



1. Yorkshire College Charter for Students

We aim to provide an individual learning experience for each student who studies at Yorkshire College. We provide a modern, multicultural learning environment that is welcoming to all students and in which our students will find honesty, integrity and respect are constantly reflected in personal behaviour and standards of conduct.

The wellbeing, development and progress of our students are of primary importance. To that end, we strive to provide a safe, caring educational environment with close adherence to welfare and safeguarding regulations. The school promotes a learning climate which is completely free from bullying and demonstrates respect for diversity and equality.

It is crucial that we gather and act upon feedback from students in order to ensure that we are offering the best service possible. The school makes every effort possible to resolve any complaints received from students within 24 hours. Where possible, action will be taken to resolve the complaint and, where necessary, procedures will be amended to satisfy the complaint. Where no action is taken the student will be advised of the reason for this. A full record of the complaint and any action taken will be kept in the complaints file. In the event of a matter being unresolved an external independent adjudicating panel would be set up with a legal representative.

During the course each student's needs and interests are taken into consideration in careful planning, attention and monitoring from the teachers. Each student has a tutorial with their teacher to discuss their progress and goals and also to discuss their overall learning experience and welfare while at Yorkshire College. Tutorials are recorded on a tutorials record sheet to enable teachers to monitor ongoing individual student progress.

It is school policy for teachers to incorporate and integrate the excursions into their teaching and to set students an excursion task relevant to their level, age and interests.

Our activities programme aims to address a large variety of interests and students are regularly asked for feedback and suggestions on the activities programme. Members of the teaching staff are involved in the activities programme on a rotational basis.

In everything we do at Yorkshire College, we aim to provide a beneficial and enjoyable all round learning experience while at the same time helping our students gain an insight into British life and culture.

2. Statement of Educational Purpose

We are Yorkshire College, an independent English School based in Leeds, UK, offering a wide range of English Language courses to suit student needs. We believe that studying is best done in a welcoming environment, and our school has, indeed, a genuinely friendly feeling to it, and everybody becomes a member of our extended family here, even on the first day. And it is this family feeling where everyone along with excellent teaching and facilities makes Yorkshire College the best choice for students from all over the world. We are proud to say that we take your learning seriously, and our teachers do their best to make sure that every single lesson is useful for everybody. We put a very high priority on the welfare of our students and endeavour to provide an environment in which any students can approach our staff to receive support where needed.

- Yorkshire College provides modern, multicultural learning environments that reflect the use of the English language internationally.
- We offer a range of courses and levels that give appropriate language input and to enable them to put into practice the acquired language both in and out of the classroom through well-prepared, integrated excursions and structured social activities.
- We offer focused language study delivered by professional teaching staff.
- We expect our students to work hard and collaborate with their teachers to achieve their short-term learning goals.
- We aim to ensure that our courses are practical and relevant to their needs and interests.
- We aim to regularly assess students' progress and guide them to achieving their learning goals.
- We provide academic support and guidance on all aspects of the learner's overall experience.

- We embrace different learning styles and reflect this in the type of lessons delivered and by aiding our students to be better independent learners.
- We aim to provide a beneficial and enjoyable all-round learning experience and to gain an insight into British life and culture.
- We encourage students to continue with their learning and their experience with Yorkshire College on completion of their course.

3. Student Admission

Information for applicants

- All applications to Yorkshire College are dealt with on a case-by-case basis. We accept students aged 16 and over and all nationalities.

Students can apply via email: info@theyorkshirecollege.com, complete an online application via the school website or come in and visit us.

- Students must complete an application form and provide a copy of their passport or ID card and a copy of their visa (if applicable).

How an application is considered

- Yorkshire College is committed to providing a fair and transparent admissions process.

- Applicants will be given the opportunity to disclose any medical conditions or learning needs so we can advise how best to accommodate them. The school may refuse admission to a student if we feel that we are unable to meet their needs on medical grounds.

Financial status of applicants

- If the student is self-funded, they must make a deposit payment of 50% of the total fees (if the course is over 12 weeks long) or 100% if the course is less than 12 weeks. The student/agent should send evidence that the payment has been made, and we will advise if the money has been received prior to their arrival.

- The student/agent should be advised that they should keep us up to date with respect to the applicant's visa application and provide us with a scanned copy of the visa prior to their arrival in the UK so that any issues can be addressed. We need to ensure that the correct visa type has been issued.

Starting a course at Yorkshire College

- Students should arrive at Yorkshire College at 9:00am on the date written on their offer letter to enrol at the school.
- They should bring a copy of their passport/ID card and visa. If the student has been given a 30-day vignette to enter the UK, they should also bring a copy of their Biometric Residence Permit.
- Students must complete a form with their contact details. This form will be provided by the Administrative Team on the student's arrival at the school.
- Students will take a placement test on their first day at the school. Depending on the result of the test, the Director of Studies decides to place a student in the most appropriate class.
- Students will be given a full induction to the school and given full information regarding all school policies.

4. Refund Policy

Cancelling a course before arrival

The school must be notified of any cancellations at least 2 weeks before the start of the course before any refunds will be considered. A registration fee of £100 will always be charged. If the school is not notified in the expected time period, we deduct 2 weeks tuition from any agreed refunds and a £100 registration fee. The school has the right to ask for documentary evidence before issuing a refund:

- Visa refusal, medical reports or other relevant documentation resulting in the need for cancellation.

During the course

All holidays must be pre-booked at least 2 weeks in advance. Refunds will not be given for holiday periods, but we will extend your course end date. This will only be allowed for full weeks taken (Monday to Friday). Refunds are not issued for illness, but we will extend course end dates after seeing evidence of any illness or hospital stay. This will only be allowed for full weeks taken (Monday to Friday). If you have a serious medical issue, an accident, or a sudden illness, your insurance should cover this.

Leaving the course early

The school requires 2 weeks' notice in advance before considering a refund unless:

- Need to go home due to a family emergency, illness, etc (flight tickets seen).

Please note that a 25% charge will be deducted from any agreed refunds. Refunds are not applicable if the student intends to stay in the UK without studying, moves to another language school or is asked to leave the school due to disciplinary procedures.

- If the school needs to cancel a course due to unforeseen circumstances, a full refund will be given.

- When a visa is refused, then a refund of all tuition fees less £100 registration fee will be given. A copy of the visa refusal letter must be submitted to the school before payment is made.

Any refunds will only be paid to the bank account or debit card of the person who paid the original fee.

Accommodation refunds

Any accommodation cancellations will need to be discussed with the individual provider.

5. Safeguarding Under 18s and Child Protection – Staff Guidelines & Policy

A – Policy statement

A.1 Context

This policy applies to Yorkshire College, hereinafter referred to as Yorkshire College.

Yorkshire College accepts students aged from 16.

The school offers homestay accommodation. There are a number of homestay options offering students their own bathroom or a shared bathroom. Students are not placed with hosts that are further than 1 hour travelling time from the school.

A.2 Terminology

The following terminology is used throughout this policy and other school policies. It is important that all members of staff are familiar with the terms used, and where a term refers

to a named person, they know who that person is and how they can be contacted.

Safeguarding – encompasses all actions taken to protect the welfare, well-being, and rights of children and vulnerable individuals. It includes preventing abuse, neglect, or exploitation and promoting a safe and secure environment.

Under-18 – Any student or visitor who is under the age of 18. They are deemed to be minors by law. All students of Yorkshire College who are under the age of 18 have their age highlighted on their name badge and have different lanyard colour, which must be worn at all times on the school premises. Under-18s are also identified to class teachers on the class register.

Designated Safeguarding Lead (DSL) – A named member of staff, trained to Specialist Safeguarding for the DSL, who has full overall responsibility to ensure Yorkshire College meets the aims of this policy. This role includes receiving and recording safeguarding concerns, assessing risks. The DSL serves as the central point of contact for safeguarding matters and ensures that all staff members are aware of their duty to report concerns. The Designated Safeguarding Lead is Ali Almushawwat. The identity of the DSL is advertised around the school in posters and on the student's arrival.

All staff and homestay providers have undergone Basic Safeguarding training.

Duty of Care – The school's obligation to look after the wellbeing of all students in particular children and help them to achieve their potential.

Child Protection – This falls under Safeguarding. It focuses on protecting individual children identified as suffering or likely to suffer significant harm. This includes child protection procedures which detail how to respond to concerns about a child.

A.3 Statement

We strive to make Yorkshire College a safe and welcoming place for students of all ages. However, we recognise that we have a duty of care towards under-18s who attend the school or who are in other ways associated with the school. This duty of care applies to all adults

associated with the school. All our policies and procedures are designed to ensure that we are vigilant to ensure children are protected against all forms of harm, we are able to identify students who are potentially vulnerable to harm, and are able to swiftly and efficiently take action when we believe a child is at risk or has been harmed. In all that we do, we ensure we always act in the best interests of the child.

A.4 Entitlement

All students and visitors under the age of 18 are entitled to be protected under this policy regardless of their race, nationality, age, gender, gender identity, sexual orientation or religious belief.

A.5 Staff Responsibilities

A detailed description of the responsibilities all staff and other adults connected to the school have in relation to safeguarding under-18s and vulnerable adults can be found in the sections below. All adults have the responsibility to safeguard under-18s, be vigilant and know to report concerns, including small ones, or allegations, and who to contact both within Yorkshire College and externally. All staff must be trained in Safeguarding to the level of Basic Awareness, all Designated Persons to a minimum Advanced Safeguarding level and the Designated Lead and Deputy to the level of Specialist Training for the DSL.

New homestay hosts are required to be trained in Safeguarding to the level of Basic Awareness and the Accommodation Manager/Administrator is responsible for ensuring this is renewed on an annual basis.

A.6 Policy review

This policy will be reviewed and revised in the event of changes to personnel, changes to the law, changes to British Council guidelines and in the event that an incident highlights the need for change.

A.7 Designated Safeguarding Team – roles and responsibilities

The following members of staff form the Designated Safeguarding Team

Designated Safeguarding Lead (DSL) - Ali Almushawwat The CEO/Director

Deputy Designated Safeguarding Lead (Deputy DSL) - Veronika Honcharova School
Manager

In the absence of the DSL, the Deputy DSL assumes his responsibilities.

Weekly meetings are held on Fridays between the Designated Safeguarding Lead and the Academic Management team to discuss any ongoing student welfare and safeguarding issues. Staff have the opportunity to bring up Safeguarding concerns in their staff meetings and are encouraged to speak to the DSL or a DSP at any time if they have a concern or are unsure about anything connected to Safeguarding.

External Contacts

The following contact information should be used to report a concern about a child.

Local Authority Designated Office (LADO)

email: LADO@leeds.gov.uk

tel: 0113 378 9687

Leeds Central Police Station

tel: 0113 238 2017

A.8 Involvement

This policy is shared with students under 18 years of age in an abbreviated, simplified form as the Code of Conduct for Students. The full policy is available on the school website.

Feedback is gathered from students and where appropriate, incorporated into school policies.

A.9 Legal Framework

This policy has been developed in conjunction with an English UK ACS consultant from official safeguarding documents and with consideration for:

The Children Act 1989

Local Government Act 2000

The Sexual Offences Act 2003

Children Act 2004

Protection of Freedoms Act 2012
Counter-Terrorism and Security Act 2015
Children & Social Work Act 2017

It is also informed by following document produced by the UK Government:

Keeping Children Safe in Education – Statutory Guidance for Schools and Colleges, Sept 2019.

A.10 Policy Availability

This policy can be found in Yorkshire College Staff Handbook and Teacher Handbook, which all staff receive upon appointment. It is also available to the public on Yorkshire College website <https://www.theyorkshirecollege.com/>. A simplified version is available to Under 18s in the form of the Code of Conduct, which can be found in the Student Handbook.

B – Code of Conduct

B.1 Overview and principles

It is the policy of Yorkshire College to safeguard the welfare of all children and young people and to protect them from all forms of abuse including physical, emotional and sexual harm. Yorkshire College is committed to creating a safe environment in which all students, regardless of their age, can feel comfortable and secure while engaged in any Yorkshire College programme. Staff must at all times show respect and understanding for the individual's rights, safety and welfare, and conduct themselves appropriately.

B.2 Position of trust

Yorkshire College is aware of the importance of building trust between U18s and adults and creating a safe school culture. This includes the need to protect both adults and U18s from any behaviour or actions which might be misconstrued. Staff are also made aware, in the Employee Handbook, of the Sexual Offences Act 2003 which states that any person in a Position of Trust engaged in sexual activity of any sort with students under the age of 18 is breaking the law (even though the legal age of consent is 16).

B.3 Setting standards

Staff must be committed to:

- Acting professionally at all times.
- 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.

Staff must endeavour to:

- Provide an example, which we would wish others to follow.
- Use appropriate language with children and young people and challenge any inappropriate language used by a young person, child or an adult working with young people.
- Use neutral language at all times in order to prevent any misunderstanding of intent, or possible accusations of misconduct.
- Respect a young person's right to privacy.
- Be dressed appropriately at all times when on school premises or carrying out any work duties. Please refer to the section in Yorkshire College Staff/Teacher Handbook on the dress code for appropriate attire.
- Arrive punctually for all work duties.

B.4-7 Adult interaction

Staff may not engage in any of the following activities:

- Drink alcohol in front of students except at school events where this has been approved by Senior Management, and in such cases, only in moderation.
- Make light of or promote any perceived pleasures of smoking, alcohol or drugs.
- Initiate any form of physical contact or engage in inappropriate physical contact with any student. (See below for more information on this).
- Be in a romantic or sexual relationship with any student. **Staff are reminded that they are in a Position of Trust and that any sexual contact with a student under the age of 18, even if the student is 16 or 17, is a criminal offence.**
- Have contact with any student via the internet or any type of media including email, social networking sites or any other type of social media, unless this contact is part of normal work duties. Homestay hosts need to be in contact with students while they are staying with them, so they may use services such as Whatsapp, text or email to do so.

- Do things of a personal nature for a child or a young person that they can do for themselves.
- Accept gifts of a high value from students at any time. Small gifts of low value from students are acceptable when a student, teacher or other staff member leaves.
- Any action where you could be accused of favouritism towards any student.

“Inappropriate physical contact” may be difficult to define in a multicultural environment, when students from some other cultures may be more tactile. Staff are therefore prohibited from initiating any physical contact with a student or, if alone with a student, from engaging in physical contact if initiated by the student. Students may wish to have a photograph taken with a member of staff and it is quite natural in this situation for the student to place their arm around the member of staff. This is deemed acceptable provided that the staff member is not alone with the student, the staff member refrains from reciprocating, and the hand or arm isn’t placed on any protected area of the staff member’s body. Staff must otherwise, tactfully and sensitively explain to students that they cannot engage in physical contact with them.

Students in the classroom

- While all students are normally expected to attend classes and be on time every day, this is particularly important for under-18s, as it is our responsibility to know where they are during school hours. For this reason, if an under-18 is absent, teachers must report this fact to reception when the class starts so that the student or student’s home-stay host can be called. Please call the school from your mobile phone to inform us that an under 18 is absent.
- Teachers must check that the materials they use in the classroom will not be harmful in any way to under-18s. This should not normally be an issue if materials are chosen so as not to cause offence to any student. However there may be some under-18s who are not as mature for their age as they otherwise might be expected to be and particular attention needs to be paid to this, particularly when using authentic materials.

General Well-being

The following applies to all students, however staff need to consider the implications of the following to our under-18s.

- All students should be dressed appropriately for school and should not wear any clothes that would offend anyone, e.g. clothes that are too revealing or T-shirts with offensive

slogans or images. If you see anyone who is dressed inappropriately or is wearing something which may cause offence, please speak to them, or ask a member of staff of the same gender as the student to speak to them.

- While bullying is clearly against the school rules, staff should be particularly sensitive to the possibility of under-18s being bullied. Ensure that all students treat others with respect and don't allow students to talk to one another in an inappropriate way even if they say it's just a joke or they don't really mean it. Please refer to the section on Recognising Abuse under Child Protection below.
- Keep an eye on who under-18s appear to be socialising with. Do they appear to be uncomfortable with the people they are with?
- All new students are given the address of their homestay and an address of where the school is located. Hosts are instructed to show students the safest route from their home to the school.

B.8 School Accommodation

Particular care must be taken by homestay hosts when they have students under the age of 18 present in their homes. Hosts need to be sensitive to the need for a reasonable degree of privacy, particularly in their bedroom and bathroom.

Hosts must ensure they are dressed appropriately when they are outside their bedroom, particularly when they go to or from the bathroom and insist that students do the same. They must always seek permission from the student before entering their bedroom and must knock and wait before entering. Students must also be made aware that they are not allowed to enter hosts' bedrooms.

Transporting students by car

Yorkshire College requires all transport companies to provide written confirmation that they only use drivers who have been DBS checked and use vehicles with current roadworthiness certificates. Staff who may need to meet with students under the age of 18 outside of the workplace, for example if they need to drive them to a new homestay, must inform a senior member of staff that they are doing this and report back to them when the student has been safely delivered to their destination. Students must sit in the back seat of the car unless three or more students are being transported at the same time. In such circumstances the student

being dropped off first must sit in the front passenger seat.

The transport needs to be coordinated a week in advance, and the free option is just at the beginning and the end of the course. The transport is a private normal-size taxi.

The price for transport applies to students over 18, underage students should paid double price.

B.10 Whistleblowing

Staff are required to report to their line manager (or any senior manager) any instances where they are worried that a fellow member of staff may be engaging or may have engaged in any inappropriate or illegal activity with students. Confidentiality and support will be given to any staff member who raises such concerns.

Staff should also feel that they are able to raise concerns about potential failures in the school's Safeguarding procedures and know that the Senior Management Team will take such concerns seriously.

C – Child Protection

C.1 Overview

Yorkshire College is committed to a practice which protects children and vulnerable adults from harm. This includes a) safeguarding, which is the school's duty of care to look after children and help them to achieve their potential, and b) child protection, which involves protection from abuse. Abuse can include neglect, sexual, physical, or psychological and emotional abuse, which can come from children as well as adults. For the purposes of this policy a child is defined as a person under the age of 18 and all children regardless of race, nationality, religion, gender, gender identity, or sexual orientation are protected by this policy.

All staff must undergo Basic Safeguarding training and must be aware that they are at all times responsible for maintaining a safe environment for all under-18s. It is the DSL and each staff member's line manager who have responsibility for ensuring that this is done. Training is delivered online and the certificate generated at the end of the training is evidence that training has been completed to a satisfactory standard.

Staff in this organisation accept and recognise our responsibilities to develop awareness of issues which cause children and young people harm. We will endeavour to safeguard children and young people by:

- Adopting child protection guidelines through a code of behaviour for staff.
- Sharing information about child protection and good practice with children, parents, and staff.
- Sharing information about concerns with agencies who need to know, and involving parents and children appropriately.
- Following stringent procedures for recruitment and selection of staff including mandatory DBS checks (or overseas police checks for those coming from overseas) for staff and homestay providers.
- Providing effective management for staff through supervision, support and training.

We are also committed to reviewing our policy and good practice at least once a year.

The identity of the Welfare Officer/DSL is advertised around the school. If any student or staff member has any concerns about the welfare of an under-18 this will be reported to the DSL, or Deputy DSL in his absence.

Yorkshire College will act to ensure that young students have information about how, and with whom, they can share their concerns, complaints and anxieties.

When sharing information, Yorkshire College personnel will be sensitive to the level of understanding and maturity, as well as to the level of responsibility, of the people with whom they are sharing information.

Parents/guardians/persons with parental responsibility are ultimately responsible for their children's welfare at all times, and they should be assured that their children are involved with a reputable organisation. We achieve this by having a full copy of this Safeguarding and Child Protection Policy available for anyone to view. The policy is made available to the public via Yorkshire College website, and additionally to staff in the Employee Handbook.

As an organisation, which works with children and young people, it is imperative that each member of Yorkshire College staff is aware of their responsibilities under the Child Protection legislation and has a working knowledge of Yorkshire College procedures. Each member of staff will receive online training shortly after they start and refresher training at least once a year.

C.2 Designated staff

The Child Protection Officer is the Designated Safeguarding Lead and has responsibility for dealing with any incidents and concerns. The Deputy Designated Safeguarding Lead deputises and stands in for the DSL in his absence. Full details of the Designated Safeguarding Team are given in the Designated Safeguarding Team section above.

C.3 When adults need to respond

It is the duty of Yorkshire College staff to disclose cases of abuse or allegations of abuse to the Designated Safeguarding Lead without delay.

It is NOT for staff to decide whether or not a suspicion or allegation is true. All suspicions or allegations of abuse must be taken seriously.

If a member of staff has suspicions, they should contact the Designated Safeguarding Lead in confidence. If a child or young person starts to talk to the staff member directly, they should allow that person to disclose and should allow them to continue talking following the guidelines below. That staff member should then see the Designated Safeguarding Lead in confidence.

C.4 Recognising symptoms of abuse

While abuse of young people at Yorkshire College may seem to be extremely unlikely we should not assume that it could never happen. Our duty of care to young people and vulnerable adults extends to watching out for signs of potential abuse.

The following are signs to look out for that may indicate a child is suffering from abuse. Some signs may vary with the age of the child. Not every child will exhibit every symptom. As well as signs, children may tell you of abuse. Always listen and follow the procedures for responding to allegations of abuse (below).

The four main types of abuse are as follows:

1. Sexual abuse

Sexual abuse is any sexual activity with a child. Many children and young people who are victims of sexual abuse do not recognise themselves as such. Sexual abuse can have a long-term impact on mental health. Victims of sexual abuse can be male or female. Signs to look out for:

- Acting in an inappropriate sexual way with objects or peers
- Nightmares, sleeping problems
- Becoming withdrawn or clingy
- Personality changes, seeming insecure
- Unaccountable fear/dread of particular places or people
- Changes in eating habits
- Physical signs such as unexplained soreness around genitals, sexually transmitted diseases
- Becoming secretive

2. Emotional abuse

Emotional abuse is the persistent emotional maltreatment of a child. It is also sometimes called psychological abuse and it can have severe and persistent adverse effects on a child's emotional development. Signs to look out for:

- Delayed physical or emotional development
- Extremes of passivity or aggression
- Sudden speech disorders
- Overreaction to mistakes, or continual self-deprecation
- Neurotic behaviour (rocking, hair twisting, self-mutilation)

3. Physical abuse

Physical abuse is deliberately physically hurting a child. It might take a variety of different forms, including hitting, pinching, shaking, throwing, poisoning, burning or scalding, drowning or suffocating a child. Physical abuse can occur inside and outside of a child's family environment. Signs to look out for:

- Children with frequent injuries
- Children with unexplained or unusual fractures or broken bones, unexplained bruises, cuts, burns, scalds or bite marks
- Children wearing clothes to cover injuries, even in hot weather.

4. Neglect

Neglect is a pattern of failing to provide for a child's basic needs, whether it be adequate food, clothing, hygiene, supervision or shelter. It is likely to result in the serious impairment of a child's health or development. Children who are neglected often also suffer from other types of abuse. Signs to look out for:

- Often hungry; may beg or steal food
- Badly dressed in clothes that need washing
- Poor appearance and personal hygiene; unwashed, hair not brushed
- Lacks needed medical or dental care
- Often tired
- Might abuse alcohol or other drugs

C.5 Disclosure – a child telling an adult

If abuse is suspected or disclosed

<u>DO</u>	<u>DO NOT</u>
<ul style="list-style-type: none"> ● Keep an open mind ● Reassure the child that they have a right to tell ● Listen carefully ● Work at the child's pace ● Ask only open questions – if you must ask them, clarify the facts, don't interrogate ● Explain what you need to do next ● Record accurately and quickly using the child's words ● Pass on to DSL same day 	<ul style="list-style-type: none"> ● Promise to keep secret what they are telling you ● Interrupt ● Interrogate/investigate ● Assume e.g. this child tells lies ● Make suggestions about what is being said ● Speculate or accuse anyone ● Show anger, shock etc.... ● Tell the child to go and speak to someone else ● Forget to record accurately and/or pass on to DSL ● Confront alleged abuser

For reasons of confidentiality the only people who need to know this information are members of the Designated Safeguarding Team.

Once a statement has been collected from a student, further questioning should be avoided apart from important clarification of factual detail.

A senior management representative (usually the CEO/Director) and the Designated Safeguarding Lead will meet at the earliest possible opportunity to consider an appropriate course of action in response to the information revealed by the student and consider any other relevant information.

The CEO/Director will decide if it is appropriate to involve other members of the school staff at this stage, and also whether to inform the student's agent and parents. There may be no need to take any further action in which case this decision should be recorded in writing.

Further action may include the immediate removal of any imminent threat of danger, seeking advice from the Local Authority Designated Officer or contacting the police.

ALWAYS REPORT ANY ALLEGATIONS, PROBLEMS, CONCERNS OR ISSUES TO THE DESIGNATED SAFEGUARDING LEAD (DSL), IMMEDIATELY. IN HIS ABSENCE REPORT THESE TO THE DEPUTY DESIGNATED SAFEGUARDING LEAD.

C.6 Keeping records - confidentiality

Good communication is essential in any organisation. At Yorkshire College every effort will be made to ensure that, should individuals have concerns; they will be listened to and taken seriously.

It is the responsibility of all line managers to ensure that information is available to, and exchanged between all those involved in this organisation and its activities. Some information is confidential and should only be shared on a strictly need-to-know basis. At times it may be necessary to share information with the Local Authority Designated Officer. Any staff member who becomes aware of child protection information must only share it with the Designated Safeguarding Lead or Deputy Designated Safeguarding Lead and not with anyone else, including any member of their family. Confidentiality of both the victim and the accused must be maintained.

The General Data Protection Regulation (GDPR) and the Data Protection Act 2018 do not prevent staff from sharing information about a child or a child's family to the appropriate people if there is a need to safeguard and promote the welfare of children at risk of abuse or neglect.

A clear record of what information about a child in relation to an incident or concern has been shared, to whom and the reasons for doing so must be kept.

C.7 If an adult is accused

The following procedure should be followed if a member of staff, adult student or homestay provider is accused of abuse:

- If a member of staff, an adult student or member of a homestay is accused of any form of abuse, it should be reported to the Designated Safeguarding Lead.

- the person against whom the allegation is made will be informed of the allegation and interviewed immediately. Following the interview, if there is substance to the allegation:
 - for all staff: they will be suspended from their duties pending further investigation
 - for students: they will be required to suspend their attendance at the school and alternative accommodation arrangements will be made
 - for homestay hosts: all students will be immediately removed and rehoused and all future bookings suspended until the matter has been fully investigated
 - confidential records will be kept of the allegation and all subsequent proceedings
 - unfounded allegations will result in all rights being reinstated. Allegations found to have substance will be passed on to the police and LSCP and will result in termination of employment
- if the Designated Safeguarding Lead is accused, the DSL Deputy would immediately take over and handle the situation, following the above procedures.

C.8 If a child is accused

If an U18 student is accused of inappropriate behaviour or abuse the procedure is as C.7 above, and the accused will be given all necessary support by a member of the Safeguarding Team.

C.9 Other forms of abuse

In addition to the types of abuse mentioned above, other specific types of abuse that staff must be aware of are:

Child Sexual Exploitation (CSE)

This is a form of sexual abuse where under-18s are exploited to engage in sexual activity in return for money, gifts, drugs, affection or status. CSE does not always involve physical contact as it can happen online or involve pressure from peers or cyber bullying. Signs to look for in under-18s include:

- Having a much older boyfriend / girlfriend
- Appearing with unexplained gifts or new possessions
- Associating with others involved in exploitation
- Misusing drugs or alcohol
- Being absent from school, going missing or regularly coming back late to homestays

Peer-on-Peer Abuse

It should be remembered that abuse does not only come from adults, but can come from other children. Peer-on-peer abuse can include bullying (including cyberbullying), sexual violence and sexual harassment.

Cyber-bullying

Cyberbullying is bullying that takes place over digital devices such as mobile phones, computers, and tablets. It can occur through text, and apps, or online in social media, forums, or gaming where people can view, participate in, or share content. Cyberbullying includes sending, posting, or sharing negative, harmful, false, or mean content about someone else causing embarrassment or humiliation. Some cyberbullying crosses the line into unlawful or criminal behaviour.

The most common places where cyberbullying occurs are:

- Social Media, such as Facebook, Instagram, Snapchat, Twitter, WeChat, LinkedIn, TikTok
- SMS (Short Message Service) also known as Text Message sent through devices
- Instant Message (via devices, email provider services, apps, and social media messaging features)
- Email

Signs to look out for in under-18s include:

- Appearing nervous when receiving a text, instant message or email;
- Unwillingness to share information about online activity;
- Unexplained anger or depression, especially after going online;
- Abruptly shutting off or walking away from a computer or mobile device mid-use.

Sexual violence and sexual harassment

Sexual violence is defined as any sexual act or attempt to obtain a sexual act by violence or coercion, acts to traffic a person or acts directed against a person's sexuality, regardless of the relationship to the victim.

Sexual harassment is unwanted conduct of a sexual nature that can occur online and offline. It can include, but is not limited to:

- sexual comments, such as: telling stories, making lewd comments, making sexual remarks about clothes and appearance and calling someone sexualised names
- sexual “jokes” or taunting
- physical behaviour, such as: deliberately brushing against someone, interfering with someone’s clothes and displaying pictures, photos or drawings of a sexual nature

Honour-based Violence (HBV)

Honour-based Violence (HBV) includes Female Genital Mutilation (FGM) which is illegal in the UK and there is a legal duty to report.

D – Training

D.1 Responsibility

The CEO/Director and the DSL are responsible for ensuring all staff are trained to the required level. The minimum requirements are as follows:

- All staff and homestays should have Basic Awareness training (level 1)
- Designated staff should have Advanced Safeguarding training (level 2)
- The DSL and Deputy DSL should have Specialist Safeguarding training (level 3)

D.2 Delivery of training

Initial training and induction for all members of staff includes online Basic Awareness and Prevent training.

Advanced and Specialist Safeguarding training is provided by an external consultant.

Refresher training is organised annually for Basic Awareness and at least every two years for Advanced and Specialist.

Copies of certificates for all training are retained in the employee’s personal file and by the DSL. Dates, levels and details of all training are recorded in the Single Central Record of Appointment.

E – Safer recruitment

E.1 Overview

Yorkshire College ensures all appointments are made in accordance with Safer Recruitment guidelines. This applies to all adults dealing with or having contact with Under 18s including homestay providers, activity and group leaders.

E.2 Recruitment materials

Safeguarding responsibilities of the role are clearly defined in job descriptions and person specification documents.

All job advertisements state the school's commitment to safeguarding and the promotion of student welfare for under 18s. All stakeholders are expected to share this commitment.

It is made clear that a DBS check, or local police check for candidates based overseas, will be carried out, there should be no gaps in CVs and that references will be checked.

E.3 Recruitment procedure

Yorkshire College's Staff Recruitment and Equal Opportunity policies set out the recruitment procedure in detail.

- Interviews are conducted by the appropriate manager following Safer Recruitment guidelines.
- For each position a set of interview questions is created and includes safer recruitment questions. All staff members involved in recruitment have access to examples of safer recruitment questions along with examples of responses which would cause concern.

E.4 Informing applicants

All applicants are informed before their interview that we will follow up references, we require enhanced DBS disclosure or overseas police check, all gaps in CVs must be accounted for, and proof of identity and qualifications will also be required.

E.5 Applicants awaiting DBS checks

- Teachers: In cases where a DBS check or police check has not been returned before the applicant commences, the DoS will monitor the room where the teacher is working at least once each lesson, the teacher is required to teach with the door open, he or she should not

be alone with one or two students at any time, he or she cannot teach 1:1 or 2:1 classes to students under 18 years old.

- Staff members for all positions may be able to work but cannot supervise students under 18 years old without the presence of a DBS-checked staff member until such time that the DBS is available. When the position is residential, the staff member must be accommodated in another building away from the students.

E.6 Where a criminal check is not possible

Adults who deal with or have contact with Under 18s must have a DBS check. If it is not possible to obtain one in time, the employee will be supervised on a permanent basis until such a check has been obtained. All referees will be asked about the applicant's suitability for working with Under 18s.

E.7 Recruitment of homestays

All homestays providers and other adults in the homestay require a DBS check. References must also be provided and checked.

E.8 Single Central Record

A Single Central Record of Appointment will be kept containing staff information including start and end of employment dates, reference and qualification checks, DBS number and date together with details of all training received.

E.9 Disqualification

Yorkshire College will not employ an applicant if they are disqualified from working with children.

F – Welfare and implementing Safeguarding

F.1 Use of risk assessments

Yorkshire College produces risk assessments for all aspects of students' time covering travelling from their own homes, daily sessions at the school, activities and excursions, getting to and from school, free time and homestay cover. Risk assessments covering activities are read and signed for by group leaders and school activity leaders before all activities or excursions. Group leaders are asked to ensure that all their students are aware of

the risks involved and that they behave accordingly on excursions and the activity programme.

F.2 Supervision

Yorkshire College has a Supervision Ratio Policy based on risk assessments for different activities and excursions and dependent on the age, gender and needs of the students. Group Leaders and other adults travelling with students U18 will be responsible only for their own students. The 1998 DfEE publication Health and Safety of Pupils on Educational Visits advises 1:15-20 (11+). Yorkshire College considers these ratios a minimum and will improve them as required.

The supervision ratio for U18s is a maximum of 1:15. For any activity which requires greater supervision the risk assessment criteria will be followed.

F3 Missing Students

A student missing at any time is of the utmost importance. If an U18 student is missing from lessons, the procedure detailed in the Attendance and Absence Policy is followed. The homestay and/or group leader is contacted immediately and a search begins. This continues until the student is found or a suitable explanation for the absence is given. If it occurs whilst on an activity or excursion the incident is reported to the emergency number at the school and attempts are made to contact the missing student by mobile phone if possible. A leader stays in the immediate vicinity, if necessary, to avoid the whole group being disrupted.

All staff and homestays are given the following advice:

- If someone goes missing, contact anyone you think may know their whereabouts
- Contact Yorkshire College emergency number: +44 7774 960660
- If you are still concerned contact your local police station
- You don't have to wait 24 hours before contacting the police

When to report a person missing:

You should report a missing person to the police immediately if:

- The person is a child – under 18 years old – does your student speak or comprehend English well?
- You are concerned for the person's safety

How to report a person missing:

A missing person can be reported in the following ways:

- Call 999 if the person is a child, or you believe them to be in danger, or
- Call 101
- Go to the local police station

What will happen when a report is made:

The Police will ask for as many details as possible to enable them to find the missing person quickly. This could include:

- Personal details: name, date of birth
- Appearance including any distinguishing marks (photo if available)
- Contact details such as mobile number
- Medical conditions and if these require medication
- Circumstances under which they went missing
- Details of friends
- Details of places they visited

F.4 Welfare provision

Welfare concerns are reported directly to the Welfare Officers or the DSL. General concerns are dealt with quietly and calmly and records kept if necessary. If the Welfare Officer is unable to find a satisfactory solution, the DSL is consulted and the CEO/Director involved if necessary.

F.5 First aid and medical

Yorkshire College has a group of trained First Aiders. First Aid boxes are located at Reception and small first aid kits are available for activities and excursions. The First Aid kits are regularly monitored to ensure they are appropriately stocked. An Accident and Emergency book is kept at Reception and the School Manager coordinates the First Aid training for staff. First Aid certificates are renewed every 3 years. Minor incidents involving U18s are recorded in the school's accident book, however more serious accidents and dangerous occurrences must also be reported to the local authority and/or police.

Prior to arrival parents/guardians disclose information regarding any medical conditions of a student being enrolled. They also give consent to emergency medical treatment being given. For on-going medical conditions, needing medication, the First Aid Team must be given permission to control medication and are responsible for recording and dispensing it. The Welfare Officer, homestay provider and relevant staff should be made aware of the situation if the condition could affect learning or inclusion in activities. Homestay providers would be given all the help and information required to deal with an on-going medical condition. They are advised to make accurate and factual notes of procedures and outcomes. If in any doubt a medical professional should be consulted and parents/guardians kept informed and updated by the First Aid Team.

F.6 Behaviour and discipline

Yorkshire College is a serious learning environment which both staff and students are expected to respect and act accordingly. College rules and a code of conduct are displayed around the building and are sent out to all students prior to their arrival.

Students are expected to take responsibility to help maintain a safe environment in the school and to take care of themselves and others. The Policy Statement and Procedure for Student Discipline can be found on the school website.

Staff are also expected to set a good example at all times and to encourage good behaviour from the students.

F.7 Fire Safety

The school attempts to ensure that all students are aware of fire safety both at the school and in their accommodation. The Fire Safety Policy and evacuation routes are on display throughout the building and a demonstration of the fire alarm is given to all students as part of their Induction. Younger students are also shown the escape route and care is taken to make sure they fully understand. Homestays are also advised to go through fire safety procedures with their students in their homes. Fire Marshals are appointed by the school and anyone with a disability is shown where to wait for assistance in the event of a fire or fire drill.

F.8 Airport transfers

The Designated Safeguarding Lead shares responsibility for the emergency phone. This number and other contact numbers are given to students on their confirmation documents. It is very unusual for an U18 to travel independently but if this happens a carefully selected driver would collect the student from the airport. All drivers are DBS checked and would call or text when a pick-up or return drop-off at the airport has been made. Drivers also confirm when a student has been collected ready for transfer or when he/she has been delivered safely to their accommodation. In the event of a delay or cancellation of flights the U18 would never be left unattended and would be returned to the school if no other immediate solution could be found.

F.9 PREVENT - Radicalisation and Extremism

Prevent training online is part of the induction procedure for all staff. All staff and homestays are aware of the need to be vigilant and report any concerns about radicalisation. Procedures for dealing with this are in the relevant handbooks for staff and homestays and concerns are passed to the DSL or Accommodation Team in the first instance.

F.10 Provision for more vulnerable students

Yorkshire College takes care to identify the more vulnerable students, those requiring more help with personal care, those with physical disabilities or those who come from difficult home situations. The Safeguarding and Accommodation teams ensure hosts and teachers are aware of any special requirements the more vulnerable students may have including the preparation of a PEEP where appropriate.

6. Code of Conduct & Rules for Students

We want everyone on the course, both students and staff to have a great time. We have a few rules to ensure everyone has a great time, and it is important to follow them. If there are any rules you don't understand, please ask any member of staff.

Things you should **ALWAYS** do:

- **Be on time for classes and activities every day.**

We don't want you to miss any part of your lessons or activities. If you are late for them it will disrupt your classmates.

- **Take an active part in lessons and all activities.**

The course will be at its most enjoyable if you try your best in all your lessons and activities.

- **Be kind and friendly to other students and staff.**

Treat people as you want them to treat you.

- **Take care not to endanger yourself or others.**

Your safety is our most important priority. Sometimes something might not appear to be dangerous but our staff are trained to know what can cause you or other students harm, so please listen to our staff members.

- **Look after your belongings and the school.**

Please don't leave your valuable belongings lying around. Don't do anything that might damage or break anything belonging to the school.

- **Speak English.**

We want you to speak English as much as possible, because this will help you to improve your communication skills in English. Speaking English in class and during the activities is especially important.

- **Wear your lanyard with a name badge at all times.**

Your name badge has important information about what to do in an emergency and the emergency phone number. It also helps all staff get to know you.

Things you should **NEVER** do:

- **Smoke, obtain or drink alcohol, or take drugs.**

Drugs are illegal and you can be in serious trouble with the police! Smoking and drinking alcohol is illegal if you are under 18. If you are found with cigarettes or alcohol it will be taken from you and destroyed. We may have to send you home early.

- **Steal or shoplift.**

As well as being morally wrong, you can get into serious trouble with the police. We will send you home early if you are caught doing this.

- **Bring or buy knives, weapons or toy guns.**

British police can stop and search you to check if you have any knives or weapons. If they catch you with any weapons you could be in serious trouble. Certain types of toy guns that fire pellets might not be legal in the UK.

- **Use bad language or fight with anyone.**

Bad language (including in your first language) and fighting just spoils the fun for everyone. If you have a disagreement with another student, try and work it out calmly or ask a staff member to help you.

- **Use your mobile phone or any handheld equipment during lessons, meetings or activities, or after lights out (bed time).**

You will have plenty of time to stay in contact with friends and family. However, please give lessons, meetings and activities your full attention.

- **Break any British law.**

Please ask any member of staff if you are unsure if anything is allowed.

- **Behave in an anti-social way.**

For example: shouting in areas where you should be quiet, running in crowded areas, standing in large groups in the street. Don't spoil other people's fun.

The safety and wellbeing of our students is the most important thing for us. Rules and laws are there for everyone's safety. Students who break the law, do not obey the course rules, who repeatedly misbehave, do not follow the instructions of course staff or otherwise disrupt or adversely affect the smooth running of the course will be asked to leave the course immediately at their own expense.

Safety

Please think about your actions and how they affect your safety and the people around you. If a staff member asks you to stop doing something because it isn't safe, please stop doing it.

If you see a fire, please sound the alarm. If you hear the fire alarm, please go directly to the fire meeting point which you will be shown on your first day with the member of staff you are with at the time. Do not leave the fire meeting point until told to do so.

Do not open fire doors, as this will set off an alarm.

It is against the law to set off the fire alarm for no reason or to play with fire safety equipment. You could be fined for this under the law and may be sent home early.

Living in Britain and Staying Safe

If there is an emergency that a member of staff is unable to deal with, the telephone number for the police, fire brigade or ambulance service is **999**. The common European emergency number **112** is also used in the UK, so you can use either.

Please note that our habits and rules in Britain may be different to those in your own country.

Always remember:

- Be polite and join queues.
- Use bins. Do not leave litter anywhere. In some places you may be fined for dropping litter.
- Do not block paths or walkways. Think of other people who are around you.
- Do not cross roads until you see the green man. Remember that cars drive on the left so when you cross the road, look right first then left.
- Do not be loud and shout when you are in public places unless there is an emergency.
- Always say “hello”, “goodbye”, “please” and “thank you”.
- Everyone is equal in the UK, don't treat people differently because of gender, race, nationality, religion, etc.

7. Pastoral Care Policy

Aim:

To promote positive relations between staff and students at Yorkshire College in which all can work in an atmosphere of mutual respect and support.

Pastoral Care is an all-embracing term which describes the whole atmosphere, ethos and tone of Yorkshire College in its mission to promote the moral, intellectual, personal and social development of its students.

Procedures:

Yorkshire College follows Safeguarding Guidelines fully both in the Safeguarding U18s and Safer Recruitment Policies.

The school supports students in making healthy choices through the provision of a healthy environment.

Yorkshire College promotes positive relationships between all its staff and students. Staff understand their responsibility for the pastoral care of their students.

The end of week one Feedback form is checked carefully to ensure all is well and if there are any problems these are dealt with immediately or passed to the relevant person for advice and help.

The school recognises and draws on the individual strengths of both staff and students.

Feedback sessions and surveys allow the school to put into practice ideas and suggestions received from both staff and students.

New staff are made aware of the importance of Safeguarding and Pastoral Care and sign at Induction to say they have read and will adhere to the guidelines.

8. Care of Under 18s Guidelines

[Information for Students and Parents/Legal Guardians](#)

Yorkshire College welcomes students aged 16+ on a range of courses throughout the year.

Yorkshire College has a responsibility to provide an enjoyable, comfortable and safe learning environment for all our staff and students. This is especially important for students under 18 years of age and this page explains how we care for these learners.

Students aged 16+ must be aware that:

- Yorkshire College does not provide 24-hour supervision.
- Students must stay with a Yorkshire College homestay provider (unless staying with a family member or authorised adult).
- Students travel unsupervised between homestay and school (including for weekend full-day activities).
- Attendance is checked at the beginning of the first lesson or activity; students must then remain on the premises until lunchtime.

- Students under 18 are not allowed to leave the premises during break times (unless they are with a Group Leader or supervised by a member of staff).
- Students cannot leave the premises unsupervised at lunchtime (unless they are with a Group Leader or supervised by a member of staff).
- Exact levels of supervision depend on the age, gender and needs of the students during activities and trips: the amount of structured time with full supervision is always greater than any unsupervised time. Students must remain in groups of three or more within a restricted area during unsupervised time.
- Students are encouraged to remain in groups of three or more and to stay in areas in the city centre which are well-lit, largely pedestrianised and close to bus stops for journeys to their homestay.
- Students must wear a Yorkshire College green lanyard (under 18) which makes them easily identifiable to staff.
- Students must return home by 22:00 (16-17 year-olds).

Emergency Phone

A member of Yorkshire College Safeguarding Team can be contacted 24 hours per day, seven days per week in the case of an emergency. This number is given to all students during induction and appears on the student card attached to their lanyards that we require under 18s to wear at all times. Students are also asked to enter the emergency number onto their phones.

Parental/Guardian Agreements

Before a student under 18 begins studying at Yorkshire College, both the parent/guardian and the student must sign and return to us a number of documents. These confirm that they understand the school's procedures and the rules for the welfare of under 18s and the level of supervision that we provide. It is important that parents and under 18s understand that if a student under 18 breaks our rules, Yorkshire College will inform the parents/guardian and in serious cases has the right to ask the student to return home: in such cases, the fees are not refunded.

It is also important that the parents/guardian give Yorkshire College and the homestay the **student's mobile number** along with **next of kin details** and once the student has arrived in the UK, s/he must keep the phone switched on and charged.

Accommodation

We require students under 18 to stay in homestay accommodation. Yorkshire College does sometimes accept other arrangements where the student is guaranteed to have adult supervision from an adult, such as staying with a family friend or relative, provided Yorkshire College finds it suitable and provided we have written confirmation of the arrangements from the parents/guardian at the time of the enrolment. Yorkshire College will inspect the accommodation and meet the host before the student under 18 arrives in the UK.

Pastoral Care

We take the safety of our students very seriously at Yorkshire College and all of our staff, homestay providers, activity leaders and contractors have a minimum basic level of safeguarding for under 18s. This means they know how to recognise and respond to any students who may appear unhappy or distressed at any time during their stay with us.

We understand that living away from home can be difficult for some students, especially for young learners. Our Welfare Officer/Administrator and Designated Safeguarding Lead (DSL), Dr Raymond Ingram, is available throughout the day to speak to students about any problems or concerns they have. All of our teachers and office staff can also offer advice and support to anyone feeling homesick or lonely. Outside office hours, we have a 24-hour emergency telephone number that students can call.

We also appreciate that sending a child abroad to study can be worrying for parents, so we want to make sure that we give parents all the information they need to be confident that they are making the right decision when sending their child to Yorkshire College. We also require parents/guardians to provide us with as much information on their child as possible, including any medical conditions, so that we can provide the best level of care for them at all times. Our **Parental Consent Form** requires that they ensure that their child is aware of such issues as curfews and unsupervised time, accommodation and school rules that must be agreed to.

We take our responsibilities for young learners very seriously and we have rigorous policies and procedures in place to make sure children have the best possible experience in a safe and

secure learning environment. If there are any aspects of the programme that are not clear, please feel free to contact us. Please also refer to our full list of policies on our website.

Note for Parents/Legal Guardians

Students attending Yorkshire College are supervised by our staff during lessons and organised activity programmes. Students must take part in the full activity programme and are not permitted to be absent during activities.

9. Attendance and Absence Policy

Aims:

- To ensure all our students take their studies seriously and do not miss any classes without a good reason.
- To provide individual care to any student who feels unwell and to ensure they return to class and activities as soon as they are well enough to do so.
- To ensure that students are able to catch up on any missed work owing to an absence from class.
- To ensure the safety of our students at all times.

Yorkshire College takes attendance at the school very seriously and expects students to attend every lesson. It is important that students understand what the procedure will be if they do not attend lessons. Our policy is that all students must attend all lessons and activities unless they are not well enough to participate.

This policy outlines the guidelines and procedures regarding student absences from classes and other academic commitments at Yorkshire College. The primary objective is to encourage regular attendance while providing a framework for addressing legitimate reasons for absences. The school keeps a record of each student's attendance at every lesson and calculates total attendance each week.

- Students always have to arrive on time at the College.
- Students must tell us if they cannot come to school before their lessons start.

- If a student's attendance is poor the school will try to help the student improve. If this does not lead to improvement it may result in the student being asked to leave the school.
- Students must be present for at least 80% of their classes to receive a certificate. Any unauthorised absences may result in a certificate not being issued. Any absence for students Under 18 due to illness must be substantiated by a group leader or homestay host.
- Arriving on time for a lesson is also very important and teachers may not allow a student who arrives more than 10 minutes late to join the class as this is very disruptive. In this case the student will be marked absent and this will be an absence. The student can go to our common room on the first floor and wait for the next lesson.

1. General Attendance Expectations:

Students are expected to attend all scheduled classes.

Regular attendance is crucial for academic success and active participation in the learning process.

2. Reporting Absences:

In the case of an absence or lateness, students have to inform the Admin Team via our email info@theyorkshirecollege.com or Yorkshire College phone number +44 7774 960660.

Teachers must inform the Admin Team immediately if a student is absent without notice. This is done by phoning through the absence rather than leaving the class or activity.

Students must provide a valid reason for their absence. Acceptable reasons for absences may include:

- Illness or medical emergencies
- Family emergencies
- Religious observances

Unauthorised absence

In cases where you do not inform the school of your absence, or where the reason is not considered sufficient, you will be marked as U (Unauthorised). In these cases, your absence

from school will affect your overall attendance percentage.

3. Holiday Request Form

- Holidays and time off during your study
- Holidays must always be booked in advance, and at least 2 weeks' notice is given.
- Unauthorised holidays will be marked as absence, which will affect attendance, and if a student is sponsored, then their sponsor (e.g. Embassy) will be informed if holidays are taken without permission.
- Students understand that they may have to repeat the level if they have missed too much of the course.
- The College will be closed on public holidays and over the Christmas period. No price reductions will be given for reduced classes due to public holidays.

4. Excessive Absences:

Students with excessive absences, as determined by the teacher or department, may face academic consequences, including grade reduction, or withdrawal from the course.

5. Exceptional Circumstances:

In cases of exceptional circumstances, such as extended illnesses or other significant life events, students are encouraged to work with the admin team to explore available options.

The procedure for expulsion if the Attendance Policy is not adhered to is set out in the Policy Statement and Procedure for Student Discipline.

If a student is studying on a visa it is important to know how poor attendance can affect a student's right to stay in the UK.

This policy is subject to periodic review and may be revised as needed to address changing circumstances and improve its effectiveness.

10. Policy Statement and Procedure for Student Discipline

We expect all students to deal with members of staff and other students politely and with respect. Students' behaviour should not cause offence or distress to others in the school based on racial, sexual or religious differences. It is also unacceptable to use abusive or disruptive behaviour in and around school. This can include, but is not limited to, harassment, bullying, actual or threatened violence, or damage to personal property.

All students, staff and visitors should feel they are in a safe, comfortable and welcoming environment. Whenever a staff member deals with a case of poor student behaviour, Yorkshire College holds towards that student should be borne in mind at all times. The root causes of misbehaviour can be manifold, and the student's welfare must override all other considerations.

That said, all instances of minor misbehaviour must be challenged. For example, if a student is late for morning registration then the staff member on duty should:

- ask open questions to ensure the student's welfare needs are being catered for;
- ask the reason for the misbehaviour;
- remind the student of the rules, and, if necessary, the reason for the rules;
- record the incident on an incident form;
- pass the incident form to their line manager.

We ask staff to record all instances of minor misbehaviour so that managers can determine if there is a pattern emerging. Homestay hosts, for example, may witness the occasional instance of misbehaviour from the student but may not be aware of similar instances in class or during activities.

Recording Actions

It is vital that all stages of the disciplinary procedure are documented in order to provide a written record of actions or steps taken in relation to any misbehaviour.

Before a staff member decides to sanction a student, they must always be given the opportunity to explain their behaviour and whether or not they understand that their behaviour was inappropriate.

Sanctions

The CEO or Director of Studies may decide to sanction a student at any stage in the disciplinary procedure if they feel it is warranted. Sanctions will be limited to a one-off instance of a student missing afternoon activities, the evening activity, or free time on excursion. It will be clearly explained that any sanction is a consequence of a student's poor behaviour and is a one-off. Before this sanction is imposed, the student in question must be given the opportunity to explain their behaviour.

Verbal Warning

If minor misbehaviour becomes persistent, or if the misbehaviour is more serious, then the student may receive a verbal warning from a member of Yorkshire College Team. Yorkshire College Team will agree upon whether or not the incident warrants a verbal warning, and the appropriate member of Yorkshire College Team will deliver it. Other members of Yorkshire College Team may, in certain circumstances, be asked to sit in on this meeting and possibly write minutes of proceedings, although it will be up to Yorkshire College Team to run the meeting and it will be up to them to decide on any appropriate sanctions.

First Written Warning

If a student's behaviour does not improve then a written warning may be warranted. Written warnings will only be issued by the Senior Administrator/Director of Studies and only after a thorough investigation of the alleged incident. The Senior Administrator/Director of Studies will meet with the student, using the same procedure as for verbal warnings, and if it is deemed necessary a written warning will be produced as soon as possible afterwards. At this stage, the Director of Studies/CEO will be informed that the student has been issued with a written warning, as will the student's agent, ETO, and/or parents.

Final Written Warning

If there has been no improvement in behaviour after the first written warning, then a final written warning will be issued, following the same procedure as for the first written warning. At this stage, the student must be warned that any further lack of discipline will result in expulsion from the course, and the student's agent and/or parents will be informed.

Expulsion

Expulsion from the course is extreme and is used only in the unlikely event of a student's behaviour not improving after a final written warning or in the case of Gross Misconduct (see below).

Expulsion procedure

No member of Yorkshire College Team has the authority to expel a student without the prior written approval of the CEO. The CEO will then contact the student's/agent/parents to inform them of the situation and to make appropriate arrangements.

Safeguarding and Child Protection in Relation to Disciplinary Proceedings

In accordance with Yorkshire College Policy on Safeguarding Young People and Child Protection, if you have to correct an instance of misbehaviour or are involved in any part of the disciplinary procedure below, the child in question must always be treated with respect and must never feel threatened or intimidated in any way. It is never acceptable to raise your voice to a child.

Gross Misconduct

A student may be expelled without going through the earlier stages of the disciplinary process if it is felt that their presence in the school would be a danger to themselves or to other people, or would pose an unacceptable risk to the harmony of the school. The following provides examples of offences that can be considered to be gross misconduct:

- Any act or attempted act of violence or abusive behaviour towards people or property;
- Antisocial behaviour including, but not limited to incitement to, or the committing of, acts of discrimination, harassment or bullying of any student or member of Yorkshire College staff, management, suppliers or customers, or any visitor to the site including making malicious and unfounded accusations against another individual;
- Action likely to cause injury or impair safety while under the care of Yorkshire College, including violent, indecent, disorderly, threatening, intimidating or offensive behaviour or language;
- Theft, fraud, deceit, deception or dishonesty in relation to Yorkshire College or its staff, learners or visitors;
- Possession (or being under the influence of) drugs, alcohol or solvents;
- Offences in relation to computers, such as hacking or accessing pornography or inappropriate games, or sending abusive emails;

- Purporting to act on behalf of Yorkshire College without proper authorisation;
- Illegal actions that interfere with the school's commercial activities;
- Deliberate breaches of safety regulations, endangering the safety of other people or malicious damage to equipment or property;
- Bringing the institution into disrepute, e.g. by being found guilty of committing a criminal offence or damaging property outside the institution.

The above examples do not constitute an exhaustive list; in certain circumstances, the school may also take action in accordance with its rights and duties under criminal law. In addition, regulatory bodies may need to be informed and may undertake their own investigation and action.

11. Personal Harassment and Bullying Policy

At Yorkshire College we believe that students, staff members, homestay hosts, accommodation providers, visitors and members of the outside community all have the right to study, work and live in an environment that is safe and free from bullying and harassment. This document's ultimate aim is to achieve a safe, healthy, fair and stress-free learning environment where each and every student is able to make the most of his or her experience at Yorkshire College. This is to be pursued by:

- Fostering an environment where it is clear that bullying and harassment are unacceptable, thereby reducing the chance that bullying and harassment will occur in the first instance.
- Deterring bullying or harassing behaviour, detecting it when it occurs, and dealing with it on a case-by-case basis by counselling and/or disciplinary sanctions and, if necessary, by expulsion.
- Encouraging the reporting of bullying or harassing behaviour at all levels.
- Setting out strategies and mechanisms to respond to allegations of bullying and harassment and to resolve complaints where bullying or harassment has occurred.
- Complying with the duties under the Equality Act 2010.

Scope of the policy

The provisions of this document will apply to any person enrolled on a course at Yorkshire

College, regardless of age, gender, nationality or other personal circumstances.

Definitions

For the purpose of this policy, the following definitions will apply:

- Student: Any individual who is enrolled on a course of study at Yorkshire College.
- Victim/Complainant: Any individual who believes they have been subject to or witnessed instances of harassment or bullying.
- Perpetrator/Offender: Any individual who is accused of having conducted themselves in a manner that may be deemed to constitute bullying or harassment as defined in this policy.
- **Bullying** (as defined in the Department for Education (DfE) guidance Preventing and Tackling Bullying, October 2014): “Bullying is behaviour by an individual or group, repeated over time, that intentionally hurts another individual or group either physically or emotionally. Bullying can take many forms (for instance, cyberbullying via text messages or the internet) and is often motivated by prejudice against particular groups, for example, on grounds of race, religion, gender, sexual orientation, or because a [student] is adopted or has caring responsibilities. It might be motivated by actual differences between [students] or perceived differences”.

Bullying may be:

- Physical: hitting, kicking, pushing people around, spitting, or taking, damaging or hiding possessions.
- Verbal: name-calling, taunting, teasing, mimicking, insulting or demanding money.
- Exclusionary Behaviour: intimidating, isolating or excluding a person from a group.
- General Unkindness: spreading rumours, any kind of initiation ceremony or exploitation of another pupil, or writing unkind notes, mobile phone texts or emails;
- Cyberbullying: using the internet, mobile phones or other electronic devices, social networking sites, etc. to deliberately upset someone else (see section below).
- Sexual: talking to or touching someone in a sexually inappropriate way.
- Sexist: related to a person’s gender or gender reassignment.
- Racist: or regarding someone’s religion, belief or culture.
- Related to a person’s sexual orientation (homophobic).
- Related to pregnancy and maternity.
- Related to a person’s home or economic circumstances.
- Related to a person’s disability, special educational needs, learning difficulty, health or

appearance.

- **Harassment** (as defined in the Equality Act 2010): “Unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual”.

Harassment may be:

- Sexist: Examples include displaying power over a man or a woman because of gender through disparaging gender-related remarks and threatening behaviour.
- Sexual: Examples include unnecessary physical contact, jokes of a sexual nature, displaying sexually explicit material, indecent demands or requests for sexual contact.
- Harassment on grounds of sexual orientation: Examples include homophobic remarks or unwelcome jokes, threats to disclose sexuality and intimate questions about sexual activity.
- Racial harassment: Examples include inappropriate questioning and/or jokes about racial or ethnic origin, offensive graffiti and intimidating behaviour, including threatening gestures.
- Personal harassment: Examples include making fun of personal circumstances or appearance.
- Age harassment: Examples include derogatory age-related remarks and unjustifiable dismissal of suggestions on the grounds of the age of the person.
- Stalking: This can be physical or psychological. Examples include leaving repeated or alarming messages on voice mail or e-mail, following people home, or approaching others to ask for personal information.

If you require support and/or further guidance, please speak, in confidence, with:

- The Administrative Team
- The CEO/Director
- The Director of Studies

General Principles for the prevention of bullying and harassment

- Yorkshire College will strive to promote an anti-bullying and anti-harassment culture among its students at all times.
- Yorkshire College will never condone or tolerate any form of bullying or harassment under any circumstances. This includes bullying and harassment perpetrated by visitors or other members of the general public.
- Yorkshire College will always encourage and support the disclosure and reporting of any bullying or harassment episode by those who believe they have been subject to or witnessed

harassment or bullying.

- Any reported incident will be treated seriously, however trivial it may seem at first glance. Yorkshire College guarantees absolute confidentiality to any complainant.

Responsibility of Students

All Yorkshire College students, with no exceptions, are expected to:

- Help Yorkshire College to promote and achieve an anti-bullying and anti-harassment culture by fully adhering to the principles set out in this policy and refraining from acting or conducting themselves in a bullying or harassing manner towards fellow students or any other individual.
- Prevent bullying and harassment by being sensitive to the reactions and needs of others and ensuring that their conduct does not cause offence.
- Discourage bullying and harassment by others through making it clear that such conduct is unacceptable and supporting any individual who is taking steps to stop bullying or harassment.
- Speak up and report to a member of staff they trust if they believe they have been subject to or witnessed harassment or bullying.

Reporting Bullying or Harassment

Any student who believes they have been subject to, or witnessed, harassment or bullying shall follow the procedure(s) outlined below:

- Informal resolution:

1. Individuals may not realise that their behaviour is unwelcome or misunderstood and therefore an informal discussion can lead to greater understanding and to an agreement that a particular behaviour or conduct will cease.
2. Complainants are encouraged to ask the offender to stop or make it clear that their behaviour is unwelcome. This may be done verbally or in writing, in which case the complainant should keep a copy of the documentation and, where possible, the times and dates of incidents should be recorded.
3. If the complainant feels unable to approach the alleged perpetrator, a fellow student or a friend could be asked to speak to the alleged perpetrator on the complainant's behalf.
4. An individual who is made aware that their behaviour is unacceptable should:
 - a) Listen to the complaints and the concerns raised;
 - b) Respect the other person's point of view;

c) Understand and acknowledge that it is the other person's reaction/perception to another's behaviour that is important;

d) Agree on the aspects of behaviour that will change;

e) Review their general conduct/behaviour.

- Formal resolution:

1. If the above informal request is ignored, or if the student is unable to take an informal approach, the student can report the bullying or harassment to any member of staff they trust or they feel comfortable talking to. This member of staff will make written notes and report the complaint to the Director of Studies or the CEO, who will treat it as a formal complaint.

Responding to Bullying or Harassment

When formal allegations of bullying or harassment are raised, Yorkshire College will endeavour to:

- Take all bullying or harassment issues seriously and investigate all incidents thoroughly.
- Deal with each incident individually and assess the needs of each student separately.
- Ensure that bullies and victims are interviewed separately.
- Obtain witness information.
- Keep a written record of the incident, investigation and outcomes.
- Ensure that action is taken to prevent further incidents.

Such action may include:

- Imposition of sanctions, up to expulsion with no refund of tuition and accommodation fees (following the Disciplinary Procedure).
- Obtaining an apology.
- Provide advice and support for both victims and bullies.

12. Abusive and Extremist Behaviour & Bullying Policy

Yorkshire College is committed to providing a safe, welcoming environment for all students and staff and will not tolerate any form of harassment and abusive or extremist behaviour.

Students are expected to respect the core British values of mutual respect, tolerance of differences, individual liberty, the rule of law, and democracy.

It is the policy of Yorkshire College to protect its students, staff members, homestay hosts,

accommodation providers, visitors and members of the outside community against any unacceptable behaviour that may compromise their safety, health and welfare.

Any form of violence, harassment, bullying and abuse, including verbal abuse, against or coming from the above-named individuals is unacceptable and will not be tolerated.

Violence, harassment, bullying and abuse are crimes, and Yorkshire College will work with the Police to prevent it.

The purpose of this policy is to provide the framework for protecting anybody who is directly or indirectly involved with Yorkshire College against unacceptable behaviour displayed by the individuals covered in the scope of this policy. It also outlines the procedure for dealing with unacceptable behaviour.

Managers have the responsibility to ensure that this policy and the related procedures are available to, and understood by staff for which they have a direct responsibility. All employees shall comply with this policy and report any acts of violence, aggression and harassment to their line manager whether committed by staff, students or visitors. Staff are responsible for implementing the bullying/harassment policy and bringing them to the attention of all students. Responsibilities include treating complaints of bullying/harassment seriously, being sensitive to personal feelings and perceptions and ensuring complainants are not victimised as a result of making a complaint.

Students, staff members, homestay hosts, accommodation providers, visitors and members of the outside community should comply with this policy; and shall immediately report any acts of violence, aggression and harassment to Yorkshire College whether committed by students, staff members, homestay hosts, accommodation providers, visitors and members of the outside community.

Unacceptable behaviour includes the following:

- Violence & Aggression - Any incident, in which a person is verbally abused, threatened or assaulted;
- Harassment & Bullying of any kind (physical or verbal), please refer to the Bullying & Harassment Policy);

- Racism (in reference to other nationalities, cultures or religions) and/or other forms of intolerance including but not limited to sexism and homophobia;
- Activities which contradict core British values, in accordance with the government's Prevent policy;
- Sexual harassment of any kind;
- Disruptive Behaviour - Any action by one or more persons that, whilst not constituting violence, aggression or harassment has a significant adverse impact on the immediate well-being of students, staff members, homestay hosts, accommodation providers, visitors and members of the outside community;
- Physical - The definition of physical assault is "The intentional application of force against the person of another without lawful justification, resulting in physical injury or personal discomfort";
- Non-physical - The definition of non-physical assault is "The use of inappropriate words or behaviour causing distress and/or constituting harassment".

The following are examples of unacceptable behaviour:

- Wilful damage to property.
- Threatening or abusive language involving excessive swearing or offensive remarks.
- Unwanted remarks of a racial, sexist or other discriminatory nature considered offensive by the recipient or by a colleague.
- Malicious allegations relating to staff, students, visitors and agents, homestay hosts and any other occupants in the homestay.
- Refusal to be served or taught by an individual member of staff through personal prejudices.
- Bullying.
- Repeated lateness.

It is important to remember that such behaviour can be either in person, by telephone, letter or e-mail or other form of communication such as graffiti.

The appropriate and proportionate response to incidents will depend on the individual circumstances of each incident. Unacceptable behaviour of any kind will not be tolerated and disciplinary procedures will be implemented. Any staff or students subjected to abuse or bullying will be fully supported and in cases of a serious nature instant dismissal will take

place.

Teachers and other staff are aware of the signs of bullying and abusive or extremist behaviour and if they experience or witness any such behaviour, they will contact the Senior Administrator who will, if necessary, involve the Director of Studies. When the Senior Administrator and, if necessary, the Director of Studies has been notified, an appropriate course of action will be decided.

Cases of abusive behaviour may result in disciplinary action in the case of staff or, in the case of students, termination of their course with no refund.

Important: It is the school's decision if a student's behaviour is unacceptable or not. Please refer to the Disciplinary Procedure for Students.

Please note that the school may expel the student with no refund of fees and no written warning if the behaviour is very serious in the school's opinion.

13. Curriculum Policy

CLASSES AVAILABLE

- Yorkshire College aims to provide classes of English to speakers of other languages at CEFR levels A1 to C1.
- The number of classes offered will depend on student requirements.

THE CURRICULUM

The curriculum at Yorkshire College is designed with a wide range of materials to provide a balanced course and take into account the needs and requests of students. The teachers are given a clear outline of the syllabus they will be following.

THE CURRICULUM WEEK BY WEEK

Each week, the teachers draw up a weekly plan (based on the syllabus) which is structured to offer a balanced programme covering grammar, vocabulary, pronunciation, exam preparation (if applicable) and which includes the four skills.

The weekly plans are produced as a result of discussion with students and close liaison between the teachers. They are designed to be flexible and can be modified at any time to meet the changing needs of students.

14. Risk Assessment Policy

- To carry out risk assessments for all events and activities that might pose a risk for staff and/or students. These include:
 - Classroom activities such as mingling; role playing; running dictations
 - Afternoon and evening activities on site, including sports events
 - Full-day and part-day excursions
- To carry out risk assessments for classrooms and all other rooms in the school frequently in use by students and staff.
- To carry out risk assessments on accommodation in use by Yorkshire College students and staff.
- To review risk assessments annually or more frequently where there are any changes.
- To report any items arising from risk assessments to the School Manager/the Designated Safeguarding Lead and the host organisation contact as they arise for items needing immediate attention.
- To consider the particular needs of our under 18 students in all risk assessments.

Risk Assessment Procedures

Risk Assessments are carried out by the Social Activities and Events Manager prior to the start of the course. Any risk assessments associated with the organisation of social activities are undertaken in collaboration with the Administrative Team and the Designated Safeguarding Lead.

Findings of the risk assessments are reported to the School Manager and action required to remove/control risks will be approved by the Designated Safeguarding Lead. Copies of all other Risk Assessments are stored in Yorkshire College office on site.

All staff are required to read the related risk assessment for any activity they do, such as a sports activity or excursion and sign that they have read and understood the risk assessment. Sign sheets are kept in Yorkshire College office with the risk assessments. The Social Activities and Events Manager has overall responsibility to ensure that this is done.

Risk Assessment and Emergency Response

1. Emergency Response Procedures:

In the event of a major incident, such as a terrorist attack or stranger attack, the safety and well-being of students, staff, and visitors are the top priorities. Staff members are expected to follow the established emergency response procedures outlined in the school's policy. This includes clear guidelines on evacuation routes, assembly points, and actions to take to safeguard individuals.

2. Ultimate Responsibility:

Ultimate responsibility for managing the situation rests with the Designated Safeguarding Lead and the School Manager. These individuals are responsible for coordinating the emergency response, liaising with emergency services, and making critical decisions to ensure the safety of all individuals on the premises.

3. Communication Flow:

a. Upward Communication:

- Staff members are responsible for reporting incidents promptly to the Designated Safeguarding Lead or School Manager.
- The School Manager escalates information to the Designated Safeguarding Lead.

b. Downward Communication:

- The Designated Safeguarding Lead disseminates information and advice to all staff through established communication channels, such as public address systems, internal messaging systems, or emergency response teams.
- Regular updates and instructions are provided to keep staff informed about the evolving situation and any necessary actions.

4. Information Requests from Parents/Guardians:

a. Handling Requests:

- Requests for information from parents/guardians are directed to the Designated Safeguarding Lead and School Manager.
- All requests are treated with sensitivity, and information is shared in accordance with legal and safety considerations.

b. Communication Process:

- Accurate and timely information regarding the incident, safety measures, and ongoing response efforts will be communicated to parents/guardians through established communication channels, such as official school websites, text messages, or email communications.
- Clear and transparent communication is maintained, balancing the need for information with the importance of not compromising security or causing unnecessary panic.

5. Information to Parents/Guardians:

a. Communication Channels:

- Information is relayed to parents/guardians through multiple channels, emergency alerts, and direct communication from teachers and staff.

b. Timely Updates:

- Timely updates are provided to keep parents/guardians informed about the situation, the safety of their children, and any actions they need to take.

The details of this policy is regularly reviewed and communicated to all staff members. Emergency response drills and training sessions are conducted periodically to ensure that staff are familiar with the procedures outlined in the policy.

15. Fire Safety Policy

If you have any concerns regarding any health and safety issues on the premises, you

have a legal obligation to report these concerns to: Sebastian Gomez (Financial and Marketing Administrator).

FIRE SAFETY POLICY

1. Fire Risk Assessment

Sebastian Gomes (The Finance and Marketing Administrator) is responsible for ensuring that the fire risk assessment is undertaken and implemented. A fire risk assessment is conducted prior to the first students arriving and is reviewed in the event of a material change to the premises

or location of staff or students.

2. Checking of Escape Routes

Sebastian Gomes (The Finance and Marketing Administrator /Fire Marshall) checks all escape routes in the building for blockages on a daily basis.

3. Fire Prevention

Fires are caused when heat, oxygen and fuel react. Remove at least one of these ingredients and the fire goes out.

Arson – this is the most common source of fires. Ensure that debris is not left outside the building especially in the side passages.

Combustible materials - make sure that any combustible materials such as paper, are kept well away from any sources of heat.

Extension leads – do not overload extension leads and ensure that the lead is surge protected.

Fire escapes – teachers who use classrooms that lead onto fire escapes have an obligation to ensure that the route is kept free from blockage from any chairs, tables or other obstacles.

Fire Doors - must always be kept closed and must not be wedged open

Corridors – leading on to fire routes must be kept free of clutter or obstructions and any ignitable materials should be removed

Fire suppression equipment - never block access to fire extinguishers or use extinguishers for any purposes for which they were not designed (e.g. door stops).

4. Fire Safety Awareness Training.

All staff receive fire safety awareness training as part of their induction. This includes returning staff.

5. Fire Exits and Fire Assembly Point.

During Induction, students must be shown the main Fire Exits and the Fire Assembly Point.

6. Visitors and Contractors must be made aware of Fire Safety information.

7. Fire Action Notices.

All classrooms and public areas have clear notices describing the correct action to take in the event of fire. It is the Fire Marshall's responsibility to ensure that these notices are in place and that employees; and students' attention is drawn to them. *Fire Notices to include the following information:*

Instructions to sound the nearest alarm

Instructions to leave the building by the nearest escape route

No one should stop to collect personal belongings

No one should return to the building

Everyone should assemble at the named assembly point away from the Building

8. Registration Check in the event of a fire. We have a register of the students, teachers and staff always available in reception. In the event of fire, this form will be taken out by Fire Marshal and she/he will call out the names of everyone to make sure everyone is outside and check that all students are present at the fire assembly point.

9. Fire Escape Routes must be kept clear, unlocked and easily accessible at all times.

10. Fire Drills must be carried out on a regular basis, that is, every quarter and a note of the drill kept in a log book. The premises have to be vacated promptly and the situation treated as a real fire. The Fire Marshall is in charge of ensuring that this is done.

11. Procedure in the event of a fire

In the event of fire the fire alarm must be sounded and the fire brigade called.

The premises must be evacuated as quickly as possible.

Staff members in charge of students are responsible for escorting the students off the premises.

Once safely outside the staff member in charge of each group is responsible for checking the register to ensure that all students are safe.

The staff members must report their findings to the Fire Marshall or person in charge.

The Fire Marshall or person in charge is responsible for checking that all the other staff, visitors and contractors are safe.

13. Fire Extinguishers

Yorkshire College is responsible for ensuring that the fire extinguishers are checked and maintained annually. A record of all service dates should be kept on each extinguisher.

14. Fire Alarms

Trained Fire Marshals are in charge of checking that the fire alarms are kept in working order

at all times. The fire alarm is tested on a weekly basis by one of our Fire Marshal on a Tuesday.

15. Emergency Evacuation Drills

Drills are conducted regularly (on a quarter basis). The target evacuation time is between 12 and 1pm; 2.5 minutes for the building to be clear. Details and observations of the drills are recorded in a fire log book.

16. Fire Signage

Fire Action Notices can be found in each of the classrooms advising students what to do in the event of a fire. In addition, outside of classrooms, Fire Exit routes and Fire Exits are signed with green notices and fire doors carry red “Fire Door – Keep Closed” signs.

16. Personal Emergency Evacuation Plan (PEEP) Policy & Procedures

It is Yorkshire College's intention to provide a Personal Emergency Evacuation Plan (PEEP) for all those who need it. This includes staff as well as students and whether required on a permanent or temporary basis.

A PEEP may be needed by people with:

- Mobility issues
- Visual impairment
- Hearing difficulties
- Any other disability or state (for example pregnancy) affecting the ability of the individual to leave host school buildings unaided in the event of an emergency.

The objective of Yorkshire College PEEP is to ensure that people who may require help to leave a building have a plan in place to enable them to leave the building safely in the event of an emergency.

In order to identify anyone needing a PEEP, this question should form part of the registration process that all students complete on arrival at the school. The data will be captured and actioned by Administrative Team.

The following procedures should be followed in providing a PEEP:

- Identify persons who need a PEEP (through registration, requests at Reception etc.)
- Inform the Administrative Team/Director of Studies who will record the details of anyone who needs a PEEP.
- The Administrative Team/Director of Studies will hold a meeting with the person concerned to draw up a PEEP.
- Copies of the PEEP will be given to everyone involved with the person's safe evacuation.
- Details of the PEEP will be recorded by the Administrative Team.
- When the PEEP is no longer required the date the PEEP becomes inactive will be noted.

17. Policy for the Safe Use of Photographs & Video

Introduction

Schools need and welcome publicity, and photographs of our students add colour, life and interest to social media sites and articles promoting school activities and initiatives. Making use of photographs for publicity materials and to promote the school on social media.

However, photographs must be used in a responsible way. We need to respect students', and for under 18s, parents' rights of privacy, and be aware of potential child protection issues. At Yorkshire College, every reasonable effort is made to minimise risk by following the guidelines detailed in this document and by securing the students' consent (and for under-18s, parental consent) for the use of photographs and film.

This policy applies to the use of photographs in school publicity materials, on its website, on the school's pages and on social media sites.

The implementation of this policy is the responsibility of all staff.

Child Protection

- There may be a risk when individual students can be identified in photographs. For that reason Yorkshire College has developed this policy to make every effort to minimise risk.
- In the event of the inappropriate use of photographs of any under 18s the Director of Studies/the DSL will inform the relevant authorities.

Data Protection Act 2018

- Photographs and video images of students and staff are classed as personal data under the terms of the Data Protection Act 2018. Therefore, using such images for school publicity purposes requires the consent of either the individual concerned or in the case of under-18s, their legal guardians.
- Yorkshire College will not display images of pupils or staff on websites, social media, in publications or in a public place without such consent. The definition of a public place includes areas where visitors to the school have access.
- Where photographs are taken at an event attended by large crowds, this is regarded as a public area so it is not necessary to get permission of everyone in a crowd shot. The Data Protection Act does not apply to photographs or films taken for personal use by family and friends.

Appropriate Use of Images in School Publicity Materials

Yorkshire College will:

- Ensure that images are stored securely and used only by those authorised to do so;
- Secure parental consent for the use of photographs of under 18s;
- Secure the consent of staff
- Not use photographs of children or staff who have left the school without their consent

18. Feedback Policy and Procedures

Aim

It is our aim to get feedback on all aspects of the student's experience during their time at Yorkshire College. This includes not only their learning experience but also their accommodation, the facilities available, the activities programme, the airport transfer service.

It is also our aim to deal with issues arising out of feedback promptly and to the satisfaction of all concerned.

Procedures

- During the student induction, students are advised on who to talk to if they have a problem i.e. their teacher or the Director of Studies about their classes; the Administrative Team

about their accommodation, the social programme or if they have any personal problems of any kind; and any member of staff for any other general queries who will direct their query or problem to the relevant staff member. During the induction tour on their first day in the school they are introduced to some of these staff and shown where to find the others.

- At the end of their first week at the school students attend a short “Arrivals” meeting where they are asked about their stay, and asked to complete an end of week one Feedback Form. The intention here is to find out early if the student is dissatisfied in any way with their stay here.
- In their final week, students are asked to complete an End-of-course questionnaire about their stay at Yorkshire College. The students are invited to rate and comment on classes and teaching, administration, the social programme, their accommodation, the school in general and any other information or suggestions on how we can improve that they would like to feedback to us. We have varied the mechanism used to collect this information. At times we have used a google form; other times we have used hard copies.
- Each week a selection of those who are leaving from each class are asked to attend a “Leavers” Meeting with the Director of Studies. During this meeting students are encouraged to feedback on things they liked and things they didn’t like about the school and their stay here. This includes suggestions for improvement. Leavers’ Feedback Questionnaires are normally completed by the Thursday before the student’s departure. They are checked by the Director of Studies and any issues such as an unhappy student are dealt with immediately.

3. Data from the Leavers’ Feedback as well as from the End of Week One and End of Course questionnaires are compiled and analysed by the management team at Yorkshire College.

Trends are noted and necessary action is planned for future Courses.

4. This feedback is stored in a feedback folder.

5. Staff Feedback mechanisms

We use google forms to collect feedback from staff. This is collected at the end of each course.

19. Complaints and Suggestions Policy and Procedure

Aims:

- To listen to all complaints and suggestions.
- To enable staff and students to be able to make complaints and suggestions.
- To resolve problems in the best way possible.
- To use complaints as an opportunity to review and improve the service we offer.
- To consider and, if practicable, act on suggestions.
- To provide an opportunity at Staff Meetings for staff to bring up any issues under Any Other Business.
- To tell students verbally during their induction about Yorkshire College Complaints Procedure.
- To provide all students with an opportunity to give feedback (including complaints and suggestions) on Week One Questionnaire, Leavers' Questionnaire and in tutorials.
- To ask a selection of students for suggestions on improvements to the service provided by Yorkshire College at the weekly "Leavers' Meeting".
- To feedback information gathered at the Leavers' Meeting to staff and act on any complaints, and where possible, suggestions.
- Where possible, to see any students making a negative comment on the Leavers' Questionnaires before they leave.

- For the Management Team, homestay hosts and other staff to review all student comments in the Leavers' Questionnaires and act on suggestions where possible.

Yorkshire College welcomes feedback from students. Informal and formal complaints are taken seriously and staff will follow standard school procedures (see below) when dealing with them. We will respond to your feedback and any complaints you may have promptly and courteously, and communicate our response to your suggestions.

If you are unhappy with any aspect of your education you should address your concerns directly to your teacher first. If you feel that you cannot speak to your teacher, you can speak to the Director of Studies and/or administrative team. If the issue remains unresolved or requires further attention, the complaint can be escalated to the school CEO/Director. In the event that the concern persists or requires external intervention, complaints can be escalated to **Education Skills and Funding Agency (ESFA)** below and complete this [enquiry form](#) ,

Complaints Team

Education and Skills Funding Agency

Cheylesmore House

Quinton Road

Coventry

CV1 2WT

For complaints that are not related to your education you can speak to the administrative team, who are always based in the reception area.

This can be done in person or by email (info@theyorkshirecollege.com) or you could fill in the complaint form. **Complaint forms are available from the reception.**

Acknowledging your complaint:

Administrative Team will respond to your complaints within 24 hours of receiving it.

How do we deal with student's complaints?

Teacher, Timetable or Class

Where possible, we ask students to see their teacher if they are unhappy with their class or level. However, if they are embarrassed, or the problem is with their teacher, they can speak to the Director of Studies, who will inform them of the proposed action (see below).

The Director of Studies will discuss the problem with the teacher concerned and identify possible solutions. If necessary, the Director of Studies will observe the class, and if deemed necessary undertake a second observation. The Director of Studies, where appropriate, will also give support to both the teacher and student/s.

If the students are still unhappy, the Director of Studies may move the teacher to a more suitable class. If the problem is due to a personality clash, it may be possible to move the student to another class at the same level.

All the above stages will be recorded and added to the student's profile.

The school makes every effort possible to resolve any complaints received from students within 24 hours. Where possible, action will be taken to resolve the complaint and, where necessary, procedures will be amended to satisfy the complaint. Where no action is taken the student will be advised of the reason for this. A full record of the complaint and any action taken will be kept in the complaints file. In the event of a matter being unresolved an external independent adjudicating panel would be set up with a legal representative above.

The Academy Premises or Student Services

Complaints about the school's premises, student services including social activities, airport transfers, bookings, support staff will be made to the Administrative Team. They will listen to the students and then take any appropriate action required.

Accommodation

Complaints about accommodation will be made to the Administrator who deals with Accommodation Providers and Homestay.

For homestays, the Administrator will try to resolve any concerns by talking with the homestay host.

For the residence, the Residence Accommodation Coordinator will talk with the residence provider to resolve any concerns.

If the problem is serious with the homestay provider, the Administrator will visit the provider. In extreme cases, the homestay provider will no longer be used. All complaints are filed with the homestay provider's details. For serious complaints, the student is asked to fill in the School's complaints form. Any complaints in this area need to be dealt with confidentially and sensitively.

Please note that there can also be occasions where the homestay provider has reason to complain about a student. In this case a similar procedure to the above will be followed.

For the residence accommodation, any maintenance issues are reported by Yorkshire College to the residence provider, so that their maintenance team can resolve the issues. Depending on the type of maintenance issue, the provider should resolve these within 24, 48 hours or within 1 week. The timeframe to resolve the issue will be given to Yorkshire College's staff who will then communicate this to the students.

How we are kept informed all stakeholders (parents/guardians):

The school directly communicates with parents or guardians via email, keeping them informed about the progression of the complaint and the steps being taken to address it.

Recording of Complaints

Complaints of all categories will be added to the student's profile.

What is the timeframe for dealing with students' complaints?

- Respond to the complaint/feedback within 24 hours
- Follow-up with relevant stakeholders and resolve within 24 hours, if resolvable.
- If escalated to Senior Management, carry out investigation within a few days and report back to the students on the outcome (resolution/or future consideration)

20. Staff Recruitment Policy

At Yorkshire College, we incorporate Safer Recruitment procedures into all aspects of our recruitment procedure. We have a well-planned, structured and transparent process with consistent application. Our aim is to deter the wrong people from applying and prevent the wrong people from being appointed.

Job descriptions and person specification documents:

- Safeguarding responsibilities of the role are clearly defined.

Advertising:

- All job advertisements state the school's commitment to safeguarding and the promotion of student welfare for under 18s. All stakeholders are expected to share this commitment.
- It is made clear that a DBS check, or local police check for candidates based overseas, will be carried out, there should be no gaps in CVs and that references will be checked.

Shortlisting candidates:

- Shortlisting is done with the person specification in mind.
- When possible, shortlisting is done by two people working independently who then compare to compile a fair and transparent shortlist of candidates.

Interviews:

- After selection from application forms or CVs received in response to advertisements, applicants are invited to face-to-face interviews, or Outlook when overseas. Interviewees are sent the job description and safeguarding policy in advance.
- All applicants are informed before their interview that we will follow up references, we require a DBS disclosure or overseas police check, all gaps in CVs must be accounted for, and proof of identity and qualifications will be required.
- Interviews are conducted by the appropriate manager.
- For each position a set of interview questions is created and includes safer recruitment questions. All staff members involved in recruitment have access to examples of safer recruitment questions along with examples of responses which would cause concern.

- The interviewers complete an interview form during the interview to assess the applicant's suitability. The completed form is filed in the successful applicant's personnel file. Copies of their passport and original certificates are checked.
- Notes and details of unsuccessful applicants are not kept on file for more than 6 months after the interview.

References:

- Yorkshire College recognises the importance of references in providing an indicator of future performance.
- References are collected from the most recent employer and/or places that are similar to the work for which the applicant has applied.
- If they are not on the CV, the applicant is asked for referee contact details at the interview and the interviewer contacts the referees by telephone or email shortly after the interview.
- Any causes for concern that arise from a reference are followed up with the applicant.
- When the position involves working with under 18-year-olds at least one reference question asks directly about suitability to work with under-18s.
- Members of staff are welcome to consult their online files at any time.
- A position offered to a successful applicant is always subject to references and an enhanced DBS check or police check.

Pre-appointment checks:

- All applicants undergo an enhanced DBS check or an overseas police check before they commence their employment.
- A record of all checks is kept on a single central record of all staff.
- Staff members for all positions may be able to work but cannot supervise students under 18 years old without the presence of a DBS-checked staff member until such time that the DBS is available.
- In some cases, it may not be possible to obtain an overseas criminal record check, for example, if a country does not offer this service to non-citizens or if they have insufficient infrastructure to be able to do this. In such cases, a third reference is sought with all three referees asked to comment on the candidate's suitability for working with under-18s.
- When a previously employed member of staff returns to work for Yorkshire College; further checks are carried out. If the staff member has been living/working abroad, a

police check is requested; if still resident in the UK a DBS check is carried out. Further references will also be taken.

Selection:

- Applicants are informed of the results of the interview within a week. Confirmation of fixed term and pay is given in writing with a contract and full terms and conditions to follow before the date of employment. All unsuccessful interviewees are informed by email.

Post selection:

- A date is arranged for the recruit to have an informal meeting with the line manager. The purpose of this is for the manager and recruit to get to know each other and for the manager to plan the deployment of the recruit based on their strengths. The recruit is also told about child safeguarding and fire awareness training to be completed online before commencement of employment.
- Teachers are timetabled in to classes based on experience and range of levels. They are also matched with suitable teachers based on experience in the school.
- Full induction takes place at Yorkshire College prior to the commencement of the course. Staff are asked to complete a form giving details of next of kin and bank details, and the Children's Act 1989 Self-declaration form. A copy of their passport and any certificates is taken and originals are checked. Their line manager goes through the induction checklist and procedures with them.

21. Equal Opportunities Policy

We are committed to creating a harmonious environment in which our employees and students are treated with equality and respect. We recognise that discrimination and bullying are unacceptable and we ensure that nobody is treated less favourably due to their age, race, religion or belief, disability, gender/gender reassignment, sexual orientation or maternity.

If you, as a course participant, feel that you, or anyone else, have been bullied or discriminated against in any way please inform a member of staff immediately.

The success of Yorkshire College as an organisation depends upon the effective use of the

abilities of each of our employees. With this in mind, the school is committed to providing equality and fairness for all recruitment applicants and employees and not to discriminate against anyone because of their gender (including sex, marital status and gender reassignment), race (including ethnic origin, colour, nationality and national origin), disability, sexual orientation, religion, belief or age. In addition, Yorkshire College will not discriminate against anyone who is associated with another individual who is protected under equality legislation. We oppose all forms of unlawful and unfair discrimination.

All employees will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. The school is also committed to preventing discrimination of any type against its employees by third parties such as, suppliers, customers and the general public.

The responsibility for upholding this commitment is shared by, and is intended to benefit, every employee.

Wherever it is practical, Yorkshire College will make any reasonable changes to the work environment or work practices that prove necessary to ensure that employees with special needs, including those with a disability, are given the same opportunity as able-bodied individuals in fulfilling their roles effectively.

Breaches of our Equal Opportunities Policy by an employee will be regarded as misconduct and could lead to disciplinary proceedings. If an employee has any concern, personal or otherwise, about discrimination, they should speak to the Director of Studies for confidential advice. Allegations of discrimination by an employee will be handled promptly, seriously and in confidence through Yorkshire College Disciplinary Policy and Procedure.

22. Privacy Policy & Data Protection

By submitting an application to Yorkshire College, the Student agrees to the storage of their personal details, including sensitive personal data, in Yorkshire College's administrative systems, whether on paper, computer or any other medium and to the usage of that information for Yorkshire College's purposes only.

We process personal information to enable us to provide education and training, welfare,

safety and educational support services, to administer school property, to maintain our own accounts and records, for administration and the organisation of events. Our processing also includes the use of CCTV to maintain the security of the premises and to prevent and investigate crime.

Personal information about Students processed by Yorkshire College will include their full name, contact details and, where appropriate, those of their parents, guardian, agent or sponsor. We will also keep data about their education, health, welfare, accommodation, travel, passport/national ID, visa, finances and fees. We will keep this information secure at all times as necessary to run our business, deliver their education and ensure their welfare and safety. We will sometimes need to share the personal information we process with other organisations in the UK or overseas. We will only share all or part of a Student's personal information when:

- It is necessary for the provision of services involving external suppliers (e.g. accommodation, transfer, etc.).
- It is legally required or lawful to do so.
- In the event of a medical emergency if it is necessary to protect their health or the health of others.

The student consents to their personal data being stored, processed and shared by Yorkshire College in this way.

Students agree that copies of their regular reports on their academic progress and performance (including attendance and absence records) can be supplied to parents, sponsors or agents without prior notification.

On the first day of the student course, they must give us their passport (or ID card if they are residents of the EU/EEA). We will copy it and return the original to them.

We will ask the student to provide us with certain personal information. It is the student's responsibility to advise Yorkshire College of any amendments to that information while they are enrolled with Yorkshire College.

Yorkshire College will process and share personal information provided by Students in

accordance with the Data Protection Act 2018 and any other applicable data protection legislation.

Promotions

Any promotion or discount is just for the initial agreement, and this must be entirely paid in advance to apply.

The promotions and discounts do not apply to accommodation or any service provided by a college's supplier.