

EMBASSY ENGLISH – WELFARE

Updated Victoria Moyle, Regional Centre Operations Director UK,
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*Policies and
procedures for the
welfare of students*

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(I)

Code of Conduct for students

The following code of conduct is displayed on the welfare notice board and in every classroom. It is also explained to students on their first day. Employees are expected to encourage and foster the principles contained in the code of conduct.

- Being unkind toward another student or member of staff will not be tolerated. This includes verbal, written, digital or physical behaviours.
- The use of drugs is illegal and will not be tolerated. This will lead to immediate expulsion.
- It is illegal for anyone under the age of 18 years of age to buy or consume alcohol or cigarettes.
- It is not acceptable to download material from, or look at websites of an unsuitable nature.
- The school does not accept students sending or sharing explicit images or message by phone or email.
- The school promotes a safe and supportive international environment, radicalisation and extremism, will not be tolerated.

(ii)

Embassy English – disciplinary procedure

Embassy English will follow this code in cases of any behaviour which has a negative impact on other students, staff, the school or the wider local community.

- Verbal caution(s) by teacher, or other member of staff. Counselling as appropriate.
- Following a further offence, a verbal warning by the Centre Programme Manager. For students under 18, parents and agent may be informed at this stage. Noted on Study Global.
- Following a further offence, a first written warning by the PM. For student's under 18 parents informed, agent informed. Noted on Study Global.
- Following a further offence, a final written warning by the Centre Director. For students under 18, parents will definitely be informed at this stage, agent will definitely be informed. The student may be required to sign a formal Acceptance of School Rules document and a Behaviour Contract.
- Suspension (if appropriate) by the Centre Director, pending further correspondence with parents (as appropriate) and /or Agent.
- Expulsion by the Centre Director. In any case of expulsion, the school will not refund fees or the deposit.

At all meetings the student will be invited to be present and to explain or give reasons for any alleged breach of the code. Witnesses may be called depending on the circumstances.

The Centre Director reserves the right to expel a student, without following the above procedures, in the case of serious offences, for example those involving violence, drug or alcohol involvement or abuse, extremism, attempt to radicalise, extreme discourtesies to staff or following a criminal conviction.

N.B. Any involvement with non-prescription drugs will lead to immediate expulsion.

A record of disciplinary warnings, suspensions etc. will be entered in the student file and will form part of any reference, transcript or report issued by the school.

Please remember that these procedures are for the protection and safety of everyone. It is important that discipline within the school can be seen to be fair.

The final decision to remove a student from the school will be made by the Centre Director. Students removed from the school will not be entitled to refunds of fees paid. Any student wishing to complain about the Centre Director's decision may follow the Embassy English and / or English UK Complaints Procedure.

(iii)

Anti-Bullying Policy

The Anti-Bullying Policy is displayed on the welfare notice board and in every classroom. Students' attention is drawn to it on their first day and the idea that bullying is unacceptable is reinforced in the Code of Conduct. Employees are expected to report any suspected breach of the Anti-Bullying policy to the Centre Director.

Summary

- We are committed to providing a caring, friendly and safe environment for our students.
- Bullying of any kind is unacceptable at this school.
- If bullying happens, tell a member of staff.
- All incidents will be dealt with quickly and effectively.

What is bullying?

Bullying is the use of aggression with the intention of hurting another person and which results in pain and/or distress to the victim.

Bullying can be:

Physical	pushing, kicking, hitting, pinching or any use of violence
Verbal	name-calling, sarcasm, spreading rumours, teasing
Emotional	excluding, tormenting (e.g. hiding books, threatening gestures, being unfriendly)
Online	making unpleasant remarks about a student via email, forums or social networking sites
Racist	racial taunts, graffiti, gestures
Sexual	unwanted physical contact, abusive comments
Extortion	demanding money or personal belongings with threats

Objectives of policy

- All staff and students should have an understanding of bullying
- Bullying will not be tolerated
- Clear procedures for reporting bullying should be understood and followed

What to do if you or someone you know is being bullied

Tell any member of staff as soon as possible. Do not wait to see if the problem goes away. If you feel a staff member is bullying you, tell the Centre Director.

What we will do if bullying is reported

1. Listen and take what you say seriously.
2. Make a written record.
3. If you are Under 18, tell your agent and ask them to inform your parents.
4. If necessary and appropriate, the police or external parties (LADO) will be consulted.
5. Take action immediately to try to make sure that the bullying behaviour stops. An attempt will be made to help the bully (or bullies) change their behaviour.
6. The bully will be expected to apologise.
7. If possible the students will be helped to reconcile.
8. In serious cases, the bully may be expelled.

Prevention

We will take steps to help prevent bullying. These include staff paying attention to behaviour in classes and common areas, promoting a positive atmosphere of mutual respect and tolerance, and publishing a code of conduct for students.

Signs and Symptoms

Below are some possible signs that someone is being bullied. You should tell a member of staff if someone you know

- is frightened of coming to or from college
- is unwilling to go to college
- begins to do poor work
- becomes withdrawn, starts stammering

- regularly has books or clothes destroyed
- becomes distressed, stops eating
- cries easily
- becomes disruptive or aggressive
- has possessions which go missing
- has money go missing
- starts stealing money (to pay the bully)
- is frightened to say what is wrong
- has nightmares
- attempts suicide or runs away
- expressing radical or extremist views

These signs could indicate other problems but bullying should be considered a possibility and should be investigated.

Always report concerns about bullying immediately – don't wait.

(iv)

Alcohol and Drugs Policy

The Alcohol and Drugs Policy is displayed on the welfare notice board. Employees are expected to report any suspected breach of the Alcohol and Drugs policy to the Centre Director.

Policy Statement

Embassy English is committed to providing a healthy, safe and caring environment for its students and staff and will take action against the abuse or misuse of drugs or alcohol by its staff and students or the illegal supply of these substances.

The Policy applies to all students attending Embassy English and covers alcohol dependence, the inappropriate, illegal use of drugs or other substances and the effects of such use.

Policy Aims

The school recognises that the misuse of alcohol and/or drugs are medical and social problems that can present the school with risks to health and safety. This policy aims to facilitate the early identification of such problems and to encourage students to seek advice, help and assistance voluntarily.

Code of Practice

Embassy English aims to set out clearly a Code of Practice in respect of alcohol and drug misuse. The student handbook is published on the embassyces.com website and all students are directed to it when they first arrive at the School. The handbook clearly stipulates that it is illegal for any under 18s to drink alcohol. Breaches of these rules by a student who is under 18 will result in his/her parent(s) or legal guardian being informed; and action will be taken proportionate to the level of the offence.

These rules also stipulate that the possession and/or use of any kind of illegal drug is strictly forbidden. The School operates a zero tolerance policy regarding student drug taking. Any student found taking drugs will be referred to the Centre Director and, under normal circumstances, expelled.

Support and Advice

Embassy English is aware of the possible consequences to the health of its students through the abuse of alcohol and other substances. Therefore, school staff will be as supportive as possible, within legal and school policy limits, when students seek advice and guidance about matters relating to these issues.

Procedures/Specific Statements

Embassy English aims to set out clearly for both staff and students the procedures which will be followed when a student appears to be in breach of the Alcohol and Drugs Policy.

If a member of staff observes a student under the influence of alcohol or drugs, they should locate and inform the Centre Director, Programme Manager or Student Services Manager.

If a student is excessively intoxicated by drugs or alcohol, first aid will be administered, wherever practicable or, if need be, the Emergency services will be called.

Students are not allowed to bring alcohol onto the school premises at any time. No drugs must be brought onto school premises by anyone.

Any student witnessed under the influence of alcohol or drugs will be reported to the Centre Director and asked to leave the premises. Appropriate action, as outlined in this policy, will be taken at a later date when the student is no longer intoxicated.

(V)

First Aid Policy

The school's policy outlines our responsibility to provide adequate and appropriate First Aid to students, staff and visitors, and the procedures in place to meet that responsibility.

Aims

- To identify the first aid needs of the school
- To ensure that First Aid provision is available at all times while people are on school premises and also off the premises on visits

Objectives

- To appoint the appropriate number of suitably trained people as First Aiders and Appointed Persons to meet the college needs
- To provide the relevant training and monitor training needs
- To provide sufficient and appropriate resources and facilities
- To ensure staff and students are aware of First Aid arrangements
- To keep full and accurate records and report to HSE as required under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.

The Centre Director, working with the Health and Safety Advisor, Study Group has overall responsibility for the health and safety of staff, students and anyone else on the premises, including teachers, non-teaching staff, students and visitors, (including contractors).

Response to injuries and illness

School staff are expected to use their best endeavours at all times, particularly in emergencies, to secure the welfare of students.

First Aiders

First Aiders hold a valid certificate of competence issued by an organisation approved by the Health and Safety Executive.

The main duties of First Aiders are:

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

- To update the accident book after any treatment or consultation

Additional duties for the Senior First Aider: (Raquel Bernard)

- To ensure all first aid boxes are kept fully stocked and purchase supplies when necessary
- To carry out checks to ensure the Accident Record Book is kept up to date

First Aiders are identified on posters around the school. First Aiders should ensure that reception staff know when they are on the premises.

Appointed Persons

The duties of an Appointed Person are:

- To take charge when someone is injured or becomes ill
- Contact a trained First Aider
- To ensure that, when necessary, an ambulance or other professional medical help is called

Appointed Persons are **not** First Aiders. They must **not** give First Aid treatment for which they have not been trained. If they have completed the one day Appointed Persons course (which is not currently HSE approved), they may give basic First Aid **if a trained First Aider is not available**.

Off-site activities

Those taking students off site on a regular basis, for example sports activities, will also be trained and will take a First Aid pack with them. Indoor sports activities should take place at venues where First Aid facilities are available.

First Aid Boxes

The appropriate number of First Aid containers should be available according to the risk assessment for the site.

First Aid Boxes are kept in Reception. Each box is equipped to the Health and Safety (First Aid) Regulations 1981 standard. The boxes are the responsibility of the Senior First Aider who will carry out regular checks of the contents and ensure replacement stock is obtained.

- All First Aid containers must be marked with a white cross on a green background.
- After use, the Senior First Aider must be contacted to ensure replacement of used items.

Precautions against infection

All staff should take precautions to avoid infection and must follow basic hygiene procedures. Staff should use disposable gloves, wash any basin facility used, and take adequate care when dealing with blood and other bodily fluids and disposing of dressings and equipment.

Accident reporting

Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, some accidents must be reported to the HSE.

All accidents, however minor, must be recorded so that the incident can be investigated, the cause identified, corrective action taken and safer working conditions developed. Detailed and accurate reports are therefore necessary. These records should be kept for a minimum of seven years.

Details required in the accident book are: date, time and place of the incident; name of the injured/ill person; details of the injury/illness; what happened to the person immediately afterwards and the name and signature of the First Aider.

The following incidents must be reported to the HSE:

Involving employees or self-employed people working on the premises:

- Accidents resulting in death or major injury (including as a result of physical violence)
- Accidents which prevent the injured person from doing their work for more than three days

Involving pupils and visitors

- Accidents resulting in the person being killed or being taken from the site of the accident to hospital **and** the accident arises out of or in connection with work i.e. if it relates to
 - Any school activity, on or off the premises
 - The way the school activity has been organised and managed
 - Equipment, machinery or substances
 - The design or condition of the premises

HSE must be notified of fatal and major injuries and dangerous occurrences without delay. The Centre Director is responsible for ensuring this happens.

Casualties who need to go to hospital but do not need an ambulance

Staff and visitors

If a person is able to get to the hospital without the need for an ambulance, they should be sent in a taxi, accompanied if it is felt necessary.

Students

If a student is under 18 or has little English a member of staff should accompany them in a taxi. All other students should be asked if they would like someone to go with them. This would usually be a member of Student Services/Welfare. Reception should be given a contact number. Whether the student can be left once they are checked in will depend on circumstances and will be at the discretion of the member of staff.

All taxis can be booked on the school account.

Re-assessment of First Aid Provision

- Regular assessments should be carried out to ensure that the current provision is correct, particularly following changes to staff, building, activities etc.
- The Centre Director monitors the number of trained First Aiders and Appointed Persons, alerts them to the need for refresher courses and organises their training sessions if required.

Providing Information

Line Managers will ensure that staff are informed about the school's First Aid arrangements. They will:

- Provide this document for new staff as part of their induction programme
- Show staff the location of equipment, and introduce them to first aid personnel.

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Provision for students with disabilities and learning difficulties

Students with disabilities

The school welcomes and will do its best to provide appropriate support to any student with any type of disability and will advise on what level of support is possible before any decision to book a course is taken.

Wheelchair users

Due to its distance from the city centre, the fact that there is no on-site student residence, lack of wheelchair-accessible public transport options, and the type of building in which the school is housed, our Embassy English Hastings study centre does not consider itself an ideal location for wheelchair users. Instead, wheelchair users are advised (by our International Admissions Centre) to choose Embassy English London Greenwich or Brighton, both of which have on-site residential accommodation and are modern buildings designed to be fully accessible for the disabled.

Students with learning difficulties

The school aims to provide appropriate support for students with learning disabilities and will advise on a case by case basis what support it can offer before any course booking is made.

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Child Protection Whistle Blowing Policy

Employees must acknowledge their individual responsibilities to bring matters of concern to the attention of management and/or relevant agencies. Although this can be difficult, this is particularly important where the welfare of young people may be at risk.

You may be the first to recognise that something is wrong but may not be able to express your concerns out of a feeling that this would be disloyal to colleagues or you may feel harassment or victimisation. These feelings, however natural, must never result in a young person continuing to be unnecessarily at risk. Remember it is often the most vulnerable young people who are targeted. They need someone like you to safeguard their welfare:

Don't think what if I'm wrong – think what if I'm right

Reasons for whistle blowing

- Each individual has a responsibility for raising concerns about unacceptable practice or behaviour;
- To prevent the problem worsening or widening;
- To protect or reduce risks to others;
- To prevent becoming implicated yourself.

What stops people from whistle blowing?

- Starting a chain of events which spirals;
- Disrupting the work or project;
- Fear of getting it wrong;
- Fear of repercussions or damaging careers;
- Fear of not being believed.

What happens after whistle blowing?

- You should be given information on the nature and progress of any enquiries;
- Your line manager has a responsibility to protect you from harassment or victimisation. If it is your line manager you suspect of a child protection issue, go directly to the Centre Director. If you suspect the Centre Director, an approach should be made to the HR Manager, Study Group UK;

- No action will be taken against you if the concern proves to be unfounded and was raised in good faith;
- Malicious allegations may be considered a disciplinary offence.

Self-reporting

There may be occasions when an employee has a personal difficulty, maybe a physical or mental problem, which they know to be impinging on their professional competence. Staff have a personal responsibility to discuss such a situation with their line manager so that professional and personal support can be offered to the member of staff concerned. Confidentiality cannot be guaranteed where personal difficulties raise concerns about the welfare or safety of young people.

Further advice and support

It is recognised that whistle blowing can be difficult and stressful. Advice and support is available from your line manager, the HR department and/or your professional body or trade union.