



Educate, Inspire, Enrich

**Operations & Safeguarding
Handbook (OSH)**

UK Language Courses - Operations and Safeguarding Handbook

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APPENDICES

Appendix	Document	Date	Up-date
1	Terms and Conditions	May 2020	March 2021
2	Declaration Letter	May 2020	March 2021
3	Statement for Parents/Guardians	May 2020	March 2021
4	Individual Enrolment Form	May 2020	March 2021
5	Enrolment form	May 2020	March 2021
6	Code of Conducts for Students	May 2020	March 2021
7	Code of Conducts for Adults	May 2020	March 2021
8	LADO & LPC information	May 2020	March 2021
9	Concern / Allegation Form	May 2020	March 2021
10	Prevent Form	May 2020	March 2021
11	Centre Residential Checklist	May 2020	March 2021
12	First Aid Usage Form	May 2020	March 2021
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15	Fire Log form	May 2020	March 2021
16	Visitors Book	May 2020	March 2021
17	Staff Excursion information	May 2020	March 2021
18	Complaints Form	May 2020	March 2021
19	Recruitment Policy	May 2020	March 2021

UPDATES: This is considered to be a live document that is regularly reviewed and updated

Update	Amendments made	Date	By whom
1	Creation of Operations and Safeguarding Handbook in current format	February 2014	CA/NP
2	General update - to include information about the new Safeguarding role and internet safety	May 2014	CA/NP
3	General update – no change	March 2015	CA/NP
4	General update – addition of the Act of terror policy	April 2016	CA/NP
5	General update – addition re text message leaders	March 2017	CA/NP
6	General update – additions to Risk Assessments	October 2017	CA/NP
7	General update – amendment to Enrolment policy	January 2018	CA/NP
8	General update – added in new Recruitment policy	April 2018	CA/NP
9	General update – added in new LADO information	February 2019	NP/LE
10	General update – added in new Infectious Diseases policy & new Safeguarding Course link	May 2019	CA/NP
11	General update- addition of EDI policy	January 2020	CA
12	General update- added in new Recruitment policy	January 2020	CA
13	Updated in relation to Covid-19	June 2020	CA
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UK Language Courses - Operations and Safeguarding Handbook

INTRODUCTION

This document details the Operations and Safeguarding policies and procedures of UK Language Courses.

Safeguarding young people is fundamental to the way our organisation views and ensures the well-being of its students.

As a provider of language courses for under 18s that include their full board accommodation, we should be ensuring that our students remain safe at all times. This includes during and outside of scheduled activities, during excursions and in their residential accommodation or homestay.

These are the measures we take to ensure the safety of our students, Group Leaders, UKLC teams and visitors at all times and ensure that good practice is followed.

This document (or parts thereof) is available for any agent, group leader, student, parent, individual, employee, supplier or potential client of UK Language Courses to read and be reassured by.

All persons working for UK Language Courses must read this document. Every team member must sign to say this document has been read, and that they have understood and agreed to abide by these policies and procedures. Sessional team members will be made aware of this document and will have access to it; they will be advised and supported by the UK Language Courses' full time and senior teams.

Our procedures are detailed in the following documents:

- Operations and Safeguarding Handbook (this document)
- Culture Book for Employees
- Risk Assessments
- Team Handbooks
- Privacy Policy (hosted on UKLC website)

June 2020 – This document has been revisited and amended in light of the Covid-19 pandemic. At UKLC our priority is always the safety and wellbeing of our students and staff. As we look to welcome students back to our centres, we want to offer reassurance to agents, parents and students about how we will operate and reduce this new risk as much as we can.

We have reviewed guidance from the government of the UK and the Department for Education in order to best plan and implement new policies and procedures.

Objectives of the Covid-19 amendments:

1. To safeguard the wellbeing of our students, staff and local community
2. To manage the risk of infection to our staff, students and local community, and find ways to provide reassurance to everyone involved that we are taking our duty of care extremely seriously.
3. To mitigate the impact on business operations and support the continuity of our programmes.

MISSION, VISION & VALUES STATEMENT

UKLC Mission:

Educate, Inspire, Enrich

To educate, to inspire and to enrich the lives of young people from all over the world through English language, sports and British culture.

UKLC Vision:

By 2025 we will have built upon our reputation for delivering top quality programmes that educate, inspire and enrich at desirable locations across the UK and be known for offering true educational and cultural benefit across a variety of summer and year round programmes. Our dynamic team, operational excellence, innovative approach and responsive service will ensure the loyalty of our partners and place us as the top language provider for young people in the UK.

UKLC Values:

E -	exceed expectations	<i>'we aim to exceed expectations in all areas'</i>
N -	nurture	<i>'we nurture our staff, our partners and our students'</i>
R -	respond	<i>'we respond quickly to all enquiries, challenges and our partners'</i>
I -	innovate	<i>'we are innovative in our approach'</i>
C -	change	<i>'we embrace it'</i>
H -	heart	<i>'we LOVE what we do!'</i>

UK Language Courses co-ordinate and deliver a number of residential and homestay courses for specific agents, groups and schools. The age range of students is usually but not always between 8 and 17 years of age. UK Language Courses operate from a number of sites throughout the UK.

As a provider of language programmes for under 18s that include their full board accommodation, we want to ensure that our students remain safe at all times. This includes during and outside of scheduled activities, during excursions and in their accommodation.

Safeguarding / Child Protection Statement:

UKLC is committed to providing a safe and secure environment for the young people in our care.

The way we ensure this is by:

- Operating a rigorous recruitment process and thoroughly vetting all applicants (Appendix 19 **Recruitment policy**).
- Having a clear Safeguarding Policy (this document) and clear procedures for protecting the students in our care and keeping them safe.
- Having a clear Child Protection Policy and clear procedures for its implementation.
- Ensuring that all members of our team, accompanying group leaders and subcontractors (e.g. homestay providers) are aware of and conversant with the relevant areas of our Safeguarding Policy, that all team members are trained in it (see induction procedures) and that all team members are invited to complete an online **Safeguarding Basic awareness*** course and submit the certificate to head office. We also ensure that all team members and group leaders agree to adhere to the Code of Conduct for Adults (Appendix 7).
- Having a clear Behaviour Policy in place and procedures to ensure that our centres are free from discrimination, racism, bullying, harassment and extremism (see Behaviour Policy).
- Having an EDI (Equality, Diversity and Inclusion) policy that helps us to foster an environment of mutual trust, respect and understanding whether it be with the people we employ, the companies and countries we work with or the students we host (Appendix ?)
- Reviewing and updating all policies in this document on a regular basis and responding to feedback and suggestions from all areas of the business.

*[Safeguarding Basic Awareness Course](#)

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Explanation of terms:

For those not familiar with the terms used, we understand “Safeguarding” to mean “looking after” and use it as the “umbrella” term that incorporates everything we do to “look after” the young people in our care.

We understand Child Protection to mean protecting young people from direct harmful behaviour.

This document and the policies detailed within are relevant for all the young people within our care regardless of race, gender, ethnic origin or religion. We believe that all young people have the right to be protected.

Roles and responsibilities:

In every centre we will have two **Designated Safeguarding Persons (DSPs – our DSPs act as our Prevent Leads)**. One will be the Centre Manager and the other the Safeguarding and Welfare Co-ordinator. These persons have a responsibility to read and assimilate all areas of this document and ensure that all adults and students adhere to it.

All adults connected to UKLC (Team members, group leaders, subcontractors) have a responsibility to read all relevant areas of this document and show an awareness at all times of the need to safeguard students in our care.

All students will be made aware (through their Welcome Talk) of the existence of our policy and our commitment to keeping them safe. They will be asked to look out for each other and raise concerns with an adult where necessary.

In our Senior Management team, our Managing Director, Céline Aloé, has overall responsibility for Safeguarding, Child Protection and Prevent. She is supported by two members of the Head Office Team, Carolyn Rennoldson and Laura Evans.

EQUALITY, DIVERSITY AND INCLUSION

Policy

Equality, diversity and inclusion are fundamental to cultural relations and as a facilitator of cultural exchange and experience, UKLC strives to have EDI at its heart. To have true equality, diversity and inclusion means that we need to foster an environment of mutual trust, respect and understanding whether it be with the people we employ, the companies and countries we work with or the students we host. We strive for alignment between what we say and what we do. Our vision is to have an inclusive culture that is fair, built on our skills of working with lots of different cultures and countries and ensures that everyone who comes into contact with UKLC, feels valued and respected.

We want our recruitment, training, sales process and operational delivery to demonstrate our commitment to EDI and encourage a supportive and inclusive culture amongst the whole team, temporary and permanent. It is within our best interests to promote diversity and eliminate discrimination in the workplace. We will ensure that all employees and job applicants are given equal opportunity and that our organisation is representative of all sections of society. Each employee will be respected and valued and able to give their best as a result. This policy reinforces our commitment to providing equality and fairness to all in our employment or in attendance on our courses, 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. All employees, no matter whether they are part-time, full-time, or temporary, will be treated fairly and with respect. When selecting candidates for employment as per our recruitment policy or looking to make promotions, we will make decisions based on aptitude and ability.

All employees will be given help and encouragement to develop to their full potential and use their unique talents. In this way, the skills and resources of our whole organisation will be fully utilised and we will maximise the efficiency of the whole workforce.

All students and Group Leaders attending UKLC programmes will be informed of our vision and this policy and we will offer training and information about how they too can be involved.

Our commitments:

- To create an environment in which individual differences and the contributions of everyone are recognised and valued.
- To create a working environment that promotes dignity and respect for every employee and a learning environment that promotes tolerance and respect.
- 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 everyone.
- To promote equality in the workplace, which UKLC believes to be good management practice and makes sound business sense.
- To encourage anyone who feels they have been subject to discrimination to raise their concerns so we can apply corrective measures.

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- To encourage employees, group leaders and students to treat everyone with dignity and respect.
- To regularly review all our practices and procedures so that fairness is maintained at all times.

We will inform all employees that an equality, diversity and inclusion policy is in operation and that they are obligated to comply with its requirements and promote fairness in the workplace. The policy will also be drawn to the attention of funding agencies, stakeholders, agents, group leaders, students and job applicants. This equality, diversity and inclusion policy is fully supported by senior management and will be monitored and reviewed regularly to ensure that these elements are continually being promoted in the workplace and throughout our centres.

ENROLMENT

Policy

All our students are booked through agents and we accept individuals (at certain centres) and groups accompanied by a Group Leader.

Procedure

The following is our formal bookings procedure:

1) Having received a proposal, an agent will request an option / allocation (provisional booking) in a specific centre(s) for specific dates. UK Language Courses confirms that an allocation has been reserved by sending a confirmation email including the details relating to the course.

2) Subsequently a quotation is emailed to the Agent

3) When the agent confirms the quotation, UK Language Courses will issue the agent with a **deposit invoice** accompanied by a **copy of our terms and conditions (Appendix 1)**. They are also sent the **Group List Template / Individual Enrolment Form** upon which to submit student info and emergency numbers and our **Declaration Form** to be signed and returned by the agent (**Appendix 2**) which refers agents to the **Statement for Parents/Guardians (Appendix 3)**

4) Once the group list has been received, the agent will be sent a **Group Confirmation Sheet** with all group details to check, an **outline of the programme** that has been agreed and a link to the **Centre Handbook, the Group Leader Handbook and Operations and Safeguarding Handbook**.

The following are notes to our booking procedure:

- 1) The above stages and relevant communication with the agent will be recorded in our internal CRM system.
- 2) Communication is maintained between UK Language Courses and the Agent from the time that an option / allocation (provisional booking) is requested right up until the final booking is confirmed. This is in order to monitor the progression of sales against the option / allocations (provisional bookings) requested. Depending upon the level of sales, decisions may be taken to increase or reduce allocations in conjunction with the Agent. A booking is considered to be confirmed upon receipt of the deposit payment.
- 3) When the group is finalised, the Agent sends us the details of the students enrolled in that group, preferably on our template. However, the format this information is received in is different for each agent. For example, Spanish and French groups like to send their own individual form for each child that gives all of the necessary information, whereas Italian and Chinese agents prefer to send through a list of names for each group and include any important information about each child on the list (including age, gender and any medical information). We ask all agents to supply us with emergency 24-hour contact numbers for the parents/guardians of the students, the mobile number of the student themselves and an out of hours emergency 24-hour contact for the agent.
- 4) For individual students we ask for an **Individual Enrolment form (Appendix 4)** to be completed and sent to us four weeks prior to arrival.

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To double check all the information we have received and to ensure that we have all necessary information on every student and a correct 24-hour telephone number in case of emergencies, we make **every** student complete an **Enrolment form (Appendix 5)** on their first day. The enrolment form includes name, age, contact details, medical information and a behaviour statement. These forms are checked over and signed by the group leader, cross referenced with the information we have received about the student and then kept in the on-site office for the duration of the student's stay with UKLC.

Covid-19 appears to affect children significantly less than adults. Children, especially younger children, may contract the disease at a lower rate than adults. Children can get infected, but the infection is usually mild. A recent study in Iceland suggests that children under 10 in particular had a lower rate of infection than adults. Only around 1.4% of admissions to UK hospitals were of under 18s. Despite the general risk level, it is the individual that counts - a child with underlying health conditions could be at higher risk than an adult with no underlying health conditions. In addition, adults working with juniors could transmit Covid-19 between themselves. This is why we need to ensure all relevant information regarding the student's health has been received. We will be asking agents to inform us at enrolment stage of any **underlying conditions** or **previous conditions** that could put a student at extra risk even if they currently have no symptoms or effect of the condition.

BEHAVIOUR

Policy

UK Language Courses are committed to fostering an environment where students, group leaders, teachers, the UKLC team and those employed by the centre, can study, work and live free from intimidation, aggression, coercion, racism or victimisation. We are particularly concerned about eliminating all forms of harassment, bullying or behaviour that may lead to extremist* radicalisation and we consider such behaviour unacceptable and discriminatory. These behaviours are considered abusive and will not be tolerated. All students, UKLC team members and group leaders are responsible for helping to ensure that no one suffers in this way and that all equipment, facilities and accommodation are treated with respect.

***Applies to any form of extremism, e.g. terrorism, racism, homophobia or right-wing ideology.**

We aim to create a stimulating environment in which students can enjoy their stay, improve their English as much as possible and grow in confidence. We aim to build self-esteem by acknowledging the achievements of individuals and giving praise and recognition whenever possible. We therefore seek to encourage and reward good work, good behaviour and a good attitude.

Procedure

To promote good behaviour UK Language Courses team members will:

- Ensure that all students attend the initial “Welcome Talk” where the expected standard of behaviour is outlined
- Re-iterate the expected standard of behaviour through the **Code of Conduct for Students** (Appendix 6) – covered in the first lesson
- Make their lessons, activities and sessions fun and interesting
- Praise good behaviour
- Initially ignore any minor attention-seeking behaviour
- Act as a role model with a smart, clean appearance, good manners and time keeping
- Explain why certain behaviour is unacceptable
- Promote core British values – a. Democracy, b. Rule of Law, c. Individual liberty, d. Respectful tolerance of different faiths or beliefs

In the case of unacceptable behaviour persisting, UK Language Courses reserve the right to curtail any activity.

All students are required to wear a UKLC wristband and lanyard at ALL times. If a student is found not to be wearing these then UK Language Courses reserve the right to apply a small sanction (e.g. £1 fine) to ensure that students remember to wear them.

We operate a ‘Ground rules’ policy to manage behaviour:

1. Talked to: If a student misbehaves the Centre Manager can give them a first warning. This will take place in a brief meeting with the student and group leader and will be recorded on an incident form.
2. Yellow card: If they seriously misbehave again then we organise a telephone call home to their parents and we ask for the group leader’s/agent’s support in this.
3. Red card: If this fails to work and the participant continues to misbehave then we will ask them to leave and contact their agent to organise their transport.

Any action will be discussed with group leaders and significant events will be recorded on incident forms.

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UK Language Courses team members will not employ the following methods to manage unacceptable behaviour:

- Shouting
- Use of words such as '**Shut Up**' are unacceptable
- Criticism and mockery
- Physical punishments
- Use of extended periods of 'time out' or isolation

Restraint of a young person will never occur, unless to prevent personal injury to the student, other students, an adult or serious damage to property. Any such incident would always be recorded on the relevant forms.

If a student, group leader, or member of the UKLC team are the victims of, or aware of, any abusive behaviour, they should report it immediately. Students can report such behaviour to any member of the UKLC team or their group leader, who will then in turn report the incident(s) to the Centre Manager / the Safeguarding and Welfare Coordinator and / or the Senior Management Team. If the abusive behaviour involves any member of the UKLC team, it should be reported directly to the Centre Manager or the Safeguarding and Welfare Co-ordinator and / or the Senior Management Team.

SPECIAL EDUCATIONAL NEEDS

Policy

When special needs are identified we will endeavour to work in partnership with the students, the agent, the group leader and other relevant parties to ensure that the student can participate as fully as possible in the programme.

Procedure

Support requirements would be discussed, and a support plan recorded, on an individual or group basis. The support plan would include aspects such as special services and equipment, and additional staffing requirements. Should intimate care need to be provided as part of a student's care, we would accept for a carer to accompany the student and we would endeavour to offer the facilities necessary for such care. Additional accommodation costs would need to be funded either by the agent or the parents.

The physical environment of our centres would meet the needs of children with different disabilities, although children with reduced mobility would have difficulties with some of the sites we use. However, we endeavour to ensure that students with special needs have access alongside their peers to the lessons, activities, excursions and facilities provided in order to promote their welfare and development.

STUDENT ATTENDANCE:

Policy

All students enrolled at UK Language Courses must attend a minimum of 90% of the lessons, activities and excursions in order to receive their certificate for having completed the course. Absence for any reason other than illness will not normally be accepted.

Procedure

- Attendance registers are taken at the start of every lesson, afternoon activity, evening activity and on excursions.
- Absence from lessons must be reported by the students' group leader to the Course Director.
- Absence from activities and/or excursions must be reported by the group leader to the Excursion and Activities Manager.
- If a UKLC member of staff realises that a student has failed to turn up for an organised lesson, activity or excursion and **15 minutes** has passed, they should inform the relevant member of the Centre Management Team.
- If a student is absent due to illness for more than three days, they must be attended to by a medical professional and a record of this must be kept.

In the situation where a student is removed by pre-arrangement from our centre by a family member or friend for a short period of time, a written consent must be received with the personal details of who is collecting them and when they are returning. The onsite UK Language Courses team will ask this person for identification before releasing the student to them.

CHILD PROTECTION

Policy

All our students should expect to feel safe both whilst they are staying with UK Language Courses and also in their home life in their own country. We see it as our moral duty and it is a legal requirement for us to respond to any concerns that may come to our attention about the safety of students, whether this be during their stay or in their everyday life.

We are committed to establishing an atmosphere of trust between the students in our care and all adults they come into contact with. To this end all adults coming into contact with students on UKLC courses must adhere to the Code of Conduct for Adults (Appendix 7).

If any member of the UK Language Courses team, any host or any group leader has any doubts about the wellbeing of any young person within their care, it must be reported to one of the Designated Safeguarding Persons at the Centre immediately.

This policy has been drawn up to protect young people from abuse and neglect. It sets out the procedures that must be followed in the event of any allegations of abuse or neglect. The duty of UK Language Courses is to protect a young person from harm, and this comes before the need to maintain confidentiality. The safety of the young person must be of paramount consideration. Staff and hosts are made aware that suspicion of abuse may take the form of concerns rather than known facts. Concerns can and will be shared with the Agent through a referral.

UK Language Courses will ensure that any adult whose role involves responsibility for or substantial access to under-18s understands their duty to follow these procedures.

This is done by:

- 1) Reference to our Operations and Safeguarding Handbook in all materials used for the recruitment
- 2) A copy of our Operations and Safeguarding Handbook to be sent to all prospective employees, sub-contractors and our hosting institutions.
- 3) Team training in the Operations and Safeguarding procedures.
- 4) Asking all our hosting institutions to inform us of their recruitment and checking processes for staff who will be on site at the time our courses are running.
- 5) Dissemination of this policy to all our agents and their group leaders. (A further copy is given to group leaders upon arrival and further training is given to them in order to make sure that they fully understand their role and responsibilities).

We are aware of what constitutes abuse and neglect and that somebody may abuse or neglect a young person by inflicting harm or failing to act to prevent harm.

Physical abuse may involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating or otherwise causing physical harm to a young person. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a young person whom they are looking after. Physical abuse may be identified by unexplained or inadequately explained injuries.

Emotional Abuse is the persistent emotional ill treatment of a young person such as to cause severe and persistent adverse effects on the young person's emotional development. It may involve conveying to a young person that they are worthless or unloved, inadequate or valued only in so far as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on a young person. Emotional abuse is often from somebody close to the student – such as a parent, relative or guardian.

Sexual abuse involves forcing or enticing a young person to take part in sexual activities, whether or not the young person is aware of what is happening. The activities may involve physical contact, including penetrative and non-penetrative acts. They may include non-contact activities, such as involving young person in looking at,

or in the production of, pornographic material or in watching sexual activities, or encouraging a young person to behave in sexually inappropriate ways. Sexual abuse may be difficult to observe though changes in general behaviour might be an indicator. Usually this type of abuse emerges through disclosure.

Neglect is the persistent failure to meet a young person's basic physical and / or psychological needs, likely to result in the serious impairment of the young person's health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a young person from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment.

Procedure A

Should a member of the UKLC team or host have a concern that abuse has occurred or is likely to have occurred during the young person's stay, the following action should be taken:

1. Inform one of the Designated Safeguarding Persons (DSP) immediately.
2. Inform the appropriately trained members of the Senior Management team
3. Make sure the young person is safe and supported / reassured. Remain calm and try to return the young person to their normal routine if that is safe and appropriate.
4. Ensure that a clear written record has been made (using the Concern/Allegation form **Appendix 9** or the Prevent form **Appendix 10**), that it is signed and dated by the person who raised the concern / made the allegation / heard the allegation from the young person and pass it on to the Senior Management team as soon as possible.
5. The Senior Management team will, where appropriate, contact as soon as possible the Local Area Designated Officer (LADO) or Local Prevent Co-ordinator (LPC). **No decisions will be made without the LADO's or LPC's agreement.** The contact details for the relevant LADO and LPC can be found in **Appendix 8.**

Procedure B

Should a member of the UKLC team or host have a concern that abuse has occurred or is likely to have occurred in the young person's home country, the following action should be taken:

1. Inform one of the Designated Safeguarding Persons (DSP) immediately.
2. Inform the appropriately trained members of the Senior Management team
3. The Senior Management team will, where appropriate, contact as soon as possible in the following order:
 - a. **Group Leader**
 - b. **Agent**
 - c. **Parent (at discretion of Agent)**
6. Ensure that a clear written record has been made (using the Concern/Allegation form **Appendix 9**), that it is signed and dated by the person who raised the concern / made the allegation / heard the allegation from the young person and pass it on to the Senior Management team as soon as possible.

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- I. In both cases any action taken, monitoring done, and any further developments/discussions should be added to the written records of allegations (on the reverse of the form)
- II. Any person (team member or host) dealing with an allegation will ensure that they take into consideration that it may be necessary to protect the relevant young person following an allegation of abuse or neglect. They will therefore request guidance from the LADO as to whether they are able to contact the parent or carer, via the Agent, of the young person concerned following a referral or allegation of abuse.
- III. If the concern or allegation is made against a member of the UKLC team, the SMT would contact the LADO and no action would be taken to inform the member of the team or suspend them until the LADO had been contacted. As with all cases, discretion and confidentiality would be paramount and any information would be restricted to as few people as possible.
- IV. Records of Concerns/Allegations are highly sensitive. They should only be held by a DSP at the centre in a lockable place and should be handed over to the Senior Management team at the first opportunity. They will then be securely stored at Head Office separate from student or staff records.
- V. On an annual basis the Senior Management team will do a Safeguarding Audit and write a report. They will be looking to check the number of concerns raised, if there are any patterns and how effective the overall safeguarding strategies have been. The report will also detail any Child Protection training done by team members, when next training is due and any feedback from relevant team members (Centre Managers and Safeguarding & Welfare Co-ordinators) regarding safeguarding and Child protection at their centres.

SUPERVISION

Policy

UK Language Courses will provide supervision of their students at the agreed times in relation to the courses they are running. UK Language Courses will provide the following:

- A student/instructor ratio in line with good practice guidance (Dfe)
- Young people will be supervised at all classes, activities and excursions
- A register will be kept for all classes and afternoon/evening activities and excursions
- Wristbands will be provided and worn by every student
- Identification lanyards for every student, group leader, UKLC team member and visitor

Sports staff are qualified in National Governing Body awards. Supervision of swimming pools (where relevant) will be undertaken by RLSS National Pool Lifeguard Qualified staff. Where a specialist course is provided, such as dance, drama, tennis or music, staff with specialist qualifications are employed to deliver that element of the course.

Outside of agreed times, group leaders will be responsible for the supervision of their groups with the support of the UKLC team. The role and responsibilities of the group leader are detailed in the Group Leader handbook and group leaders are asked to sign off to these responsibilities at site (**Centre Residential Checklist - Appendix 11**) and attend Group Leader training. [Additional training for Group Leaders in ensuring they are aware of how to be Covid-19 secure will be provided from September 2020.](#)

For individual students travelling without a group leader, they will be allocated a UKLC team member to act as their group leader and point of reference at all times. In centres with under 6 individual students enrolled, this responsibility will fall to the Safeguarding and Welfare Co-ordinator. Over 6 enrolled students, UKLC will appoint someone as a UKLC Group Leader.

Procedure

- It is important that all team members are made aware at induction of their responsibilities in supervising and looking after students at our centres. The students' **safety and security** are of paramount importance.
- On arrival students should be issued with wristbands and lanyards and told to wear them at all times or sanctions will be applied.
- When organising activities (excluding classroom teaching) on-site and, in particular, excursions and visits off-site the supervision **ratios** need to reflect, on the basis of risk assessments, the activity to be undertaken and the age and maturity of the students.
- In residential accommodation the ratio of residential adults to students will be at least 1:20 for students aged 12 and over, and 1:15 for students under 12.
- Group leaders can be included in ratios, although only in relation to their own group.
- Group leaders can only be there in a supporting role and we still provide a sufficient level of UKLC staff involvement to ensure proper organisation and leadership of all activities and excursions. In each centre the Centre Manager will be the person with ultimate responsibility for student welfare* and they will be supported by a Safeguarding and Welfare Co-ordinator. The Centre Manager and Safeguarding and Welfare Co-ordinator need to be named and introduced at every welcome talk.
- Registers are taken for all classes, organised sports activities, evening activities and excursions.
- We ensure that there is proper supervision at break times and during mealtimes by establishing a team rota.
- For evenings and nighttime, we have a clearly laid out rota of who is responsible at what times for seeing that students are well-behaved and do not cause excess noise late at night.
- Evening activities generally finish at between 10pm and 10.30pm however we suggest the following bedtimes:

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- Students aged 10 and under – finish activities at 9pm and are in bed by 9.30pm
- Students aged 13 and under – finish activities at 10pm and are in bed by 10.30pm
- Students aged 14 to 17 – stay up a little after evening activities and are in bed by 11pm
- To ensure that all students have returned safely to their rooms and are going to bed, we ask the group leaders to message the UKLC Duty phone once this is the case.
- On excursions, students are supervised by the UKLC team and their group leader/s. All excursions have an element of free time incorporated into the itinerary if the group leader agrees (if no free time is desired then UKLC team members will continue to supervise the group). Free time is age dependent as follows: under 10 years old – no unaccompanied free time, 11-14 – groups of 4 to 5 students are allowed free time but must return to the agreed meeting point every 30 to 45 minutes (this is city dependent e.g. in larger cities the time will be shorter) and if possible UKLC team members and group leaders will still accompany, 14-17 – groups of 3 to 4 students are allowed free time and must return to the agreed meeting point every hour. On no account should students wander off alone. Students should have a map, their wristband and lanyard and be aware of the meeting points. (See excursion policy and risk assessments).

* By welfare we mean meeting students' religious, cultural and dietary needs, helping students deal with any issues relating to harassment, bullying, actual or threatened violence, damage to personal property, verbal and other abuse based on racial, sexual or religious differences.

References:

[Government Health and Safety advice for schools](#)

[Health & Safety Executive - Ratio Advice](#)

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SAFETY

Policy

UK Language Courses have a policy of ensuring that all reasonable and practical steps are taken to minimise any risks and ensure the Health and Safety of its students, group leaders, team and other relevant people.

To ensure this:

- Risk assessments are drawn up for all elements of UKLC courses.
- All equipment is checked that it is safe for use.
- All UK Language Courses locations are checked that they are safe for use.
- Activities will only take place when terrain and weather conditions are suitable.
- Safety Briefings are given with all activities
- Training is delivered on UK Language Courses Operations and Safeguarding Policies and Procedures during Management training and at all team inductions.
- Adequate supervision, instruction, training and education is provided to all students and group leaders are briefed on their roles/responsibilities and input into sessions if applicable.
- On arrival students are briefed on road safety, behaviour and bullying, smoking restrictions, discipline, internet safety and provision for help in emergency (999, school emergency number)
- All accidents and incidents, however minor, are recorded on the relevant forms.
- Every student, team member and group leader is fully briefed on the Fire Procedure.
- All relevant emergency numbers are collated and circulated to team members and group leaders.
- [Additional training for the UKLC teams, students and group leaders to make them Covid-19 aware will be provided from September 2020. This will involve elements on hygiene, face coverings and social distancing.](#)

Procedure

1. Before the start of any lessons/activities (instructor-led specific group activities), all the inside and outdoor areas must be checked to ensure that they are safe for the lesson/activity to take place. This must include checks on field areas for objects (broken glass/holes etc.) as well as internal rooms/halls for unsafe equipment and leftover objects.
2. All students must be counted before they are taken off to their specific lesson/activity and a register completed. This will be the responsibility of the UKLC team member. If a UKLC team member realises that a student has failed to turn up for an organised lesson, activity or excursion and 15 minutes has passed, they should inform the relevant member of the Centre Management Team.
3. In the event of hot weather, make sure the students wear sun hats or wear some kind of protective cream. The team member reserves the right to take students indoors if they feel it necessary. UKLC team members will never apply protective cream to students.
4. In the event of cold weather, ensure that students are adequately dressed in coats and hats, gloves if necessary. The team member has the right to cancel the activity in the event of bad weather or refuse any students that they feel are not suitably dressed for the activity.
5. If a student requires First Aid they must be escorted by a team member to a First Aider (see First Aid policy).
6. Students that need the toilet should first ask the UKLC team member supervising them. The team member should make a mental note of the time and where a student does not return within a reasonable amount of time, the location of the student should be ascertained. UKLC team members should not enter the toilet area with a student on a one-to-one basis.

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7. Where lessons/activities allow, staff should ensure that all the students are in their visual range. In the event of any activities that cover larger areas (Scavenger hunt etc.) staff should agree short timely check-ins with their students.
8. The appropriate staff ratios will be met for all lessons/activities. Appropriate operating procedures and risk assessments will be made available.
9. The correct size of equipment should be used for the relevant age group of the students. At the end of the day when the students have returned to their rooms and gone to bed, the group leader will complete a final check to ensure all their students are there and send a message to the UKLC duty phone to say that all are present and correct.
10. A supervised element of handwashing will be included at various points in the day. Before and after lessons, activities, excursions and mealtimes. UKLC team members will be present to ensure this is completed appropriately.
11. Hand sanitisers will be made available throughout the centre and students will be encouraged to use them frequently.
12. Additional cleaning and sanitation of communal areas has been arranged with the centres.

CENTRE MANAGEMENT and RESPONSIBILITY

Policy

UK Language Courses appoint a residential Centre Manager for every centre. This person carries overall responsibility for the site, students, group leaders and the onsite UKLC team. They are supported 24 hours a day by the Senior Management team. In their absence, another member of the management team will be appointed as Duty Manager and will take over the site duty phone.

Procedure

A clear rota for time off will be established for the management team.

Any time when the Centre Manager is handing over to another member of the management team, the Senior Management team must be informed.

The appointed Duty Manager will take over the duty phone and deal with any issues that arise.

However, if important decisions need to be taken (e.g. change in the programme, discipline of a student, action regarding a complaint from a group leader, safeguarding issue etc.) or if a serious incident occurs then this Duty Manager will only proceed under the direction of the Senior Management team.

INTERNET AND TECHNOLOGY SAFETY

Policy

Young people are often more comfortable and savvy using technology than adults. They are also much more trusting and believe what they read; this makes them particularly vulnerable.

There are many websites offering illegal or inappropriate material, for example, pornography, promoting self-harm, drinking games, hate sites etc.

It is our responsibility to protect the students on our courses from coming into contact with such sites. It is also our responsibility to promote e-safety and education about the dangers of the internet and social media to the young people.

Procedure

1. We contact all our hosting institutions and establish what filters/ blocks are in place in their systems
2. We introduce our students to SIS, our **safest internet student** and how she behaves via posters in the classrooms and around the centres.
3. All students have a level specific lesson in e-safety during their first week
4. All internet sessions are supervised by the UKLC team
5. In our Welcome Talk, students are warned about accessing inappropriate sites and are told that Mr IT manager is watching!!!
6. We ask our homestay providers to give information given to hosts about managing internet safety in their homes

FIRST AID

Policy

There will always be at least one First Aid qualified member of staff on site*. The location of all First Aid Boxes must be known to the qualified members of the UKLC team.

Procedure

First Aid should only be administered by somebody who is First Aid qualified. Only administer if necessary. If First Aid has been administered, please notify the Centre Manager of details and complete the First Aid usage form (**Appendix 12**) in the First Aid box. The details of any accident or incident should then be recorded on the relevant form.

Always be accompanied by another person when administering First Aid. Be aware of dignity and feelings when administering First Aid. If a member of staff does not feel confident in their ability to deal with the situation, they should contact another member of staff or call for an ambulance if necessary.

Guidance for first responders from the UK Government on administering first aid to a person suspected of Covid-19 infection is as follows:

'In adults, it is recommended that you do not perform rescue breaths or mouth-to-mouth ventilation; perform chest compressions only. Compression-only CPR may be as effective as combined ventilation and compression in the first few minutes after non-asphyxial arrest (cardiac arrest not due to lack of oxygen).

If a decision is made to perform mouth-to-mouth ventilation in asphyxial arrest, use a resuscitation face shield where available. Should you have given mouth-to-mouth ventilation there are no additional actions to be taken other than to monitor yourself for symptoms of possible Covid-19 over the following 14 days. Should you develop such symptoms you should follow the advice on what to do on the NHS website.

The Resuscitation Council UK gives the following advice:

Because of the heightened awareness of the possibility that the victim may have Covid-19, Resuscitation Council UK offers this advice:

- Recognise cardiac arrest by looking for the absence of signs of life and the absence of normal breathing. Do not listen or feel for breathing by placing your ear and cheek close to the patient's mouth. If you are in any doubt about confirming cardiac arrest, the default position is to start chest compressions until help arrives.
- Make sure an ambulance is on its way. If Covid-19 is suspected, tell them when you call 999.
- If there is a perceived risk of infection, rescuers should place a cloth/towel over the victim's mouth and nose and attempt compression only CPR and early defibrillation until the ambulance (or advanced care team) arrives. Put hands together in the middle of the chest and push hard and fast.
- Early use of a defibrillator significantly increases the person's chances of survival and does not increase risk of infection.
- If the rescuer has access to personal protective equipment (PPE) (e.g. FFP3 face mask, disposable gloves, eye protection), these should be worn.
- After performing compression-only CPR, all rescuers should wash their hands thoroughly with soap and water; alcohol-based hand gel is a convenient alternative. They should also seek advice from the NHS 111 coronavirus advice service or medical adviser.

They also offer this advice on resuscitating a child:

'It is likely that the child/infant having an out-of-hospital cardiac arrest will be known to you. We accept that doing rescue breaths will increase the risk of transmitting the Covid-19 virus, either to the rescuer or the child/infant. However, this risk is small compared to the risk of taking no action as this will result in certain cardiac arrest and the death of the child.

*whilst Covid-19 remains a risk UKLC will insist that all First Aiders have received recent training that covers Covid-19 and will ensure that there are an increased number of First Aiders onsite.

INCIDENTS

Policy

All incidents that are deemed worthy of note should be recorded correctly at site and appropriate signatures taken. Records are to be kept on file for three years.

Procedure

Incidents are classed as:

Unusual behaviour, unexpected visitors to the group, odd or unsuitable actions or behaviour by students, group leaders or UKLC team members, fighting and intense debate / argument, sexual behaviour, any unacceptable behaviour, existing injuries, any other issue that staff feel should be recorded.

Note: Any incident resulting in an injury should also be entered on an accident form

- Note the student's name/s, group, group leader, date, time, type of incident, the action taken and UKLC team member on the incident form (**Appendix 13**)
- Write a full report of the incident
- Make sure that the form is signed by the students' group leader, the UKLC team member and the Centre Manager.
- Ensure where applicable that group leaders are informed of the incident and any actions taken by a UKLC team member.
- Name any witnesses to the incident if the seriousness of the incident requires it
- Think - does an accident form need to be completed?

ACCIDENTS

All accidents should be recorded correctly at site and appropriate signatures taken. Records are to be kept on file for three years.

Procedure

All accidents must be recorded on an accident form (**Appendix 14**)

- Note the student's name/s, group, group leader, date, time, type of accident, action taken and the name of the UKLC team member who dealt with the accident.
- Write a full report of the accident
- Make sure that the form is signed by the students' group leader, the UKLC team member and the Centre Manager.
- The accident record should always be signed by a UKLC team member who either dealt with the accident or who witnessed the accident and any treatment given.
- In the circumstances of any significant injury, the names and addresses of any witnesses should also be recorded.
- Injury to any students, members of staff or visitors should be recorded.
- Think, does an incident form need to be completed?

Please ensure that the Senior Management Team is informed of any incidents / accidents that occur. It is their responsibility to report any concerns to the relevant authorities, such as RIDDOR, should it become necessary.

RIDDOR Notes

Reporting of Injuries, Diseases and Dangerous Occurrences

- All accidents or incidents that fall within this category will be reported as soon as possible after the injury, disease or dangerous occurrence has occurred.
- All of the above must be reported to the Centre Manager who will then forward this information to the UK Language Courses head office and make the **senior management team** aware of the incident.
- For any person who is taken to a hospital for an injury or disease, this will be reported on the incident and accident forms and online report completed for Riddor.
- All incidents can be reported online but a telephone service is also provided for reporting fatal/specified, and major incidents only - call the Incident Contact Centre on 0345 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

MEDICATION

Policy

On UK Language Courses it is rare for students to receive medication but on occasion a student will arrive with a pre-existing condition that requires regular medication. Medicine is usually administered by the student or group leaders or in some cases we are asked to source some local medical care.

Procedure

Any medical information is collected prior to the arrival of the students, via the agent. This information is recorded on a centre specific student database and is available* only to the Centre Management team and is shared*, if relevant, with the hosting organisation's staff. Any medical information for a student in homestay will be passed to the host provider. We also ask all students to complete an enrolment form upon arrival that records any medical issues. This information is cross referenced with the database.

If a student requires medication during their stay with UKLC, we will ask for detailed information from the agent about what they are taking, how often, how it needs to be stored and administered.

*extra attention is given to the security of such information as it is considered to be special category data.

HEALTH

Policy

It is our policy to encourage and promote good health and hygiene to all young people and adults who come on UK Language Courses. Whilst under the supervision of UK Language Courses, students' health will be monitored, however, students should take responsibility for their own care wherever possible. If we feel a particular student is not well enough to carry on with a particular activity, we reserve the right to remove them from the activity.

Procedure

The following list details our hygiene measures:

- Students are encouraged to always wash their hands with hot soapy water for more than 20 seconds
- [Students will be required to wash their hands before and after lessons, activities, excursions and mealtimes and will be supervised doing so](#)
- Hand sanitisers to be made available
- Always cover cuts and open sores with a plaster
- Always use plastic gloves when dealing with spilled body fluids
- Splashes in the eyes/mouth should be rinsed with warm water
- Report all accidents and incidents on the relevant form

As you will see from our Enrolment Form (**Appendix 5**) we ask for as much relevant information about our students as possible. We do this to:

- Make our team aware of any possible health restrictions or medical conditions
- Make the students' time with us more comfortable and enjoyable.
- Guard against any health and safety issues – where health may compromise the safety of a particular activity.

If a student requires hospital treatment, a relevant group leader should accompany the injured/sick person to the hospital. If a group leader is not available a member of the UKLC team will accompany the student. The

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Centre Management must be informed and the SMT notified too. The UKLC team member should ensure that they have a working mobile phone. On return to site, an Incident Report Form should be completed.

In the event of serious accident or illness, the relevant professional medical help will be sought. The group leader will be informed, and the agent/parents/guardian contacted. In the event of the group leader not being available, a UKLC team member or host will take charge and take the student to hospital. All available details of the student will be given to the medical practitioners.

In the event of a student requiring urgent medical attention where consent must be given, the group leader will immediately contact the parents/guardian. If the parents/guardian cannot be reached, the group leader will, in conjunction with the agent, take any necessary decision. If the group leader cannot be found, a member of UKLC Senior Management will confer with the parents/guardian and/or agent to make a decision. If the parent and/or agent cannot be reached, a member of UKLC Senior Management will confer with the group leader to make a decision. Where necessary UKLC Senior Management will make a decision.

INFECTIOUS DISEASES

UKLC Policy and procedure regarding infectious diseases and how to avoid and/or manage an outbreak in one of our centres. This policy has been taken from the Spotty Book updated September 2019 at this link: <https://www.england.nhs.uk/south/wp-content/uploads/sites/6/2019/09/spotty-book-2019-.pdf> This pdf document details “notes on infectious diseases in schools and nurseries”. Please refer to this document for exclusion times and details of specific infectious diseases. Please also use the audit tool at the back of the Spotty book in cases of outbreak and to find the contact details of the relevant authority listed.

Policy

Control of infection among students at UKLC centres depends upon:

- Prevention
- Early recognition of each case
- Prompt action and follow up

Infections may be:

- Acquired in home country and carried in OR
- Acquired and spread within the centre.
- What is an outbreak? An outbreak is defined as two or more linked cases with similar symptoms over and above that which would normally be expected. If there is an outbreak the Centre Manager must contact the Senior Management team who will decide if the local health protection team needs to be contacted. [If the symptoms present are related to a potential Covid-19 case, then there are additional protocols to follow. See below.](#)

Procedure

- Washing hands properly is one of the most important things individuals can do to help prevent and control the spread of many illnesses. Good hand hygiene will reduce the risk of illnesses like flu, stomach upsets and other infections being passed from person to person. Good hygiene is to be promoted in all centres and students must be reminded to wash their hands before meals and after activities and excursions.
- Dealing with any cuts/abrasions or body fluid spills. Standard precautions are a set of infection control practices used to prevent transmission of diseases (such as Hepatitis C and HIV) that can be acquired by contact with blood, body fluids, non-intact skin (including rashes), and mucous membranes.
- Standard precautions should be used for everyone to reduce the risk of unknown (and known) disease transmission and include:

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- Wearing gloves when in contact with any accident or injury (washing grazes, dressing wounds, cleaning up blood after an incident) and wearing a disposable plastic apron if possible.
- Carefully cleaning the wound under running water if possible or using a disposable container with water and wipes. Dab carefully dry.
- Covering all exposed cuts and grazes with waterproof plasters.
- If someone suffers a bite, scratch or puncture injury that may have introduced someone else's blood or experiences a splash of blood to the eye, area of broken skin or mouth, rinse well with water and seek medical advice.
- Illnesses to look out for that will require action are: Chicken pox, Measles, Conjunctivitis, Head lice, Gastroenteritis. (Please find a full list in the Spotty book with details of symptoms)

If symptoms start whilst a student is at a UKLC centre:

- Isolate them away from other students immediately and until they are well or no longer contagious (this would potentially be in the medical room or a designated separate accommodation).
- Ensure that a dedicated toilet is nearby and should only be used by symptomatic students / staff.
- All lever/light switches, handles and other 'high contact' items must be cleaned regularly with detergent and water and then disinfected with a hypochlorite solution. Bathrooms should also be thoroughly cleaned as above.
- Wash any soiled laundry or clothes separately on a wash that is stated by the wash label.
- Ensure appropriate personal protective equipment such as gloves and aprons are worn when any personal care is given or cleaning is undertaken.
- Ensure good hand hygiene is undertaken.
- Consider access to handwashing facilities near the dining room as hands should be cleaned before a meal and consider handing out antibacterial gel to the students.
- Contact the Senior Management team who may in turn contact the local health protection team for further advice and guidance.

If a student presents with symptoms that could relate to a case of Covid-19, follow the above procedures but note that:

- A staff member should be asked to volunteer to supervise the student. This should probably be the person who has spent most time with the student that day.
- The Centre Manager should be immediately be informed and should contact NHS 111 (or 999 in emergencies) on behalf of the student. The SMT should be informed and via the group leader /agent contact the parents as soon as possible.
- The student should use a separate bathroom which should be cleaned after use.
- The member of staff who has assisted the student showing symptoms does not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds with normal household products after any contact with an unwell student or colleague.
- If there is a confirmed case of Covid-19 at the centre, the SMT will inform the local Public Health Protection team. They will discuss the case, identify others who may have been in contact with the affected person, prepare a risk assessment, and advise on any further actions or precautions that need to be taken, including a possible Lockdown / Closure.
- The SMT may also need to report to the HSE under RIDDOR

Where the student is in residential accommodation:

- The student will need to isolate in their room. If they share a room then their roommates will need to be taken to a different room, self-isolate and be monitored for any symptoms.
- Meals and extra linens should be brought to the room
- Cleaning should not take place in the room during the self-isolation period
- Extra bin bags should be provided for the student

Where the student is being hosted by a family and shows symptoms or tests positive:

- UKLC will communicate with the host agency to inform them

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- Hosts will need to isolate together with students (see isolation periods)

If someone presents with Covid-19 symptoms whilst at the centre, and/or they find out they have been in close contact with someone who has Covid-19 or Covid-19 symptoms, they should:

- get at least 2 metres away from others
- go to a separate well-ventilated room / area behind a closed door
- avoid touching anything
- cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow
- use a separate bathroom, where possible

They should use their own mobile phone to call either:

- for NHS advice: 111
- for an ambulance, if they're seriously ill or injured or their life is at risk: 999.

They should tell the operator:

- their symptoms
- which country they've come from in the last 14 days.

The Centre Manager should also contact the local Public Health Protection team on 111.

Isolation periods:

- Symptomatic individuals should isolate for seven days (or longer if the symptoms persist).
- Persons who live with a symptomatic individual (eg. hosts, other students in shared accommodation) should self-isolate for fourteen days as it can take fourteen days for symptoms to appear.
- If symptoms appear during self-isolation, the symptomatic individual should isolate for seven days from that point (even if this means self-isolating for longer than 14 days).

School lockdown/ closure

If there is a confirmed case of Covid-19 at a UKLC centre, we will take guidance from the local Public Health Protection team. They will discuss the case, identify others who may have been in contact with the affected person, prepare a risk assessment, and advise on any further actions or precautions that need to be taken. As we will be closely following the above guidance on infection prevention and control, which will reduce the risk of transmission, closure of the whole setting will hopefully not generally be necessary.

However it is possible that a large number of students may be asked to self-isolate in their accommodation as a precautionary measure, that a residential block may be asked to self-isolate, or that an entire site may be locked down. This decision would ultimately be made by the Public Health Protection team.

Rest assured that this would be a last option after all other mitigating measures had not worked. Such measures would include:

- Delivering provision as normal but with additional cleaning / social distancing measures in place.
- Partially opening the centre to a limited number of students.
- Asking a partner/sister school for assistance.

In this scenario, we would inform all students, group leaders and agents and work with them to arrange transport.

FIRE SAFETY

Policy

UK Language Courses takes fire safety extremely seriously. The procedures and precautions of the hosting venue are studied and adhered to. The whole UKLC onsite team is trained in these procedures and all students are made aware of these procedures as soon as they arrive. We organise full site fire drills at every centre.

Procedure

All the Fire Precautions at the hosting organisation should be checked and all staff must be made aware of them at induction. As part of the pre-course preparations, all fire exit notices must be checked to ensure they are in place and are clearly visible. A procedure for having weekly fire drills must be worked out with the hosting organisation.

Students and group leaders are shown the fire exits as part of their orientation and upon arrival an initial fire drill is carried out. They are informed about the seriousness of abuse of fire equipment and alarms (and the charges which will be levied). If the hosting school/college has a no smoking policy, it is enforced, particularly with regard to smoking in bedrooms.

Fire lists: A list of who is in which bedroom will be completed by the first day of a group's stay and the record kept in the Centre Manager's office (the hosting organisation will also be given a copy). An extra copy will be made and placed in the entrance of each accommodation building. The Centre Manager must pay particular care to younger students. Any student under the age of 11 must be highlighted on the fire list.

Where UKLC staff are off duty but are residential and may leave the premises for the evening, they must inform the Duty Manager when they leave and return by way of a what's app message in a specially created staff group.

A full site fire drill will be carried out at the start of each new intake to ensure that staff and students are all fully aware of the correct procedure.

A record of all fire drills must be kept by recording the information on a **Fire Log form (Appendix 15)**:

At each centre, the Centre Manager (or on duty member of the management team) is the Fire Officer.

FIRE ACTION

Procedure

On discovery of a fire, sound the fire alarm and alert other adults as soon as possible.

Ensure that one person dials 999 for the Fire Service. Give the following details:

- The full address and area of site
- Reason for the call e.g. Alarm gone off, fire in building, etc.
- A contact telephone number

On the sound of the Fire Alarm, ask students to stop what they are doing and make their way out of the building through the fire door or nearest exit to the assembly point.

If the alarm sounds at night, UKLC team members and group leaders should usher students out of the building taking the Fire lists with them. Please be aware that younger students may not necessarily wake up so all adults (UKLC team and group leaders) must wake them up and, if that is not working, carry them out.

Close all doors and report to the assembly point.

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The Duty Manager (Centre Manager or member of the Centre Management team in charge that night) should take their copy of the fire lists with them and check the Duty phone to see which UKLC staff are present.

Take a register ensuring all students and staff are present.

Do not re-enter the building until advised to do so.

Assembly Point: (site specific according to hosting organisation's fire procedure)

Record all information on Fire Log Form.

In an emergency evacuation, social distancing may not be possible - evacuation needs to be done as quickly as possible. Social distancing may be able to be maintained at assembly points, however.

VISITORS

Policy

It is UK Language Courses policy that any person (outside of students, group leaders and the UKLC team) visiting a centre should be recorded on a Visitors log. Some examples of visitors could include the following:

- A British Council inspector
- A Fire Inspection Officer
- A Policeman
- A Doctor

Where hosts are collecting their homestay students, a list of the names and car registrations of the relevant hosts will be kept by the Centre Manager and a copy given to any onsite security. This way any person arriving at site can be verified.

Procedure

The following information should be recorded in a Visitors log (**Appendix 16**):

- Full name of visitor
- Occupation and place of work
- Reason for their visit
- Date and Time / Length of stay
- Signature of visitor
- Signature of person who attended to the visitor

A copy of the Centre Visitor Information leaflet is to be given to each visitor.

No visitor should be allowed into the centre without being first asked if they have any possible Covid-19 symptoms. When arriving on site they will be asked to use hand sanitiser and to avoid touching anything as much as possible. Contact details for visitors should be requested, collected and held for 14 days and then destroyed.

MISSING PERSONS

Policy

The following policy is to be implemented in the unlikely event of a student going missing whilst on a UK Language Courses programme.

When dealing with a missing person situation, staff and student safety should be of paramount importance and the Centre Manager or Senior Management Team should be informed as soon as possible. No emergency or serious incident should be discussed with any person from outside the company, especially, but not exclusively, the press.

Procedures

Missing student from site:

Once the fifteen-minute rule has elapsed and the relevant management team members informed, if the student still has not turned up, follow this procedure:

- Centre Manager to co-ordinate search from centre office
- CM to try and contact the student via their mobile phone and speak to their friends to ascertain when they were last seen.
- CM starts the clock and initiates a search of the centre (accommodation and grounds) and advises a time for the relevant team members to meet back at centre office and keep in contact via mobiles
- CM keeps a log of the events, including times and persons involved
- Ensure adults are properly attired for search e.g. warm clothes / waterproofs, spare clothes
- Brief the team and delegate search areas
- If necessary, use the fire alarm to get a definitive count and check of who is in the building
- Upon exploration of greater than one hour, inform the police and request assistance
- All staff searching return to centre office at a designated time
- CM passes responsibility for searching to the Police on their arrival.
- Once a student has been missing for over two hours the SMT will confer with the group leader about informing the parents/guardian.

Missing student on excursion

- On the coach before letting the students go, UKLC team members must brief all students on what to do if they get lost and stress to students that they should always have the 24hr emergency number with them (on their wristbands): 00 44 1244 567 695
- If a student fails to turn up at the meeting point the UKLC team members should try and contact them via their mobile phone and speak to their friends to ascertain when they were last seen.
- Any group leader missing a student should always return to the meeting point to find them and immediately inform a member of the UKLC team.
- If the missing student incident occurs in the morning or while visiting the first of two destinations in one day, the Excursion Leader (UKLC team member in charge of the excursion) should remain at the first destination and continue trying to find the student(s). If they turn up, the EL and the student/s should make their way to the second destination to meet up with the rest of the group and the coach. (If they will not make it to the other location before the scheduled departure time, the EL should call one of the other staff and arrange for the coach to come and pick them up on the way back to the Centre.)
- If a student is lost and everyone is being significantly delayed (over an hour), then one adult should remain (either the Excursion Leader or another member of the UKLC team or a group leader if they speak good English and they have another leader / a member of the UKLC team to take over the rest of their group) at the departure point. Make sure they have all phone numbers and enough money to get themselves and the student home, then the rest of the group should return to the centre.

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- The EL should remain in contact with the Centre Manager (back at the centre) and if the student still fails to turn up, the SMT must be informed.
- If the student has not turned up after an hour, then the Police should be informed and assistance requested.
- The EL passes responsibility for searching to the Police on their arrival and maintains contact with the Centre Manager/SMT
- Once a student has been missing for over two hours the SMT will confer with the group leader about informing the parents/guardian.

SUSPECTED INTRUDER/LOCK DOWN

UK Language Courses ask for all emergency and lock down procedures from each hosting organisation.

If a situation occurs where there is a suspected intruder in a UKLC centre, initiate lock down and follow these steps:

- Call the police immediately and where it is known, activate the host organisation's lock down procedure
- Inform all UKLC staff and group leaders of the situation
- Stay put and where possible locked in with any students/staff in the vicinity
- Where students/staff are in an open/public space, seek a safe secure place
- Handover to the Police/emergency services when they arrive, helping where appropriate or safe to do so

TRANSPORT

Policy

UK Language Courses will operate the following procedures on company vehicles and contracted or hired vehicles or when students are using public transport.

Procedure

Company vehicles:

- Will be fully insured with comprehensive cover for business use
- Will provide seat belts for all passengers
- Drivers will hold a full driving licence
- Drivers carrying young people will be over 21 years of age

Contracted or Hired vehicles:

- Will be fully insured with comprehensive cover for business use
- Will provide seat belts for all passengers
- All drivers will hold a full driving licence and have a current DBS check
- All drivers carrying young people will be over 21 years of age
- Coach companies used will be regular providers of school transport services, meeting young person regulations and copies of their current Operating Procedures are requested and held on record at Head Office

Homestay Students on public transport:

- The minimum age for students to be allowed to travel on public transport alone in order to reach their homestay is 13 years. Under this age the UKLC team members will accompany. Students will be given all necessary information regarding their journey to and from school and will be accompanied by an adult on the first journey.

Groups on public transport:

- Each group of students accompanied by their group leader will be assigned a UKLC team member to guide them.
- Departure times for groups will be staggered in order to prevent more than one group at a time getting onto tube trains/trams.
- **Getting on and off the tube/train/tram:** The procedure for getting a group onto the tube/train/tram is that the group leader should get on first followed by the students and the UKLC team member should get on last after ensuring that everyone else is on board. When disembarking the same applies but in reverse with the UKLC team member getting off last once everyone is off.
- **Potential problems:** If not all the students make it onto the train in time, the UKLC team member will remain behind with those left on the platform/tram stop. They will then get on the next available correct train. The group leader on the train will continue to the destination station if direct and await the rest of the group. If the journey involved a change then the group leader should wait at the station/stop at which they were meant to change trains, on the platform with their students (in this scenario they need to pick a lead student to get off first and the leader should get off last). They should then all wait for the remainder of the group with the UKLC team member to meet them. If only one student is ever left behind at a station on their own, then we operate a **STAY PUT** policy. The student should not move from where they have last been seen until a member of staff comes to get them. The UKLC team member would get off at the next stop and return to where the student was left. The rest of the group carries on as above to either the final destination or the change station and waits there for the missing student and UKLC team member to join them. If it is the group leader who fails to get

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on the train, then they should catch the next correct train to join the group who will wait for them at either the destination station or the change station. *In all these scenarios where part of a group have gone ahead and are waiting for someone to catch up, they should wait for a maximum of 45 minutes after which time they need to (come out of the tube station and) call the Centre Manager.*

- It is very important for UKLC staff and Group Leaders to exchange telephone numbers when out and about on trips.

New Covid-19 procedures:

- Upon arrival at the airport, UKLC team members will not shake hands with group leaders and will not help students with their luggage. Where assistance needs to be provided, hands should be clean beforehand and washed immediately afterwards
- We will work with our transport providers to ensure that all vehicles are well ventilated and regularly cleaned. We will schedule all pickups and drops offs to limit exposure to large crowds and rush hours.
- The Department for Education currently states 'consider how children and young people arrive at the education or childcare setting, and reduce any unnecessary travel on coaches, buses or public transport where possible.' We will structure our programmes in such a way that students can make fewer journeys - for example, evening activities for homestay students will be timetabled so the student does not need to go back to the homestay for dinner before returning to the centre and in such a case we will provide a meal at the centre.
- The UK Government and the devolved nations currently advise that the public consider wearing face coverings on transport. Students using public transport will be asked to wear face coverings.

EXCURSIONS

Policy

When taking the students out of the centre on an excursion, their safety is our first concern. Everything is done to ensure that all students, group leaders and UKLC team members are fully briefed about the excursion and have all the necessary information to hand. On the excursion the UKLC team and group leaders must work together in order to ensure that the excursion goes well, and all students return safely.

Procedure

All staff members who are going on an excursion:

- 1) Should attend a briefing with the Centre Management Team (watch the Excursion videos) and receive an itinerary
- 2) Should read the relevant Risk Assessment for that excursion and the Risk Assessment for free time on excursions and sign off the 'Read Risk Assessment Form'
- 3) Will have a copy of the Staff Trip Information sheet (**Appendix 17**)
- 4) Will have an accurate register of who is going on the excursion

All Group Leaders who are going on an excursion:

- 1) Should attend a briefing with the Centre Management Team (watch the Excursion videos) and receive an itinerary
- 2) Should read the relevant Risk Assessment for that excursion and the Risk Assessment for free time on excursions and sign off 'Read Risk Assessment Form'
- 3) Will have explained to them their role on the excursion with regards to the safety and supervision of their students
- 4) Will have their list of students and contact details with them

The management team will ensure that:

- 1) There will be a minimum of two staff on any excursion (one will take the role of Excursion Leader). The Group Leaders will be counted as part of the adult/student ratio (only in relation to their own students). This ratio will be a minimum 1:20 (or 1:15 where there are under 12s and 1:10 where there are 8 to 10-year olds), and where possible 1:15 or better.
- 2) Each student is issued with a wristband and lanyard, and before departure staff should ensure students have them on.
- 3) Before the coach leaves the Centre, all Group Leaders have confirmed numbers and UKLC Excursion Leader staff member on each coach has completed a register and head count. (The Excursion Leader will ensure that this is repeated before departure to any second or subsequent destination, and then again before returning back to the Centre).
- 4) The Excursion Leader will have a working mobile phone and a first aid kit and will stay in regular contact with site.

For excursions, UKLC will acquire venue risk assessments and social distancing measures prior to the visit so that they will be factored into our own risk assessment and guidance for staff and students. Some sites of interest (e.g. museums) may require face coverings to be worn during a visit and this will be clarified with Group Leaders and students at the briefings.

As mentioned under Transport, we will check with our coach companies that their social distancing and cleaning measures are satisfactory.

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Students will be reminded to use hand sanitiser and to wash their hands thoroughly after using public transport.

Where face coverings are provided to accompanying staff, proper guidance will be given on appropriate use.

Staff should not share face masks with each other or with students (e.g. where a face mask is required to enter a venue and a student or colleague does not have one).

MAJOR SERIOUS INCIDENT

Policy

A major serious incident (MSI) may involve such occurrences as a death, a serious accident, a fire, an explosion, a missing or abducted student, an accusation of abuse, an accusation of extreme radicalisation or any incident that has significant Health and Safety implications that may damage or harm the reputation or image of UK Language Courses or the Centre. In the event of an MSI, the following procedure should be followed.

Procedure

- Follow Emergencies Procedures for each individual incident e.g. fire, missing student, act of terror etc. If unsure, inform most senior member of the management team on site at the time.
- All Centre Management should be informed immediately; they should relieve themselves of all duties and assemble in the UK Language Courses office. If the Centre Manager is not present, then the Course Director or Excursion & Activities Manager should be informed immediately. The UK Language Courses Senior Management Team should be informed as soon as possible. The lead contact from the Hosting organisation should be contacted and informed of the current situation.
- Management personnel should be deployed at the various access points of the centre, such as at the main gate. Staff can be used for various tasks deemed appropriate by the management. Unwanted visitors such as the press or the general public should be prevented from entering the centre. At this point no one should pass comment to any non-management persons. Staff from the hosting organisation should be told not to comment.
- All non-office phones should be disabled.
- If the incident has involved students then a Group Leader meeting should be held, firstly with those Group Leaders primarily involved and then possibly at a later time, with all Group Leaders to inform them of the incident.
- If the incident has involved a member of UKLC staff then a staff meeting should be held as soon as the timetable and incident will allow.
- If informing next of kin, Group Leaders/agents or senior management should advise them to contact the hospital for information. In no circumstances should next of kin be informed of a death over the phone by non-qualified persons.
- Directors of the company will be informed of the incident by the Senior Management Team.
- Under no circumstances should anyone talk to or inform anyone outside the organisation, especially any members of the press or general public.

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An outbreak of Covid-19 at a UKLC centre would be considered to be a Major Serious Incident and would be handled as per the Infectious diseases policy in this handbook.

ACT OF TERROR

Policy

In the event of a terrorist attack in the UK the following procedures should be followed.

Procedure

Scenario A:

If there is a terrorist attack in the UK whilst we have students resident or on an excursion in the city or town of the attack but not directly involved or seemingly at risk, the following procedure should be followed:

- **Account** for all students in the town or city that has been attacked
 - **Recall** all students back to their centre
 - Ensure that every student **contacts** home to say they are ok
1. Accounting for every student. If the attack has occurred whilst the students were on an excursion in the area, the UKLC staff member accompanying them must make contact immediately with the Centre Manager at their centre to inform them that all students are present and accounted for. The Centre Manager must inform the Senior Management Team.
 2. Recall to centre: In this scenario the excursion would be abandoned and arrangements to transport the students back to their centre need to be made. The Centre manager will oversee this under the direction of the Senior Management team. If they have been on private transport, then usually this will be reorganised to bring them back to the centre early. If they have travelled on public transport and transport has been suspended, then the SMT will organise an alternative for them. The accompanying UKLC staff member must act responsibly in order to keep the students calm and maintain contact with the management teams.
 3. Once the students are safely on their way or have arrived back at the centre it is very important that they contact their families to let them know they are safe.

Scenario B: If there is a terrorist attack in the UK whilst we have students resident or on an excursion and the UKLC staff deem there to be a risk to the students, the following procedure should be followed:

- **Make safe:** Walk the students to the nearest safe and secure building (restaurant, coffee shop, office block) gather the students around and try to keep them calm. Then follow the points 1, 2 and 3 above. Call emergency services if necessary. Await instructions.

Scenario C: If there is a terrorist attack in the UK and UKLC students, Group Leaders and staff are directly involved:

- **Make safe:** Call the emergency services. Gather anyone not directly involved from the group and find a safe and secure place. Try as best you can to maintain calm and try to account for all the group. Call the Centre manager and let them know what has happened, where you are and if possible, who has been directly affected. If you feel able and you feel it is safe to do so, then go back and see if there is more help you can offer to those involved. Maintain good contact with the Centre Manager and eventually, when it is possible follow from point 2 above.

As with any other Major Serious Incident the following would then apply to scenario C:

- If it is necessary to inform next of kin, Group Leaders/agents or senior management should advise them to contact the hospital for information. In no circumstances should next of kin be informed of a death over the phone by non-qualified persons.

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- Directors of the company will be kept informed of the incident by the Senior Management Team.

Under no circumstances should anyone from UKLC talk to or discuss what happened with anyone outside the organisation, especially any members of the press or general public.

EXPENSES / PETTY CASH

Travel

UK Language Courses does not normally pay any travelling expenses to and from interview or to and from the Centres.

Where staff members are asked to use their car for work purposes, they will be required submit a receipt for the petrol in order to be reimbursed.

Airport Transfers

Staff members accompanying airport transfers will be provided with a packed meal. In the event of a delay where a staff member spends an unexpected amount of time at the airport, expenses may be justified in the following way:

0 – 4hrs = No expense necessary

4 – 8 hrs = £7

For every further four-hour period an additional £5 will be acceptable.

Mobile Phones

In the event of having to use a mobile phone for work purposes, for example during an airport transfer delay or an excursion, we encourage staff members to communicate via message and ask the Centre Manager (who will be provided with a company phone) to call them back. This should alleviate the need to incur costs on personal phones. However, in the event of an emergency in which staff members have to use their mobile phones, the costs will be reimbursed.

Budget

Centre Managers are given a float of money for petty cash. The budget is £125 per week. This is to be spent on emergencies and any purchases that the Centre Manager deems necessary to enhance the programme. Any unexpected expenditure will be subject to discussion with a member of the Senior Management Team.

All expenditure will be validated by a receipt. All spends will be recorded by the Centre Manager on the petty cash spreadsheet. Money spent by a member of staff who is not in possession of a receipt cannot be reimbursed.

RECORDS

Policy

Records will be kept, adequately maintained and stored securely at each centre, in line with UKLC's Privacy Policy and Privacy Notices. The Centre Manager will have overall responsibility for ensuring records are kept but will have support from other management staff and the Safeguarding & Welfare Co-ordinator. A list of records to be kept can be found in the relevant staff handbook.

Procedure

All records are to be kept up-to-date during the course and then passed back to the Senior Management Team in the correct files (either paper copies or electronic versions).

Any record that pertains to Child Protection will be kept in a lockable place and separate from any staff or student records.

COMPLAINTS PROCEDURE

Policy

UK Language Courses recognise the importance of all complaints and agree to investigate all complaints.

Procedure

Verbal complaints will be addressed immediately and a satisfactory solution found.

Any complaint that the Centre Manager believes could be passed back from the Group Leader/student to the agent should be immediately communicated to the Senior Management Team, even if it has been resolved.

For any unresolved complaints, a complaints form (**Appendix 18**) should be completed and handed to the Centre Manager.

It is the Centre Managers' responsibility to ensure that all complaints are forwarded to the Head Office. A detailed record of all complaints will be kept at Head Office.

CONFIDENTIALITY

Policy

Confidentiality is important. Any information provided to UK Language Courses about the students attending the UK Language Courses programmes will not be disclosed to non-staff members unless the permission of the parent has been given, or where it is in the best interest of the child to do so. It will be for the person in charge of the centre to decide such circumstances. There is a confidentiality clause as part of their terms and conditions of employment.

APPENDIX 1 – Terms and Conditions

Your attention is drawn to the provisions of condition 7 (Cancellations / Amendments) and condition 10 (Limitation of Liability)

Terms

- a) In these terms: -
- “**Group Confirmation Sheet**” means the form completed and sent by the Company detailing the services included
 - “**Company**” means UK Language Courses Limited, 1d Rossett Business Village, Chester, LL12 0AY, UK, Company No. 4339294
 - “**Contract**” means any contract between the Company and the Purchaser for the provision of Services
 - “**Course**” means the language course provided by the Company to the Student and the term “Courses” shall be construed accordingly.
 - “**Deposit**” means the deposit of 20% of the Contract price taken by the Company in accordance with condition 2.
 - “**Group**” means collectively those Students enrolled together on the same Course and includes the Group Leader.
 - “**Group Leader**” means the person accompanying the group and the terms “Group Leaders” shall be construed accordingly.
 - “**Enrolment Form**” is the form completed by the Students upon arrival and referred to in conditions 4 (a);
 - “**Purchaser**” means the person, firm or company who purchases the Services from the Company.
 - “**Services**” means the services provided or to be provided by the Company or at the request of the Purchaser under the Contract.
 - “**Student**” means the person enrolled on one of the Courses provided by the Company and the term “Students” shall be construed; accordingly, and
 - “**Terms**” means these conditions and any special terms agreed in writing by the Company and the Purchaser.
- b) All orders are accepted, and all Contracts are made by the Company subject to these Terms. These Terms can only be varied with the written consent of the Company. The Company does not accept Purchasers’ standard conditions of contract and these Terms shall prevail over any inconsistent terms or conditions contained, or referred to, in the Purchaser’s purchase order, confirmation of order, acceptance of a quotation, or specification or other document supplied by the Purchaser, or implied by trade custom, practice or course of dealing.
- c) A quotation does not constitute an offer by the Company. Acceptance of any quotation by the Purchaser is an offer by the Purchaser to purchase the Services from the Company. Where the Company has not expressly communicated acceptance of the Purchaser’s order, the Company may treat starting work in relation to the Services as acceptance of the order.
- d) Time shall not be of the essence with regard to delivery of the Services to the Purchaser. The Company shall not be liable to the Purchaser for any delay in delivery however caused.

1. Requirements

Insurance

- a) The Student is required to obtain travel, medical and any other insurance deemed necessary (to include comprehensive travel insurance) and give a copy of such policy or policies of insurance to the Group Leader.
- b) The Purchaser will ensure that each Student is made aware of the requirement to have suitable insurance policy or policies in place prior to commencing a Course.
- c) The Purchaser is required to have an insurance policy or policies that must provide suitable cover for civil liability, accident, illness, repatriation, 3rd party liability for at least £5 million, loss and theft of personal belongings. It must also cover participation in the sports, activities and excursions offered on the Course.

Travel Documents

- d) The Purchaser will inform the Group Leader and Student of all necessary documentation, legal and/or regulatory requirements, which are necessary for the Course.
- e) It is the responsibility of each individual Student and the Group Leader to ensure that all Students travelling to the United Kingdom for a Course have all the required documentation, have received all recommended vaccinations and have fulfilled all other legal and regulatory requirements, necessary for the Course. The Company accepts no liability or responsibility for the failure of any Student or Group Leader to be admitted to the United Kingdom.

Fitness

- f) It is the Group Leader’s and Students’ own responsibility to ensure that all Students participating on a Course and travelling to the United Kingdom for the purposes of participating on a Course are fit to travel to the United Kingdom and participate in any scheduled activities (for example, football, dance etc) arranged for the purposes of a Course.
- g) The Company will not accept any liability to either the Purchaser, Student or Group Leader in the event of a Student’s or Group Leader’s policy or policies of insurance being inadequate, that they do not have the requisite travel documents or are not fit enough to travel or participate in the scheduled sports, activities or excursions arranged for the purposes of a Course.

2. Bookings

To Book

- a) When a request for an allocation to provide the Services is received by the Company, a confirmation email will be sent to the Purchaser or Group Leader, setting out details relating to the Course, including dates, venue, excursions and

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activities. The Company will not normally accept bookings for Groups with less than 10 Students, unless a student is enrolled as an individual.

- b) Thereafter, the Company will send a quotation for the Purchaser to agree.
- c) Once the quotation has been agreed by the Purchaser, the Company will send a deposit invoice and a copy of these terms and conditions (an allocation is only confirmed once the deposit payment has been received in full and in cleared funds) The Deposit is part of, not additional to, the overall payment. Receipt of payment against this invoice constitutes an acceptance of UKLC's terms & conditions.
- d) Finally, upon receipt of a group list, the Company will send a **Final Invoice, Programme and Group Confirmation Sheet** to the Purchaser confirming Course availability, dates, the name of the centre where the Company will host the Course and any reasonable special requests that the Company can meet.
- e) The Company will make every effort to accommodate these needs but cannot guarantee that any specific requests will be met. The Company will inform the Purchaser or Group Leader if any special requirements cannot be met.
- f) The personal details (including activity course choices) of all Students and Group Leaders enrolled in the Course, must be supplied to the Company no later than 8 weeks before the start of the Course along with a completed & signed **Declaration Form**.
- g) If a visa application is necessary, the Company will issue a letter of invitation once the Deposit and the personal details of the Student have been received.
- h) If a Student has a visa application rejected and we receive written evidence at least 35 days prior to arrival, the Company will refund the fees received in full, less an administrative fee of 20%. Where evidence is received, the refund will be paid within four weeks. If written evidence is received less than 35 days prior to arrival, then the refund will be paid less the administrative fee and the following non-refundable payments of 30% of total cost.
- i) If a Group Leader is refused a visa and entry to the United Kingdom, the Purchaser is responsible for ensuring that another suitable Group Leader is found to take their place, as there must be one Group Leader for every Group.
- j) Company reserves the right to vary the price charged for a Course from that advertised or previously notified to the Purchaser prior to the Purchaser approving the **Quotation**.

3. Payment

- a) Payment should be made directly to the Company.
- b) Payment received by the Company must be in GB Pounds Sterling, either:
 - By bank transfer or online banking.
- c) Price increases in the local currency due to fluctuations in the exchange rate between the local currency and GB Pounds Sterling may occur at any time prior to full payment being received from the Group, and the Student will be liable to pay any such increases in full.
- d) All applicable bank charges are to be paid by the Purchaser.
- e) In the case of non-payment by the Purchaser of the balance of the price of the Services by the due date, the Company may:
 - Cancel the Student's and/or the Group's booking, and the cancellation charges as set out in condition 6 below will apply;
 - Charge the Purchaser interest (before and after any Judgment) on any amount unpaid at a rate of 2% per calendar month or part during which it remains outstanding, and all amounts payable by the Purchaser shall become immediately payable.
- f) The Company reserves the right to take necessary legal action against the Purchaser to recover any outstanding balance from the Purchaser.
- g) Payment of the remainder of the balance due in connection with the Services must be received by the Company from the Purchaser at least 4 weeks prior to the start of the Course.
- h) Where a booking is made less than 4 weeks prior to the start of the Course, full payment for the Services must be received by the Company from the Purchaser along with the signed Group Confirmation Sheet.

4. Behaviour

- a) Students are expected to behave in a polite and respectful manner and by completing the **Enrolment Form**, Students accept and the Purchaser shall ensure that the Students are made aware of their obligations to comply with the rules and regulations imposed by the Company together with any applicable laws of the United Kingdom.
- b) If a Student behaves in any way that causes damage, distress, danger or annoyance to others, the Company reserves the right in its absolute discretion to exclude the Student from the course at any time, and to send the Student back to its home country without escort.
- c) The return trip will be at the expense of the Student or the Student's family, and the Company shall incur no liability to the Student to provide a refund or compensation to the Student, to cover any expenses incurred by the Student or be responsible for escorting the Student home.
- d) Any damage caused by a Student will result in liability for the full cost of repair or replacement made to the individual if known, or else the Group as a whole if the damage cannot be attributed to an individual or individuals. The Company accepts no liability in respect of such damage.
- e) The Company reserves the right to exclude from lessons, sessions or excursions any Student (without refund) in the event of that Student's unsatisfactory attendance, behaviour or work on a Course.

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- f) In the event that a Group behaves in a manner that the Company deems to be unsafe or unacceptable, or if the Group is beyond the control of the Group Leader, the Company reserves the right to remove the Group from the course and site, without refund or compensation for any additional expenses that the Group may then incur.
- g) The Company will be responsible for the safety and discipline of Students when they are actively participating in the lessons/sessions organised by the Company. Outside of these times the Group Leader is asked to supervise their own students and be responsible for their well being. The Company will fully support the Group Leader and fulfil its own duty of care towards the Students by providing 24 hour staff assistance. For individuals the role of the Group Leader will be fulfilled by a designated team member of the Company.

5. Tuition

- a) A Course will begin with a placement test on the first day of tuition and this is counted towards the number of weekly tuition hours.
- b) In the event of delayed arrival the Company does not accept any liability for any lessons missed and no refunds will be given. The Company will reschedule the placement test for the next convenient opportunity.
- c) Students are expected to attend all scheduled classes and activities.

6. Change or Cancellation by the Purchaser, Student or Group

- a) If the Purchaser or Group wishes to change course dates they must notify the Company in writing, no later than 6 weeks prior to the start of a Course. Every effort will be made to accommodate changes, however in the event that the Company is unable to accommodate agreeable dates the following cancellation charges apply.
- b) A minimum administration charge of £30 will normally be made for any amendment or postponement to a Course, and the Purchaser and/or Group will also be responsible for paying this and any other associated charges.
- c) The Company may alter or waive the administration charge at its sole discretion.
- d) Should the Purchaser or Group need to cancel their booking, the Purchaser or Group Leader must notify the Company immediately and in writing. The day upon which written notification of cancellation is received by the Company will be the day of cancellation.
- e) The following cancellation charges will apply:
 - Cancellations up to and including 150 days prior to arrival = Full refund
 - Cancellations between 149 and 90 days prior to arrival = 20% of total cost (deposit)
 - Cancellations between 89 and 30 days prior to arrival = 50% of total cost
 - Cancellations 29 days or fewer prior to arrival = 100% of total cost
- f) Should any Student miss or choose not to attend scheduled tuition, activities or excursions, the Company is under no obligation to make any refund or to make alternative provision.
- g) Refunds will not be given due to a Student's non-attendance, absence due to illness or any other cause, or if a Student withdraws from a Course once it has commenced.
- h) These charges apply to cancellations by the whole Group as well as cancellations by an individual Student.

7. Change or Cancellation by the Company

- a) The Company reserves the right to cancel a Course if forced to do so by unusual or unforeseeable circumstances beyond its reasonable control, the consequences of which the Company could not reasonably avoid, and the Company shall not be liable for complete or partial non-performance of its obligations due to causes beyond its reasonable control.
- b) Examples include, but are not limited to, war, civil or political unrest, terrorist activity, natural or nuclear disaster, fire or adverse weather conditions, or other similar events beyond the Company's reasonable control.
- c) The Company reserves the right to change the location of the Course from the one stated on the confirmation sheet and will inform the Purchaser and/or Group Leader of such changes as soon as it is reasonably practicable to do so.
- d) The Company reserves the right to change the dates of the Course, provided it has given as much notice as possible to the Purchaser and/or Group Leader and the Purchaser and/or Group Leader has agreed to such a change. If the proposed change to Course dates is unacceptable to the Purchaser and/or Group Leader, then the Company will return any Payments made (including the Deposit) in full to the Purchaser.

8. Responsibilities of the Purchaser

- a) The Purchaser will ensure that all Group Leaders chosen to accompany Students to the UK have been deemed acceptable and are considered acceptable for such a position under the laws of their home jurisdiction and those of any jurisdiction within the United Kingdom. Their selection process will be rigid and will involve an external check by the relevant Police Authority in the Group Leaders home jurisdiction that has ascertained that there is no reason why this individual should not be responsible for or have access to under 18s. For the avoidance of doubt, such external checks will include the local equivalent of DBS checks which must be clear of any adverse entries. The Purchaser will confirm that this has been done through completion of the **Declaration Form**.
- b) The Purchaser will read and agree to the Company's Group Leader Handbook and ensure that the Group Leader receives a copy prior to departure. Equally the Purchaser will ensure that any individual student receives and reads a copy of the Student Handbook for Individuals.
- c) The Purchaser will obtain all personal details, a 24-hour emergency contact number for parents/guardians, medical information and parental consent and will share this information with the company as in accordance with 2 (f). The

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Purchaser will confirm that parental consent has been received through completion of the **Declaration Form**, along with provision of an English translated template of parental consent/application/enrolment form as issued by the Purchaser.

9. Responsibilities of the Group Leader

- a) Every Group must be accompanied by a Group Leader (preferred ratio is maximum 15 Students to one Group Leader)
- b) The Group Leader has, and the Purchaser will ensure that the Group Leader is aware that they have, a responsibility and a duty of care towards the Students in their Group and they must be available to the Group at all times. The Company will support the Group Leader at all times.

10. Limitation of Liability

- a) The Company will deliver safe, educational and well-planned English lessons, sports, activities and excursions.
- b) The Company shall not be responsible to the Purchaser for any indirect, consequential or financial loss (whether for loss of revenue, profit, savings or otherwise), which arises out of or in connection with the supply of the Services by the Company.
- c) Except in respect of death or personal injury culpably caused by the Company, the entire liability of the Company (including any liability for the acts or omissions of its employees, agents, consultants and subcontractors) to the Purchaser, Group or Student arising out of in connection with the Contract shall not exceed the greater of the insurance cover effected by the Company and available to meet the claim or the price (excluding taxes and duties) payable for that part of the Services in respect of which the claim is made.
- d) All warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from the Contract.

11. General Information

Data Protection and Privacy Policy

- a) Any personal information provided to the Company by either the Purchaser, Group Leader or Student will be passed on to and used only by the Company's employees in order to help them carry out their roles more effectively. Personal details will not be passed to any third party.

Complaints

- b) Should the Students or Group Leader have any complaints about any arrangements whilst on the Course, the Group Leader should bring them to the attention of the nominated member(s) of the Company's staff immediately in order that they can try to rectify the matter. If the matter cannot be rectified on site, a complaints form should be submitted to the Company's Managing Director at its Head Office.

Accuracy

- c) The Company takes great care in ensuring that all information on its website or marketing material is exact. However, the Company is not liable for any errors or omissions.

Sub-Contractors

- d) The Company reserves the right to sub-contract to other quality-approved and vetted providers when the need arises.

Rectification/Waiver

- e) If any of these Terms or any part of any these Terms is unenforceable or void at law, it shall not affect the remainder of such Term or any other such Term or otherwise affect the contract and shall be replaced by such valid term as is as near as may be in effect to the original Term.
- f) Partial or non-exercise of the Company's rights shall not amount to a waiver.

Jurisdiction

- g) The Contract shall be governed by the laws of England and disputes arising from it shall be subject to the jurisdiction of the English Courts.

APPENDIX 2 – Group Declaration Form

GROUP DECLARATION FORM

In line with UKLC Safeguarding policies we, the undersigned agency, declare that:

- We have the necessary insurances, as per **UKLC’s Terms and Conditions**, in place for the students in our groups to cover them for travel, medical and any other insurance deemed necessary (e.g. cancellation, curtailment, medical, personal belongings, personal injury, personal liability, overseas legal advice and expenses).*
- The following Group Leaders have confirmed their suitability to work with children to us by providing either a **“police certificate of good conduct”** or a **“criminal records check”** from their home country. We hold a copy of that documentation and are happy to produce it upon request.

Group	Group Leader’s name	Centre	Dates of stay

- We understand that UKLC will be responsible for the safety and discipline of our students when they are actively participating in the lessons/sessions organised by their staff. Outside of these times our Group Leader will be asked to supervise their own students and be responsible for their wellbeing. UKLC staff will fully support the Group Leader and fulfil its own duty of care towards our students by providing 24-hour assistance.
- In order to fully comply with UKLC Safeguarding policies, we will send along with this completed form **a translated copy of the information we give to parents regarding the level of care and supervision** offered by UKLC and our Group Leaders. We will also forward a translated copy of any form(s) that the parents/guardians of our students sign to indicate that they have understood the level and care of support given to students including medical consent. *(Where the completed forms cannot be sent due to number and/or privacy issues, a blank form will suffice).* We will also ensure that **ALL** parents/guardians are directed to the **Statement for parents/guardians of students attending a UKLC course** which is written here below and hosted on our website at <http://www.uklanguagecourses.com/statement-for-parents/>.*
- We will ensure that we provide UKLC with 24-hour contact for parents/guardians of the students, we will inform the parents/guardians of UKLC’s 24-hour emergency number and we will provide both the parents/guardians and UKLC Head Office with our own 24-hour emergency number*.
- We accept responsibility for collecting and communicating to UKLC all medical information including dietary requirements. We accept that UKLC cannot be held responsible for any medical issues arising with students where the information has not been correctly communicated. *
- In line with the statement below, we agree to request consent from the parents/guardians for photographs or videos to be taken and used. We will communicate to UKLC where this consent has or has not been given.*
- We will check with **ALL** students and Group Leaders prior to departure that they have no symptoms that could potentially be related to Covid-19 and that to the best of their knowledge they have had no contact with a symptomatic person in the 14 days prior to departing.

*for agents sending individual students, only these paragraphs apply

Operations and Safeguarding – UK Language Courses

Name of organisation

Name of person signing form

Role within organisation

Our 24-hour emergency contact number:

Date

Signature

Please return this form by email or to the following address:

UK Language Courses Ltd, Unit 1d, Rossett Business Village, Rossett, Wrexham, LL12 0AY

APPENDIX 3 – Statement for Parents/Guardians

Statement for parents/guardians of students attending a UKLC course (to be passed on by the booking agent)

When enrolling my child/children on a course with UKLC, I understand that I am consenting to the following levels of care:

- There will be 24-hour UKLC staff available at the centre my child/children are attending
- There will be 24-hour support to those staff from UKLC Head office
- When my child/children are actively participating in lessons/sessions organized by UKLC, UKLC staff will be responsible for their safety and discipline
- Outside of these times, UKLC will support the Group Leader in their role to supervise and be responsible for my child/children

In line with the new European legislation of General Data Protection Regulation (GDPR) which came into effect on 25th May 2018, UKLC will ensure that all data collected will be securely stored and only used to provide the products and services I have requested from them.

During the course UKLC may take photographs or videos of my child/children but these will only be used for marketing purposes where consent has been specifically given by me to the agent I booked through. If my child is over the age of 13, they will be asked on arrival if they wish to give consent for their image to be used. Consent may be withdrawn at any time by emailing info@uklc.org

I also declare that by enrolling my child/children on a course with UKLC that I will not allow them to depart if I believe they have any symptoms that could be related to Covid-19 or have been in contact with any symptomatic person.

ENROLMENT FORM INDIVIDUAL STUDENT

UKLC 2021

CENTRE:
DATE OF COURSE:
Arrival:
Departure:

Suite 1d Rossett Business Village
Rossett, Nr Chester
LL12 0AY
UK
Tel: 00 44 (0)1244 577 995
Fax: 00 44 (0) 1244 579136
E-mail: info@uklc.org



SURNAME			PHOTO
NAME			
AGENCY NAME			
DATE OF BIRTH/...../.....		
GENDER			
ADDRESS			(POST CODE)
PASSPORT NUMBER		PASSPORT COUNTRY OF ISSUE	
PASSPORT EXPIRY		STUDENT MOBILE	
MOTHER'S MOBILE		FATHER'S MOBILE	
1. STUDENT E-MAIL	1.		
2. MOTHER'S EMAIL	2.		
3. FATHER'S EMAIL	3.		
Do you suffer from any medical condition/ disability/allergy (including pets) or require a special diet?	NO	YES	
DO YOU HAVE ANY SPECIFIC REQUESTS TO BE ACCOMMODATED WITH FAMILY OR FRIENDS?	1.....	Swimming ability of student	
	2.....	Can swim 50 metres and I am water confident <input type="checkbox"/>	
	3.....	Can't swim 50 metres but I am water confident <input type="checkbox"/>	
	Can't swim 50 metres and I am not water confident <input type="checkbox"/>		
ARIVAL – AIRPORT & FLIGHT DETAILS		DEPARTURE - AIRPORT & FLIGHT DETAILS	

I give consent, by signing below, for UKLC to use photographic images of my child for the purposes of marketing via brochures, web pages, email campaigns and social media. Use of the photographic images for purposes other than those described or for marketing via the transfer of the images to third parties is not allowed.

Signature:..... (Father/Mother) Date:

I agree to my son/daughter taking part in this study holiday. All information contained in this form is, to my knowledge, correct. I understand that UKLC will provide a Group Leader to look after my child and that if my child needs medical attention due to sickness, accident or other emergency and if, for some reason I cannot be contacted, I authorise UKLC to contact the Agent and to take a decision.

Signature..... (Father/Mother) Date:

UKLC English Plus Courses

At each of our summer locations UKLC offer students the chance to attend a choice of English Plus programmes in a variety of sports and activities.

English Plus programmes include 15 hours of English tuition per week plus 3 sessions of their chosen activity, these will usually take place in the afternoons (unless the centre operates a zig zag programme).

The table below highlights the available English Plus courses at the relevant centres.

UKLC requires each student to choose which course they would like to participate in prior to their arrival on site.

1st choice.....
2nd choice.....

*All courses are subject to a minimum of 10 students participating on the specialism

APPENDIX 5 - UKLC Enrolment Form



UKLC ENROLMENT FORM (to be completed by the student enrolled on the first morning and read and signed by the Group Leader)

NAME & SURNAME		AGENT	
GROUP LEADER		CENTRE	
GENDER		RESIDENCE <input type="checkbox"/>	or HOMESTAY <input type="checkbox"/>
DATE OF BIRTH/...../.....	NATIONALITY	
ADDRESS			

HOME PHONE NUMBER		STUDENT'S MOBILE	
PARENT'S MOBILE		EMERGENCY CONTACT 24/7	

1. STUDENT'S E-MAIL	1.
2. PARENT'S EMAIL	2.

Do you have any medical condition?	NO <input type="checkbox"/>	YES
------------------------------------	-----------------------------	-----------

Do you have any allergies or require a special diet?	NO <input type="checkbox"/>	YES
--	-----------------------------	-----

Swimming ability of student	Can swim 50 metres and I am water confident <input type="checkbox"/> Cannot swim 50 metres but I am water confident <input type="checkbox"/> Cannot swim 50 metres and I am not water confident <input type="checkbox"/>
-----------------------------	--

Student: By completing this form and enrolling on our course, I accept that I am expected to behave according to the **Code of Conduct for students at UKLC.**

Signature:..... Date:

Student: If I am aged 13 + I give consent, by signing below, for UKLC to use photographic images of me for the purposes of marketing via brochures, web pages, email campaigns and social media. Use of the photographic images for purposes other than those described or for marketing via the transfer of the images to third parties is not allowed.

Signature:..... Date:

Group Leader: I am the Group Leader for this student. All information contained in this form is, to my knowledge, correct. If the student at any time needs medical attention due to sickness, accident or other emergency, I will liaise with the parents and seek their authorisation. If, for some reason, I cannot be contacted, I authorise UKLC to contact the parents in my absence or the agent and to take a decision where necessary.

Signature..... (Group Leader).....

Appendix 6 – Code of Conduct for Students

1. BEHAVIOUR. Make your parents, teachers, group leaders and country proud!
2. TOLERANCE. In this school there are students from different countries and cultures. We're all different, and that's great!
3. RESPECT. Be nice to your friends, teachers and group leaders! Be polite, say "Please" and "Thank you".
4. SAFETY. Stay with your friends or your group. Wear your lanyard and wristband ALL THE TIME!

(Every time you don't, you will pay £1)
5. HEALTH. Eat well, drink lots of water, wash your hands regularly, wear a face mask on excursions and get a good night's sleep.
6. ENGLISH. You are here to learn English. Speak it as much as possible!
7. TIME. Always be on time for lessons, activities and excursions.
8. FEEDBACK. Tell us what you think. Your opinion is very important to us!
13. TRUST. If something is not right, tell us!

Your UKLC team (especially the SWC) are here to help you!

Extra for older students (14+)

We understand that some of you are more mature and we respect that. However, you are still in our care and we ask you to respect our code and behave just like when you are at home.

10. SMOKING. Please do not smoke indoors. You can only smoke outside in the designated areas.
11. DRUGS AND ALCOHOL. Please do not buy or consume alcohol or drugs.
12. NIGHTTIME. Please do not go into other people's bedrooms after 11 p.m.
13. STAY LEGAL! Please do not buy anything that is illegal or dangerous for you or other students.
14. INTERNET SAFETY. Do not give any personal information online. Protect your identity!
15. PRIVACY. Do not give personal information to anyone you do not know.

APPENDIX 7 - Code of Conduct for Adults

We are committed to establishing an atmosphere of trust between the students in our care and all adults they come into contact with. This document describes the standards of conduct and practice that UKLC employees and Group Leaders should follow. Our aim is to protect all young people and adults connected with UKLC.

Terms

Young person: Any student or young person enrolled on a UKLC course
Adult: Any UKLC Staff member, Group Leader, Employee of hosting institution

- All students and adults must be treated with respect.
- In all activities, UKLC staff and Group Leaders are required to be aware that physical contact with a young person may be misinterpreted. It is especially important to note the different cultures present at a UKLC course. Whilst we understand that in some other cultures physical contact may be viewed differently, we ask all adults on our courses to understand that we are operating based on British culture and we expect them to also.
- Any physical or manual touching required should be provided openly and if this is in a sporting situation, it should be in accordance with the guidelines provided by the appropriate National Governing Body.
- All adults are expected to dress appropriately at all times. For UKLC staff this means wearing their uniform when on duty, but for off duty staff and Group Leaders we would ask you to be considerate to the sensitive age of our students and avoid revealing too much flesh (low tops / shorts / miniskirts). This is especially important for residential staff in accommodation with students.
- In all lessons and activities, UKLC staff should recognise that special caution is required when discussing sensitive issues with young people.
- In all lessons and activities, feedback should be constructive rather than negative.

In all dealings with young people, adults should never:

- play rough physical games or sexually provocative games
- share a room with a young person
- enter a young person's room unless it is absolutely necessary and if entering a young person's room must do so accompanied
- allow or engage in any form of inappropriate touching
- be alone with a young person
- allow young people to use inappropriate language without challenging it
- make sexually suggestive comments even in jest
- reduce a young person to tears as a form of control
- allow allegations made by a young person to go unchallenged, unrecorded or not acted upon

In all dealings with young people, adults must:

- always set a good example for the young people in our care
- behave appropriately at all times and maintain professional boundaries
- ensure that their own behaviour is beyond reproach
- promote core British values
- be vigilant and act immediately if they become aware of any behaviour that gives cause for concern
- be sensible with regards to technology e.g. text, emails, digital cameras, videos, web-cams, websites and blogs.
- avoid giving personal contact details to young people, including their mobile number, home phone or personal e-mail address
- not use internet or web-based communication channels to send messages
- be sensible during any time off, especially with regards to socialising and alcohol consumption and especially when returning to sleep in accommodation where there are students lodged

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APPENDIX 8 – LADO and PREVENT contact details per centre

Centre	LADO name and address	LADO Phone number	LADO email	Prevent name and address	Prevent phone number	Prevent email
Bristol, Badminton School	Nicola Laird BSCB Safeguarding (CH) PO BOX 3176 Bristol BS39FS	0117 9037795	nicola.laird@bristol.gov.uk	Police Prevent Team	0117 9455539	channelsw@avonandsomerset.police.uk
Chester, University of Chester	Carole Connelly The Children's Safeguarding Unit 4 Civic Way (Floor 4) Ellesmere Port Cheshire	0151 3374570	Carole.connelly@cheshirewestandchester.gov.uk Referrals to Safeguardinglado@cheshirewestandchester.gov.uk	Lynsay Mullin	0845 458 0000	Lynsay.mullin@cheshire.pnn.police.uk
Manchester, Chetham's School	Majella O'Hagan (Local authority designated officer) Ground Floor- R & D Block Wenlock Way Offices Wenlock Way West Gorton M12 5DH	0161 2341214	Quality.assurance@mnchester.gcsx.gov.uk	Samiya Butt	0161 2341489	S.butt@manchester.gov.uk
London, King's College London	QAU Southwark Council PO BOX 64529 London SE1P 5LX	020 7525 3297	safeguardingchecks@southwark.gov.uk	Ben Taylor		Ben.taylor@southwark.gov.uk
York, Bootham & St Peter's School	City of York Safeguarding Board City of York Council Station Rise, York, YO1 6GA	01904 551783	lado@york.gcsx.gov.uk	Head of Community Safety Jane Mowat Police Channel Officers DC Carolyn Hardman DC Julie Whitehouse	01904 555742	Jane.mowat@york.gov.uk Carolyn.hardman@northyorkshire.pnn.police.uk Julie.whitehouse@northyorkshire.pnn.police.uk
Nantwich, Reaseheath College	Cheshire East Consultation Service Cheshire East LSCB 1 st Floor Westfields Middlewich Road Sandbach Cheshire CW11 1HZ	0300 123 5012 Out of hours 0300 123 5022	LSCB@cheshireeast.gov.uk	Lynsay Mullin	01606 362147	Lynsay.mullin@cheshire.pnn.police.uk
Reading, Queen Anne's School	Sean Capewell Local Authority Designated Officer for Allegations Management	0118 937 3555	ChildrensSinglePointofAccess@reading.gcsx.gov.uk	Misha Upadhyaya Thames Valley Police	01753 506291 07467 444183	Misha.upadhyaya@thamesvalley.pnn.police.uk
Chichester, University of Chichester	Lindsey Tunbridge-Adams West Sussex Safeguarding Children Board Third Floor, East Wing, County Hall, West Street, Chichester, West Sussex, PO19 1RQ	0330 222 3339	Lindsey.Tunbridge-Adams@westsussex.gov.uk	West Sussex County Council MASH	Tel: 01403 229900 Out of hours: 0330 222 6664	MASH@westsussex.gcsx.gov.uk

APPENDIX 9 – Concern/ Allegation Form

Concern (& Allegation) Form

Please complete if you have any (Safeguarding) concerns about an under 18 year old student. You must complete the boxes in bold; the other information can be filled in by DSP later if you do not know

Date	
Student first name	
Student family name	
Gender	
Date of birth	
Nationality	
Group / individual	
Student ID	
Name of person noting concern	
Role/connection with school	
Date and time concern noted	
Location	
Concern <i>(please provide as much detail as possible)</i> NB: If reporting a disclosure / allegation made by a student, please use this space to describe verbatim (or as close as you can remember) the conversation. Use the other side to write more.	
Signed	

Response to concern. This section to be filled in by the DSP.

Do parents / group leader / agent / homestay / other need to be informed?

Response	By whom <i>(full name)</i>	When <i>(date & time)</i>

APPENDIX 10 – Prevent Form

Prevent/Channel Referral Form					
Date of Referral		PCM Number (for police use only)			
Person Reporting		Institution / Sector			
Referring Agency Contact Details					
Address					
Telephone		Email			
Reasons for referral, including reasons why this case cannot be effectively managed by your agency (nature and pattern of individual's behaviour, how would risk be increased/decreased.					
Is the subject aware of the referral? Has consent been obtained? If not, Why not?					
Subject Details					
First Name(s)		Family Name		DoB	
****Alternative Name(s)/DoB i.e. Legal Surname if different to family name, Nicknames, Maiden Names etc. (if more than one known please add in notes section):					
Address				Postcode	
Occupation			N.I Number		
Nationality			Place of Birth		
Home Tel		Mobile Tel		Email	
Social Media Accounts:					
Facebook Profile Name			Twitter Account Name		

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Instagram Account Name		Additional Accounts	

Partner / Spouse of Subject if applicable					
First Name		Family Name		DoB	
Relationship to Subject			Length of Time Know / Together		
****Alternative Name(s)/DoB i.e. Legal Surname if different to family name, Nicknames, Maiden Names etc. (if more than one known please add in notes section):					
Address				Postcode	
Occupation			N.I Number		
Nationality			Place of Birth		
Home Tel		Mobile Tel		Email	

If Child - Parent/ Guardian Details:					
Mothers Details					
Mothers First Name(s)		Family Name		DoB	
Mother Maiden Name if applicable					
Address					
Home Tel		Mobile Tel		Email	
Occupation			N.I Number		
Nationality			Place of Birth		
Father Details					

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Fathers First Name (s)		Family Name		DoB	
Fathers Previous Names if applicable					
Address					
Home Tel		Mobile Tel		Email	
Occupation		N.I Number			
Nationality		Place of Birth			

If Subject is a Child – Sibling Details: Sibling 1					
First Name		Family Name		DoB	
****Alternative Name(s)/DoB i.e. Legal Surname if different to family name, Nicknames, Maiden Names etc. (if more than one known please add in notes section):					
Address					
Occupation		N.I Number			
Nationality		Place of Birth			
Additional Information:					

If Subject is a Child – Sibling Details: Sibling 2					
First Name		Family Name		DoB	
****Alternative Name(s)/DoB i.e. Legal Surname if different to family name, Nicknames, Maiden Names etc. (if more than one known please add in notes section):					
Address					
Occupation		N.I Number			
Nationality		Place of Birth			
Additional Information:					

--

If Subject is a Child – Sibling Details: Sibling 3					
First Name		Family Name		DoB	
****Alternative Name(s)/DoB i.e. Legal Surname if different to family name, Nicknames, Maiden Names etc. (if more than one known please add in notes section):					
Address					
Occupation				N.I Number	
Nationality				Place of Birth	
Additional Information:					

If Subject is a Child – Sibling Details: Sibling 4					
First Name		Family Name		DoB	
****Alternative Name(s)/DoB i.e. Legal Surname if different to family name, Nicknames, Maiden Names etc. (if more than one known please add in notes section):					
Address					
Occupation				N.I Number	
Nationality				Place of Birth	
Additional Information:					

Which Other Agencies Are Currently Involved? (Housing, Education, Social Care etc)

Additional Notes (include any disabilities):

Authorisation:		
Authorised by (line manager)		Date

Form forwarded to:

Your Agency dedicated SPOC		Date
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Please submit ALL referrals to Prevent Team, Cheshire Police:

Prevent@cheshire.pnn.police.uk

Telephone number: 01606 36362147

To be completed by Cheshire Police

Ideology	
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Action Plan/Running Log

Case Closed; Supervisor Sign-Off	
Name	
Date	

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APPENDIX 11 - Centre Residential Group Checklist (to be filled in by the Centre manager)

The following checklist is designed to ensure that all information is covered in the Welcome Talk and the first group leader meeting. You must take the Group Leader through all the points and then ask them to sign that everything has been explained and that they have read and understood the handbook.

Issue	Comments	Covered
Welcome Talk with group		
a. Introduction to key staff		a. <input type="checkbox"/>
b. Rules & regulations of Centre (inc Covid-19 secure info)		b. <input type="checkbox"/>
c. Damage deposits		c. <input type="checkbox"/>
Site Tour		
a. Fire Assembly Point		a. <input type="checkbox"/>
b. Ground safety aspects, routes & out of bounds		b. <input type="checkbox"/>
c. Entrance to dining hall		c. <input type="checkbox"/>
d. Security measures		d. <input type="checkbox"/>
e. Swimming Pool usage / safety		e. <input type="checkbox"/> n/a <input type="checkbox"/>
f. Playing Fields		f. <input type="checkbox"/>
g. Activity Areas		g. <input type="checkbox"/>
h. Sports hall		h. <input type="checkbox"/>
Room Allocation done and accepted		<input type="checkbox"/>
Group Leader meeting:		
Emergency Contact Numbers – given and mobile numbers exchanged		<input type="checkbox"/>
Accident / Incident procedure		<input type="checkbox"/>
Fire Lists (who is sleeping where)		<input type="checkbox"/>
Damage Reports* (Inps only)		<input type="checkbox"/>
First Aid Provision (where and who)		<input type="checkbox"/>
Fire Drill		<input type="checkbox"/>
Damage Inspection carried out		<input type="checkbox"/>
Catering Information (inc. dietary requirements, allergies, special requirements)		<input type="checkbox"/>
Laundry		<input type="checkbox"/>
Group Leader Handbook – Responsibilities		<input type="checkbox"/>
Group Leader Lesson		<input type="checkbox"/>
Group Leader Activities & Pack		<input type="checkbox"/>
WIFI & Internet access		<input type="checkbox"/>
All Enrolment forms signed off		<input type="checkbox"/>
Smoking regulations		<input type="checkbox"/>
Alcohol consumption		<input type="checkbox"/>
Students leaving site unaccompanied		<input type="checkbox"/>
Accommodation Keys & Codes		<input type="checkbox"/>
Arrange meeting times		<input type="checkbox"/>
Programme given and discussed (inc. optional exc)		<input type="checkbox"/>
Initial feedback link given		<input type="checkbox"/>
Damage deposit money collected	Amount:	<input type="checkbox"/>

All aspects of the site have been discussed as noted above and I have attended the UKLC Group Leader training session and I have read and agree to adhere to the Code of Conduct for Adults.

Signed: _____ Group leader Signed: _____ Management Team

Name: _____ Group leader Name: _____ Management Team

APPENDIX 12 – First Aid Usage Form

FIRST AID USAGE FORM

The contents of each first aid kit are dependent on the size of the kit. A list of contents can be found inside each kit.

<u>First Aid Kit Number.</u>	<u>Item Used.</u>	<u>No: Used.</u>	<u>Date Used.</u>	<u>Used by. (Initials)</u>	<u>Reason for Usage.</u>

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APPENDIX 13 – Incident Form

Centre _____

Name of student:	M/F:	Age / DOB:	Date:	Time:
Agent:	Group Name:		Group Leader:	
What happened?				
Background information:				
Action taken?				
Other people present?				
What happened afterwards?				
UK LANGUAGE COURSES Staff member	Group Leader		Centre Manager	
Name	Name		Name	
Signature	Signature		Signature	
Date:	Date:		Date:	

INCIDENT FORM

Continued

To whom was the incident reported in the first instance _____

In the case of a child, was the parent / carer informed Yes / No _____

Has the Centre Manager been informed Yes / No _____

Additional Comments:

In the event of a serious INCIDENT please write down contact details of witnesses:

Name _____

Address _____

Contact Numbers: Work _____ Home _____ Mobile _____

Name _____

Address _____

Contact Numbers: Work _____ Home _____ Mobile _____

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APPENDIX 14 – Accident Form

Centre: _____

Name of Student:	M / F:	Age / DOB:	Date:	Time:
Agent:	Group Name:		Group Leader Name:	
What led up to the accident?				
Nature of the injury?				
Action taken?				
Other people present?			Location?	
How could this accident have been avoided? Is there any maintenance that is required to prevent this accident from happening again?				
UK LANGUAGE COURSES Staff member	Group Leader		Centre Manager	
Name	Name		Name	
Signature	Signature		Signature	
Date:	Date:		Date:	

ACCIDENT REPORT SHEET

Continued

To whom was the accident reported in the first instance _____

In the case of a child, was the parent / carer informed Yes / No _____

Has the Course Director been informed Yes / No _____

Additional Comments:

In the event of a serious accident / RIDDOR please write down contact details of witnesses:

Name: _____

Address: _____

Contact Numbers: Work _____ Home _____ Mobile _____

Name: _____

Address: _____

Contact Numbers: Work _____ Home _____ Mobile _____

Office Use Only

Does this accident constitute a RIDDOR event Yes / No

If yes:

RIDDOR Form F2508 Completed Yes / No By _____ Date _____

RIDDOR Form F2508 Sent / Emailed Yes / No By _____ Date _____

E. H. O. contacted Yes / No By _____ Date _____

APPENDIX 15

FIRE LOG FORM

Centre _____

Date:	
Time:	
How Long:	
Who by:	
Supervisors name:	
Total amount of young people present:	
Total amount of adults present:	
Give any details of any problems or comments regarding the evacuation procedure:	
Signed:	
Dated:	

UK Language Courses, Suite 1D, Rossett Business Village, Rossett LL12 0AY
 Telephone: 01244 577995 Fax: 01244 579136

APPENDIX 17

UKCL team Excursion Information sheet

(For ALL UKLC team members accompanying students on excursions)

For each excursion there will be a minimum of two members of UKLC staff per destination. One of these will be nominated as the **Excursion Leader** and will be responsible for communicating with the coach driver/s and Group Leaders. This involves arranging meeting points and pick up times, taking a register and liaising with Group Leaders to ensure that all students are present (with wristbands on) and have understood the various meeting points and times and informing the coach driver/s of any pickups and the final departure time.

The other UKLC staff member will be responsible for ensuring that all students and Group Leaders have been given the relevant tourist information and any worksheets or maps. They will also deal with any museum bookings, tours or other entrances that have been organised for the day.

Both UKLC staff members will be responsible for taking any extra Covid-19 secure precautions:

- Make sure ALL students have washed their hands before departure
- Make sure ALL students, Group Leaders and staff have face masks
- Distribute hand sanitiser and supervise handwashing at regular intervals during the excursion
- Brief the students on departure and at regular intervals during the day about maintaining a social distance from members of the public, not touching anything unnecessarily and washing their hands.

Checklist:

Do you have...

- Packed lunches (if required)
- First Aid Kits
- [Hand sanitiser and anti-bacterial wipes](#)
- [Face masks](#)
- Tourist info re the destination and the museum/attraction?
- A method of payment if one is required/ voucher / letter of authorisation?
- A letter confirming the booking with the relevant museum?
- The phone number of the coach company and of the driver?
- The phone number for your Centre office, Centre Manager, your mobile number and the emergency mobile number?

What to do if.....

The venue you are visiting has no record of your booking.

It sometimes happens that the person you encounter in a museum or attraction will not be able to find the record of our booking. It may have been misfiled or entered in the wrong date. If you have a confirmation letter this will usually solve the problem. If not, keep calm and try and resolve the situation amicably. You can ask the person to ring your Centre Manager or just see if there is another time that they can fit you in.

There has been a mix up regarding payment

Most attractions will usually count the students in and then send an invoice to us. However, sometimes one person will agree to invoice over the phone and then when you get to the reception you are asked to pay. Never pay out of your own money! At this point you need to contact the Senior Management Team to sort it out and give them the address to invoice:

UK Language Courses Ltd, Unit 1d, Rossett Business Village, LL12 0AY

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You have been delayed departing and you will arrive back at the centre later than planned.

You must inform the Centre Manager of any delay especially as it will probably affect dinner. Please do this as soon as you can to avoid any problems with food once you return to site.

You are at the coach at the arranged meeting time and one student fails to show.

On the coach before letting the students go anywhere you must brief all students on what to do if they get lost. In this day and age of mobile phones, these matters are usually easily resolved with a phone call. However, if a student (miraculously) does not have a phone with them then they should try and find their way back to the meeting point and wait. Any Group Leader missing a student should always return to the meeting point to find them.

Stress to students that they should always have the 24hr emergency number with them (on their wristbands): 00 44 1244 567 695

If the missing person(s) incident occurs in the morning or while visiting the first of two destinations in one day, the Excursion Leader should remain at the first destination and continue trying to find the student(s). If they turn up, all of you should make your way to the second destination to meet up with the rest of the group and the coach. If you will not make it to the other location before the scheduled departure time, call one of the other staff and arrange for the coach to come and pick you all up on the way back to the Centre.

Whatever happens, if a student is lost and you are being significantly delayed (over an hour), then you should leave an adult (either the Excursion Leader or another member of staff or a Group Leader if they speak good English and they have another leader / a member of UKLC staff to take over the rest of their group) at the departure point. Make sure they have all phone numbers and enough money to get themselves and the student home, then accompany the rest of the group home.

On return to the Centre an Incident report Form should be completed. The Excursion Leader (and/or a member of SMT) should then liaise with the relevant Group Leader to notify the parent(s) of the missing student(s).

Depending on the extent to which missing the deadline was wilful, the student(s) participation in further excursions may be restricted. This will be evaluated by the SMT.

A member of the excursion is injured and has to go to Hospital:

If a student requires hospital treatment, a member of staff AND a relevant Group Leader should accompany the injured student to the hospital. The SMT must be notified too. The member of staff should ensure that they have a working mobile phone.

On return to site, an Incident report Form should be completed. The Excursion Leader (and/or a member of SMT) should then liaise with the relevant Group Leader to notify the parent(s) of the injured student(s) if this has not already been done. Please keep receipts for any expenses you may incur in order to travel back to the centre.

A student is arrested or detained by the Police (i.e., for shoplifting or a public disorder offence):

Depending on the time of the incident and the expected timescale involved for the Police to process the case, it may be necessary for the Excursion Leader to send the coach back to the Centre. If this happens, s/he must retain the emergency money to enable return to the Centre. The Group Leader should remain with the Excursion Leader to help with any translation issues. In the event that the student will not be released on the same day, the SMT must be contacted and the Group Leader should be liaised with in order to notify the parents.

On return to site, an Incident report Form should be completed.

The student(s) concerned may be sent home or banned from further excursions, depending on the severity of the offence.

There are not enough packed lunches.

This is a classic! The best thing is to check and double check before you get on the coach that you have enough lunches for the number of people on your coach. Never give the students the packed lunches before they get on the coach as they will just eat them and create mess. When you arrive at your destination, it is vital when giving out lunches that no one takes two. Obviously, this is difficult and so if you end up with some students who have no lunches, then you can tell them to go and spend up to £3 on lunch and **keep their receipts**. They will then be reimbursed by the Centre Manager when you return. Do not start giving out money; if they do not have any then they should borrow from their Group Leader. If you absolutely have to spend money then **get receipts! No money can be reimbursed without receipts.**

For some reason a Group Leader decides that she doesn't want to visit the museum that has been arranged.

Sometimes the Group Leaders will try and take over the day. You must insist firmly but politely that everything has been booked and paid for in advance and that no changes can be made. If they are not satisfied with the visit then they must speak to the Centre Manager when they get back. Remind them that they had time to talk to the Centre Manager before the excursion and should have asked for any changes to be made then.

It is a difficult juggling act. You must always be polite with Group Leaders and try to accommodate them as much as possible. After all, they are the client. However, you cannot let one Group Leader who is being particularly demanding ruin the day for everyone. Remember that there is always someone on the duty mobile or the Senior Management team can be contacted. If you are in a difficult situation then ring and ask advice.

You feel that the students are at risk.

Everyone's awareness of risk is heightened today especially when European cities are vulnerable to terrorist attacks. If you feel that the students you are accompanying are at risk in any way then you must act. In stressful situations people will often panic and it is more frightening if you are in a foreign country. So, whether it be a group of drunken football fans who suddenly appear or a bomb scare you must try as much as possible to take control of the situation. Walk the students towards the nearest public building, and keep checking that they are all there. Call the police if you feel it is necessary and call the coach driver to come and pick you up. Please also call your Centre Manager immediately if you need advice. We expect teachers and activity leaders to act with common sense and responsibility in the face of any risk to students.

A final note: On excursions your role is to guide and assist. You are not expected to be the fountain of all knowledge regarding the history and age of buildings etc., but you are not expected to say "I dunno, I've never been here before!" either. Members of staff who are not involved in teaching should also be familiar with what content has been covered in the lessons so that they are in a position to help students with any worksheets they may have. You will have plenty of opportunity to research the excursion beforehand and you will be responsible for the smooth running of the day.

Try to mix with the students as much as possible and talk to them about what they are seeing. Let them try their English out on you and answer their questions.

There will always be some free time on excursions where the groups go off to have a look around or go shopping and during this time you can relax and have a break.

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APPENDIX 18

COMPLAINTS FORM

Venue _____

Group _____

Name of Complainant:	M/F:	Date:	Time:
Nature of Complaint:			
Action taken in Response to Complaint:			
Outcome of Complaint investigation:			
Information given to Complainant:			
Date Information Provided: By: Status:			

APPENDIX 19 - RECRUITMENT POLICY

We aim to recruit suitably qualified staff with relevant experience where possible.

As a mainly seasonal business running short courses, most of our staff are recruited on a temporary basis. In the interests of continuity, it is our main policy to give preference wherever possible to returning staff. We feel that the more staff members return to work again, the easier the set up period is and the more smoothly our courses will run.

Therefore, any satisfactory member of staff who wishes to return to work with us will be given preference with regards to location or length of contract.

We recruit people based on their suitability and ability to do the job. We aim to recruit people who are enthusiastic, motivated, appropriately qualified and above all else keen to work with children.

RECRUITMENT PROCEDURE (for temporary staff)

- 1) Potential staff forward a copy of their full curriculum vitae (CV). Suitable candidates are sent an application form and our Working With Us document. This provides information about UKLC, our mission statement, our courses and centres, the positions available with an overview of each role, and our safeguarding and child protection statement. Individual job descriptions are also sent. An application form must be completed by every candidate.
- 2) Candidates are then short-listed against a set of criteria depending on the position they are applying for.
- 3) Suitable candidates are invited for a two-stage interview (usually by Skype) conducted by two members of the recruitment team.
- 4) If the candidate is deemed suitable after the first interview, a second interview is organised (Interview guidance notes in Appendix 1)
- 5) If the SMT agree to a position being offered, two written references (one of which will be followed up with a telephone call) will be sought (where possible, one reference should apply to regulated activity with under 18s) and an offer made subject to satisfactory references. Candidates are then asked to complete an online form to enable an Enhanced DBS check to be done and are invited to complete an online **Safeguarding Basic Awareness** course and submit the certificate to head office. Candidates who have lived or worked overseas for more than six months in the last five years will be required to provide an official Police check and accredited translation from the relevant country/countries. Where the Police check is not possible, we will collect two additional references from people who have seen the applicant working with under 18s.
- 6) Once the references have been received and all checks completed and are satisfactory, an email offer will be made and then a contract will be sent. The candidate is required to sign and return the contract and to complete a Staff Information Form (SIF).

(All successful candidates will be asked if they have any special requirements for the assessment process and whether any reasonable adjustments need to be made.)

RECRUITMENT PROCEDURE (for returning temporary staff)

- 1) Following the annual recruitment review in which staff performance is evaluated, all staff who have been deemed acceptable for reemployment are contacted and asked if they wish to return. If so, they are asked to forward an up-to-date copy of their CV as well as a new application form. This includes a declaration of suitability to work with young people.
- 2) As all returning staff will have previously been DBS checked by UKLC, we would consider this valid for a period of three years. For staff who have previously been DBS checked by UKLC and have registered with the update service, we will carry out the instant check to ensure that the information is up-to-date. If staff have a more recent DBS from another company (from the previous three months), we will ask to see it, make a note of the certificate number and accept

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it. Candidates who have lived or worked overseas for more than six months in the last five years will be required to provide an official Police check and accredited translation from the relevant country/countries. Where the Police check is not possible, we will collect two additional references from people who have seen the applicant working with under 18s.

- 3) In all cases, if staff have not worked for UKLC for over a three month period, they will be asked to provide the details of their most recent employer who will be contacted in order to confirm their continued suitability to work with young people.
- 4) Staff are invited to complete an online **Safeguarding Basic Awareness** course and submit the certificate to head office.
- 5) All staff are also put through a Barred List check.
- 6) Once the references have been received and all checks have been returned as satisfactory, an offer letter will be sent and a contract and the staff member is required to accept in writing and to complete a Staff Information Form (SIF).

RECRUITMENT PROCEDURE (for permanent staff)

- 1) Potential staff forward a copy of their full curriculum vitae (CV). Suitable candidates are sent further information about the company and the position available and the relevant job description.
- 2) Candidates are then short-listed against a set of criteria depending on the position they are applying for.
- 3) Suitable candidates are invited to a face to face interview at our Head Office. The interview panel will include at least one Director and members of the Senior Management team.
- 4) Depending on the position, a second interview may be deemed necessary.
- 7) If the Directors / SMT agree to a position being offered, two references will be sought and an offer made subject to satisfactory references. An Enhanced DBS check will also be carried out.
- 5) Once the references have been received and are satisfactory, an offer letter will be sent and the candidate is required to accept in writing and to complete a Staff Information Form (SIF) and relevant tax form.

(All successful candidates will be asked if they have any special requirements for the assessment process and whether any reasonable adjustments need to be made.)

Seasonal staff are put on 2-week probation, permanent staff on 6-month probation period.

Paperwork required:

- Full up to date CV
- Completed and signed application form
- Two referees who are not relatives. One referee must be from the person's most recent employment. One should preferably in a role where they had access to or responsibility for children.
- Copies of all relevant qualifications (originals to be seen and scanned)
- Proof of Identity – passport, driving licence, birth certificate – one of which must have a photograph
- Evidence of right to work in the UK (this must be produced by all successful candidates). Please see Appendix 2
- Staff Information Form including their next of kin details and any relevant medical information
- Staff must notify the company of any changes/updates with their qualifications
- Appropriate security checks to be done which may take the form of an Enhanced Disclosure and Barring Service Check and/or List 99 check.

Failure to complete the above can result in our offer of employment being withdrawn.