

Safeguarding Support Officer, Level 3

12 months of interactive learning, then end-point assessment with NQual. Become the trained first point of contact for safeguarding concerns in your organisation.

14

Interactive sessions

12

1:1 coaching sessions

11

Group supervisions

4

Progress reviews

350+

Hours of learning

Support every month: a workshop, 90 minutes of 1:1 coaching and group supervision

Workshop 1:1 coaching Group supervision Progress review Milestone



The employer's part Each month comes with one clear action for the employer, linked to that month's workshop.



For learners: what you'll do

- Start with an induction that makes you safe to practise from week 1
- Join 14 hands-on sessions: real scenarios, simulations and practice with real tools
- Meet your coach 1:1 for 90 minutes every month, plus monthly group supervision
- Build two case reviews and your portfolio from your own organisation
- Practise your EPA presentation in every session

For employers: your part

- Learning time in paid hours, about 7 hours a week
- A named workplace mentor and access to your DSL, policies and systems
- Progress reviews in weeks 12, 24, 36 and 48
- A monthly action linked to each workshop, and an impact report at month 12

What you'll achieve

- Level 3 Safeguarding Support Officer apprenticeship (ST1030)
- A trained first point of contact for safeguarding concerns
- Skills to triage, record, share, refer and escalate concerns, including allegations about staff
- Confidence to advise and train colleagues, and to help prepare for inspections and audits

Safeguarding Support Officer

Become the trained first point of contact for safeguarding concerns in your organisation. Twelve months of hands-on learning built around your own policies, systems and cases, then end-point assessment with NQual.

Employers: enquire now

Learners: find out more

12

months of learning

14

interactive sessions

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350+

hours of learning in paid time

How the programme works

Workshops

Fourteen live sessions of up to 3 hours: an induction, 12 workshops and a Prevent session. Real scenarios, simulations and practice with real tools, with short explainers rather than lectures.

Coaching

90 minutes 1:1 with your coach every month to apply your learning, build your portfolio and practise for your assessment.

Group supervision

90 minutes every month from month 2 to talk through real cases with your cohort, the way safeguarding professionals do.

Support all the way

Wellbeing support built into every session, a private room in every workshop, and a support plan if you need one.

What makes PEAK different

Safe to practise from week 1

An induction in your first two weeks covers confidentiality, communication and routes for a concern before anything else.

Learn by doing

Every session opens with a real scenario and a quick quiz, then moves into unfolding cases, simulations and triage practice.

Taught by practitioners

Coaching and supervision are led by PEAK's Designated Safeguarding Lead, so your examples come from real safeguarding practice.

Assessment ready

You practise your EPA presentation in every session, with a full mock assessment in month 12.

Your 12 month journey

Your employer is involved every month, with progress reviews in weeks 12, 24, 36 and 48.

Getting started

Enhanced DBS confirmed, employer safeguarding review, initial assessment, training plan and your first session with your coach

Month 1

Induction: Safe to practise

Workshop 1: Foundations of safeguarding and the SSO role

1:1 coaching (90 mins)

Month 2

Workshop 2: Legislation, policy and codes of conduct

1:1 coaching (90 mins)

Group supervision

Month 3

Workshop 3: Person-centred communication in safeguarding

1:1 coaching (90 mins)

Group supervision

Progress review 1 (week 12)

Month 4

Workshop 4: Recording, storing and sharing information

1:1 coaching (90 mins)

Group supervision

Month 5

Workshop 5: Recognising and responding: triage, risk and the safeguarding process

1:1 coaching (90 mins)

Group supervision

Case review 1

Month 6

Workshop 6: Escalation, allegations and whistleblowing

Prevent: Radicalisation, risk assessment and referral

1:1 coaching (90 mins)

Group supervision

Progress review 2 (week 24)

Month 7

Workshop 7: Multi-agency working, referrals and caseloads

1:1 coaching (90 mins)

Group supervision

Case review 2

Month 8

Workshop 8: Safeguarding reviews, audits and using data

1:1 coaching (90 mins)

Group supervision

Month 9

Workshop 9: Supervision, reflective practice and wellbeing

1:1 coaching (90 mins)

Group supervision

Progress review 3 (week 36)

Registered with NQual

Month 10

Workshop 10: Safeguarding culture, supporting victims and compassionate care

1:1 coaching (90 mins)

Group supervision

Month 11

Workshop 11: Advising, training and supporting colleagues

1:1 coaching (90 mins)

Group supervision

Month 12

Workshop 12: Theory to practice, CPD and EPA readiness

1:1 coaching (90 mins)

Group supervision

Progress review 4 (week 48)

Mock EPA and gateway

End-point assessment

Months 13 to 15: a 45 minute presentation with questions and a 60 minute professional discussion underpinned by your portfolio, assessed independently by NQual. Graded pass, merit or distinction overall

What you will learn

Induction · Month 1

Safe to practise

Your role as first point of contact, confidentiality, a person-centred first response and your organisation's reporting routes, so you are safe to practise from week 1.

Workshop 1 · Month 1

Foundations of safeguarding and the SSO role

Principles of safeguarding for children and adults, types of concern, reporting incidents, and the safeguarding process from concern to outcome.

Workshop 2 · Month 2

Legislation, policy and codes of conduct

Safeguarding law, statutory guidance, local policies and codes of conduct, and using them to advise colleagues within your role.

Workshop 3 · Month 3

Person-centred communication in safeguarding

Person-centred communication: adapting your style and tailoring each response to the person's views, feelings and cultural influences.

Workshop 4 · Month 4

Recording, storing and sharing information

Recording, storing and sharing information securely and lawfully, on paper and digital systems, and keeping safeguarding logs and registers up to date.

Workshop 5 · Month 5

Recognising and responding: triage, risk and the safeguarding process

Initial risk assessment, triaging and prioritising concerns, recommending a course of action, and linking safeguarding theory to practice.

Workshop 6 · Month 6

Escalation, allegations and whistleblowing

Escalating complex cases through local pathways, challenging decisions that are not in a person's best interest, and reporting allegations about staff confidentially.

Prevent · Month 6

Radicalisation, risk assessment and referral

Recognising radicalisation, the Prevent duty, assessing risk and making a Prevent referral.

Workshop 7 · Month 7

Multi-agency working, referrals and caseloads

Making comprehensive referrals to children's and adult social care, supporting others to refer, and managing caseloads with the wider team.

Workshop 8 · Month 8

Safeguarding reviews, audits and using data

Using data to inform decisions and reports, embedding lessons from local and national safeguarding reviews, and preparing for inspections and audits.

Workshop 9 · Month 9

Supervision, reflective practice and wellbeing

Safeguarding supervision, reflective practice and peer support, and protecting your own wellbeing and personal safety.

Workshop 10 · Month 10

Safeguarding culture, supporting victims and compassionate care

Building a safeguarding culture, compassionate care, and giving emotional and practical support to the people involved, including referral to wellbeing services.

Workshop 11 · Month 11

Advising, training and supporting colleagues

Supporting colleagues to follow safeguarding policy, and helping to design and deliver safeguarding training using different approaches.

Workshop 12 · Month 12

Theory to practice, CPD and EPA readiness

Applying theory to practice, evaluating your CPD and its impact, and completing your portfolio and presentation for gateway.

For learners

- A named coach, 90 minutes 1:1 every month and monthly group supervision
- About 7 hours a week of learning in your paid working hours
- Two case reviews and a portfolio built from your own organisation
- Skills to triage, record, share, refer and escalate concerns, including allegations about staff
- Confidence to advise and train colleagues and help prepare for inspections and audits
- The behaviours the role demands: fairness, compassion, discretion, integrity, resilience and professionalism
- The Level 3 Safeguarding Support Officer apprenticeship (ST1030)
- An enhanced DBS check is needed before you start

For employers

- A trained first point of contact for safeguarding concerns, learning on your own policies and systems
- A safeguarding review at the start and again at month 12, which becomes your impact report
- One clear monthly action linked to each workshop, and four progress reviews
- Suitable for education, health, care, housing, charities, sport and emergency services
- A named Account Manager for your organisation

Funding for employers

For starts from 1 August 2026. Maximum funding for this apprenticeship is £7,000.

Your situation	Apprentice 16 to 24	Apprentice 25+
You don't pay the levy	Fully funded	You pay 5%
You pay the levy	From your levy funds	From your levy funds
Levy payer, funds used up	Fully funded	You pay 25%

Non-levy employers may also be eligible for a £2,000 hiring payment for new apprentices aged 16 to 24 starting from 1 October 2026. Where prior learning shortens the programme, the price is reduced to match. We confirm costs and eligibility at enrolment.

Ready to talk about your team?

We'll check eligibility, recommend the right plan for each staff member and share our employer and line manager guide.

[Make an enquiry](#)