

# UKLC

Educate · Inspire · Enrich

## Culture Book

### 2026



## Welcome to UKLC

Hi there, and welcome to UKLC.

I hope you are as excited as we are to embark on this adventure together and for you to be part of the UKLC team.

We are a growing company with over twenty-five years' experience of running language courses for young people.

We have become one of the leading providers of summer school and year-round programmes for international junior students in the UK.

Across all of our centres, we aim to deliver the outstanding service that earned us a place in the list of Centres of Excellence published in the EL Gazette.

Whether you are working at Head Office, here with us as a manager, or as a teacher, whether you are in charge of the safety and welfare of our students or will lead them during sports, activities and excursions, you will be an ambassador for all the values that we, as a company, stand for.

At UKLC we care, we work very hard to build and maintain trust and we aim to create fun experiences for our students and also for all those who work with us.

We respond quickly and effectively to all our team's needs. You will always find someone to help and support you, be it at site, our Head Office, or at the other end of the phone.

As a member of the UKLC team you will be involved in a wide programme that features English lessons for multinational groups, cultural excursions and fun activities.

You will meet people from all over the world and will actively take part in the students' learning development, by creating a friendly environment that actively encourages growth.

As a team, we work together to do the best we can as leaders, to be brilliant to work with and to make a difference. We achieve this thanks to respect, great communication and taking responsibility. Enjoy the ride - it will be a lot of fun!

The UKLC Team

## OUR VALUES



## OUR 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.

## OUR 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.



## HOW WE LIKE TO OPERATE

### Your First Few Days

We want you to settle in quickly so we will make sure that you get to know the team and they get to know you. We will get you up to speed as quickly as we can so you know how we do things - but we are always open to new ideas and ways of working that could make us even better. We'll make sure that you get the training you need but feel free to speak to us if you think additional training would be useful - we want you to develop with us.

### Support

Remember - there is no such thing as a silly question. Difference of opinion helps us grow. Challenge us and your colleagues as this will allow us to be constantly improving.

### Professionalism

We provide a friendly environment in which to work but we have high expectations. We are all part of a team and every role matters. We expect you to work hard and always be respectful to each other.

### Look after our Spaces

At Head Office we've worked hard to create a workspace that is a great place to be. If you are on location at one of our centres, you will see that we have tried to pick excellent places to work in. You will spend a lot of time either at Head Office or on location so please treat it like a second home and take care of it. Wash up after using cups, plates and cutlery and wipe away any mess.

It is understood that in certain peak times (July and August) this may be harder to achieve.

We operate a flexible system whereby you may choose instead to work 8am until 4pm or 10am until 6pm.

We ask you to select your working hours and discuss with your line manager when you join us.

As a growing business we place a great amount of trust in our team, and we can offer a certain amount of flexibility over a small number of hours e.g., a couple of longer days to make up for an early afternoon departure. However, we expect that this flexibility works both ways and that there are just some occasions when extra time is needed to get the job done. This can sometimes relate to an area that is not directly your responsibility, but we aim to encourage a culture of shared responsibility where the team pulls together when necessary. Finally, we monitor all this through team reviews and development reviews, and they provide the opportunity for both parties to bring up any queries.





## Time Off in Lieu (TOIL) - Head Office

Should it be necessary to work over a weekend, a half day or full days' time off in lieu will be accrued for every half or full day worked. This will apply when the following happens:

- 1) The time is logged and agreed at the time of the event with your line manager and lieu time is taken within an agreed period.
- 2) Once seven days have been accrued an agreement can be reached for the time to be paid instead of taken in lieu.
- 3) Within reason and in agreement with your line manager, the time will also include travel time to an event/centre.

Please note that if any holidays are unused by the end of the year, a week can be carried over to the next holiday year but must be used by the end of February. A full-time employee could carry over five days. A part-time employee who works three days a week could carry over three days.

## Confidentiality

Privacy is important and although we are a friendly team, we take it very seriously. Whether it is information about the business or personal information, it is your responsibility to keep information confidential.

Please see the confidentiality clause in your contract and the relevant section of the Operations and Safeguarding Handbook (OSH).





## USEFUL THINGS TO KNOW

### What People Wear

This is generally common sense. We want you to be comfortable, but also need you to dress in a way that is appropriate to your role and be clean and respectable. At Head Office this means smart casual. If you are at site, you must wear your uniform when you are on duty. The same goes for safety clothing that is provided - it is given to you for safety reasons. We will ask for our uniforms back when you leave, so please take care of what you are provided with. Please ensure that no clothing is too revealing, for example very low tops or hot pants are not acceptable. With regards to footwear please use your common sense, for example if you are participating in sports activities then wear appropriate footwear and shoes that are too flimsy, such as flip flops, are not appropriate footwear for site.

### What you Need to Carry Out your Role

We will provide you with the equipment you need to carry out your role. If the equipment you have is not working as it should, please do not suffer in silence. Tell your line manager and we will see what we can do to get it sorted.

### Lunch and Breaks

We encourage you to take your scheduled breaks and to take them away from your work. You can find out your entitlement in your contract of employment.

### Fire

Don't try and put fires out yourself. Whether you are at Head Office or on site you should leave the building safely and assemble at the fire assembly point. The fire assembly point is different for each site, so we will let you know where it is during your induction. When you are at Head Office, it is near the silo in the car park.

### Smoking

Our workforce is smoke free (including vaping and e-cigarettes). Smoking in the workplace is considered to be gross misconduct and could result in dismissal. Smoking needs to be limited to break times.



## Drugs and Alcohol

Attending work under the influence of drugs or alcohol will be considered gross misconduct. It can be a danger to you and to others, as it can affect your judgement and behaviour.

For health and safety reasons, and only where necessary to achieve a legitimate business aim, we reserve the right to carry out random alcohol and drug screening tests, on those employees in the workplace whose activities and job duties have a significant impact on the health and safety of others.

We won't necessarily test you if we consider you to be under the influence, but we may do so with your consent. If you refuse to participate in a random drug test it may be considered an inference of a positive drug test. This can result in your suspension to allow us to investigate the matter further. Remember, a refusal to participate in a random drug test may lead to disciplinary action and may be treated as gross misconduct.

You will be regarded as under the influence if your behaviour, speech or ability to do your role is affected. Smelling of alcohol will also be considered as being evidence of you being under the influence.

If you are on medication, please let us know if it may affect your performance or ability to carry out your duties. For further information please see our full employee handbook.

## CCTV

If you are on site, CCTV will be clearly signposted. We believe that CCTV can have a positive role in ensuring the safety and security of our teams, students and premises. If necessary, images will only be reviewed by approved persons and will only be stored for as long as is reasonably necessary.





## Phones

Our phones should only be used for business use. If you have an urgent need to use the phone, ask your line manager. Use of your own phone should be limited to your breaks or for emergency purposes. If we provide you with a company mobile phone it should be used for business use only. Its usage will be monitored.

Please do not use your mobile phone whilst driving. If you do not have a hands-free kit, please stop the car, park it safely and turn off the engine prior to answering or making a call.

Use of personal mobile phones during working hours should be kept to an absolute minimum. Personal mobile phones should be kept on silent and should not vibrate during working hours.

Please refer to our Operations and Safeguarding Handbook (OSH) for further information about the use of phones and other mobile devices when working with students. For further information please see our full Employee Handbook.

## Expenses - Head Office

Prior to incurring any expenses on behalf of the business (for example travel or accommodation expenses), please refer to our Expenses Policy.



## Lateness / Absence

If you are late for work or absent from work for any reason, we need to know about it. If we ring you to find out where you are it is not because we are checking up on you, we just care and need to know for scheduling. If you work at Head Office and are sick, please inform your line manager 30 minutes before the start of each working day (unless covered by a fit note). If you are working at site where cover will be needed, then please let us know as early as possible if you cannot come in. The night before would be ideal or if not from 7am in the morning.

Remember, lateness can cause disruption to other members of the team so whilst we are happy to show some goodwill, persistent lateness will result in disciplinary action.

It is important that you call unless you really are not able to do so. Text messages and emails are not an acceptable way to tell us you cannot come to work. Failure to call in could result in disciplinary action being taken.

## Holidays - Head Office

Please ensure that you give us enough notice of holiday you want to take and make sure that this is approved before you book anything. We usually require a minimum of 4 weeks. If you book something without approval first, you may be out of pocket if we cannot accommodate it and you cannot then move it. We aim to approve leave where possible.

All leave requests must be submitted by the Breathe portal to the relevant line manager. The line managers will then consider and confer and accept the request in the platform. A reply will be received where possible, within maximum 5 working days. The Breathe platform records all leave in the form of a calendar that will be accessible to all. All leave should be taken within the calendar year with allowance for up to one week to be carried over to the following year and taken by the end of February at the latest.

For further information please see our full employee handbook.



## Doctors or Dentist Appointments

We ask that you try and book appointments outside of work time. If you can't, we will try and accommodate them and give you unpaid time off. However, there will be times when we may have to ask you to rebook.

## Driving

If you have to drive as part of your role, you obviously must have a licence and the car must have relevant insurance and a valid MOT. We may ask for proof of these, as well as a copy. Never use a phone when driving. Please see our policy on phones for further information. You have to pay any fines that you incur when driving on work business and any dangerous, careless or aggressive driving can amount to gross misconduct. If you have any concerns about safety etc., please speak to your manager.



## Disclosure and Barring Service Checks (DBS)

Where required, employees will have to undergo an Enhanced DBS check, as an element of our work can be carried out in residential settings where there will be children or vulnerable adults at a school / centre.

As from 17 June 2013 the Disclosure and Barring Service will only issue DBS certificates to the applicant only. Therefore, the Company will ask all employees for written or verbal agreement and the Company will carry out a status check on their DBS certificate. Information will only be passed to those individuals authorised to receive it, in the course of their duties. Head Office employees will be asked to register with the DBS Update Service.

Disclosure of information will only be used for the specific purpose that it has been requested for, and for which the individual team members consent has been sought.

A DBS check uses a range of different information sources, including the records of:

- the Police National Computer (PNC) and other data sources
- the Independent Safeguarding Authority

## Searches

If we have any suspicion, we reserve the right to search employees and any property on our premises. We'll always have an agreed witness in place and ask for your consent.

## Diversity, Equity and Inclusion

We are committed to promoting equal opportunities, diversity and inclusion for all staff and applicants on decisions relating to recruitment, promotion, termination and any other aspect of employment.

You must not unlawfully discriminate, harass or victimise any other person on the grounds of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation.

Please speak to a manager if you have any concerns and see our Diversity, Equity and Inclusion policy in the Operations and Safeguarding handbook (OSH) and Employee Handbook.

## **Bullying and Harassment**

We all know that bullying and harassment are not acceptable. We must respect each other. You will generally know what amounts to bullying or harassment and know that most people would not tolerate or engage in that sort of conduct. It can include unwanted physical conduct; advance; racist/sexist/homophobic/ageist or generally offensive, degrading or derogatory comments or jokes; and mocking or belittling someone. It can be in person or via email and on social media. It may also include conduct outside of working hours.

Remember that something that one person finds funny, could be very offensive to someone else. Think of others and stop immediately if anyone says they find your conduct offensive or it is unwanted. If you believe that you have been bullied or harassed or have witnessed this happening, please speak to a manager. All complaints will be taken seriously. Such conduct is likely to be treated as gross misconduct which could result in dismissal. Please see our full Employee Handbook for further details.

## **Bribery**

We have an ethical business. Do not induce customers, suppliers or others to do business with us. Do not take an inducement from anyone in order for us to do business with them.

Bribery is offering, promising, giving or accepting any financial or other advantage, to induce the recipient or any other person to act improperly in the performance of their functions, or to reward them for acting improperly where the recipient would act improperly by accepting the advantage.

An advantage includes money, gifts, loans, fees, hospitality, services, discounts, the award of a contract or anything else of value.

If you are given a gift worth more than £50, please speak to a manager and ensure that this is logged. Use your common sense if you are lucky enough to be offered hospitality and check with a manager first. These will also need to be logged. Please see our full Employee Handbook for further details.

## **Whistleblowing**

If you think we are doing something we shouldn't, we encourage you to raise it. This would include breaches of legal obligations, risks to health and safety, criminal acts or damage to the environment. If what you raise is in the public interest and you reasonably believe what you are saying is true, you are entitled to not be subjected to any detriment as a result of you raising the issue – even if it turned out to be incorrect. Of course, raising a deliberately false statement would be considered gross misconduct.

Please see our full Employee Handbook for further details.

We want you to have a way to raise concerns with us internally wherever possible. In most cases you won't find it necessary to alert anyone outside of the Company but if you do, it would be very rare for it be appropriate to raise concerns with the media.

If you have any concerns that you need to raise, please speak to a manager or a member of the Senior Leadership Team.





## Social Media

Anything you post on social media could affect our reputation if it is clear that you work for us or if it is generally known that you work for us.

Comments about us or another member of the team may be treated as misconduct if they are inappropriate and, in more serious cases, can be considered as gross misconduct. Videos of you doing something inappropriate or which could bring the company into disrepute whether at work or in your personal life could also lead to disciplinary action up to and including dismissal.

Use your common sense!

Please see our full Employee Handbook for further details.

## IT, Internet and Email

Work emails and the internet are for business use. Don't open suspicious emails, stream or download anything on to work computers or plug in an external drive. We will monitor work emails and the internet so if you want it to remain private, don't do it at work. Sending emails that are offensive or of a sexual nature may be considered gross misconduct.

Please see our full Employee Handbook for further details.



## HOW WE RESOLVE ISSUES

We believe that clear, straightforward and fair procedures help resolve any issues or problems. Our procedures have been developed to support and encourage all employees to achieve and maintain high standards of performance, attendance and conduct.

You can find our full procedures in the Employee Handbook.

### Reporting Misconduct

You are expected to act with honesty and integrity when working with us. Should you see anything that concerns you, please make sure that you report this to your manager.

## FAMILY POLICIES

You can find our full procedures relating to maternity leave, adoption leave, paternity leave, shared parental leave, parental bereavement leave, time off for dependents and parental leave in the Employee Handbook.



## FEEDBACK

A final word on feedback. We actively encourage feedback at UKLC, both positive and less positive.

If you think someone is doing well or has gone the extra mile, then please let them know. Show appreciation for your colleagues when they help you out and be ready to return the favour.

In the same way, if you feel there is an area where we can improve and learn, please let us know.



# UKLC

uklc.org

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**BRITISH COUNCIL**  
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