



**UKLC**

**Safeguarding and Welfare Co-ordinator**

Handbook

2024

Our values:



## 1. Introduction

Thank you for accepting a position as a Safeguarding and Welfare Co-ordinator with UK Language Courses this summer. This handbook is a guide that will hopefully give you the advice and information necessary to successfully fulfil your role. Please bear in mind that it is written to cover many different sizes of centre. We welcome your feedback and comments on any aspect of the handbook before, during or after the course.

The job of the Safeguarding and Welfare Co-ordinator (SWC) is part of the Centre Management Team and you will ensure that safeguarding and the promotion of student welfare to our teams, Group Leaders and students are paramount. It is also your role to ensure that all team members, Group Leaders and students understand and adhere to the UKLC Safeguarding Policies and Child Protection Policy as referred to in the Operating and Safeguarding Handbook (OSH). You should read the OSH carefully and use it as a reference along with this handbook for your role. You should offer a support to the management team in all matters concerning the welfare of the students. You should offer a sympathetic ear to any student who needs to talk by organising "surgery" times regularly. You are also responsible for quality assurance in terms of obtaining, measuring and collating feedback from students and Group Leaders and passing it on to Centre Management and Head Office.

## 2. Key Contacts

### 2.1 Centre Management

You will work directly under the Centre Manager and the Excursion and Activity Manager. Their roles are extremely demanding, and you will be there to offer support in areas where there is a heavy workload in order to meet all our safeguarding standards. Your main point of reference will be your Centre Manager and if you are made aware of any issue at all that involves student welfare or, most importantly, child protection, you should speak immediately to your Centre Manager. If any issue is raised to you concerning any member of the management team then you can go directly to the Summer Senior Leadership team.

## 2.2 The Teachers and Sports and Activity Instructors

In the centre you will be part of the main team. You will work alongside the Teachers who run the lessons and often supervise the activities and excursions and also the Sports and Activity Instructors who run the activities and excursions. It is important that you integrate yourself with the team, make yourself known to everyone and be seen as someone that people can go to if they feel they have an issue or a concern to raise.

There will be a rota for afternoon and evening activities (and mornings if the centre is running a ziz-zag programme) for the team and also a rota for the supervision of mealtimes and after evening activities. You can offer support to the Centre Manager and Excursions and Activity Manager as they devise this rota and also ensure that it is adhered to.

We insist that all UKLC employees wear their uniform whilst on duty and also their name badges and wristbands. This is something that you can actively encourage and obviously demonstrate by setting a good example.

## 2.3 The Group Leaders

The Group Leaders are the adults who accompany the students from their home country and remain with them as their main point of reference. We do everything we can to support them in their role and ensure that they and their students are happy and safe.

As we are dealing with many different countries and many different cultures, it is a challenge to communicate our ideas and standards in student welfare and safeguarding. One of your roles will be to support the Centre Manager in communicating these to the Group Leaders (via a Group Leader induction session - you will be given a power point to follow for this) and deal with any questions or issues that they may have.

It is important to be sensitive to the varied cultures at the centre but, at the same time, maintain a standard of behaviour for adults and students that is in line with our code of conduct.

## 2.4 Students

You will have a lot of direct contact with the students. It is important that they know who you are. You will be introduced at the Welcome Talk, and you will be organising sessions in the day where students can come and see you to discuss any problems or worries they may have. It is important to promote the idea amongst the students of treating each other well and coming to you if they are subject to or witness any behaviour which goes against what we accept.

You will need to attend some activities, make sure you are in the dining hall at meal-times and generally make yourself a prominent figure in the centre in order to create positive contact and rapport with students.

Our students are generally aged between 11 and 17. We avoid accepting 18-year olds unless by special arrangement and if this is the case we organise separate classes and activities for them. We also have occasional groups of younger students (aged 8 -11) at specified centres. Where this is the case, just be aware of the needs of younger students and assess the risk as necessary (e.g. in our Fire safety policy there are different procedures to follow for this age group). We know relatively little about the students prior to arrival other than their name, age and nationality. We often have no idea regarding their level of English.

However, in most cases we will have been informed if the student has any specific requirements regarding food/allergies/disabilities. These will be recorded on the **student database** for your centre. You will cross reference these with any information that the students highlight on their **Student Enrolment forms**. It is a good idea for you to make contact with any student who has any special needs and ensure they are catered for e.g. any celiac students may need introducing to the kitchen staff and informing of the food choices available.

### 3. Enrolment

All students are enrolled through their Educational Travel Organisers (ETO) who send us all the information regarding their length of stay and programme to be followed. Some agents also send an individual form for each student giving their personal details. Others have a variety of ways that they communicate with us. This being the case, we need to ensure that we have all necessary information on every student. Therefore, on the first day of the course before completing the placement test, students must complete our **Student Enrolment form**. You can work with the Course Director to make sure that the teachers supervise this and that all completed enrolment forms are kept filed and in alphabetical order and **securely locked away** in the UKLC office. **You can enlist the help of the Course Director and teachers in this task but then you must oversee the gathering and filing of the forms. Also, you will need to ask the Group Leaders to double check the forms against the information they hold on each student and to sign off to them.** These forms need to be easily accessible as in cases of emergency they may be the quickest way of finding the students' home numbers. We ask all agents to supply us with the emergency phone number for students but they are not always forthcoming. Where we have these numbers, you will be checking they correspond to what the students have written on their forms. Where we do not have these numbers, it will be imperative that you collate them from the forms in the first 24 hours.

#### 3.1 NON-EU students

In accordance with UKBA regulations we **MUST** take a photocopy of the passports of ALL non-EU students. Please ensure that you do this within the first couple of days of the group arriving and explain to the Group Leader that it is UK procedure. Please photocopy these onto the back of the students' enrolment forms. **It is essential that these copies are scanned and sent to Head Office as we may be subject to UK Border Agency checks.**

#### 3.2 Policy on student absences

All students enrolled on a UKLC course must attend a minimum of 90% of the lessons, activities and excursions in their course in order to receive their certificate for having completed the course.

Absence for any reason other than illness will not normally be accepted. Absence from lessons must be reported by the student's Group Leader to the Course Director and then on to the Centre Manager. Absence from activities and/or excursions must also be reported by the Group Leader to the Centre Manager. 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.

#### 3.3 Policy on student behaviour

UKLC operate a 'Ground Rules' policy. If a student behaves badly, the Centre Manager can decide to give him/her an initial verbal warning. If it happens again then we employ a 'Yellow Card' and organise a telephone call home to the student's parents. If this fails to work and the student continues to misbehave, then we will issue a 'Red Card' and ask them to leave and contact their agent to organise their transport.

### 4. AirManual

AirManual is our online training guide to help all summer team members get up to speed and understand their roles. As part of your onboarding process you will be sent a series of links to checklists. These comprehensive checklists cover all the processes and role-duties that you will have this summer. These checklists can be revisited throughout the summer and are there to support you with your role.

## 5. Centre Set Up

Help your fellow management team members to turn the centre into a UKLC centre. We want it to be welcoming to the students. You will be seen as a key person in the team and so it is important for you to :

1. Familiarise yourself with the layout, the names of any buildings and rooms of which we have use.
2. Visit the residential accommodation with the Centre Manager to check it has been appropriately cleaned and prepared for the students.
3. Set up house notice boards\* which will serve as a means of communication with the students in the residences. Make sure these are pointed out to them at orientation. They will be used to advise of any changes to the programme, to inform students if mail has arrived for them, give information such as laundry times, cleaning frequency, bed linen changes etc. You can also put up a short letter from you to the students telling them when and where they can find you if they need to talk.
4. Have a look at the centre once it has been prepared from the point of view of a scared student away from home for the first time. Ask yourself "Is it welcoming?" "Can I find my way around easily?"
5. Help with the preparation of welcome packs for all students and Group Leaders

**\*The notice boards should be colourful, eye catching and most importantly kept up to date. It must inform, invite, interest and include everyone! Please take, print and put up pictures of all the team on the notice board. Then during the course ask teachers to photograph activities, trips and sports and regularly display the photos (be sure to check that we have consent from the students/parents via the agent to take and use photos – this will be logged in the student database).**

Students and Group Leaders should receive a welcome pack as soon as possible after arrival, the contents of which should be:

**Student pack** - ID Wristband, student journal and pen, programme for the coming week

**Group Leader Welcome Folder** – Welcome letter, Programme for the duration of their stay, ID wristband, map of centre, map of local area, Group Leader handbook and a pen.

## 6. Induction and welcome

You will be asked to attend a special induction for the SWC position. This will explain all aspects of your role (as detailed in this handbook) and will also be offered extra training in Child Protection.

Before your centre starts, everyone is required to attend an online induction and the induction at the centre. The centre induction is made up of three sessions. The first is an induction by the Senior Leadership team. This is normally held at the centre one to two days before the students arrive. It involves a full orientation of the site including all areas at UKLC's disposal. This induction will cover in full detail the following elements:

- Warm up games / ice breakers / team building
- Health and safety/ Safeguarding / Child protection briefing (mainly covered online)
- Training on "What to do if..."
- Administration (ID checking, certificate checking)

There will also be a second, separate briefing for teachers (lesson plans and testing) and for sports staff (session planning and communication).

The aim of the induction is to fully inform the team of what is expected of them, create a team spirit and deal with any questions or concerns that they may have.

Your role at the induction is to make yourself known to everyone and you will be asked to help with the administration of ID checking and certificate checking and the passing of this information to Head Office.

Finally, there will be a centre specific induction run by the Centre Management team. Your Centre Manager may want you to introduce yourself and your role to the rest of the team at this meeting.

### **5.1 The welcome talk**

Depending on the Centre and the times of arrivals, there may be a separate talk for each group as they arrive and settle in. Alternatively, there may be a large talk for all the students on the first morning before they are sent off to do their test.

You must be present at all welcome talks in order to be introduced to the students. Help the Centre Manager in the preparation of the welcome talk (there is a company power point that you can amend and add photos into). When the students arrive help to ensure that certain pieces of vital information have been given to them during orientation, e.g. fire evacuation procedure, house codes, breakfast times and the plan for the next day.

### **5.2 Arrivals**

You may be asked to go to the airport to meet groups when they arrive and if so, you will be given clear instructions on where to go and what to do.

Alternatively, you may be part of the "Welcome team" when the students first arrive at the centre. Make sure that you look the part (uniform and smile!) and help the students into their accommodation as quickly as possible. Be on hand to help the Centre Manager to deal with any issues that may arise with the accommodation as the groups settle in.

All groups must be talked through the fire exits to their house no matter what time they arrive and be shown how to get out in a "silent drill". Make sure that this has been planned in for every group (even if you are not present at every arrival) and that it has been recorded appropriately.

## **7. The Social Programme**

### **6.1 Excursions**

Preparation is the key to excursions. The Excursion and Activity Manager will have confirmed all the details for the trips and will brief the accompanying team members and Group Leaders. You will assist in this in ensuring that these adults read and sign off to the relevant risk assessments before they go on the excursion. A copy of the signed risk assessment form should be scanned and sent to Head Office.

On the excursion day there will be enough UKLC team members to ensure that the correct ratio of adult to students has been met. You should speak to the Group Leaders and ensure that the students are appropriately dressed and prepared for the excursion that has been planned and the weather that is forecast. You may wish to be present as the students set off on their excursion to satisfy this or you may wish to go on one of the excursions yourself. (On some occasions from a ratio point of view, this may be necessary).

### **6.2 Sports**

During the week there will be afternoons given over to sports activities. On these occasions the students are divided into groups and split over several activities. It is sometimes a challenge to ensure that they all turn up for the correct activity. We try and enlist the help of the Group Leader here as much as possible. You can offer support here to the EAM and the Sports Co-ordinator by being on hand to check that students turn up, doing random checks of the residences to make sure they are not just staying in their rooms and checking that the team are completing their attendance registers correctly.

## **6.3 Accidents and Incidents**

During the activity programme is the time that most accidents will occur. There will be team members on hand with first aid qualifications and we have a first aid box in the UKLC office. Your job is to ensure that all accidents and incidents are appropriately recorded (with enough detail) by the relevant person and submitted to Head Office.

## **8. Feedback**

### **7.1 Student Feedback**

Feedback is so important to us. Not only at the end of the stay to know how it went but also while things are up and running. We use an online feedback tool called Survey Monkey. Please can you make sure that a couple of students from each group are asked to complete an initial feedback survey. Then have a look at the results and chat to the Centre Manager about any issues that have been raised. This should give you a good enough idea about how each Group's first impression has been. At the end of the course **all** the students must complete an online feedback form. Please liaise with the management team to work out how this will be done.

### **7.2 Group Leader feedback**

In the same way, the Centre Manager will ask Group Leaders to complete an initial online feedback form. Please can you help them in this by chasing up any leaders who haven't done it. As the course is running, you will get to know the Group Leaders and you may hear pieces of feedback either positive or negative. If you hear something positive, then please ask the person in question to write it on a feedback form so that we can maybe use the quote in our marketing but if you hear anything negative then make sure that you pass this to the Centre Manager for some action to be taken. You are an extra set of eyes and ears in the centre so chat to everyone!

### **7.3 Team feedback**

It is also very important to us what our UKLC teams think. Again, the Centre Manager will ask all everyone to complete an online feedback form and so you should do this and also encourage the rest of the team to as well.

## **9. Individual students**

In some centres we offer the option for individual students who are not part of a group to attend the course. Where all the other students have Group Leaders looking out for them, these students are our responsibility 24 hours a day. Where there are only a handful, we ask you to act as a Group Leader for them and provide them with a point of reference. Where the number is higher, we will employ a UKLC Group leader. When you are looking after individual students, take the time to get to know them and establish a good rapport. Agree times in the day when you will meet and check in with them and let them have a mobile contact for you. When you have time off or are not going on an excursion that they are going on, you need to hand them over to another member of the team to look after. If you have any questions about this, then chat to your Centre Manager.

## **10. General Administration**

There is a lot of paperwork to complete at the centre and your Centre Manager and Excursion and Activity Manager will be very grateful for your support and help in this. What follows is a reference list for you that details the paperwork you can help to gather and collate:

1. Enrolment forms (signed off by Group Leaders)
2. Signed Risk assessment forms (by all the team and Group Leaders)
3. Incident Forms
4. Accident forms
5. Fire log
6. Visitors log
7. Feedback forms
8. Child Protection Concern/Allegation form

## The Uniform

The whole team will be issued with UKLC polo shirts/t-shirts and a hoody which they are expected to wear when on duty i.e when teaching, when involved in activities and when on excursions. In addition to a uniform shirt, teachers are expected to dress professionally. This means nothing too high above the knee (for men and women) and proper footwear should be worn, i.e. no flip-flops in the classroom. They may wear jeans to teach, but they must not be patched or ripped. As SWC, please set a good example and wear your uniform when you are working.

## Alcohol

You are likely to be accommodated near students and so we ask that you are aware of your responsibility to set a good example to our students. Please be responsible and sensible. We do not mind people having a quiet drink if they are off duty but any drunken behaviour will not be tolerated and will result in disciplinary action being taken."

## Time off

Your timetable will not be as structured as other members of the team. It is up to your Centre Manager to work out with you when you are needed and when you can take time off each day. You will have one full day off per week which will be agreed a week in advance. Make sure that you make the most of any down time and try and get out of the centre for a bit or rest. Remember that your management team is there to help you and support you too so let them know if you need time or help with anything. The Senior Leadership Team are also always available to you.

## 11. End of the course

The end of the course can sometimes cause as much confusion as the start. Everyone is tired and ready for it all to finish.

However, you must remember to check that the necessary paperwork is in order and has been scanned and sent or emailed to Head Office.

## 12. Safeguarding our students

As you know and will hear again and again in our training and documentation, keeping the students safe is always the most important thing. Working at a summer centre is a demanding job and it can be hard to keep on top of it all and to know what to do first. If you feel overwhelmed and you are not sure if you are doing a good job then just ask yourself one question "are the students safe?". If the answer is yes, then you are doing a good job and you can quickly move to asking yourself "are the students happy?!"

But how can you check if the students are safe?

- 1. Registers:** Is it possible to locate the students at all times? It is a simple question but in a centre of 400 students it can be hard to answer. Once the students are allocated a class then the first registers are for the lessons. However, we also take registers for all organised activities and out on excursions. The student database will facilitate the making of registers and the EAM will do these, but you can offer support and check that they are being taken on the activities. Then you must check that they are collated and filed in the office. The rule is that if a student fails to show after **15 minutes**, the team member running the lesson or session must inform the management team immediately.
- 2. Are they recognisable?** All students get an ID wristband and lanyard when they arrive, but you need to help create a culture in your centre where they ALL wear them, ALL the time. We have a £1 on the spot fine for students found without. The CM will make this clear at the welcome talk and you can make sure you are always checking students as they walk around and especially as they get on coaches to go out.
- 3. Are they safe where we cannot see them?** The students' internet access is always a concern. They are away from home and impressionable. We have created posters about **SIS, our Safest Internet Student**, and you need to make sure that they are all aware of her and how she behaves online. There will be posters given to the teachers so please check these have been put up in the classes.



4. **Are all the adults briefed and behaving properly?** All UKLC team members are vetted and they all take an online safeguarding course. Further training is delivered at induction. You need to conduct the Group Leader training to make them aware of our policies then keep an eye out that all members of staff are aware of and adhering to the Code of Conduct for Adults.

### 13. 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 (**Recruitment policy**).
- Having a clear Safeguarding Policy (SOH) 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 in Language Centres** 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.
- Having an awareness of all mental health issues that the young people in our care could face and ensuring that all management teams complete an online [Child Mental Health Awareness](#) training.
- Having a clear Behaviour Policy in place and procedures to ensure that our centres are free from discrimination, racism, bullying, harassment and extremism (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.
- Reviewing and updating all policies on a regular basis and responding to feedback and suggestions from all areas of the business.

\* <https://accreditation-uk.english.britishcouncil.org/>

### 14. 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 programme  
Adult: Any UKLC team member, group leader, employee of hosting institution

- All students and adults must be treated with respect at ALL times.
- Working at a UKLC centre as a team member or a group leader means you have a duty of care towards the students, this is a legal obligation.
- You are in a position of trust, this cannot be abused\*
- Be a good role model for the students, this means demonstrating integrity, maturity and good judgement.
- In all activities, UKLC team members 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 centre. Whilst we understand that in some other cultures physical contact may be viewed differently, we ask all adults at our centres to understand that we are operating based on British culture and we expect them to as well.
- 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 the UKLC team this means wearing their uniform when on duty, but for off duty team members and group leaders we would ask you to be

considerate to the sensitive age of our students and any cultural sensitivities, 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 team members 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. Adults should not show favouritism or accept gifts (beyond limit) from students

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, do so accompanied
- allow or engage in any form of inappropriate touching
- be alone with a young person
- allow a 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:

- set a good example by behaving appropriately at all times and maintaining 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
- never access or share inappropriate sites, images or content at work
- avoid giving any personal contact details to young people, including their mobile number, home phone, personal e-mail address, social media handles
- never accept requests from students via social media
- not use internet or web-based communication channels to send messages to students
- 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

[\\*in accordance with latest legislation](#)

Finally, all adults must understand their legal duty to voice any concerns. If this involves a child's welfare or safety then you must speak up. Please understand that whether it concerns a colleagues' behaviour, a group leader's behaviour or company policy, you may speak without fear of repercussions and in the knowledge that confidentiality will be maintained.

We hope that you have found this handbook useful. The important thing to note is that there is always someone to ask you will be supported throughout. If you have any feedback on this document or on your time with UKLC, then we are always extremely pleased to hear it.

We hope you have a great summer.

**Have fun!**

**We are looking forward to seeing you soon at training and we hope this information will help you to have to be well prepared and enjoy a fantastic summer with us!**

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