on practical tools at their own pace.

Educational Resources

I create a range of educational resources to support children's understanding of emotions through creative and engaging activities. These resources are suitable for use at home, in educational settings or alongside Spark & Settle sessions.

Free Educational Resources

I also provide a selection of free educational resources to help families continue learning together. These may include printable activities, creative ideas and seasonal resources that encourage meaningful conversations about emotions in fun and accessible ways.

All Spark & Settle services are educational in nature and are designed to help children learn about emotions through creativity, curiosity and exploration. They are not counselling, therapy or medical treatment.

Parent Consent Policy

Before a child attends any Spark & Settle session, a completed Child Information & Parent Consent Form must be submitted by their parent or carer.

The information provided helps me prepare for sessions, support each child's participation and respond appropriately in the event of an emergency. It is important that the information provided is accurate and that parents or carers let me know if any relevant details change.

By completing the Child Information & Parent Consent Form, parents or carers confirm that they:

- Give permission for their child to take part in Spark & Settle sessions.
- Understand that Spark & Settle sessions are educational in nature and are not therapy or medical treatment.
- Will ensure their child is appropriately supported during sessions, in line with the guidance provided for each session type.
- Have shared any relevant medical information or additional information that may affect their child's participation.

A separate Photo & Media Consent Form is used to obtain permission for photographs or videos of children to be taken or used.

A completed Child Information & Parent Consent Form must be received before a child can attend a Spark & Settle session.

Safeguarding & Child Protection Policy

The safety and welfare of every child attending Spark & Settle is my highest priority.

I am committed to providing a safe, welcoming and respectful environment where children can enjoy creative educational activities and explore emotions through engaging learning experiences.

I hold an Enhanced DBS check and have completed safeguarding training. I understand my responsibility to recognise, respond to and report safeguarding concerns where appropriate.

If I have concerns about the safety or welfare of a child, I will take these seriously and follow the appropriate safeguarding procedures. Where necessary, I may share information with the relevant safeguarding authorities if I believe a child is at risk of harm or if I am legally required to do so.

Parents and carers remain responsible for their child throughout Spark & Settle sessions in accordance with the guidance for each session type.

Spark & Settle provides creative educational sessions and is not a counselling, therapy or medical service. If I believe a child would benefit from services beyond the educational scope of Spark & Settle, I may recommend that parents or carers seek advice from an appropriately qualified professional.

Health & Safety Policy

Providing a safe environment for children and their families is an important part of every Spark & Settle session.

Before each face-to-face 1:1 session and face-to-face group session, I will check that the learning space is suitable for the planned activities and that any obvious hazards have been removed or reduced where possible.

Activities and materials are chosen to be appropriate for the age of the children taking part and are used in a safe and responsible way. Parents or carers remain responsible for supervising their child throughout all face-to-face sessions.

If an accident, injury or emergency occurs during a session, I will take appropriate action to help ensure everyone's safety and inform the child's parent or carer as soon as possible.

For online 1:1 sessions and online group sessions, parents or carers are responsible for providing a safe and suitable space for their child to take part and for remaining available throughout the session.

Risk Assessment Policy

Before each face-to-face 1:1 session and face-to-face group session, I will consider the planned activities and the learning environment to help identify any obvious risks and reduce them where possible.

This may include checking that:

- The learning space is suitable for the planned activities.
- Creative materials and equipment are appropriate for the children's ages.
- Activities can be carried out safely.
- Any obvious hazards have been identified and addressed where possible.

For online 1:1 sessions and online group sessions, parents or carers are responsible for ensuring that their child has a safe and suitable space to take part in the session.

If I become aware of anything that could affect the safety of a planned activity or learning environment, I will make appropriate adjustments or, if necessary, change or stop the activity.

Behaviour Policy

Spark & Settle aims to provide a positive, welcoming and respectful environment where every child can enjoy learning through creativity and exploration.

Children are encouraged to:

- Be kind and respectful to others.
- Listen when others are speaking.
- Respect personal space and the learning environment.
- Use materials and equipment safely.
- Be considerate of everyone taking part in the session.

Every child is unique and encouraged to participate in a way that feels comfortable for them. Children are never required to answer questions, speak in front of others or take part in any activity that makes them feel uncomfortable. Choosing to observe, listen or participate quietly is always respected.

I understand that children can sometimes become upset, frustrated or overwhelmed. If this happens during a face-to-face 1:1 session or face-to-face group session, I will speak with the parent or carer so that they can support their child if needed.

If a child's behaviour affects the safety or enjoyment of others, I may adapt the activity, suggest an alternative approach or, where necessary, ask the parent or carer to remove their child from the activity until they are ready to rejoin.

My aim is always to create a calm, enjoyable and inclusive learning environment where every child feels welcome and able to take part in a way that works for them.

Parent Responsibilities Policy

Parents and carers play an important role in helping their child enjoy and benefit from Spark & Settle sessions.

For face-to-face 1:1 sessions and face-to-face group sessions, parents or carers are required to remain with their child throughout the session and are responsible for supervising them at all times.

For online 1:1 sessions and online group sessions, parents or carers must remain nearby and available throughout the session in case their child needs assistance.

Parents and carers are responsible for:

- Completing the Child Information & Parent Consent Form before their child attends their first session.
- Providing accurate and up-to-date information about their child and informing me of any changes that may affect their participation.
- Ensuring their child attends sessions ready to take part.
- Supporting their child to take part in a way that feels comfortable for them, without placing them under pressure to participate.
- Treating other children, families and Spark & Settle property with kindness and respect.
- Following any guidance provided before or during a session.
- Ensuring their child has any materials needed for online sessions or pre-recorded educational sessions, where these have been shared in advance.

Working together helps create a positive, enjoyable and engaging learning experience for every child.

Privacy & Data Protection Policy

I respect the privacy of every child and family who takes part in Spark & Settle sessions and am committed to handling personal information responsibly.

To help me deliver Spark & Settle services safely and effectively, I collect personal information where it is necessary. This may include:

- Parent or carer names and contact details.
- Child's name and date of birth.
- Emergency contact information.
- Medical information, allergies or additional needs relevant to participation.
- Booking information.
- Completed Child Information & Parent Consent Forms.
- Photo & Media Consent Forms.

This information is used to:

- Manage bookings and communicate with parents or carers.
- Deliver Spark & Settle educational sessions and services.
- Help keep children safe during sessions.
- Meet safeguarding responsibilities where required.
- Comply with legal obligations where applicable.

All completed forms are printed and stored securely in a folder at my home. I take reasonable steps to protect personal information and only I have access to these records.

I will not share personal information with third parties unless:

- I have the permission of the parent or carer.
- It is necessary to protect the safety or welfare of a child.
- I am required to do so by law.

Spark & Settle processes personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Parents and carers have the right to:

- Request access to the personal information I hold about them or their child.
- Request that inaccurate information is corrected.
- Request that personal information is deleted where appropriate, unless I am legally required to keep it.
- Withdraw consent where this applies.

Personal information will only be kept for as long as necessary to meet legal, safeguarding and business requirements, after which it will be securely disposed of.

Professional Boundaries Policy

Spark & Settle provides creative educational sessions, workshops and resources that help children learn about emotions through creativity, curiosity and engaging learning experiences.

My role is to plan and deliver educational activities that encourage children to explore ideas, develop emotional understanding and create hands-on practical tools that they can use in everyday life.

Spark & Settle sessions are educational in nature and are not counselling, psychotherapy, mental health services or medical treatment. I do not diagnose or treat emotional, behavioural or mental health conditions, and my sessions are not intended to replace advice or treatment from qualified professionals.

If, during a session, I believe a child may benefit from additional support beyond the educational scope of Spark & Settle, I will discuss my observations with the child's parent or carer. It is always the responsibility of the parent or carer to decide whether to seek advice from an appropriately qualified professional.

Professional boundaries are maintained at all times to help ensure that every child and family experiences a safe, respectful and positive learning environment.

One-to-One Session Policy

Spark & Settle offers face-to-face and online 1:1 educational sessions that are tailored to the individual child.

Before a 1:1 session is booked, I will arrange a discussion with the child's parent or carer to learn more about their child, their interests and the areas they would like them to explore or learn about. This helps me plan a session that is personalised to the child's individual needs and interests.

Following this discussion, I will prepare and share a session plan with the parent or carer. Once they are happy with the proposed session, a booking can be confirmed.

Each 1:1 session is designed to provide an engaging and enjoyable learning experience through creative activities, discussion and hands-on learning.

Every 1:1 session includes the opportunity for the child to create a hands-on practical tool that they can take home and use in everyday life to reinforce their learning beyond the session.

For face-to-face 1:1 sessions, parents or carers are required to remain with their child throughout the session and are responsible for supervising them.

For online 1:1 sessions, parents or carers must remain nearby and available throughout the session in case their child needs assistance.

Children are encouraged to participate at their own pace and are never required to answer questions, share personal experiences or take part in any activity that makes them feel uncomfortable.

All 1:1 sessions are educational in nature and are designed to provide engaging learning experiences. They are not counselling, therapy or medical treatment.

Online Sessions Policy

Spark & Settle offers online 1:1 and online group educational sessions, allowing children to take part from the comfort of their own home.

Before an online session, parents or carers should ensure that their child has:

- A suitable device to access the session.
- A stable internet connection where possible.
- A quiet, safe and comfortable space to take part.
- Any materials that have been shared in advance for the session.

Parents or carers are required to remain nearby and available throughout the session in case their child needs assistance.

Online sessions are not recorded by Spark & Settle. Families are also asked not to record sessions without my prior permission.

If technical difficulties interrupt a session, I will make every reasonable effort to continue the session. Where this is not possible, alternative arrangements may be offered.

Children are encouraged to participate at their own pace and are never required to answer questions, share personal experiences or take part in any activity that makes them feel uncomfortable.

As with all Spark & Settle services, online sessions are educational in nature. Every session includes the opportunity for children to create a hands-on practical tool using materials available at home that they can continue using in everyday life.

Group Sessions Policy

Spark & Settle offers face-to-face and online group educational sessions that encourage children to learn about emotions through creativity, curiosity and engaging activities.

Group sessions are designed to be fun, welcoming and pressure-free, allowing every child to participate in a way that feels comfortable for them. Children are encouraged to share ideas, explore new concepts and enjoy learning alongside others, but there is never any expectation for them to answer questions, speak in front of the group or share personal experiences.

Every group session includes the opportunity for children to create a hands-on practical tool that they can take home and use in everyday life to reinforce their learning beyond the session.

Children are encouraged to:

- Treat others with kindness and respect.
- Respect the learning environment and materials.
- Listen when others are speaking.
- Participate in a way that feels comfortable for them.

For face-to-face group sessions, parents or carers are required to remain with their child throughout the session and are responsible for supervising them.

For online group sessions, parents or carers must remain nearby and available throughout the session in case their child needs assistance.

My aim is to create an enjoyable, inclusive and engaging learning environment where every child feels welcome, valued and encouraged to explore emotions through creative educational experiences.

Supervision & Unaccompanied Children Policy

Children attending Spark & Settle sessions remain the responsibility of their parent or carer at all times.

For face-to-face 1:1 sessions and face-to-face group sessions, parents or carers are required to remain with their child throughout the session and are responsible for supervising them.

For online 1:1 sessions and online group sessions, parents or carers must remain nearby and available throughout the session in case their child needs assistance.

Spark & Settle does not provide childcare, and children must not be left unaccompanied during any session.

If a parent or carer is unable to remain with or be available for their child as required, the session may need to be postponed or rearranged.

These arrangements help to ensure that every child can take part in a safe, positive and enjoyable learning environment.

Photo & Media Policy

From time to time, I may take photographs or short videos during Spark & Settle sessions to celebrate children's creativity and to promote Spark & Settle through social media, printed materials or future marketing.

A separate Photo & Media Consent Form is used to record whether a parent or carer gives permission for photographs or videos of their child to be taken and used.

No photographs or videos of a child will be used unless permission has been given by their parent or carer.

Parents and carers can choose whether to give or withhold consent, and their decision will always be respected. Consent can also be withdrawn at any time by contacting me.

Where photographs or videos are used, I will take reasonable care to protect children's privacy. Personal information, such as a child's full name, will not be shared alongside images without the parent's or carer's explicit permission.

If a parent or carer does not wish their child to appear in photographs or videos, I will make every reasonable effort to ensure their child is not included.

DBS / Safer Practice Statement

The safety and welfare of children is always a priority at Spark & Settle.

I hold a valid Enhanced Disclosure and Barring Service (DBS) Check, which allows me to work with children.

When delivering Spark & Settle sessions, I always aim to work in a professional, respectful and appropriate manner. I maintain clear professional boundaries and follow the safeguarding procedures outlined in this handbook.

Parents or carers remain responsible for their child throughout all Spark & Settle sessions in accordance with the guidance provided for each session type.

My aim is to create a safe, welcoming and positive learning environment where children and their families feel comfortable taking part in Spark & Settle's creative educational sessions.

Accident & Incident Policy

Although every reasonable effort is made to provide a safe environment, accidents or incidents can occasionally happen.

If a child, parent, carer or participant is involved in an accident or incident during a Spark & Settle session, I will take appropriate action based on the circumstances.

This may include:

- Providing appropriate paediatric first aid, where required and within the scope of my training.
- Informing and discussing the situation with the child's parent or carer.
- Contacting the emergency services if urgent medical assistance is required.
- Recording the details of the accident or incident for my records.

Where appropriate, I will review the circumstances of the accident or incident to consider whether any reasonable changes could help reduce the likelihood of a similar situation occurring in the future.

As parents or carers are present during face-to-face sessions, or remain nearby during online sessions, they will be informed immediately if their child is involved in an accident or incident.

Equality, Diversity & Inclusion Policy

Spark & Settle aims to provide a welcoming, inclusive and respectful environment where every child and family feels valued.

I believe that every child is unique and deserves the opportunity to enjoy creative educational experiences in a way that works for them. I welcome children and families from all backgrounds and treat everyone with kindness, fairness and respect.

I aim to make Spark & Settle sessions as accessible and inclusive as reasonably possible. Where appropriate, I will make reasonable adjustments to activities to help children participate and enjoy the learning experience.

I do not tolerate discrimination, bullying, harassment or behaviour that makes another child, parent, carer or participant feel unsafe, excluded or unwelcome.

Children are encouraged to participate in a way that feels comfortable for them. Every child learns differently, and all forms of participation are valued and respected.

My aim is to create a positive learning environment where creativity, curiosity and individuality are celebrated, and where every child has the opportunity to enjoy learning about emotions through engaging educational activities.

Cancellations & Payments Policy

Payment is required in advance for all Spark & Settle sessions.

One-to-One Sessions

Payment for face-to-face and online 1:1 sessions must be received at least one week before the scheduled session to confirm the booking.

If you need to cancel or rearrange a 1:1 session, please provide at least 48 hours' notice. Where at least 48 hours' notice is given, I will do my best to rearrange your session to another suitable date or time.

Unfortunately, cancellations made with less than 48 hours' notice are non-refundable and cannot normally be transferred to another date.

Group Sessions

Payment for face-to-face and online group sessions is required at the time of booking to secure the child's place.

As group session places are limited, all group session bookings are non-refundable.

If your child is unable to attend a group session, please let me know as soon as possible. I will do my best to offer the place to another family. If I am able to fill the place, I will issue a full refund for your booking.

If I am unable to fill the place, the session fee will remain non-refundable.

Sessions Cancelled by Spark & Settle

If I need to cancel or rearrange a session due to illness or unforeseen circumstances, you will be offered either:

- An alternative session date or time, where available.
- A full refund.

Complaints Policy

I always aim to provide a positive experience for every child and family who takes part in Spark & Settle sessions.

If you have a concern or are unhappy with any aspect of my services, I encourage you to raise it with me as soon as possible. Many concerns can be resolved quickly through open and honest communication.

All complaints will be taken seriously and handled fairly, respectfully and, where possible, confidentially. I will listen carefully, consider the information provided and aim to resolve the matter as promptly as possible.

If a complaint cannot be resolved immediately, I will keep you informed while I look into the matter and work towards a suitable outcome.

I value feedback from parents and carers, as it helps me continue to develop and improve Spark & Settle and the experience I provide for children and their families.

Emergency Information

Spark & Settle provides creative educational sessions, workshops and resources. It is not an emergency service, counselling service, therapy service or medical provider.

If you have immediate concerns about a child's safety, health or wellbeing, please contact the appropriate emergency services or seek advice from a suitably qualified professional without delay.

If I have concerns about the safety or welfare of a child during a Spark & Settle session, I will follow the Safeguarding & Child Protection Policy outlined in this handbook.

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This handbook has been created for Spark & Settle and is intended for use by parents, carers and families accessing Spark & Settle services.

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Thank You

Thank you for choosing Spark & Settle.

I look forward to helping your child explore emotions through creativity, confidence and curiosity in a safe, welcoming and enjoyable learning environment.

Emma Green

Founder of Spark & Settle