

LanguageUK

Safeguarding U18 Students & Vulnerable Adults Policy

Each child's welfare is paramount. Regardless of age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity, each child has the right to protection from abuse. We will take seriously and respond appropriately to all suspicions and allegations of abuse. All staff and group leaders working with children and vulnerable adults, whether paid or unpaid, have a responsibility to report concerns to the appropriate officer.

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Reviewed by: Verity Sessions

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1. Safeguarding policy statement

LanguageUK provides a safe environment for its learners, staff and visitors.

LanguageUK has a duty of care to safeguard the wellbeing of all children and vulnerable adults in its care. Each child has the right to protection from abuse, regardless of gender, ethnicity, disability, sexuality or belief, and the school will take into account the needs of disabled children and others who may be particularly vulnerable.

LanguageUK will ensure the safety and protection of all children and vulnerable adults enrolled on its programmes through adherence to the Safeguarding guidelines adopted by the school.

LanguageUK has a designated Safeguarding Lead responsible for child protection and supporting staff in carrying out their safeguarding duties, together with recording and monitoring the process.

It is a condition that all staff are trained to a level appropriate to their safeguarding responsibilities.

This Safeguarding policy is issued to all full- and part-time staff members and Homestay hosts that work with U18 students. A printed copy is available in the teacher's room on the Broadstairs site and in the main file in Faversham.

1.1 Policy overview – document purpose

1.1.1 Context

This document's purpose is to support a safe school environment and culture, and to help maintain trust between under-18s and adults. It aims to protect minors from abuse and to protect staff and other adults from suspicion of abuse. It aims to raise awareness of child protection issues and to ensure every adult involved with the school is aware of their responsibilities. The school meets its child protection responsibilities through safer recruitment, regular staff training, a clear code of conduct, safeguarding policies and effective communication.

LanguageUK has a duty of care to all its students, especially the under-18s. English law states that those who work with children must keep them safe. The safeguarding legislation is set out in the 1989 and 2004 Children's Acts, and the Safeguarding Vulnerable Groups Act 2006. It also features in the United Nations Convention on the Rights of a Child, which sets out the rights of children to be free from abuse. The UK government has also issued two guidance papers: Working Together to Safeguard Children 2013 and Keeping Children Safe in Education (KCSE) September 2016.

Safeguarding is every members of staff responsibility and is a daily event. Child protection is very specific area of Safeguarding and is handled by a small number of staff when a situation arises. Child protection situations are less common.

LanguageUK operates out of two sites:

- The Abbey School, in Faversham, where we run group courses for 16s and under, in addition to the occasional 17-year-old student retaking their year.
- The main Broadstairs site, where we run adult courses attended by individual students aged 16 to 17 where a parent/guardian has completed and signed parental agreement, consent to travel and medical forms.

All the accommodation provided in Faversham is Homestay only. Broadstairs is homestay, self-catering, holiday lets and flats.

We also run family courses in Broadstairs and all our home tutors are fully qualified and have been subject to enhanced checks by management.

Contact details:

LanguageUK

17 Queens Road

Broadstairs

CT10 1NU

Telephone number: 01843 604853

Emergency number: 07956 992354

Email: info@languageuk.co.uk

Web: www.languageuk.com

1.1.2 Terminology

A **child** is defined by the Children Act 1989 as a person under the age of 18 – also referred to in this document as ‘U18 students’.

An **adult** is a person aged 18 years or over.

A **vulnerable adult** is an adult with learning or physical difficulties.

Junior students refers to all students aged between 12 and 17 attending our Faversham junior school. Students on this programme are supervised and must follow the terms and conditions of the junior school programme.

Individual students under the age of 18: Students aged 16 or 17 whose parents/guardians signed the parental agreement, consent to travel, study and medical forms. Individual U18 students can attend adult courses and are treated as adults in accordance with current legislation.

According to the World Health Organisation (WHO), **child abuse** (or 'maltreatment') constitutes all forms of physical and or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power. It identifies five main types of abuse: physical, emotional, sexual, neglect and bullying (including cyber bullying).

Child protection refers to the protection of U18s from directly harmful behaviour in the form of physical, emotional and sexual abuse, neglect and bullying. Abuse can be perpetrated by U18s on other U18 students.

A duty of care is a legal responsibility on adults to look after the children they work with, either as professionals or volunteers. Children depend on adults for their safety and wellbeing.

Safeguarding is the provision of appropriate care for a group of people (in this case,

U18s) and protecting them from harm. It includes health and safety, child protection and pastoral care. UK organisations have a legal obligation to provide this to U18s as part of their duty of care.

An individual's **welfare** refers to their physical and mental health, and their sense of happiness.

A **Designated Safeguarding Lead (DSL)** is a person responsible for the safeguarding and welfare of students, supported by other members of the school.

A **Designated Safeguarding Person (DSP)** is a person responsible for supporting the DSL in their duties and day-to-day responsibilities, and for assuming these duties in the DSL's absence. Verity Sessions is currently our DSL and DSP. Our Faversham course Coordinator will also be trained as a DSL and DSP.

Safer recruitment refers to recruitment procedures and practices designed to prevent the appointment of people who may pose a risk to children. LanguageUK screens all applicants, a process which itself acts as a deterrent to offenders seeking employment with access to children.

Suitability checks refers to checks designed to identify any factors that render a person unsuitable to work with U18s. A criminal record check is a common example.

Standard checks refer to checks for spent and unspent convictions, cautions, reprimands and final warnings. These typically take around two weeks to complete.

Enhanced checks include the above, plus any additional information held by the police that is considered relevant to the workforce. These checks are extended to taxis drivers who assist us in delivering students, Homestay hosts and all full- and part-time staff.

Enhanced with list checks: as above but also includes the **Disclosure & Barring Service (DBS)** barred lists.

A police **Certificate of Good Conduct** is a general term covering criminal record checks outside the UK.

Prevent duty is a requirement defined by the Counter-Terrorism & Security Act 2015 on schools (as well as other relevant organisations) to minimise support for terrorism and extremism among students. 'Prevent' refers to all ages, not just the U18s.

Radicalisation is the act of making a person more sympathetic and supportive of extreme or fundamental changes in political, economic or social conditions.

Extremism is the holding of extreme political or religious views that support the denial of rights to any group of individual. Such extremism might be expressed vocally and promote active opposition to 'core British values'. Extremism can refer to a range of activities, such as racism, homophobia, right-wing ideology or hard-line religious views.

Core British values refers to the support of democracy, the rule of law and individual liberty, as well as the respectful tolerance of different faiths and beliefs.

1.1.3 Availability

This document is available from:

- The LanguageUk website (full version).
- LanguageUK's Broadstairs office (full version)
- The main file held at Abbey School, Faversham (full version)

- The Safeguarding for Homestays pack (condensed version), read and signed by family hosts aged 18 and over.

The document is also available on request.

1.1.4 Associated policies and documents:

- Attendance and absence policy
- Fire safety policy
- Complaints policy
- Discipline and exclusion policy
- Equality policy
- First aid policy
- Health & Safety policy
- Staff code of conduct
- Anti-bullying policy
- Prevent
- Student rules and regulations
- Parental agreement
- Student handbook
- Safeguarding for Homestays
- Risk assessments (journeys, airport, activities)
- Registrations forms
- Disclosure/incident/child protection forms
- Dealing with allegations of abuse against staff
- Whistleblowing policy

1.1.5 Roles and Responsibilities

LanguageUK recognises its responsibility to ensure all staff are adequately trained in safeguarding according to the degree of contact with U18s.

Training is refreshed every two years and the DSL is responsible for ensuring that all staff are trained to the necessary level.

Name:	Role:	Training completed:	Date of completion:
Verity Sessions	Student Services DSL & DSP (Broadstairs and	Student Services Management. First Aid Child protection for Designated	July 2014 January 2014

	Faversham)	staff. Child Protection Basic Awareness. Safeguarding, Data Protection and Information Sharing. Safeguarding Level 2. Advanced Safeguarding Level 3. Prevent First Aid	January 2016 February 2016 May 2016 October 2016 December 2016 January 2017
Melanie Noden	Faversham Student Welfare officer and trainee nurse. DSP	Readiness to Practice which covers child protection, safeguarding first aid. Collaborative practice 1 safe guarding vulnerable adults and children	November 2016
Sue Marsh	Teacher	Child Protection Basic Awareness First Aid	January 2016 January 2017
Ken Pickett	Teacher	First Aid Basic Awareness Level 1	Dec 2016
Amanda Williams	Teacher	Basic awareness Safe guarding level 1	Dec 2016
Noel Ensoll	Director of Studies	Basic Awareness Safe guarding level 1	Dec 2016
Joanna Sessions	Director	Basic awareness Safe guarding Level 1	Dec 2016
Luke Rodgers	Course Coordinator Faversham DSL	Safeguarding Level 1 Advanced Safeguarding Level 2 & 3	Jan 2017 Feb 2017

1.1.6 Policy aims

The aim of the LanguageUK Safeguarding Policy is to promote good practice by:

- Providing children with appropriate safety and protection while in LanguageUK's care.
- Allowing staff to make informed and confident responses to specific child protection issues.
- Giving all U18 students an induction on the first morning that covers all aspects of the policy relevant to them.

1.1.7 Referral documents and organisations

- The 1989 and 2004 Children's Acts.
- Keeping Children Safe in Education, September 2016.
- The Safeguarding Vulnerable Groups Act 2006.
- United Nations Convention on the Rights of a Child.
- Working Together to Safeguard Children 2013.
- International Students Under 18: Guidance and Good Practice (UKCISA).
- Kent Safeguarding Board.
- Kent County Council.
- NSPCC Preventing Abuse, Child Abuse and Neglect, Female Genital Mutilation.
- Counter-Terrorism and Security Act 2015.

2. Welfare

2.2.1 Safety and welfare of U18 students

Language UK provides:

- Students, parents, guardians and group leaders with all the information about the course, including transport, accommodation, activities, contact details and emergency numbers.
- Each U18 student with an ID card and a welcome pack (or junior's folder in Faversham).
- An induction briefing about our rules and regulations, the social programme and curfew times, protecting their health and safety, and living in Broadstairs. (Junior groups in Faversham are only allowed out on designated evening activities only.)
- A safe environment for all students at school and in their Homestay accommodation.
- Appropriate training for staff in child protection issues.

LanguageUK aims to ensure:

- All staff wear a visible ID card.
- All U18 students are aware of the school's safeguarding and welfare representatives, and know who to turn to if they need advice or support.
- All staff and Homestay hosts share the responsibility to protect U18 students from harm, know how to identify possible protection issues and follow the Safeguarding for Homestays guidance.
- All staff are made aware of any student requiring special attention.
- All reasonable steps are taken to prevent any staff member, person working for us or member of the public from putting any of our students at an unreasonable health and safety risk.
- Any evidence or reasonable suspicion that a child or vulnerable adult has been physically, emotionally or sexually abused during their time at LanguageUK is

reported to the appropriate manager.

- Procedures are implemented in line with relevant legislation in case of incidents, concerns and reports.
- All visitors and interested parties are aware of this policy and have access to copies.

2.1.2 Staff responsibilities for groups of U18s students

Leaders are responsible for supervising student groups from arrival to departure, including all their events and activities.

Course Coordinator of juniors are responsible for the Junior Summer School's overall running and for supervising and supporting all teachers and activity leaders. Their role includes:

- Ensuring that the school's safeguarding procedures are followed and conducting risk assessment of all off-site activities.
- Handling concerns and reports and takes appropriate action.

The **DSL** is responsible for the safeguarding and welfare of all LanguageUK students and are supported in this task by the school's staff. The DSL must own the knowledge and oversee the safer-recruitment process, raises awareness and supports staff on child protection issues.

The DSL ensures:

- All staff understand and act in accordance to the Safeguarding of U18 Students and Vulnerable Adults policy, and are up to date with safeguarding training.
- All U18 students receive a full induction and have sufficient means to report concerns, incidents and issues.
- The Local Authority Designated Officer is notified of all at-risk children at the school and that a complete, up-to-date record is kept.
- The safeguarding policy is updated annually and is available to all students, parents/guardians and Homestay hosts.

The **DSP** supports the DSL and assumes their duties and responsibilities in their absence.

The **Welfare Officer/Student Services** provides information on welfare matters and handles any concerns relating to student welfare. As a small school, all LanguageUK staff are involved in this procedure.

The **Accommodation Officer** is responsible for all the Homestay families, with particular care to ensure:

- All U18 students are accommodated with DBS-checked Homestay families.
- All Homestay hosts read, understand, sign and follow the school's Safeguarding for Homestays policy.

Homestay families/hosts are responsible for the welfare of the students they host. They are required to:

- Follow the Homestay Family Guidelines and the Safeguarding for Homestays policy to ensure all elements on their stay and daily schedule are respected – for instance,

curfew times.

- Report to the school if the students is late or missing.

Agents are required to sign LanguageUK's terms and conditions and agent agreement.

2.1.3 Airport arrivals and departures

LanguageUK offers safe and reliable transfers, both on arrival to and departure from either Broadstairs or Faversham. We use Airport Connections for all our group pick-ups and South-Eastern for transporting all individuals aged under 18. We take safety very seriously and all the drivers must have criminal record checks performed by the DBS – the Disclosure & Barring Service.

The students' parents are required to provide details of their child's/children's travel arrangements on our booking and consent-to-travel forms, and the school must be notified immediately of any changes. Any changes to flights are subject to additional fees to cover our costs. LanguageUK also offers an airport meet-and-greet service.

All students must bring their passport and signed parental agreement and booking form, as well as a visa letter, if required.

U18 students can travel independently to and from the airport with parental consent. However, these arrangements must be confirmed in writing to the student and their parents/guardian at least 10 days before arrival.

2.1.4 Homestay arrivals and departures

All students must arrive on Saturday or Sunday prior to the course start date. However, groups and individuals can request a mid-week arrival, subject to the school's agreement.

The student is charged a supplementary fee for late arrival (after 10.30pm), and for extra nights, if available. Students do not receive discounts if they stay fewer nights than their booking.

2.1.5 Homestay accommodation

Families in Faversham and Broadstairs can provide Homestay accommodation to LanguageUK students once they have been checked and approved by our Accommodation Officer and DSL.

All Homestay hosts must provide LanguageUK with the following:

- A completed registration form from LanguageUk
- A fire risk assessment and fire escape plan.
- A gas safety inspection certificate.

If accommodating U18 students, the Homestay host must:

- Provide an enhanced DBS check.
- Have read and signed the school's Safeguarding for Homestays.

- Completed the Suitability to host
- Completed the Suitability to drive.
- Have produced a fire escape plan
- Completed a fire risk assessment
- Signed the Code of Practice
- Receive and understand all relevant information about curfew times, medical requirements and –if hosting a group with leaders – a full itinerary.

We do not accommodate U18 students with adults in the same homestay accommodation, except:

- Where the leader or agent has requested that a leader stay in the same house – though in separate rooms.
- Where a group includes a student who has turned 18 and is part of the same year group.
- On our family-run programmes, where the children are with their parents.

We do not mix male and female U18 students in the same Homestay accommodation.

Students and Homestay hosts should exchange phone numbers on the first day of their stay, and all hosts will receive a copy of the student's itinerary or a copy of their parental agreement. Students should always tell the Homestay host if they are going out, when they are returning and if they will be back for a meal.

U18 students are only allowed out of their Homestay accommodation after the curfew for designated booked evening activities as part of their group itinerary.

All Homestay hosts are provided Guidelines to Hosting and Safeguarding.

At no point should adults working with U18 students be in a state of undress in their presence, to avoid any misinterpretation or uncomfortable situations.

An adult must never enter a student's bedroom uninvited unless in an emergency.

Before attempting to open a U18 student's bedroom, adults must first knock and call their name twice, and ask permission to open the door.

Adults must not enter a bathroom or toilet when it is occupied by any student.

2.1.6 Risk assessments

All activities, transfers, buildings and temporary premises, and journeys to and from school are assessed for the risks they might pose students and staff. Each assessment is designed to inform staff of any issues so they can advise students, where necessary, on staying safe.

On the Faversham site, the Course Coordinator is responsible for all group activities and providing the students any relevant safety information. U18 students studying on an adult course as an individual, along with any over-18s, will be informed of all assessments and procedures in their induction.

All activity leaders are made aware of the risk assessment file and can obtain copies at

any time.

2.1.7 Supervision ratios

The supervision ratios for U18 students' activities and excursions is agreed according to the relevant risk assessment, but for 12- to 17-year-olds, we apply a ratio of between 1:15 and 1:20.

Students aged 16 or 17 on day trips as part of their adult course are allowed unsupervised time to go shopping before reporting back to a member of staff.

Group excursions are decided between the leaders and LanguageUK in agreement with the party's agent.

2.1.8 Student code of conduct, behaviour and discipline

We maintain good standards of safety and welfare with the support and co-operation of students, particularly the U18s. Students are made aware they should report any concerns about other students or staff to a DSP (designated safeguarding person).

When groups arrive in Broadstairs or Faversham, they are briefed on the code of conduct, our rules and safeguarding policy. This is also the case for the adult's students' induction meeting on the Broadstairs site.

Posters listing LanguageUK's rules are prominently displayed on both sites. Students must:

- Be nice to everyone.
- Be on time for all classes, activities and excursions.
- Notify the school and/or their leaders of any absence from classes.
- Tell someone if you or a fellow student is unhappy about any aspect of their stay.
- Not leave the Abbey School or the Broadstairs site between classes unless they are aged 18 or over, or studying on an adult course.
- Not smoke or drink alcohol.
- Not drop litter.
- Engage in any illegal activities.
- Engage in racial, religious, sexual or homophobic harassment.
- Show respect to their Homestay hosts.
- Show respect for all staff, leaders and other students at the Abbey School.
- Avoid bad language, fighting or bullying. This is not tolerated on either site and will be dealt with accordingly.
- Take care of other people's property, as well as your own. Damage to property at the school or Homestay is not acceptable.

Please note that all students attending the Abbey School must also comply with its rules while on its premises.

LanguageUK reserves the right to dismiss students from the programme if they violate

these rules or otherwise misbehaves.

2.1.9 Missing students

If a student goes missing and cannot be located by LanguageUK staff, a group leader or Homestay host, the following procedures are immediately invoked:

- In addition to trying to contact the student, the DSL or DSP will speak to all staff, the Homestay host, and other students – especially their known friends – to help ascertain their whereabouts.
- If the student is part of a group, the leader and Student Services should be contacted.
- There will be a search of the school premises and Homestay accommodation.
- If still missing, School Director Joanna Sessions will be informed and we will call 999 for the police.

In addition, if any U18 student fails to return to their Homestay accommodation by the time their curfew begins, the Homestay host will notify the school's DSP within 15 minutes. The DSP will attempt to contact the student and, if that fails, their known friends. If the student still has not returned, the School Director and police are called.

2.1.10 Fire safety

All students are given a site tour as part of their first-day induction, in which they are shown the fire escapes and evacuation routes, all of which are clearly visible. Students are also guided through the fire alert process and shown the assembly point.

LanguageUK keeps copies of the current gas safety certificates for all its Homestay properties, which must be equipped with smoke detectors and carbon monoxide alarms.

2.1.11 First aid and medical care

Both LanguageUK sites are equipped with first aid kits. These are located in the Student Services office (Broadstairs) and in reception (Faversham).

Each site has two designated First Aiders: Verity Sessions and Sue Marsh, in Broadstairs, and the course coordinator and Ken Pickett in Faversham.

If a student requires medical attention during the school day, Student Services will help organise a GP appointment for them. If they need attention while at home, their Homestay host must help them find appropriate care and inform the school immediately.

Contact numbers for out-of-hours services: Broadstairs

Minor Injuries Unit

Victoria Hospital
London Road
Deal Kent CT14 9UA

Tel: 01304 865420 / 01304 865420

Mondays to Sundays, 8am – 8pm.

Accident & Emergency Department

Queen Elizabeth The Queen Mother Hospital

St Peter's Road

Margate

Kent CT9 4AN

Tel: 01843 225544

C-Doc Margate out of hour's service

Monday to Friday, 6.30pm – 8am

Tel: 03000 242424 (weekends)

NHS Direct

Tel: 0845 4647

Contact numbers for out-of-hours services: Faversham

Faversham Cottage Hospital

Stone Street

Faversham

Kent ME13 8PS

[Location Map](#)

Tel: 01795 562069

Kent & Canterbury Hospital

Ethelbert Road

Canterbury

Kent CT1 3NG

[Location map](#)

Tel: 01227 766877

The K&C is 9.08 miles from Faversham and has an A&E department that treats acute medical conditions, such as heart attack, stroke and pneumonia, and a 24-hour minor injuries unit that treats fractures and sprains.

If a child has an accident which does not require hospital treatment:

- LanguageUK management and staff should be notified and the individual's condition monitored.
- The child's parent should be notified at an appropriate time.
- An accident/incident report should be completed.

If a child has an accident that requires hospital treatment:

- LanguageUK management, DSL, DSP, Welfare Officer and, if in a group, their group leader should be notified immediately.

- A member of staff will attend hospital with the student to monitor their condition.
- Parents to be called immediately.
- Details of the accident will be recorded in the accident book, which is held by the DSL.

Arrangements for meeting the needs of children with medical conditions

LanguageUK will ensure that all staff and Homestay hosts will be made aware of the child's conditions and requirements, which will also be considered in the school's risk assessments.

3. Safer recruitment

The recruitment process is designed to identify and deter applicants that are unsuitable to work with children. The process includes:

- Clearly stating in all job adverts that all applicants must have an enhanced DBS check or are happy to be checked by the school, and that we require a minimum of two references and proof of identity and qualifications.
- Specifying that applicants' two professional and character references must provide information on a candidate's suitability to work with children.
- Using the interview to raise questions about an applicant's history of working with children and to explain career gaps on their CV.
- Verifying all successful applicants' identity and qualifications and conducting a criminal records check (enhanced DBS) prior to confirming their appointment.
- Providing Level 1 safeguarding to all staff.
- Ensuring all staff have signed a declaration stating their suitability to work with U18 students.
- Excluding anyone with a previous criminal conviction for offences related to abuse from working with children and complying with the Protection of Children Act 1999.

3.1.1 Recruitment process

References are taken up on all short listed applicants and offers of employment will be subject of two satisfactory references, one of which must be from a current employer. Neither reference can be provided by a relative or someone known to the applicant solely as a friend. Where a current employer if a referee, they will be asked to confirm:

- The applicant's dates of employment, job title, duties, performance, sickness and disciplinary record.
- Whether the applicant has been subject to any allegations or concerns about the safety and welfare of U18 students.
- Complying with government guidance on [qualified teacher status](#).

3.1.2 Interviews

Selected applicants are always invited to a formal interview conducted by the School Director and the Director of Studies. All applicants are asked questions about their attitude to working with children and their experience of safeguarding. We will take and keep notes of the interview.

3.1.3 Recruiting outside the UK

As it is not possible to request a DBS check from foreign applicants, we instead always require a police Certificate for Good Conduct or a Certificate of Criminal Record.

Applicants awaiting their DBS Certificate's issue may begin work at LanguageUK, but will not be allowed unsupervised access to U18 students.

3.1.4 Recruitment of ex-offenders

If the DBS check shows an applicant has a criminal record, the School Director and Director of Studies will make a judgment on their suitability to work with U18 students. Their decision will take into account the seriousness and nature of the offence, the age of the offence and whether it was concealed during application.

A failure to disclose a previous conviction is likely to result in an application being rejected.

3.1.5 Providers' recruitment

LanguageUK regularly deals with Homestay hosts, and coach and taxi companies.

We always ensure the main Homestay providers have:

- Valid enhanced DBS checks in place.
- Suitable annual declaration forms signed by any members of the household aged 18 or over.
- Initial premises inspection followed by bi-annual inspections.

Meanwhile, taxi/coach companies and other service providers must provide a written annual declaration that all staff have undergone satisfactory DBS or CRB disclosure within the last three years.

4. Training

It is important that all staff are aware of their responsibilities under current child protection legislation and have a complete understanding of LanguageUK's safeguarding procedures.

Each staff member must complete a Kent Safeguarding Board (KSB) assessment, whether online or in person, a course Level 1 Basic awareness.

The School Director and DSL are responsible for implementing all training courses and ensuring they are adhered to.

LanguageUK requires that:

- Staff attend in-house child protection awareness training each year, to encourage good practice and foster a positive child protection culture at the school.

- Senior staff have sufficient up-to-date knowledge on child protection legislation and issues.
- Relevant, nominated personnel hold recognised and appropriate first-aid qualifications.
- Staff confirm in writing that they have read and understood this Safeguarding Policy and agree to the Code of Conduct.
- Homestay providers attend at least one in-house basic awareness training session each year, and are updated on any new policies and legislation.
- The DSL and DSP attend refresher training at least every two years.

5. Code of Conduct

LanguageUK's students are drawn from a wide range of ages, cultures, background and religions, and the school exists to give them all the best teaching and learning experience possible.

Our Faversham site accepts groups of students between the ages of 12 and 16. And although the courses run from our Broadstairs site are primarily aimed at adults aged over 18, we do also welcome students aged between 16 and 17. During the summer we run family courses from our Broadstairs site with private tutors in their houses ages range from 3 upwards.

Our staff on both sites must set a good example to all our students and, especially, the U18 students in our care. All staff that work with U18 students must act as positive role models and set positive standards of behaviour.

All adults working with U18 students must avoid putting themselves at risk of allegations of abusive or unprofessional conduct.

This Code of Conduct:

- Supports and protects students and staff, and ensures they treat one another with respect.
- Sets firm boundaries and gives clear guidelines on the standards of behaviour LanguageUK expects to help create and warm friendly environment, with specific reference to U18 students.
- Makes clear that failure to meet these standards could result in disciplinary action.
- Promotes all reasonable measures to ensure the safety and welfare of U18s in our care.
- Promotes high standards and integrity in our work.
- Discourages conduct within or outside the school which could damage or compromise LanguageUK, or the reputation of its staff.
- Promotes caution in the use of information technology.
- Spreads an awareness that some actions can be misinterpreted.

This Code of Conduct states that:

- Smoking is not allowed in front of any U18 students.
- Anyone with safeguarding or health and safety concerns should any relevant

information to the DSL or DSP.

- Staff should never become drawn into attention-seeking situations, such as crushes or tantrums.
- Any sexual activity between someone in a position of trust and a U18 student is illegal under the Sexual Offences Act 2003, even though the legal age for consent is 16.
- Staff should dress smartly and with sensitivity to their students' cultural backgrounds. Jeans and trainers are not permitted.
- Staff should treat colleagues with professional respect at all times and especially in front of the students. Staff are expected to create a productive working atmosphere and develop positive relationships with students, group leaders, agents, travel services and Homestay hosts.
- Staff should be conscious of professional boundaries, especially when dealing with children. Staff should be aware of body language and avoid physical contact, except where it is intended to prevent harm.
- Staff should avoid being alone with a student in a room when the doors are closed.

Attitudes

Staff and Homestay providers must be committed to:

- Treating children and young people with respect and dignity.
- Always listening to what a child or young person is saying.
- Valuing each child and young person.
- Recognising the unique contribution each individual can make.
- Encouraging and praising each child or young person.

5.1.1 Electronic contact with U18 students

Electronic contact is defined as the communication, publication or exchange of information, including images and videos, between two or more people using an electronic device. This may occur using text and voice text, instant messaging, emails, blogs, social networking services, such as Facebook, and social media apps, such as WhatsApp, snapchat.

This policy applies to the relationship between U18 students and staff before, during and after their course.

All staff must ask the DSL's or DSP's permission for any electronic contact with a U18 student which is not work-related, whether during or after the course.

While requesting students' mobile numbers from students is necessary when arranging the school's social programme, all group leaders on the Faversham site will have all their students' numbers and so other staff will have no need to keep their numbers themselves.

5.1.2 E-Safety

We aim to educate all our students about online safety, and to discourage them from sharing personal information with people they do not know. All students are encourage to

Speak to staff if they receive unwanted online contact.

Helping U18 students stay safe online

LanguageUK recognises its responsibility to ensure its U18 students are safe when using the internet, social media and other forms of media. Maximum effort is made to guide them towards making good choices.

According to the Kent Safeguarding Children Board (KSCB), staff must understand the risks of the following:

- Exposure to inappropriate or harmful material, such as internet gambling or pornographic or violent content.
- Bullying (known as online or cyberbullying).
- Exposure to illegal material, such as indecent images of children.
- Children and young people creating and sharing sexual images of themselves or their peers (known as sexting). 'Digital' self-harm.
- Making contact with unsuitable adults or peers via social network sites, gaming, instant messaging or chat rooms.
- Use of technology in child sexual exploitation.
- Problematic internet use or internet 'addiction'.
- Exposure to content that promotes worrying or harmful behaviour, such as suicide, self-harm or eating disorders.
- Becoming victims of cybercrime, such as via hacking, scams/ and hoaxes, fraud and identity theft.
- Perpetrators of cybercrime through hacking and piracy.
- Radicalisation and extremism online.
- Publishing too much personal information online

Further information is available from [Safer Internet](#) and the [UK Council for Child Internet Safety](#).

LanguageUK is committed to:

- Ensure all staff are aware of the issues involving U18 students.
- Advising students to stay safe online.

The internet service at both LanguageUK sites is security walled to avoid access to inappropriate online activity.

5.1.3 Alcohol, drugs and smoking

Staff must not do the following in the presence of an U18 student:

- Smoke or consume alcohol.

- Be intoxicated, under the influence of drugs or alcohol or on legal highs.
- Encourage or endorse the use of tobacco, alcohol or drugs.

Failure to meet these standard of behaviour may result in disciplinary action or dismissal.

The legal age to purchase tobacco in the UK is 18. All students are informed about the law regarding alcohol, drugs and tobacco during their first-day induction to LanguageUK. Despite what might be legal in their own countries, U18 students should not smoke on school premises.

Students are not permitted to bring alcohol onto school premises. If attending social occasions designed for students aged over 18, the school will ensure younger students either do not attend or manage the activity in accordance with their age – so, for instance, wine and cheese parties on the Broadstairs site will also serve non-alcoholic drinks.

Drugs or illegal substances should not be solicited, sold, used or brought onto LanguageUK premises at any time.

LanguageUK reserves the right to remove a student from the school or Homestay accommodation if they use drugs, alcohol or illegal substances. Students will not receive a refund in these cases.

5.1.4 Personal information and photographs

As part of the normal running of the school, students provide personal information, such as about their health, religious beliefs or dietary requirements, on the LanguageUK booking form.

LanguageUK reserves the right to use photographs taken during the courses, or activities for promotional purposes. These photos have no value. If a student wishes that his or her photo should not appear in this material, they should state this in writing before their arrival.

However, staff must never take photographs of U18 students on their personal phones or cameras. Instead, where pictures are to be taken, they should be using the student's own camera/phone, or the school's designated camera.

If students request a photograph with a member of staff, the staff member should hold both hands in front of themselves, clearly visible to the camera.

5.1.5 Anti-bullying

LanguageUK has a zero-tolerance approach to any kind of bullying, whether it is direct or indirect, physical, verbal or via the internet (cyber-bullying). LanguageUK will take action against any inappropriate behaviour.

To help victims and prevent bullying, LanguageUK:

- Takes all signs of bullying very seriously.
- Encourages all children to speak and share their concerns. Professional help will be sought immediately anyone talks about or threatens suicide.
- Helps victims speak out and talk to someone in authority.
- Investigates all allegations and take action to ensure the victim's safety.
- Speaks to victims and bullies separately.

- Seeks to reassure the victim that staff can be trusted and will help them. However, staff cannot promise not to tell anyone else.
- Keeps records of what is said about what happened, by whom and when.
- Reports any concerns to whoever is responsible for the student's welfare or their director.

To tackle instances of bullying, LanguageUK will:

- Explain the situation to bullies and help them understand the consequences of their behaviour.
- Encourage bullies to apologise to their victim(s), with a staff member in attendance to keep a written record.
- Inform the parents of both bullies and victims.
- Impose sanctions, as necessary.
- Encourage and support bullies to change their behaviour and hold meetings to monitor progress.
- Keep a written record of action taken and inform all relevant staff.
- Seek to support bullies with any issues they might have.
- Send bullies home if incidents recur (see discipline policy).

5.1.6 Whistleblowing

All staff are required to inform the School Director of any instances where they suspect a colleague to have engaged in any inappropriate or illegal activity. Any concerns raised will be treated in the strictest confidence, and the staff member will be supported by the school.

Alternatively, staff can contact the NSPCC Whistleblowing helpline on 0800 028 0285.

5.1.7 Equal opportunities

LanguageUK works to provide an environment free from discrimination, harassment and victimisation. Everyone at the school is treated fairly with mutual trust and respect. Disciplinary action will be taken against any individuals who breach the policy.

5.1.8 Radicalisation, Extremism and Prevent

LanguageUK is a multinational, multicultural and multi-faith learning environment with students and staff originating from all parts of the world. The school is fully committed to safeguarding and promoting the welfare of all its students and staff.

The prevention of radicalisation and extremism at the school falls under the Safeguarding against Any Other Vulnerability category. All staff are expected to remain vigilant to the threat of potential radicalisation and to uphold and promote equality and individual liberty, as well as respect for other cultures, faiths and beliefs, and respect for the rule of law.

Extremism is defined as the vocal or active opposition to our fundamental human values of democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

Radicalisation is defined as the act or process of encouraging extremist views or actions

in others, including those which could lead to terrorism.

Although no incidents involving either of these have occurred at LanguageUK to date, it is important for all staff to be consistently vigilant. Staff should report any instances or suspicions arising from behaviours, conversations or comments – within or outside of the classroom – which might indicate a person's extremist sympathies to their director.

Staff have a duty to report:

- Graffiti symbols, writing or artwork promoting extremist views.
- Where students have accessed extremist material online/through social media.
- Where students voice opinions drawn from extremist ideologies.
- Where individuals have tried to impose extremist views or practices on others.
- Where individuals have expressed anti-western or anti-British views.
- Suspicious changes of behaviour, friendships and actions.

All reports should be made to School Director Joanna Sessions; to the DSL or DSP, if she is not available; or, in extreme cases, the police.

All LanguageUK Homestay hosts are issued an information sheet outlining the above.

Interaction with U18 students

Staff must always communicate with students in a manner appropriate to their age and understanding, address them in a positive and supportive manner, and avoid making any form of sexual reference.

Teachers of U18 students must ensure that lesson material is age appropriate and avoid controversial subjects, such as sex, violence and drugs.

Dos and Don'ts for working with children

Do:

- Remember the child comes first.
- Behave professionally.
- Treat everyone with respect and communicate at their level.
- Listen to children.
- Be aware of policies and procedures.
- Report any suspicions within LanguageUK guidelines.
- Be aware, approachable and understanding.

Do not:

- Touch inappropriately.
- Use inappropriate language.
- Harm or frighten a child.

- Be alone with a child, if avoidable.
- Threaten, shout or be aggressive.
- Mistreat, demean, ignore or make fun of a child.
- Force a child to do something they do not want to do.
- Let a child expose him or herself to danger.
- Take photos of children without the consent of LanguageUK senior staff.

Additionally, all students must remain under the supervision of LanguageUK staff or nominated persons who have undergone a similar, sufficiently-evidenced screening process.

All staff have a strict duty to never subject a child to any form of harm or abuse. It is unacceptable, for example, to:

- Distress a child by shouting at them or calling them derogatory names.
- Slap a child.
- Hold or shake a child in a way that causes them pain.
- Physically restrain a child except to protect them from harming themselves or others.
- Engage in horseplay or rough games.
- Allow or engage in inappropriate touching of any kind.
- Perform or support tasks of a personal nature with children that can perform them adequately themselves, such as going to the toilet with a child, unless another adult is present.
- Allow or engage in sexually-suggestive behaviour within a child's sight or hearing, or making suggestive remarks to or within a child's earshot.
- Give or show anything to a child that could be construed as pornographic.
- Seek or agree to meet a child outside of their visit/stay with LanguageUK without the full prior knowledge and consent of their parents/guardians.

Failure to honour these conditions will be treated as gross misconduct and could result in dismissal.

6. Child protection

While abuse of young children is unlikely at LanguageUK, we should not assume it could never happen. Being alert to situations where abuse could take or have taken place is central to our duty of care. It is also our duty to follow the correct procedure for handling allegations. If any member of staff is unhappy with the way a child protection matter has been dealt with, they should speak to School Director Joanne Sessions or use the whistleblowing procedure.

6.1.1 Child abuse

Child abuse is a term to describe a range of ways in which people harm children.

6.1.2 Definition of abuse:

- A violation of an individual's human and civil rights by another person or persons in a single or repeated acts.
- Negligence or omission to act, or the unintended, negative consequences of a person's actions.

The five main categories of abuse are:

- **Physical**, such as hitting, slapping, pushing, kicking, undue restraint, inappropriate sanctions or the misuse of medication.
- **Sexual**, such as inappropriate physical contact, the taking of indecent images or sexual acts to which the child or vulnerable adult has not or cannot consent, for the purpose of adult gratification.
- **Emotional**, such as threats of harm, abandonment, humiliation, verbal or racial abuse, isolation or the persistent lack of affection, and verbal bullying or cyber-bullying.
- **Neglect and acts of omission**, such as negligence through risk-taking, a failure to access medical care or give prescribed medication, or the provision of inadequate nutrition or heating.

Cyber-bullying (bullying via technology)

Abuse can become apparent in a number of ways. A child may:

- Tell someone they are being abused.
- Show unexplained signs of physical injury.
- Exhibit behaviour that indicates he/she is being abused.

Alternatively, the behaviour of a member of staff towards a child could cause concern.

Typical symptoms of neglect or abuse:

- Sleeping problems.
- Withdrawn, disruptive, neurotic or aggressive behaviour.
- Absence from school.
- Changes to eating patterns.
- Being clingy with staff.
- Homesickness.
- Lack of hygiene.
- A desire not to return home.
- Signs of self-harming.
- Unexplained bruises.

In addition to all these signs and types of abuse, staff must also be aware of child sexual

exploitation (CSE) and female genital mutilation (FGM).

6.1.3 Definition of CSE

Child sexual exploitation is a form of child abuse. It occurs where anyone under the age of 18 is persuaded, coerced or forced into sexual activity in exchange for – among other things – money, drugs or alcohol, gifts, affection or status.

Consent is irrelevant, even where a child may believe they are voluntarily engaging in sexual activity with the person who is exploiting them.

Child sexual exploitation does not always involve physical contact and may only occur online.

What are the signs?

- Going missing regularly.
- Appearing with unexplained gifts.
- Having older boyfriends /girlfriends.
- Sexually-transmitted diseases.
- Mood swings and lack of a sense of emotional wellbeing.
- Drugs and alcohol misuse.
- Displays of inappropriate, sexualised behaviour.

6.1.4 Definition of FGM

Female genital mutilation (FGM) is the partial or total removal of external female genitalia for non-medical reasons. It's also known as female circumcision, cutting or sunna. More details of FMG are available from the <https://www.nspcc.org.uk/>

Religious, social or cultural reasons are sometimes given for FGM. However, FGM is child abuse. It's dangerous and a criminal offence.

There is no medical need for FGM. It doesn't enhance fertility and it doesn't make childbirth safer. It is used to control female sexuality and can cause severe and long-lasting damage to a woman's physical and emotional health.

Sexual Offences Act 2003 and abuse of a position of trust

It is important for all staff to understand that the Sexual Offences Act 2003 covers the 'abuse of a position of trust' and considers all children under the age of 18 to be minors in this context. It defines the abuse of trust as 'causing or inciting a child to engage in sexual activity' and includes 'sexual activity in the presence of a child'.

Copies of the Sexual Offences Act can be found online or provided on request.

6.1.5 Legal duties

It is a legal duty to report this if an adult discovers or has been told that the offence of sexual abuse has happened.

It is essential to act quickly if any allegations is made, or if there is a suspicion of concern about a staff member's relationship with a child.

If an allegation is made or a concern arises, the School Director and DSL should be informed immediately. They will contact the [Local Authority Designated Officer \(LADO\)](#) on 0300 041 0888.

LanguageUK assures all staff that it will fully support and protect anyone who reports, in good faith, their concern that a colleague is, or may be, abusing a child.

What happens when an allegation is made against another student?

In such circumstances, the school has a duty of care to both parties involved. The procedure is the same as for dealing with an allegation of abuse made by an adult. No decisions will be made without referring to the appropriate local authorities.

If a child tells you they are being abused, react as follows:

What to Do	What Not to Do
Stay calm.	Don't panic. Don't over-react. It is unlikely that the alleged victim is in immediate danger.
Listen and be child-focused.	Don't probe for more information or ask leading questions. Questioning the participant may affect how the disclosure is received at a later date.
Give the person the chance to say what they want to say. Use TED to help you: Tell me Explain to me Describe to me	Don't assume, don't paraphrase and don't offer alternative explanations.
Reassure them that they have done the right thing by telling you. Explain that you will need to inform your line manager in order to provide the best possible help.	Don't promise to keep secrets or that everything will be OK. You can't guarantee this.
Act immediately in accordance with the procedure in this policy.	Don't wait or try to deal with it yourself. Listen and refer.
Record in writing exactly what the student said as soon as possible.	Don't make negative comments about the alleged abuser. Don't 'gossip' with colleagues about what has been said to you. Don't make a child repeat a story unnecessarily.

6.1.6 Allegations against staff members

Where a staff member has received an allegation against a colleague:

- Inform the DSL and School Director immediately.
- The DSL will contact the LADO.
- The allegation's details will be kept confidential until fully resolved to protect all parties.
- If a decision is made to pursue an allegation of abuse against a member of staff, this will be dealt with under LanguageUK disciplinary procedures.
- If an allegation is made against the DSL, the person receiving the allegation must immediately inform the DSP or Welfare Officer, who will discuss the allegation with the LADO.

All staff should take care not to place themselves in a vulnerable position with a child. Where an allegation has been made, the child's parents will be informed as soon as possible.

Where allegations were made maliciously, the details will be removed from the staff member's personal records.

Support to deal with the aftermath of abuse

Consideration should be given to the support that children, parents, members of staff and volunteers may need. Use of helplines, support groups and open meetings can maintain an open culture and help the healing process.

The British Association of Counselling & Psychotherapy publishes a directory of counsellors. To request a copy, contact the BAPC by:

- Writing to:
BACP House
15 St John's Business Park
Lutterworth
LE17 4HB
- Calling 01455 883300
- Texting 01455 560606
- Emailing: bac@bacp.co.uk

Consideration should also be given to the kind of support that may be appropriate for the alleged perpetrator.

6.1.7 Keeping records

All records are confidential and are kept in a secure place. Access to these files is limited to nominated staff only.

LanguageUK will:

- Keep clear, detailed, accurate written records of concerns in a completed Safeguarding Incident Referral Form.
-
- Help to understand all concerns and ensure staff, students and children are treated fairly and honestly.
- Decide if it is appropriate to involve other staff members, and whether to inform the students' parents or agent. This decision will be taken by the School Director.
- Consider taking further action, in consultation with relevant local authority or police contacts, depending on the severity of the allegation. If no further action is taken, the decision should be recorded in writing.

All incident reports must be strictly factual and avoid opinions or personal interpretations as the content may form part of a criminal investigation. The report should also be signed, dated and passed onto the DSL or the DSP, who will keep the copy stored in a secure place.

6.1.8 Data Protection

The Data Protection Act 1998 is not a barrier to sharing information if:

- Those likely to be affected give their consent; or
- The public interest in safeguarding the U18 student's welfare overrides the need to keep information confidential; or
- Disclosure is required under a court order or other legal obligation.

Remember...

- Refusal to consent does not mean you cannot share information.
- Professional judgement and advice is need to consider the consequences of sharing or not sharing.
- Sharing information in good faith in order to safeguard a child/children will usually be considered of public interest.

Anyone worried about sharing concerns about abuse to a senior colleague can directly contact Kent Social Services, the police, the NSPCC or Childline.

Their numbers are as follows:

Useful Contact Details

Local Authority Designated Officer (LADO)

www.kscb.org.uk/

Tel: 0300 041 0888

The National Society for the Prevention of Cruelty to Children (NSPCC)

www.nspcc.org.uk

Tel: 020 7825 2500

Helpline: 0808 800 5000

Childline UK

www.childline.org

Tel: 0800 1111

DBS

www.crb.gov.uk

Tel: 0870 909 0811

Kent Social Services

Tel: 0300 333 5434 (Broadstairs)

Tel: 01227 766094 (Faversham)

Emergency out-of-hours line: 03000 41 41 41

The Samaritans

www.samaritans.org.uk

Tel: 08457 909090

NSPCC Whistleblowing Helpline

Tel: 0800 028 0285

Safer Internet

www.saferinternet.org.uk/

UK Council for Child Internet Safety (UKCCIS)

www.gov.uk/government/groups/uk-council-for-child-internet-safety-ukccis

Appendix A

Safeguarding Incident Referral Form:

Remember TED when talking to a U18 student:

- Tell me
- Explain to me
- Describe to me

Date:	
Name:	
Date of birth:	
Gender:	
Nationality:	
Group/individual:	
Passport number or ID:	
Name of person reporting:	
Role/connection with school:	
Name of anyone else present and position in school:	
Date and time noted:	
Location:	
<p>Concern:</p> <p>Please provide as much detail as possible. If reporting a disclosure or allegation made by a student, please use this space to describe the conversation verbatim or as close as you can remember.</p> <p>Please consider the following: What has prompted the concern? Does the child understand what is happening? Has someone spoken to the child about this? Has any individual been identified in the allegation? Are/could other people be involved? Any immediate action taken?</p>	
Signed:	
Date:	

Please take this form to the Designated Safeguarding Person or Leader.

If you have any concerns, please contact Verity Sessions on info@languageuk.co.uk

or call 07956 992354.

Action taken by the DSL: Details of the disclosure by child/incident/child protection concerns:

Notes of feedback between DSL, DSP and the person who raised the child protection concern:

Date and name of person/s to review:

Notes of review:

Signed:

Date:

Appendix B

Teachers Code of Practice

1. Staff are expected to act as a responsible parent when considering the academic needs and welfare of U18 students. Staff have a professional duty to take all reasonable steps to promote the safeguarding of all children in LanguageUK's care, in accordance with the LanguageUK Child Protection Policy, the British Council Accreditation Scheme and the Children's Act 1989.
2. Staff should not give U18 students their personal email addresses or mobile numbers, or allow students to befriend them on any social media sites. All communication with U18 students must be through public channels only. We also discourage staff from giving their personal contact details to current students aged over 18.
3. Staff should be conscious of professional boundaries, especially when dealing with U18 students. All staff should be aware of their body language and avoid physical contact. In situations where contact is unavoidable, staff should take all reasonable measures to ensure it is unreciprocated and public. Staff should avoid being alone with a U18 student in a room with the door closed.
4. All classes must be carefully prepared and should aim to use a variety of resources and materials to provide students with enjoyable and motivating lessons.
5. Teachers should ensure their classes start and finish on time, leaving adequate preparation time before the start of lessons and adequate tidying up time at the end.
6. Staff should dress smartly and with sensitivity to their students' cultural background. Jeans, trainers and shorts are not permitted.
7. Teachers are required to submit weekly plans, to keep an attendance register for all classes, and ensure as far as possible their students' attendance and good conduct while in their class. Teachers will be asked to contribute to reports on students' progress. Teachers must ensure that all documentation is fully completed, accurate and up to date.
8. Staff should treat their colleagues with professional respect at all times, especially when in the presence of students. Staff are expected to foster a happy and productive working atmosphere and develop positive relations with students, other staff members, group leaders and hosts.
9. Staff are responsible for ensuring that LanguageUK property is used with care and respect, both by themselves and the students.

I have read the above and agree to fulfil its requirements.

Name:

Date:

Appendix C

Host Family Code of Practice

I/We agree to abide by the LanguageUK Homestay Code of Practice for providers of Homestay accommodation for English language students. This includes:

- Encouraging students to speak English as much as possible in your home.
- Helping to make students feel at home and to treat them as members of the family, rather than as a paying guest (see LanguageUK Policy Documents).
- Not hosting students of the same native language from another school at the same time without prior agreement with the students and schools.
- Not hosting more than four students at any given time.
- Keeping the Accommodation Officer informed in any changes that may occur in their bookings.
- Informing the Accommodation Officer if hosting students from LanguageUK and another school at the same time.
- Providing each student with a clean and comfortable room, meeting the requirements laid down by the British Council.
- Providing a home environment in which it is possible for the student to carry on his/her English Studies properly.
- Providing each student with a balanced and appropriate diet.
- Showing due concern for each student's welfare, safety and security during their stay.
- Giving each student reasonable and regular access to the bathroom and laundry facilities.
- Maintaining close liaison with LanguageUK to help avoid or resolve any problems that the student may encounter during their stay.
- Respecting each student's cultural background and be sensitive to their needs.
- Adhering to any U18 student's parental consent and curfew times.
- Notifying the Accommodation or Welfare Officer of any concerns regarding lateness home.
- Following the itinerary for each student's groups, where appropriate, unless notified by LanguageUK.
- Reporting any concerns.

I have read the above and agree to fulfil its requirements.

Name:

Date: