



School Policies

Eurospeak Language School

Last updated in 2013



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Attendance Policy

The purpose of this policy is to:

- ensure that students education and welfare is not harmed through lateness or absence
- ensure that students are warned of the implications of lateness or absence
- ensure that Eurospeak complies with UKBA requirements regarding attendance and reporting
- ensure that students, teachers and other Eurospeak staff are all aware of required standards and procedures regarding attendance

This policy will be communicated to students through the school website and on paper as part of the student induction pack. It will be communicated to staff on paper as part of the Quality Handbook and explained at a Teacher's meeting.

The Directors are responsible for applying this policy throughout the school and reviewing its effectiveness at least twice yearly.

Standards of Attendance expected from students

- Students must attend all the classes agreed with the school at the start of their course.
- Full time students with student visas must attend the full 15 hours per week of their course to comply with legal requirements.
- Students must be punctual for classes and stay for the full class.

A full time visa student unable to attend due to emergency must contact reception before the class starts.

Monitoring and Management of Attendance by the school

- Teachers must record attendance using the procedure in this document.
- The administrator must maintain the record of attendance daily.
- If a full time visa student is absent without contacting the school, reception must attempt to contact the student to check on their welfare and get an explanation. These contacts must be logged and recorded.
- If a student is persistently absent without a good reason, the school must issue a warning by letter or email. In the case of full time visa students, the school will progress to follow the UKBA reporting requirements.



Eurospeak Teachers' Attendance Procedure

- 1. Collect the attendance register (included in the academic course files) from the school office and take it into the class before the lesson starts. Administrator will already have marked AL or SL for students with Authorised Leave or known Sick Leave.**
- 2. Within 5 mins of the start of the lesson, ask the students to sign the register.**
- 3. Students who arrive later than 15mins of the start of the class must be challenged to explain their reason. Their signatures must be highlighted by the teacher.**
- 4. At the end of the lesson, any absent students are marked 'A.'**

Only the teacher can mark students A.

If a student attempts to change or falsify a register, this is a disciplinary offence. Notify the Director of Studies and the student will receive a written warning.

If a student joins a class after the register has been printed, the teacher must ask the student to write their name neatly and sign.

The register must not be left unattended in a classroom.

Behaviour Policy

Eurospeak is an adult school, and students are expected to behave in a manner suitable to a professional, adult international learning environment.

This means that, in our school students must:

- *Arrive punctually for lessons and stay for the full lesson*
- *Focus during lessons*
- *Complete homework and other assignments when asked*
- *Treat all staff and all other students with courtesy, integrity and respect, irrespective of gender, including gender reassignment, marital or civil partnership status, having or not having dependents, religious belief or political opinion, race (including colour, nationality, ethnic or national origins), disability, sexual orientation or age.*

And students must not

- *Use electronic devices during lessons*
- *Be disruptive or distract other students*
- *Cause any damage to the school property or equipment*
- *Take unscheduled breaks or leave lessons without permission*

Please note that these requirements are in addition to statutory laws, or legal obligations arising from your visa status or status as a non-British person resident in the UK.

We are confident that students will follow this Behaviour Policy fully.

In the event of a student breaching this Behaviour Policy, the Directors of the school may impose sanctions which may include:

1. *A verbal reprimand with a request for an apology*
2. *A first written warning that behaviour has been unacceptable*
3. *A final written warning that behaviour is unacceptable*
4. *Expulsion from the school*

Equality Policy

The aim of this policy is to communicate the commitment of the management to the promotion of equality in Eurospeak.

It is our policy to provide equality of access to our services to all, irrespective of:

- *gender, including gender reassignment*
- *marital or civil partnership status*
- *having or not having dependents*
- *religious belief or political opinion*
- *race (including colour, nationality, ethnic or national origins)*
- *disability*
- *sexual orientation*
- *age*

We are opposed to all forms of unlawful and unfair discrimination. All staff and students at Eurospeak will be treated fairly and will not be discriminated against on any of the above grounds. Decisions on staff and student issues will be made objectively, without unlawful discrimination, and based on aptitude and ability.

We recognise that the provision of equality in all our activities will benefit the organisation. Our equality policy will help staff and students to develop their full potential and the talents and resources of the staff and students will be utilised fully to maximise the effectiveness of the organisation.

Equality commitments

We are committed to:

- promoting equality of opportunity for all persons
- promoting a good and harmonious learning environment in which all men and women are treated with respect and dignity and in which no form of intimidation or harassment is tolerated
- preventing occurrences of unlawful direct discrimination, indirect discrimination, harassment and victimisation
- fulfilling all our legal obligations under the equality legislation and associated codes of practice
- complying with our own equal opportunities policy and associated policies
- taking lawful affirmative or positive action, where appropriate

Breaches of our equality policy will be regarded as misconduct.

Implementation

The Directors are responsible for implementing this policy through:



- Communicating it to staff and students via the school website and inclusion in the staff handbook and college website.
- Highlighting its importance at staff meetings and arranging any training considered necessary.

Monitoring and review

The Directors will establish appropriate information and monitoring systems to assist the effective implementation of our equality policy. The effectiveness of the policy will be reviewed regularly (at least annually) and action taken as necessary.

Complaints

Any staff or students who believe that they have suffered any form of discrimination, harassment or victimisation are entitled to raise the matter through the existing complaint procedures. A copy of these procedures is available on the Eurospeak website and on paper from the school office.

All complaints will be dealt with seriously, promptly and confidentially.

First Aid Policy

First Aid is overseen on a day to day basis by Aditi Chand, who holds an HSE approved qualification for 'Emergency First Aid at Work'. She is available at the office during office hours.

The main duties of our first aider are to:

- *give immediate help to casualties with common injuries or illnesses and those arising from specific hazards at school*
- *when necessary, ensure that an ambulance or other professional medical help is called*
- *look after the first-aid equipment*

Equipment

First Aid kits are located in the Kitchen as well as in the school office. Both first-aid containers are marked with a white cross on a green background.

First Aid notices are placed on noticeboards at key areas in the school.

An Accident and First Aid book is at reception. This is to a record of any first aid treatment given by the first aider including:

- *the date, time and place of incident;*
- *the name (and class) of the injured or ill person*
- *details of the injury/illness and what first aid was given;*
- *what happened to the person immediately afterwards (for example went home, resumed normal duties, went back to class, went to hospital);*
- *name and signature of the first aider or person dealing with the incident.*

This record is reviewed quarterly as part of accident prevention and improving practices.

Other than the contents of the First Aid Box, staff must not administer or offer any medical product to students. Students should not offer or administer any medical product to each other.

Students are given advice on medical treatment in Britain as part of their induction pack, this includes information on NHS hospitals, the Broad St walk-in centre and registering with a doctor.

Safeguarding Policy

Eurospeak is committed to providing a secure and friendly environment where all members of the community, whatever their background or character, are protected from harm and respected by others.

All staff and any other adults involved with Eurospeak accept and recognise their responsibilities:

- *to safeguard the welfare of children who join the School and any of its programmes;*
- *to continually develop awareness of any issues which might harm these children;*
- *not to make staff or any other adults involved with the School unnecessarily vulnerable to suspicion of any form of abuse.*

We will endeavour to safeguard children as follows:

- *by adopting child protection guidelines and accepted procedures*
- *by providing children with expected codes of behaviour and ensuring they understand what those are, especially bullying*
- *by sharing information about child protection and good practice*
- *by sharing information about any concerns*

A child in the context of this policy refers to anyone under the age of 18 who has joined or is visiting Eurospeak.

This policy applies to all children regardless of gender, ethnicity, nationality, disability, sexual orientation or religion.

This policy has been formulated in accordance with the provisions of the Children Act 1989, the Human Rights Act 1998, and the United Nations Convention on the Rights of the Child (ratified by the United Kingdom Government in 1991). This policy is in addition to all relevant local authority safeguarding regulations and must be read in addition to *Berkshire LSCB Child Protection Procedures* available at <http://berks.proceduresonline.com/chapters/contents.html>.

Statement of Principles

- 1. All children have rights. No-one can take away a child's right to be safe.**
- 2. All children have the right to say 'No' if any person tries to do something to them which they feel is wrong.**
- 3. All children have the right to get help against bullies by enlisting the support of friends or by telling an adult.**
- 4. All children must feel they can tell an adult of any incident that frightens or confuses them or makes them unhappy.**
- 5. All children must know that if they go to an adult for help, they will be believed and supported.**
- 6. All children have the right to be treated with respect and to be safeguarded from harm.**

STAFF GUIDELINES

Appointed Person for Safeguarding Children

Gaurav Vahi, the School Director at Eurospeak, is the Appointed Person for Safeguarding Children. He can be reached in school hours on 01189 589599. In emergencies, he can be contacted on 07931805819

How staff should react to safeguarding issues

1) BULLYING

Definition

Bullying, defined as wilful and repeated behaviour which has the purpose of making another person unhappy, is not tolerated in any form at Eurospeak.

Identifying bullying

Bullying can take many different forms; it may be physical, emotional, name-calling, showing a lack of respect for another's property, excluding somebody from a social group; there are many possibilities. One person 'having a joke' is another person suffering bullying. Sometimes it is obvious, sometimes it is done subtly and in such a way that children will be worried about telling staff what is happening. For this reason it is vital that staff is vigilant in noticing changes in behaviour of children, particularly if they become withdrawn.

How to react if you suspect bullying

1. Investigate all reports, however seemingly trivial.
2. Ensure that all reports of suspected bullying are logged and that the follow-up is also logged, fully recorded and signed by the senior staff member involved.
3. Once it has been established that bullying has taken/is taking place, explain to the person acting unkindly that their actions have been precisely that and tell them the effect it has had on another / others.
4. Ask them to consider an appropriate way of putting things right and, if necessary support them in making an apology.
5. Ensure that any apology / reconciliation is done with staff present so that it can be accurately recorded.
6. Should the incident be more serious, conduct no-blame meetings with both parties (bully and bullied). The aim is to clarify the situation through discussion and allow both sides to work out a solution that is satisfactory to them both. This will be recorded by the supervising teacher. (N.B. Under-18s should not be asked to sign any documents.) Send details to the Director who will inform agents / parents of both parties what has happened and how it has been resolved.
7. If, after this meeting, the bullying continues, then it must be seen as deliberate and require a more serious response. The Director will take immediate action to protect the bullied person and begin procedures to restrict the activities of the bully. The Director must be informed and decisions will

be made which could involve the bully being removed from the site, perhaps to another one. The Director will keep agents / parents of both parties fully informed.

8. Any further incidents of bullying by the same person would result in them having to leave the School and/or programme and return home as quickly as possible.

2) CHILD ABUSE

Definition

Child Abuse is most often used to describe ways in which children are harmed – usually by adults – with damage to their physical or mental health. There are four broad categories of abuse as follows:

- *physical: through hitting, shaking, squeezing etc.;*
- *sexual: through inappropriate touching or contact with a child;*
- *emotional: through persistent lack of attention, unrealistic adult demands;*
- *neglect: failing to provide basic needs of food, proper clothing, safe supervision.*

Identifying child abuse

It can be difficult to identify child abuse as it has various forms. Below are some typical indicators to watch for:

- *unexplained injuries;*
- *a child describing an abusive act that has happened to them;*
- *another child telling you of their concern about a friend / fellow student;*
- *sexually explicit behaviour in games / activities;*
- *serious distrust of adults;*
- *difficulty in making friends / socialising with other children.*

The last two might appear naturally as the School and its summer programmes are new and strange environments for visiting children. However, in extreme forms, these might be indicators of a deeper problem.

How to react if you suspect child abuse

1. If you notice any physical or behavioural signs – contact the Academic Manager (or School Director).
2. If you suspect an adult is a threat to a child in some way – contact the Academic Manager (or School Director) and continue to monitor the situation.
3. If a child tells you they are being abused – react calmly, reassure the child and if you ask any questions, do so for clarification, not to find out more details; then contact the Director. Do not promise to keep a secret any disclosure the child has or wants to make.

In any of the above situations, immediately log and record what has happened, what you have seen, suspected or been told. Get your report signed by the senior staff member involved.

The Director will take appropriate action which may involve external agencies and contacting agents / parents.

Use of external buildings

The policy of Eurospeak is to hold classes for under 18's on the main school premises. In the unusual event of a person under 18 attending a class in external buildings, the teacher, other staff member or the group leader must meet the children at the school premises and escort them to the external building and into the classroom, and again during breaks and at the end of the lesson.

The Greyfriars building has its own, separate Safeguarding Policy.

The Greyfriars staff has given Eurospeak the following advice regarding safeguarding under 18s who may be in Eurospeak classes there:

1. With regards to the safeguarding of the youth who use Rooms 3 & 4, there are some practical things we can do to ensure their safety.
2. One is to lock the classroom door from the inside (still have exit access) when the instructor is not present. This will prohibit anyone from entering. A member of staff would need to unlock it.
3. The other is in regard to the toilets. There is a disabled toilet which is locked at all times. As it is only one cubical, a key could be given for the use of the students, so as to ensure that there would be no contact with the public in the public toilets. It's not ideal if everyone wants to go at once, but it would mean there is more control over the access.
4. The main corridor can also be locked, to prohibit access to the toilets and classrooms. This is only locked after 3pm, when the coffee shop closes, as the customers need to have access. But it is a possibility if there is a problem or concern on a temporary basis.



Social Programme Policy

We believe that social activities outside normal lessons are an invaluable part of the student experience and learning. These events are an opportunity to build rapport with and between students; practice English in a real life setting; learn about British life. It is essential that these events are carefully planned and the possible risks assessed.

Our school Director, Gaurav Vahi, is responsible for the Social Programme.

Overview

Scheduling

We aim to have an active social calendar with activities organised year-round, but with seasonal variances. The frequency with which activities are repeated is determined by demand.

Availability/ Charges

Social activities are available to both full-time and part-time students. When an activity is offered on a charged basis, it is advertised as such.

Staffing

At least one staff member is present at all school organized events. When planning an event, a Risk Assessment Form (See below) is used to justify the event and assess risks. This is distributed to the Directors, Director of Studies and the Staff to be involved.

Risk Assessment Form

Date of raising this form	
Date of proposed event	
People to be involved in event (staff, students, other)	
What is the proposed event?	
Location & timing	
How will people travel to/from this event?	

<p>What risks might people face travelling to/from, during or after this event?</p>	
<p>What benefits will the students gain from this event?</p>	
<p>In what way do the benefits outweigh the risks?</p>	
<p>Post-Event Review</p>	
<p>In what way was the estimate of risks and benefits accurate?</p>	
<p>What have we learned from this event?</p>	

Suggestions & Complaints Policy

We want your time as a student at Eurospeak to be as beneficial and happy as possible. We welcome any comments or suggestions you have about the school – the more the better!

Making Suggestions

- Your first point of contact for comments or suggestions is your teacher.
- There is also a suggestion box in reception where you can leave comments.

We also regularly ask students to complete questionnaires giving their views.

Making Complaints

As a student, if you want to complain about any part of your experience at Eurospeak, you should:

- Step 1.** Speak or write to your teacher or the Student Welfare Officer.
This person will try to resolve your complaint as quickly as possible. We promise to respond to you within 48 hours.
- Step 2.** If you are not happy with the response, you can speak or write to the Director of Studies via the school office.
The Director of Studies will respond to you within 48 hours.
- Step 3.** After that, if you are not happy with the response, you can speak or write to the school Directors via the school office.
The Directors will respond to you in writing as soon as possible. The Directors may need time to make further enquiries or consultation in order to deal fully with your complaint.
- Step 4.** If you are not satisfied with the response to or resolution of your complaint you may contact the school's accrediting body Accreditation Service for International Colleges – ASIC and access their complaints mechanism. Your complaint to ASIC must be received in writing in English and signed by you. You should record whether action has already been taken by Eurospeak and state whether you are happy for the complaint to be copied to the English Language Centre.

Contact details:

**Accreditation Service for International Colleges
ASIC House, 13 Yarm Road,
Stockton-on-tees, TS18 3NJ
England**