



KPASS Frequently Asked Questions

“We are just a small business with only two employees. Do we still need such a comprehensive policy and training?”

Yes. We believe that no matter how large or small a business is, if you cater to kids, both the kids and your business must be properly protected.

We have exceptional payment plans for small businesses that help make this important program affordable for everyone.

“I am very good at screening people myself. Do I really need the training?”

Yes. Child based businesses have the unique quality of attracting people who may have malicious intent towards kids. This is where they go to find their victims.

Your business has a higher risk of bringing in a potential offender either as an employee, volunteer or board member. You need to be confident that you have done everything you can to reduce the risk of one of these individuals becoming part of your team.

Knowledge is power and the key to prevention. When things go wrong, almost always it is the training portion that companies lacked.

“I know my staff well. They are all very nice people and would never hurt a child.”

It is very difficult to accept that someone you have trusted and perhaps known for many years can abuse a child. They may be very nice, friendly and likeable, however character has nothing to do with whether a person will abuse a child or not. It is critical that businesses that cater to children do not fall into this trap of denial, and take every precaution to ensure that children are truly safe.

“We don’t have abuse issues in our community or culture.”



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Denial is a common defense to why people think they do not need a policy to protect kids. It is difficult for anyone to imagine the horrible crimes that some offenders commit against kids, but denial is a dangerous defense.

“We don’t have the money to train all of our staff.”

We understand that businesses are stretched these days, and money can be tight for all sizes of business. However, we can’t stress enough the importance of reducing your risk of potential allegations and abuse within your business. It can and does happen, and if it happens to you, your business could suffer significantly, and potentially never recover.

Prevention efforts always feel hard to justify at the start, but you need to be sure to look at the cost that an allegation would have on your business, and what mitigating the risks early on can save.

Our training is very cost effective and designed for all budgets. Our goal is to help you provide the safest place for kids. We will work with you to help you do that with a fee structure you can afford.

“Our tutors are certified teachers who have already participated in a Child Abuse Training program. Why do we need to train them too?”

Many government agencies require specialized professions (like teachers) to undergo specific training in Child Abuse prior to receiving a certificate by the governing body. However, this training is not directed to your business, nor does it include policy directives and code of conduct that they will be guided by when they begin your employ. Although having the basic understanding of Child Abuse is a great start, it is simply not enough to reduce your business risk.



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“It is going to be hard to convince our board to have a written policy. Can you help us prepare for this presentation?”

Yes. We understand there are a number of reasons that adopting new policy can be difficult for some organizations and businesses. You may be faced with a number of barriers like denial, fear, lack of resources, complacency or simply a culture that does not adapt to change easily.

We can help you prepare for the presentation to assist in your efforts in championing child safety.

“Can we just get the training and not the Policy?”

Yes. All training can be completed as a single course, or packaged for maximum protection. The choice is yours.

“We don’t have the time to train everyone.”

Time is limited – we get it! But you must find the time to have your employees trained and properly informed. It is only a few hours a year for each employee. This is insignificant in terms of the benefits that training will reap. In the big picture, that is really no time at all.

We have two models to fit your structure, online for ease and time strapped businesses, and in person classroom sessions for businesses that hold training days within their organization. The choice is yours.

“We only have minimal contact with kids in our business. Should we still have a Child Protection Policy?”

The definitions of direct and indirect contact are:

Direct Contact:

Being in the physical presence of a child or children in the context of the organization’s work, whether contact is occasional or regular, short or long term.



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Indirect Contact:

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Having access to information on children in the context of the organization's work, such as children's names, locations (addresses of individuals or projects), reports, photographs and case studies.

Many professionals agree, that child safety is everyone's responsibility and that there should be a Child Protection Policy in place even for businesses that have indirect contact with kids. We agree.

"Will your policy make our job harder and scare potential volunteers away?"

No. We don't deny that committing to providing a safe place for kids takes effort, but we believe that it is the most important step your business will take.

We will help you integrate the new policy into your existing structure to help ease the transition and answer any questions that your existing staff or volunteers may have.

Bottom line is, if you have a volunteer that is not on board with your commitment to child safety, you need to seriously question their suitability for the role.

"We don't have the people to do this right now. Resources are tight."

There is little for you to do. The K-PASS program is relatively turn-key. All you need to do is provide a designated person (we title your Child Protection Officer) to liaise with us and we will do the work. This position requires very little time and is critical to have for any business that caters to kids.

Training can be done online, in the evening, to help with busy schedules.

We are confident that the last thing you will want to say at an inquest is **"We could have helped protect the child, but we were just too busy."**



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“My staff is never left unsupervised. Do we still need the training for everyone?”

Yes. All staff and volunteers that come in direct contact, regardless of the level of supervision will benefit from training.

“We already have a Policy in place and nothing has happened so far. Isn’t that good enough?”


We recognize that many children’s businesses have attempted to address the issue of child protection in the past, and commend them for it. However, we have discovered that many have very short and limited policy in place to adequately protect their business and the kids they care for.

We offer a free review of your current policy to ensure there are no deficiencies.

“Can we just buy the training and not the policy?”

Yes. You are welcome to enroll in any of our training programs.

“Can we just buy the policy and not the training?”

Yes. However, keep in mind that it is critical that your staff understand the depth of the policy and therefore we highly recommend that you purchase at minimum, the Policy Training portion of K-PASS. 



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Training Questions

“Do all volunteers have to be trained?”

We recommend that employees and volunteers that have direct contact with kids should participate in training in order for your business to be safe from potential predators.

“Who does your in class training?”

Certified Kidproof Instructors who are specially trained in delivering all Child Protection Modules do the in class training.

“What happens if I buy a training credit for my employees and one quits and I re hire a new one. Can I reuse that credit or do I have to buy a new one?”

You cannot re-use a training credit if it has already been used by a previous employee. You will have to buy a new credit for the new employee. If you are a large business and have significant turnover of staff, it is usually more cost effective to host semi-annual training days.

“What is better, online training or in class?”

Most companies prefer the easy and lower cost of online training. Others that have yearly or ongoing training programs and facilities may prefer in class sessions.

“How long is the initial training?”

Each module is approximately four (4) hours of in class training and approx. two (2) hours of online training.



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“How long is the refresher training?”

Refresher training is half the time and half the cost of regular training. So in class sessions are two (2) hours and online sessions are one (1) hour.

“How much is the refresher training?”

Refresher training is free if done online. However, all class sessions incur regular fees.

“Do you have trainers that can attend our headquarters for in class training?”

Yes. We can come to your business and conduct group training at your convenience. Contact us to get further details.

“How do I get a login to take the training?”

You will receive a unique log in ID and temporary password to Kidproof U. This will give you access to all programs that you are registered for.

“We lost our certificate. How do we get a new one?”

You can contact us to request a replacement. We will verify your status and send you a replacement via email.

“What technology do I need to watch the parent education portion?”

All you need is a reliable high speed internet connection (flash required) and speakers.



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“How long is the training valid for?”

Initial training is valid for five (5) years. Refresher training is valid for one calendar year

“Do I have to take full initial training every five (5) years?”

Yes. Policy and Procedure will likely change over the course of five years. Therefore, we have scheduled all K-PASS businesses to complete full training of all employees every five years from their anniversary date of initial full training.

“Can we get a full report of all employees trained and tested?”

Yes. We are happy to provide a full list of employees that have completed any and all modules as well as their marks at your business request. Just ask your representative.

“Why do we have to have refresher training each year?”

It is imperative that your staff understand exactly what your policy and procedures are, and are reminded of them yearly. This is standard practice in the highest regarded NGO/NPO's across the globe. Refresher training takes half the time, is half the cost and provides the full benefit of ensuring that your staff is always up to date.

“How long do we have to train everyone when we implement the new policy?”

You should leave yourself no longer than three (3) months to complete all training for anyone that has direct contact with children in your care.

Do you have training for kids?

Yes. We recommend that if your business has regular attendance by the same set of kids that you offer a child safety program to them.



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Kidproof Safety is the world leader in child and family safety education and has been delivering proactive and preventative child safety programs to schools and communities for more than a decade.

If you wish to host a child safety class on the issue of anti-abuse or stranger awareness, please let us know or give them a call and they will be happy to help.

“How can I offer your children’s classes at my school?”

That’s easy. Simply contact your local representative at Kidproof. You can find them at www.kidproofsafety.com or info@kidproofsafety.com

What if my staff fails the training?

A passing mark for all training is 80%. The training is very intuitive and comprehensive and if an average student takes the time to read through the materials and learn the materials, passing should not be a problem.

Students will have up to two (2) attempts at the test portion to pass the training.

If they fail on both accounts, we will notify you and you can review their qualifications for the position more thoroughly. Perhaps they need assistance in the written portion of the program. If you feel they require a second chance, please let us know and we will reset their training module.





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Financial Questions

How much does the training cost?

Our training is offered in two formats; Online and In-Class and both are extremely affordable and offer a payment plan solution for many businesses.

There are four modules:

1. Child Abuse Training (Mandatory for Certification)
2. Policy and Procedure Training (if Policy is included in the package)
3. Hiring, Recruiting and Screening Training (Mandatory for Certification for Managers)
4. Working with Kids Training (Mandatory for Certification)

Each module can be done separately and independently from each other. Please request a current price list.

“Can we pass the cost of training onto our employees as a condition of their employment?”

Yes, this is your option. We can set up your business account on a “pay per student enrollment” basis where students can enroll and pay directly themselves for the programs.

Otherwise, we will bill your business for the # of credits (courses and enrollment) you require.

“Do you offer a discount to large businesses?”

Yes. We offer volume discounts for large scale operations with 500 or more employees. We would be happy to provide a full quote for you.



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“How much does the full Policy and Procedure cost?”

If your business does not have a current Child Protection Policy and Procedure, or one that is extremely limited, you may purchase a customized policy that meets all standard requirements that a world-class children’s business should have for a one-time fee.

The Child Protection Policy and Procedure manual will assist you in creating barriers for offenders and provide the highest level of safety for the children in your care. The manual includes the full policy, code of conduct, forms, checklists, evaluations forms and further information to guide you on other relevant child protection issues you should be aware of.

This Policy and Procedure is critical to risk reduction and will become an invaluable piece of your organization structure.

“How can you provide a full Policy at such a low cost?”

Hiring someone to start from scratch to create a policy can be very time consuming and cost in the tens of thousands of dollars. Our policy has been created to specifically meet the needs of child focused businesses. We keep the costs very low so that all businesses, small or large can afford to ensure the highest level of safety for their kids.

“How much does the Policy Review cost?”

We understand that many businesses have a policy, or parts of a policy, in place. However, it is our experience that many have not addressed sufficient areas to truly reduce the risks inherent to child based businesses.

We will review the sections relating to the Child Protection issues for Free and test them against our evaluation criteria based on the 7 Elements every Child Protection Policy must have.

We will inform you of the deficiencies (if any) and advise you on what you can do to fix the issues.



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Policy & Review

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“Will you review our whole policy at the same time?”

Unfortunately, we cannot provide assistance or guidance on your full operations policy at this time. Our expertise is in child safety only, therefore we will only review the sections relating to child safety and protection.

“Will you fix our policy if it is deficient?”

We will show you where you are deficient in a report at which time you can choose to update the policy yourself. At this time we do not revise other policies. Instead we will recommend that you either update the policy yourself, or consider adopting ours for a quicker and easier solution.

“Can we just create our child protection policy ourselves?”

In our experience, DIY is best for simple tasks that pose little risk and cost to fix if it doesn't work out. Creating a Child Protection Policy and Procedure is critical to not only protecting kids in your care, but providing you with the framework and guidelines to minimize liability risk.

Yes, you can certainly create your own policy, but depending on your expertise and experience, it could be a very costly corner to cut.

“Do you share our policy or information with anyone?”

No, absolutely not. We adhere to a strict Confidentiality Policy with all of our clients.

“Is a child abuse policy the same as a child protection policy?”

In most cases they are one in the same. Some people and organizations use these terms interchangeably.



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“What languages does the K-PASS program come in?”

The Child Protection Policy is currently in English only. We are happy to translate the policy and training in your native language for you at a reasonable cost.

“We are a franchise concept with multiple units, can we all receive K-PASS training?”

Yes. We are designed to help address large scale, multi-unit children’s businesses. We can provide a very simple, affordable and turn-key solution that every one of your franchisees can benefit from and receive a K-PASS.

Having a franchise system that demonstrates their commitment to child safety is also a great message to attract future franchise owners!

“Our current staff has been working for us for a while. Do we have to go back and do screening and background checks on them?”

It is never too late to conduct the proper checks for all employees and volunteers that have direct contact with children in your care. We recommend that you bring all current staff up to date on screening with a minimum of a criminal records and vulnerable persons check.

In order to qualify for a K-PASS you will need to ensure you have updated records for every employee within three (3) months from time of adopting the Child Protection Policy.

“Do you provide assistance on implementing the policy into our business?”

Yes. We will provide you with a complete start to finish guide on how to implement the new policy into your organization. This will be invaluable for established businesses with culture that tends to be resistant to change.



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“Does your policy and training guarantee that no one in my business or organization will abuse a child?”

We sincerely wish there was a magic fool-proof way that we can guarantee the safety of all children everywhere. But the truth is there isn't.

By adopting the K-PASS Policy, Training and by following the guidelines and procedures, you will be applying multiple layers of protection to your business and reducing the risks significantly, but unfortunately, there is no guarantee as it is impossible to reduce risk entirely.

“How can having a child protection policy and training reduce our risk of false allegations?”

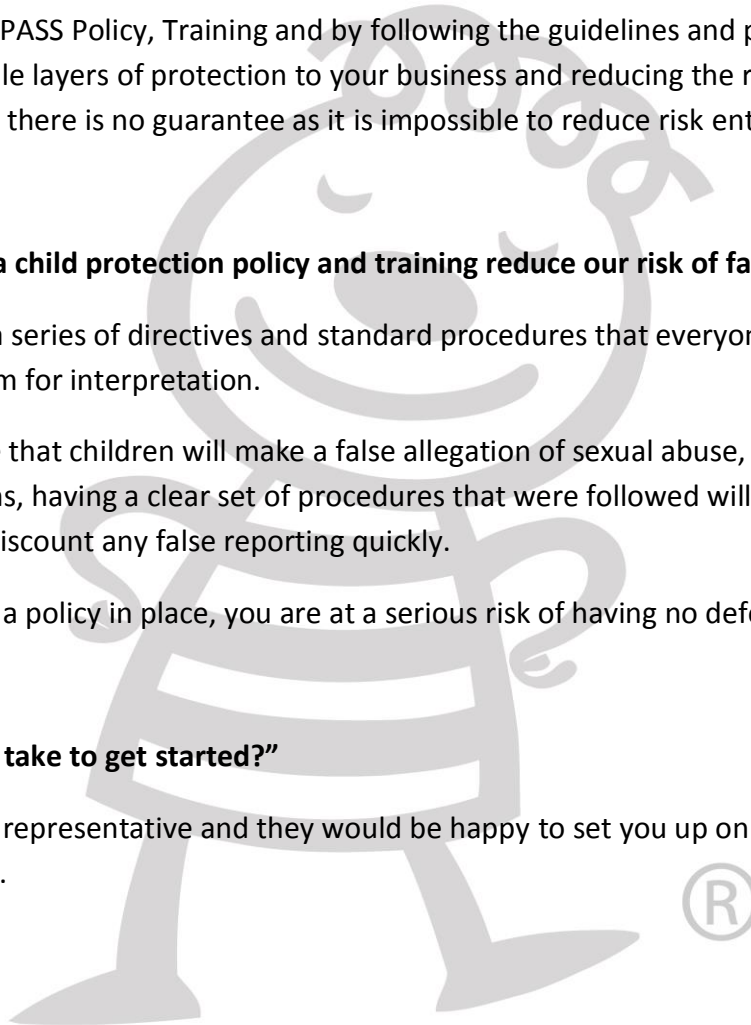
A policy provides a series of directives and standard procedures that everyone must follow. They leave no room for interpretation.

It is incredibly rare that children will make a false allegation of sexual abuse, but if on a rare occasion it happens, having a clear set of procedures that were followed will help to explain your actions and discount any false reporting quickly.

If you do not have a policy in place, you are at a serious risk of having no defense at all.

“How long does it take to get started?”

Contact your local representative and they would be happy to set you up on the time frame that suits you best.





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“We are a large community college but have programs for kids on weekends and evenings. Who would need to be trained in order for us to meet the criteria to become an approved business?”

We are all familiar with the Penn State case where abuse occurred on college campus. In fact, as a result of that case, many colleges are now required to have a Child Protection Policy and Procedure in place.

Adult focused businesses and institutions that cater to children through specialized programs and all members that have direct contact with children and their direct supervisors should complete training.

Partner Questions

“I would like to partner with you. How do we do this?”

Excellent and we want to hear all about you! Please visit our Partners page to learn the ways that we partner with individuals around the world.

“I would like to open a Kidproof branch in my country. Is this possible?”

Yes, as long as we are not already operating with a partner in place. We suggest checking our Partners page to see if Kidproof is already in your area. If it isn't, then please contact us.

