

Welcome to Rose of York



Information for Parents / Guardians of Young Learners (Under-18s)

Dear Parent/Guardian

Thank you for choosing Rose of York Language School. We hope your child is looking forward to studying with us and that s/he will learn a lot of English in classes, through the social events and by being completely immersed in the language.

This pack is designed to give you all the information you need and to answer any questions you may have about your child's course and accommodation with us in London. Please read it together with your child / ward.

There are also a number of forms that you need to complete and documentation that you must return to us before your child departs for London, in order to meet our Safeguarding, registration and compliance requirements. Please note that these forms will be provided at the time of enrolment and can also be found at the end of this pack (Appendix I – IV)

We very much look forward to welcoming your child and hope that s/he enjoys his/her learning experience at Rose of York Language School, London.

Yours sincerely

Director of Studies (and Designated Safeguarding Lead – DSL)

General Information for Young Learners

Rose of York primarily caters for students over the age of 18 throughout the year. During the summer months we have a number of Young Learner courses for students aged 12 years upwards.

We welcome young learners and the energy that they bring, however, it must be understood that we do not provide 24-hour supervision for students over 14 years, therefore, it is very important for parents / guardians to consider whether their children are adequately emotionally developed to act safely and responsibly during their time at Rose of York.

Please note that students aged 16 and 17 may study in classes with adults while children under 16 will study with students aged 12 – 15 years (Juniors) only.

Students aged 12 – 15 MUST stay in suitable homestay accommodation on a full board meal plan (with breakfast, dinner and a packed lunch provided by the homestay). Students aged 16 and 17 MUST stay in suitable homestay accommodation on a half board meal plan (with breakfast and dinner provided by the homestay). All homestay hosts accommodating students under 18 undergo criminal record checks and the main host has an enhanced DBS check.

Children under the age of 14 will always be accompanied on their way to and from school and will be supervised 24 hours a day. However, children over 14 will not be supervised during their free time, e.g. between the end of lessons at the school and returning to the homestay, subject to their parents' / guardians' consent (Appendix Ia or Ib). The school will show your child the safest route to and from school.

The school has rules regarding the latest time under-18s can return to their homestay in the evening. This information can be found on our Parental / Guardian Consent Form (Appendix I). You can choose an earlier time for your child to return to the homestay if you wish.

All our classes are taught by qualified teachers who follow the communicative approach, encouraging interaction, lots of fun activities and speaking practice. We cover the four skills of reading, writing, speaking and listening as well as focussing on vocabulary – including functional language, grammar and pronunciation. The main aim is for students to be able to communicate accurately and fluently in a variety of everyday situations.

If you arrange your child's accommodation (e.g. to stay with a family member), you must provide us with the UK address and the full contact details of the parent / guardian in the UK. (Appendix I)

Lunches are not included in the fees for students aged 16 and 17. Please understand that your child is responsible for buying lunch. You should ensure that your child has enough money to pay for lunches (£5-£8 per day).

The school's social activities programme is not compulsory, nor is it specifically designed for under-18s. Certain activities are not suitable for students under 18. However, the school aims to provide a number of activities which are suitable for under-18s and during the summer we offer a daily social activities programme for Juniors (please see Sample Timetable - Appendix IV).

All school social activities are supervised by school staff who can assist students attending the activity. However, it should be understood that students attending social activities are expected to arrange their own travel home. We strongly advise all students under 18 to return to their homestay with a friend, or preferably by taxi, particularly when it is dark. Students under 16 cannot attend social events in the evening; they have a separate social programme which is specifically designed for younger learners.

Please ensure that your child has money for transport in and around London. Detailed information about transport costs is included on all accommodation booking confirmation letters. We strongly advise parents of students aged 16 and 17 to organise taxi transfers from the airport to their homestay to avoid any problems upon arrival in the UK.

All students under 16 years of age **MUST** book our return airport transfer unless they are travelling with a named adult relative or guardian. All students under 18 travelling alone **MUST** have provided a completed Parental / Guardian Travel Consent Form prior to departure to London. This form is provided at the time of enrolment and can be found in in Appendix II of this document.

We endeavour to liaise with parents, guardians and registered agents whenever there are concerns about a student under 18.

Emergency Contact details

If you need to contact the school Monday to Friday 08:00-18:00, please call +44 (0)20 7580 9888 or email: enquiries@roseofyork.com

Outside these hours, please call the 24-hour emergency number on +44 (0)7551 484 563

In case of unforeseen emergency situations, please check our Facebook page for updates: www.facebook.com/Rose-of-York-Language-School-53869141131/

Insurance

Please ensure that your child has adequate and suitable travel and health insurance. We need to see proof of this before your child departs for London. Please send a scan via email to us and give your child the original to bring with her/him because we need to see and copy it, while your child will need it in case of emergency or accident.

Visa

Please ensure that your child has the right visa for his/her stay and study in London. Again, we will need to see proof of this before departure to London – please email a scanned copy. We will also need to see proof of identity in the form of either a passport or ID card if s/he is an EU national.

Please do not hesitate to contact us before or during your child's stay if you have any questions regarding the course, accommodation or your child's safety in London.

Dear Student

We want you to have an enjoyable and informative time at Rose of York London. Please follow the guidelines below to ensure that you, your classmates and the other students at the school have a pleasant and safe experience. Please read this together with your parent / guardian.

School / classroom rules

- Please arrive on time, classes start at 9am. There is a 15-minute rule – students cannot enter the classroom if you are more than 15 minutes late, you have to wait at school and join your class after break.
- Under 18s must sign in at reception before going to class.
- Turn off your phone and put it in your bag unless the teacher asks you to use it in class.
- Be respectful to your classmates and the teacher.
- Speak only English inside the building.
- Do not smoke or drink alcohol.
- Phone the school, or ask your homestay to call if you are sick or late. We have a duty of care and are required to monitor the attendance of all students under 18. We must follow procedure if a student is late and/or has not made contact with the school.
- Speak to your teacher or any of the welfare staff if you have any questions or problems.
- You may only drink water while you are in the classroom.
- Do not leave the building without permission from the Designated Safeguarding Lead (DSL) or accompaniment by a delegated adult.

Homestay rules

- Be respectful to your homestay family.
- Respect the “house rules” at your homestay.
- Tell your homestay your mobile/cell phone number.
- Save your homestay’s mobile/cell phone number and the school emergency phone number in your mobile/cell phone.
- Before you go out, tell your homestay where you are going and when you will be back.
- Tell your homestay if you are going to be late for dinner.
- If you are 12 or 13 years old, do not leave your homestay without a delegated adult.
- If you are 14 or 15 years old, do not leave your homestay after dinner in the evening. Depending on the agreement with your parent(s)/guardian(s) and your homestay, you may be able to leave the homestay during the day at the weekend. If you do, you **MUST** come back for dinner.
- If you are 16 or 17 years old, you **MUST** return to your homestay by your curfew. Tell your homestay if you will be late arriving home. There must be a good reason for this unusual and unexpected situation.
- Keep your bedroom tidy.

If you have a problem, please tell your homestay, the Accommodation Officer or your teacher.

Please note: IF YOU DO NOT RESPECT THESE RULES, YOU MAY BE ASKED TO LEAVE the school and/or your homestay and return to your home country. We will contact your parent / guardian in the event of any misconduct or behaviour that is deemed unacceptable.

CODE OF CONDUCT

Code of Conduct for Students

- No knives or other weapons
- No drugs – unless prescribed by a doctor for a medical condition, these must be handed in on arrival for safe and appropriate storage and dosage
- No alcohol or cigarettes
- No bullying or harassment, either verbal or physical
- No fighting or swearing
- No stealing
- Students must show respect to all staff, other students and homestays at all times
- No mobile phones to be used during English classes unless permitted by the teacher
- Travel in pairs or groups rather than alone. If you need to use a taxi, ensure it is a licenced taxi. You can ask a delegated adult to book one for you.

Code of Conduct for homestay hosts

- Inform students in advance if hosts wish to clean or inspect the student's bedroom
- Exchange mobile phone numbers with under 18s and remind them to contact you if they will be late
- Contact the school (Accommodation or Welfare Officer) if you experience any problems or have any concerns about a student you are hosting.
- Prepare an evening meal at an agreed time every evening, and remind the student to arrive on time for this meal.

Frequently Asked Questions (FAQs) for Students and Parents / Guardians

1. What do I need to bring?

- Your passport, ticket, school and transfer details, visa, insurance documents, a passport photo.
- Enough clothes for the length of your stay. Remember that you will have access to laundry facilities once a week. Although it is summer, the weather can be very changeable so please bring a warm jumper and waterproof jacket and walking boots as well as suitable summer clothes.
- You will need to have enough money for lunches, travel costs and souvenirs of your trip.
- Bring pens and a notebook for your classes.
- A mobile phone (and/or a camera).
- Any necessary medication – we will need to have parental consent for this, and a detailed explanation of the condition and the dosage required. (Appendix I)
- A laptop if you think this is necessary, the school has appropriate facilities and Wi-Fi. Please request Wi-Fi on your application form if you require this to be available at the homestay.

2. What will happen at the weekends?

There is a planned excursion every Saturday. You will be given all necessary details about this well in advance. On Sundays, you will spend a free day with your homestay or unsupervised (subject to age and parental consent, Appendix III). Please note that children under 14 will not be permitted to spend time without a responsible adult delegate being present.

3. Where will I live?

Most of our homestay accommodation for young learners is situated in Zone 3 and Zone 4 – which are quieter zones around London with excellent transport links to the city centre and to school. Homestays in these zones are usually more spacious. The homestays provide you with your own bedroom and bathroom facilities, which are either private or shared with other family member/s. Homestay accommodation is also available in Zone 2, which is closer to the city centre. (You will be able to select your preferred Zone on your application form.)

4. What safety procedures are in place?

As stated in our Safeguarding policy, the school has strict guidelines for all staff, students and homestays to follow. We carefully monitor the attendance of all young learners to ensure their safety. If you do not arrive for class, we will contact you immediately and if we cannot find you we will follow our missing students' policy. Please see a summary of our Safeguarding policy and familiarise yourself with all our policies which are included in this pack (Appendix V). Full policies can also be found on our website www.roseofyork.com.

5. What happens if I am unwell?

The school has Welfare and First Aid Officers who are trained in First Aid to take care of any minor injuries or illness. **Our staff and homestay providers may provide and administer non-prescription medications such as paracetamol as necessary, for example if a child complains of a headache or a sore throat, unless we are advised by parents / guardians not to do so.** (Appendix I). In the event of a more serious illness or accident, you will be accompanied to a local pharmacy, doctor or a hospital Accident & Emergency department for treatment by a healthcare professional.

6. What happens at the airport? How will I recognise the staff?

On arrival - staff at the airport will display a sign with your full name and the logo of the school at the arrivals hall of the airport. You should check the name and ID of the person collecting you. We will provide you with these details before departure and, if possible, we will advise you of the specific location for this meeting.

On departure – children under the age of 16 must be accompanied to the check-in desk at the airport. We can arrange airport transfer with assisted check-in – there is an extra charge for this service. Please contact us for further information. Rose of York liaises with parents / guardians and registered Overseas Partners whenever there are concerns about a student under 18.

7. Who do I talk to if I have any questions or feel unhappy?

The school has a Designated Safeguarding Lead (DSL) and a Welfare Officer who are available every day to discuss any problems or questions you may have, just go to reception and ask to speak to somebody. Young Learners also have a meeting every week with the DSL to discuss any welfare issues, remind you about safety in London and check that you are happy here. If you want to talk to a more familiar face, you can always talk to your homestay hosts, teachers or any other staff with whom you feel comfortable.

8. What happens on my first day at school?

Before 9.15am – arrive at school and hand in your passport photo to reception for your student card with our contact details.

9.15am – take your placement test.

9.15-10am – during the test you will have a speaking test with a senior member of the teaching staff who will also discuss your individual learning plan with you.

10-10.30am – you will have a thorough induction of the school which will cover school rules, fire safety, attendance policy, important telephone numbers, key staff etc.

10.30-10.45am – you will be given a short tour of the school and surrounding area, collect your student card and receive details of your class and level.

10.45-11am – break time

11am – 12.30pm – lesson (please see the sample timetable, Appendix IV, for a daily breakdown).

At the end of your course you will receive an end of course certificate showing your level and a progress report with information about your performance.

We look forward to meeting you, and wish you a safe journey. See you soon!

Please see appendices over the page, please note that the forms in Appendix I – IV are provided at the time of enrolment or you can contact the school to request the individual documents.

Appendix Ia is for students aged 16 or 17 and Appendix Ib is for students under 16, please ensure you complete the appropriate consent form for your child/ward.

APPENDIX Ia – students aged 16 or 17 years

Parental / Guardian Consent Form – students aged 16 or 17

This form must be completed by the parent/guardian of any student aged 16 or 17 applying for a place on an English course at the school.

Student and course information		Please complete all sections below in BLOCK CAPITALS.	
Full name:			
Date of birth:	Age:	Sex: M / F	
Mobile/cell number:	E-mail address:		
Course start date:	Course end date:		
If Rose of York has arranged your child/ward's accommodation, the following curfew will apply:			
Students aged 16 and 17 must return home every evening by 10:00pm (at the latest) Sunday to Thursday and 11:00pm (at the latest) on Friday and Saturday, unless otherwise agreed by us well in advance. We may allow students to visit relatives in London, please contact us before arrival.			
If you wish for your child to arrive home before the above curfew, please indicate the time below. Sunday to Thursday (weekdays): Friday and Saturday (weekend):			
I give consent for my child/ward to:		Please tick as appropriate.	
travel to and from the airport independently	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
travel independently between the school and accommodation	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
study in classes with students aged 18 and over	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
be placed in homestay accommodation which may have guests aged 18 and above	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
participate in our social events programme with our activity leader(s)	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
organise their own free time outside school hours but return home before the curfew	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
If we did not arrange your child/ward's accommodation, please complete the section below:			
The child's full UK address:			
Host's full name:		Host's e-mail address:	
Host's telephone number:		Host's mobile/cell number:	

Please provide your child/ward's full flight details:

(flight number, departure airport, scheduled departure time, destination airport, scheduled arrival time)

Arrival:	Departure:
<p>I wish for Rose of York to arrange a return taxi transfer service for my child/ward. YES <input type="checkbox"/> NO <input type="checkbox"/></p>	

We strongly recommend that students aged 16 and 17 book a return airport taxi transfer service unless they are travelling with a named adult relative or guardian.

If we DID NOT arrange your child/ward's journey (arrival to/departure from the UK), please complete the section below:

<p>By public transport (tube / bus / coach / train) Please circle as appropriate and provide:</p> <ul style="list-style-type: none"> • arrival and departure details • the name and mobile/cell number of the person making the transfer 	Arrival:	Departure:
<p>By private arrangement / private transfer Please circle if appropriate and provide:</p> <ul style="list-style-type: none"> • arrival and departure details • the name and mobile/cell number of the person making the transfer 	Arrival:	Departure:

Your child/ward's health

Please tick as appropriate. If you tick 'Yes', please provide further details.

Does he/she have any allergies?	YES <input type="checkbox"/> <i>please give details:</i>	NO <input type="checkbox"/>
Does he/she have any conditions or illnesses requiring medical treatment, including medication?	YES <input type="checkbox"/> <i>please give details including the name of each illness or medical condition:</i>	NO <input type="checkbox"/>
Is he/she taking any medication at the moment?	YES <input type="checkbox"/> <i>for each medication, please state the name, the form (e.g. tablets, liquid etc.), the dose (e.g. 2 tablets, 10ml), how your child/ward takes the medication (e.g. by mouth, by inhaler) and how often your child/ward takes the medication (e.g. after breakfast and dinner, every four hours, as needed):</i>	NO <input type="checkbox"/>
<i>Please continue on a separate sheet if necessary.</i>		
I give permission for my child/ward to self-administer the medication named above under the supervision of a responsible delegate.		YES <input type="checkbox"/> NO <input type="checkbox"/>

Does he/she have any special dietary requirements?	YES <input type="checkbox"/> (please give details):	NO <input type="checkbox"/>
Does he/she have any disabilities or learning difficulties?	YES <input type="checkbox"/> (please give details):	NO <input type="checkbox"/>
Your child/ward's health (continued) <i>Please tick as appropriate.</i>		
I agree to inform the school of any change in my child/ward's health before his/her arrival at the school.	YES <input type="checkbox"/>	NO <input type="checkbox"/>
I give permission for staff and homestay providers to provide and administer non-prescription medications such as paracetamol as necessary, for example if my child/ward complains of a headache or a sore throat.	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Medical treatment in case of illness and emergencies		
I agree that if my child becomes ill they should be attended by a doctor or hospitalised or operated on in an emergency if deemed necessary by a qualified doctor, and may be given medication according to a qualified doctor's advice in an emergency.	YES <input type="checkbox"/>	NO <input type="checkbox"/>

Additional information <i>Please use this space to tell us any other relevant information about your child/ward.</i>
.....
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.....

By signing below, I agree to the following:

- My child/ward will abide by the curfew (please see page 1 of this document).
- My child/ward understands and will follow the rules relevant to his/her stay in London.
- Any information I have provided about my child/ward's health will be shared with their homestay / teacher / group leader / doctors and other medical professionals where relevant.
- I give my consent for the school / homestay / group leader to act on my behalf in case of a medical emergency.
- I give the school / homestay / group leader permission to give my child/ward named medication when necessary.
- I understand that my child/ward will not be supervised outside of the school and the homestay.

Rose of York reserves the right to use any photos or videos taken at the school or during social activities for marketing and promotional purposes. Please notify us in writing if you do not wish for us to use your child/ward's photos or videos in this way.

Details of the child's parent/guardian:			<i>Please complete all sections below in BLOCK CAPITALS.</i>		
Full name:				Sex: M / F	
24-hour contact number (mobile/cell):		E-mail address:			
Mother tongue:	Other languages spoken (if applicable):		Level of English (if applicable):		
Full home address:			Date:	Signature:	

Details of the child's parent/guardian in London (if different from above):			<i>Please complete all sections below in BLOCK CAPITALS.</i>		
Full name:				Sex: M / F	
24-hour contact number (mobile/cell):		E-mail address:			
Mother tongue:	Other languages spoken (if applicable):		Level of English (if applicable):		
Full home address:			Date:	Signature:	

If the child's parent/guardian does not speak English, please provide the details of an English speaker known to the parent/guardian who may be contacted in an emergency:			<i>Please complete all sections below in BLOCK CAPITALS.</i>		
Full name:				Sex: M / F	
24-hour contact number (mobile/cell):		E-mail address:		Level of English:	
Relationship to child's parent/guardian:					

Please do not hesitate to contact us if you have any questions.

School telephone: [+44\(0\)207 580 9888](tel:+44(0)2075809888) E-mail: enquiries@roseofyork.co.uk

24-hour emergency telephone number: [+44\(0\)7551 484 563](tel:+44(0)7551484563)

Appendix Ib – students under 16 years old

Parental / Guardian Consent Form – students under 16 years old

This form must be completed by the parent/guardian of any student aged under 16 years old applying for a place on an English course at the school.

Student and course information		<i>Please complete all sections below in BLOCK CAPITALS.</i>	
Full name:			
Date of birth:	Age:	Sex: M / F	
Mobile/cell number:	E-mail address:		
Course start date:	Course end date:		
If Rose of York arranged your child/ward's accommodation, the following curfew will apply:			
Students aged under 16 years old must return home by the homestay's specified dinner time every day, unless otherwise agreed by the school well in advance. We may allow students to visit relatives in London, please contact us before arrival.			
If you wish your child to be home before the above curfew, please indicate the time/s below. Sunday to Thursday (weekdays): Friday and Saturday (weekend):			
I give consent for my child/ward to:		<i>Please tick as appropriate.</i>	
stay in suitable homestay accommodation arranged by the school (age 12+)	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
travel to and from the airport with a responsible delegate (age 12+)	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
travel between the school and their accommodation with a responsible delegate (age 12+)	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
travel between the school and their accommodation unsupervised (age 14+ only)	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
leave the homestay unsupervised during their free time but return home before the curfew (age 14+ only)	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
participate in leisure/sports activities inside and outside the school with responsible delegates (age 12+)	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
If we did not arrange your child/ward's accommodation, please complete the section below:			
The child's full UK address:			
Host's full name:	Host's e-mail address:		
Host's telephone number:	Host's mobile/cell number:		

Please provide your child/ward's full flight details: <i>(flight number, departure airport, scheduled departure time, destination airport, scheduled arrival time)</i>		
Arrival:	Departure:	
I wish for Rose of York to arrange a return taxi transfer service for my child/ward.		YES <input type="checkbox"/> NO <input type="checkbox"/>

All students aged under 16 years old MUST book a return airport taxi transfer service unless they are travelling with a named adult relative or guardian.		
If we DID NOT arrange your child/ward's journey (arrival to/departure from the UK), please complete the section below:		
By public transport (tube / bus / coach / train) <i>Please circle as appropriate and provide:</i> <ul style="list-style-type: none"> • arrival and departure details • the name and mobile/cell number of the guardian making the transfer 	Arrival:	Departure:
By private arrangement / private transfer <i>Please circle if appropriate and provide:</i> <ul style="list-style-type: none"> • arrival and departure details • the name and mobile/cell number of the guardian making the transfer 	Arrival:	Departure:

Your child/ward's health <i>Please tick as appropriate. If you tick 'Yes', please provide further details.</i>		
Does he/she have any allergies?	YES <input type="checkbox"/> <i>please give details:</i>	NO <input type="checkbox"/>
Does he/she have any conditions or illnesses requiring medical treatment, including medication?	YES <input type="checkbox"/> <i>please give details including the name of each illness or medical condition:</i>	NO <input type="checkbox"/>
Is he/she taking any medication at the moment?	YES <input type="checkbox"/> <i>for each medication, please state the name, the form (e.g. tablets, liquid etc.), the dose (e.g. 2 tablets, 10ml), how your child/ward takes the medication (e.g. by mouth, by inhaler) and how often your child/ward takes the medication (e.g. after breakfast and dinner, every four hours, as needed):</i> <i>Please continue on a separate sheet if necessary.</i>	NO <input type="checkbox"/>
I give permission for my child/ward to self-administer the medication named above under the supervision of a responsible delegate.		YES <input type="checkbox"/> NO <input type="checkbox"/>

Does he/she have any special dietary requirements?	YES <input type="checkbox"/> (please give details):	NO <input type="checkbox"/>
Does he/she have any disabilities or learning difficulties?	YES <input type="checkbox"/> (please give details):	NO <input type="checkbox"/>

Your child/ward's health (continued)		<i>Please tick as appropriate.</i>	
I agree to inform the school of any change in my child/ward's health before his/her arrival at the school.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
I give permission for staff and homestay providers to provide and administer non-prescription medications such as paracetamol as necessary, for example if my child/ward complains of a headache or a sore throat.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Medical treatment in case of illness and emergencies			
I agree that if my child/ward becomes ill they should be attended by a doctor or hospitalised or operated on in an emergency if deemed necessary by a qualified doctor, and may be given medication according to a qualified doctor's advice in an emergency.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

Additional information	<i>Please use this space to tell us any other relevant information about your child/ward.</i>
<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	

By signing below, I agree to the following:

- My child/ward will abide by the curfew (please see page 1 of this document).
- My child/ward understands and will follow the rules relevant to his/her stay in London.
- Any information I have provided about my child/ward's health will be shared with their homestay / teacher / group leader / doctors and other medical professionals where relevant.
- I give my consent for the school / homestay / group leader to act on my behalf in case of a medical emergency.
- I give the school / homestay / group leader permission to give my child/ward named medication when necessary.

Rose of York reserves the right to use any photos or videos taken at the school or during social activities for marketing and promotional purposes. Please notify us in writing if you do not wish us to use your child/ward's photos or videos in this way.

Details of the child's parent/guardian: <i>Please complete all sections below in BLOCK CAPITALS.</i>			
Full name:			Sex: M / F
24-hour contact number (mobile/cell):		E-mail address:	
Mother tongue:	Other languages spoken (if applicable):	Level of English (if applicable):	
Full home address:		Date:	Signature:

Details of the child's parent/guardian in London (if different from above): <i>Please complete all sections below in BLOCK CAPITALS.</i>			
Full name:			Sex: M / F
24-hour contact number (mobile/cell):		E-mail address:	
Mother tongue:	Other languages spoken (if applicable):	Level of English (if applicable):	
Full home address:		Date:	Signature:

If the child's parent/guardian does not speak English, please provide the details of an English speaker known to the parent/guardian who may be contacted in an emergency: <i>Please complete all sections below in BLOCK CAPITALS.</i>			
Full name:			Sex: M / F
24-hour contact number (mobile/cell):		E-mail address:	Level of English:
Relationship to child's parent/guardian:			

Please do not hesitate to contact us if you have any questions.

School telephone: +44 (0)207 580 9888 E-mail: enquiries@roseofyork.co.uk

24-hour emergency telephone number: +44 (0)7551 484 563

Appendix III

**Parental / Guardian agreement for unsupervised free time –
students aged 14 and 15 years**

By signing this agreement, I give permission for my child/ward to travel around London unsupervised during his/her free time, subject to the following rules:

- Tell the homestay where s/he is going and what time s/he will return.
- Tell the homestay who s/he is going with.
- Give the homestay his/her correct mobile/cell phone number.
- Save the homestay's correct phone number in his/her mobile/cell phone.
- Contact the homestay at least once while s/he is out.
- Return to the homestay on time for dinner.
- Contact the homestay immediately if s/he will be late for dinner.
- Do not leave the homestay after dinner in the evening.

Please tick ONE box:	
My child/ward can travel around London alone during his/her unsupervised free time.	YES <input type="checkbox"/>
My child/ward must be accompanied by at least one friend (aged 14+) when traveling around London during his/her unsupervised free time.	YES <input type="checkbox"/>

Signed by Parent/Guardian:

Name:

Date:.....

I understand and agree to follow the rules above.

Signed by student:

Name:

Date:

Appendix IV

SAMPLE TIMETABLE

	MORNING 9:15 - 12:30 (break 10:45 - 11:00)	AFTERNOON Lunch 12:30-1:30 Activity from 1:30	EVENING 45 minute lesson until 4 - 4:30 (depends on afternoon activity)
MONDAY	Placement test, induction, introduction to staff and classmates.	Orientation walk around the area. 	Return to school for a round-up lesson on social activity and vocabulary review.
TUESDAY	English lesson. Introduction to this week's project. 	British Museum/ Natural History Museum. 	Return to school for a round-up lesson on social activity and vocabulary review.
WEDNESDAY	English lesson and group web quest for the project.	Horse riding in Regent's Park. 	Return to school for a round-up lesson on social activity and vocabulary review.
THURSDAY	English lesson and practising presentation skills.	Tennis. 	Return to school for a round-up lesson on social activity and vocabulary review.
FRIDAY	English lessons and presentation of group project. A prize is awarded to the most informative.	Royal London: Buckingham Palace, Horse Guards' Parade, The Mall. A picnic in Hyde Park.	Return to school for a round-up lesson on social activity and vocabulary review. 
SATURDAY	 Harry Potter Museum		
SUNDAY			Free day...

Appendix V

1. HEALTH AND SAFETY POLICY

Your safety is a priority for us, and the school maintains high standards in this area. We comply with all relevant legislation regarding Health and Safety. The particular arrangements cover, in detail, issues such as fire safety and we conduct careful risk assessments to ensure that the whole building is safe, and we maintain a high standard of hygiene throughout the building.

As part of our Social Activities, we take care to ensure that any potential risks are considered and all necessary steps are taken to reduce the likelihood of problems (risk assessments are carried out when necessary). First Aid Boxes are situated in the main Reception. First Aid Kits are available for use on educational/social programme visits and activities. These policies are kept up to date and reviewed annually.

2. FIRST AID POLICY

It is a Rose of York policy to provide First Aid support to someone if they are injured or become unwell in school, and to ensure that the school complies with the Health and Safety (First Aid) Regulations 1981.

Our policy ensures that there is at least one trained First Aider in the school who will provide First Aid support as and when necessary, please check posters for information about who this is. Please note that First Aiders are not legally permitted to give any medication to students.

If the First Aider feels that further medical assistance is required, they will arrange for an ambulance to be called. All First Aiders have attended an approved British Red Cross Emergency First Aid at Work course in First Aid and undertake yearly refresher courses.

There is a First Aid box at Reception. All qualified First Aiders are responsible for replenishing the First Aid boxes and ensuring that it contains all necessary equipment and that the equipment is not out of date.

All new staff are provided with information at induction on how to obtain First Aid assistance and who the qualified First Aiders are. First Aid notices naming the qualified First Aiders are on display in communal areas around the school.

If someone is injured, becomes unwell and needs help, the nearest First Aider should be contacted, and asked to attend. The First Aider will assess the situation, provide help, and request assistance from other First Aiders if necessary, and stay with the casualty until they are recovered or make arrangements for further medical assistance if they deem this necessary. The nearest hospital A&E department is at University College Hospital, Euston Road, NW1 2BU.

If the First Aider does not deem the situation to be an emergency but the casualty does need to go to the hospital then we will call a taxi. Either the First Aider will remain with the casualty and accompany them to the hospital or they will ask a friend or other appropriate member of staff to stay with them. When appropriate or if asked to by the casualty, we will contact their next of kin.

3. FIRE SAFETY PROCEDURE

It is imperative that all staff and students are aware of the procedures in the event of a fire. Please read these instructions and familiarise yourself with the location of the fire alarms and exits.

If you discover a fire:

Set off the alarm

Call the fire brigade immediately by dialing 999 and report the fire

Our full postal address is:

14 Hallam Street
London
W1W 6JG

IN THE EVENT OF A FIRE PLEASE DO NOT TAKE ANY PERSONAL RISKS

Evacuate the building:

When the alarm is sounded **ALL** staff and students must leave the building immediately. Use the nearest safe fire exit and remember to close all windows and fire doors behind you. You should not waste time by collecting personal belongings.

FAMILIARISE YOURSELF WITH THE EXITS

Basement:	Steps up from basement into Hallam Street
Ground Floor:	Main front door
Kitchen:	Through the window marked Escape Route
4 th Floor:	Through the fire door into the Hallam Hotel and assemble outside
4 th Floor:	Alternative exit – go through the window in the small office at the back

Please note: the kitchen exit and the 4th floor alternative exit should only be used in the event that you are unable to gain access to the front door or the 4th floor fire door safely.

Assembly Point: Outside The Stag's Head Pub (Turn right out of the front door and meet at the end of Hallam Street on the right hand side).

Please note that the electric fuse box is located in the basement toilet and there are boilers in both ladies' toilets on the 1st and 3rd floor.

4. COMPLAINTS PROCEDURE

Complaints at Rose of York are rare. In the event that a student of Rose of York has a complaint, there are two procedures, one for academic complaints (defined as complaints that refer to issues partially or wholly under the control of the student's teacher/teachers), and one for non-academic complaints (defined as all other complaints except those that refer to issues under the control of the student's teacher).

At Rose of York we pledge:

- to listen to all complaints, taking them seriously and treating them confidentially whenever possible;
- to assess all complaints objectively and appropriately, including seeking independent evidence or agreement of any factual information presented in a complaint whenever appropriate;
- to take the most appropriate course of action to deal with the complaint, considering the views of all parties involved.

Procedure for Academic Complaints

Academic complaints are rare, and most students are very happy with their teacher and lessons. However, if you have a complaint about the teacher or the lessons you should follow the procedure below. This includes complaints about the teaching methodology, the content / syllabus being taught, the classroom atmosphere and the quality of the teaching. If you feel your lessons are too easy, or boring, or you have problems working with other students, follow this procedure:

Stage 1) Begin by discussing the issue with your class teacher. It's a good idea to do this after a lesson in private, if possible. If it cannot be resolved in this way, or you would prefer not to discuss it with your class teacher, please refer to stage 2.

Stage 2) Ask for an Academic Complaints Form at Reception, complete it and return it to reception in a sealed envelope. This form will be received and completed by the Director of Studies and put in the Complaints Logbook. You are entitled to see how the complaint is recorded and make amendments if you wish. Your complaint will be treated confidentially if possible. Note that in order to deal with an academic complaint the Director of Studies may need to discuss it with your teacher. If it is not necessary to do so, the Director of Studies will not inform the teacher which student made the complaint. If necessary, the Director of Studies will tell the teacher which student made the complaint. If s/he thinks it necessary, the Director of Studies will make an appointment to meet you, either to explain the course of action that has been taken, or to find out more information before proceeding.

Stage 3) If you are not satisfied with the outcome of Stage 2, please make an appointment to meet the Director of Studies to discuss the complaint further. S/he will try to resolve the problem, taking more direct action if necessary. If the Director of Studies feels it necessary, s/he may make an appointment for you to meet the Managing Director to discuss your complaint.

Stage 4) If you are not satisfied with the outcome of Stage 3, you should contact the English UK, which is an independent organisation, to seek further advice. On the English UK website, www.englishuk.com, you can download a Student Complaints Procedure Information Sheet.

Procedure for Non-Academic Complaints

If you have a complaint that refers to non-academic issues, including (but not restricted to) the school premises, accommodation issues, resources, and members of staff apart from a student's class teacher(s):

Stage 1) Begin by speaking to the school's Non-academic Complaints Officer informally (Reception staff will tell you who this is). S/he can provide initial advice, or may be able to resolve the situation quickly and easily.

Stage 2) If the issue cannot be resolved quickly, the Officer will suggest that you complete a Non-academic Complaints Form. This form will be completed by the Non-academic Complaints Officer and put in the Complaints Logbook. You are entitled to see how the complaint is recorded and make amendments if you wish. Your complaint will be treated confidentially if possible. Note that this may not be possible in some instances (for example if you are complaining about your homestay accommodation, and you are the only student staying there). The Officer may have further questions to ask you before proceeding. S/he will also make another appointment to meet you at a later date to explain the course of action that has been taken, and to find out if you are happy with the outcome.

Stage 3) If you are not satisfied with the outcome, the Officer may take one of several courses of action, including making an appointment to meet the Managing Director to discuss your complaint. If after meeting with the Managing Director you are still dissatisfied with the outcome you can contact the independent organisation English UK www.englishuk.com or the British Council www.britishcouncil.org to seek further advice, or taking the matter further with other relevant authorities. The Officer will always check with you before taking any of these courses of action.

Rose of York will keep records of all complaints. All complaints are private and confidential and Rose of York will secure any personal information we collect to prevent loss, misuse, unauthorised access or disclosure.

5. BEHAVIOUR POLICY

Rose of York Abusive Behaviour Policy

Rose of York provides a safe environment, which is comfortable for all students to study in and staff members to work in. Abusive behaviour will not be tolerated.

Abusive behaviour (or Abuse) is understood as being any behaviour intended to hurt or upset physically or emotionally. This includes, but is not limited to:

- physical violence or causing physical pain or discomfort of any kind
- sexual harassment, including physical and verbal abuse
- bullying and intimidation

- threats of any kind
- name calling or laughing at someone
- distributing false information with malicious intent
- intentional exclusion of someone from an activity and intentionally ignoring someone or refusing to work or interact with someone when this is required as part of their course of study
- making someone to do something unwillingly

Procedure for Dealing with Abusive Behaviour

If anyone is subjected to any abusive behaviour they must report it to a member of staff, who will tell the Director of Studies. The DoS will investigate all complaints and accusations further by discussing the incident(s) sensitively and confidentially with everyone involved. If abusive behaviour has occurred, it will be recorded and those responsible will have to apologise to those affected. The school will also remind everyone of the school policy on abusive behaviour and its consequences, including the possibility that those responsible will be excluded from a class, suspended or asked to leave the school permanently.

If those responsible are under 18, their parents / guardians will be contacted immediately and informed of the behaviour and the penalties imposed by the school.

In the event that extreme abusive behaviour (any abusive behaviour involving dangerous physical damage or where the law has been broken) is thought to have been committed, the Director of Studies will contact the police and immediately suspend the suspected person/s responsible until the police complete their enquiries.

6. EQUALITY POLICY

Rose of York is a centre of cultural and linguistic diversity that celebrates the variety of ethnic and cultural heritage of its students and teachers, recognising all as equals. Our staff carefully follow the provisions of the following acts, as well as all the laws of the United Kingdom regarding equality of opportunity and opposition of discrimination, both within the learning environment, and on the premises of the school as a whole:

- The Sex Discrimination Act 1975
- The Race Relations Act 1976
- The Disability Discrimination Act 1995
- The Education Acts of 1996 and 1997
- The Equality Act 2010

As such, we oppose all and any negative discrimination on the grounds of sex, race, disability, nationality, ethnicity, class, age, religion, sexuality and employment status. Any incidence of reported negative discrimination either witnessed by staff or reported to staff will be investigated and dealt

with appropriately. This may include issue of a verbal warning, a written warning, or in extreme cases, suspension, exclusion and even criminal prosecution of those who ignore or break the laws.

7. DISABILITIES POLICY

Rose of York welcomes students with minor disabilities. Please inform us at the application stage if you (as a prospective student) or someone you are applying on behalf of (as a sponsor) has any known disability that may affect their course of study or the course of study of other students. Due to the nature of the building and the limited resources of our small school, we regret that we cannot accept students with a number of severe disabilities. Please see below for specific details, or contact us for more information.

Visual and auditory impairment

We are able to provide support for students with minor visual or auditory impairment, both in the classroom and on the premises. However, our courses are not suitable, and we lack the necessary support resources for the totally blind or deaf. Please let us know at application stage if you, or someone you are applying on behalf of, suffer from any visual or auditory impairment that will need assistance.

Physical Disabilities and Wheelchair Users

Rose of York School is currently located in a Georgian terrace house. This means that there are a number of staircases in the building and at the entrance, some of which are narrow. There is no lift in the building. Any students who find it difficult to climb stairs will find it difficult to use the premises. Due to the number of staircases both in the building and at the entrance, we regret that our premises are not suitable for clients in wheelchairs.

Dyslexia, Dyspraxia, Dyscalculia and Similar Learning Difficulties

We are able to accept students with mild learning difficulties, such as the above, and may be able to accept students with more severe learning difficulties, depending on the exact needs of the student and the type and extent of the learning difficulty / difficulties. Please let us know at application stage if you, or someone you are applying on behalf of, suffer from any learning difficulties that you suspect or believe will need assistance. It will also be very useful for the teachers of students with learning difficulties to see copies of any psychologist's reports provided for the students (translated into English, if possible). Please submit these at the application stage. In the event that a student's learning difficulties are found to be more severe than initially estimated, and it has a significant effect on that student's course of study or the course of study of other students in the same class, we will provide guidance and pastoral support for that student to the best of our ability and training. On occasion, it may be necessary to pursue alternative arrangements for the student in question, such as advising the student to transfer to an alternative institution that has the capability to deal with such learning difficulties.

Mental Health Difficulties

Although we try our best to provide a high quality service, we do not have the resources to accept clients with significant mental health problems. Please let us know at the application stage if you, or anyone you are sponsoring, have any known mental health difficulties that may affect the course of learning or the course of learning of other students / trainees.

8. SAFEGUARDING POLICY SUMMARY (please see the full policy on our website)

Policy Statement

Who are we?

Rose of York Language School is a small school based in central London that teaches English to international students aged 12 years upwards.

What is Safeguarding?

Safeguarding is a broad term that means 'looking after' and Rose of York takes its responsibility to safeguard any children and vulnerable adults learning at the school seriously.

It is the responsibility of everyone within the organisation, including teachers, other school staff and students, to report any concerns about risks or incidents of abuse or exploitation of children and vulnerable adults to a Designated Safeguarding Lead (DSL).

Who is responsible?

The key personnel are:

Director of Studies (Designated Safeguarding Lead – trained in Advanced Safeguarding)
Head of Operations / Welfare Officer (Designated Safeguarding Lead – trained in Advanced Safeguarding)
Accommodation Officer (Safeguarding Officer – trained in Level 2 Safeguarding)
Student Services Officer (Safeguarding Officer – trained in Level 2 Safeguarding)

However, all staff are responsible for the Safeguarding of students and are trained in Basic Safeguarding awareness.

Telephone numbers:

Rose of York Language School: +44 (0)207 5809888

Emergency 24-hour school telephone: +44 (0)7551 484563

Emergency Services: 999 (or 112) ChildLine: 0800 1111 NSPCC: 0808 800 5000

Classes

All teachers, members of staff and group leaders are DBS-checked (or the equivalent) and inducted by one of the Safeguarding Officers on their first day. All staff receive a copy of this Safeguarding summary document.

All students are given an induction on their first day at Rose of York and a placement test ensures they study in a class appropriate to their level of English (based on the CEFR scale).

Contact

Students are all issued with a Student card on arrival; this has all of the School's contact details. The parents/guardians also know this information because it is included on the Parental Consent Form for Under 18s.

Parental Consent Forms

Every student under 18 must have a completed Parental Consent Form before they start their course.

CCTV

There is CCTV throughout the school, which is under surveillance by the Managing Director.

Risk Assessments and Health & Safety

These are carried out on a regular basis in line with Health and Safety guidelines.

School Rules

- These are given during the first day induction, including information on staff members, school rules, available facilities at the school, health and safety, and evacuation and first aid procedures
- The rules and emergency contact details are further promoted in the Student Handbook, online publicity and on posters around the school
- Social Programme: ages are clearly marked if for over 18 years only (e.g. pub night)

Airport Transfers

- Rose of York strongly recommends organising airport transfers for under 18s and it is compulsory for under 16s if travelling without a responsible adult.
- The school works with a provider who only uses trained, licensed and DBS-checked drivers.
- As soon as a taxi transfer is booked and confirmed, the School sends a confirmation document to the student/parent/agent with instructions, contact numbers of the transfer company, the School and the School's emergency phone.
- Any problems are directed to the Accommodation Officer.

Rose of York allows 16 and 17 year olds to travel independently from their entry point in the UK to their accommodation providing the details of how they do this are given on the Parental Consent form.

Welfare meeting (alternate Tuesdays)

- Advising under 18s on their first day, making an appointment for them with the DOS/DSL.
- Highlighting it in the U18s Additional Information booklet on the student's first day.

Accommodation

- From the various types of accommodation offered, under 18-year-old individuals are only offered homestay accommodation.
- All accommodation placements meet British Council guidelines.
- The School ensures that under 16s are not placed in the same accommodation where they will have to share facilities with over 18 students, the School always endeavours not to place under 18s in mixed gender homestays
- Curfews*: the School ensures that under 18s return by curfew times by informing the homestays and group leaders (under 16s at their homestay's specified dinner time / 16 & 17 year olds at 10pm from Sunday to Thursday and 11pm on Friday and Saturday).
- Homestays/residence staff and accommodation providers are made aware of the Safeguarding Policy.

*If under 18s do not return to their homestay by curfew time and they have not advised the school, group leader or their homestay, the school will default to the Missing Student Policy.

Aims of the Safeguarding Policy

The central aim of the policy is to ensure the safety and well-being of students in line with Safeguarding legislation. The DSL's main responsibility is to implement the policy by raising awareness amongst staff members and other adults who work with under 18s.

Main Aims:

- To educate students on how to keep safe and how to recognise behaviour that is not acceptable.
- To recognise and support any child or vulnerable adult who has been subject to abuse.
- To ensure that all staff employed at the school understand their responsibility to be alert to signs of child abuse and to refer any concerns to the Designated Safeguarding Lead (or any of the Safeguarding Officers (SO) if the DSL is unavailable).
- To ensure that new staff are only appointed when all the appropriate checks have been made in line with the safer recruitment procedure.
- To deal appropriately with every suspicion or complaint of abuse.
- To design and operate procedures which promote this policy.
- To design and operate procedures, which, so far as possible, ensure that teachers and others who are innocent are not prejudiced by false allegations.
- To be alert to the medical needs of children and vulnerable adults with medical conditions.
- To take all practicable steps to ensure that school premises are as secure as circumstances permit.
- To assess the risk of all students being drawn into terrorism, including support for extremist ideas that they are part of (refer to our Prevent Policy)
- To identify students who may be vulnerable to radicalisation, and know what to do when they are identified (Prevent Policy)

- To have regard for and awareness of Section 17 and Section 47 of The Children Act 1989 – a duty to safeguard and promote the welfare of children.

This policy applies to all staff, including senior managers, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of Rose of York.

Rose of York expects a strong Safeguarding ethos amongst all adults working with children.

We will do this by implementing and reviewing the arrangements recorded within this policy – under the following headings:

1. **Code of Conduct** – for children and staff
2. **Safer Working Practice for Staff**
3. **Safer Recruitment** - recruiting staff safely, ensuring all necessary checks are made
4. **Staff Training** - ensuring that staff with specific Safeguarding responsibilities receive certified training and that all staff working within the company receive Basic Awareness Safeguarding training
5. **Welfare and Implementing Safeguarding** – implementing security procedures, providing staff and students with appropriate safety equipment and protection, valuing, listening to and respecting children, sharing information about Safeguarding with children, parents and relevant agencies
6. **Recognising Child Abuse**
7. **Handling Allegations** - implementing clear procedures for responding to concerns and allegations

This policy will be reviewed annually.

1. Code Of Conduct

Rose of York wishes to protect both staff and children/vulnerable adults from any behaviour/action which might be misinterpreted and, therefore, has set out the following principles:

Code of Conduct for Staff

All staff are encouraged to demonstrate exemplary behaviour in order to promote children's welfare and reduce the likelihood of allegations being made. The Code of Conduct for staff allows the school to maintain a positive culture and climate.

Rose of York staff Safeguard the students and are required to set and maintain high standards of personal behaviour, and to adhere to the following Code of Conduct:

DO:

- behave appropriately at all times and be an excellent role model to under 18 students; including appearance, dress code and appropriate use of language

- wherever possible, work in an open environment and be visible to others when working with young people e.g. avoiding private or unobserved situations
- always put the welfare of students first and be alert to signs of abuse or information that suggests abuse
- report any concerns and suspicions and pass on relevant information to the Designated Safeguarding Lead
- be aware, as far as practically possible, of the support agencies available to young or vulnerable people e.g. Childline and the NSPCC
- maintain a safe, professional distance in all relationships with learners, e.g. if a learner makes sexual approaches or suggestions, tell them that this is inappropriate, explain why and remove yourself from the situation and inform the Designated Safeguarding Lead
- treat young and vulnerable people with dignity and be fair. It is important to encourage learners to respect each other's boundaries and so help them to develop their own sense of rights, as well as helping them to know what they can do if there is a problem
- give enthusiastic and constructive feedback rather than negative criticism
- actively prevent learners from accessing any form of inappropriate material via the Internet and social networking sites by having a filtering device installed on school premises
- promote and exemplify core British values of democracy, the rule of law, individual liberty and respectful tolerance of different faiths or beliefs. (see our Prevent Policy)
- educate students on E-Safety:
 - do not give personal details or photos to anyone online (e.g., full name, contact details)
 - do not meet with someone you have only met online as it could be dangerous
 - do not accept messages, emails or open files from someone you do not know or trust as some can contain viruses or unpleasant messages
 - do not to believe all online information as some may be untrue
 - if something makes you feel uncomfortable or worried, tell a parent, homestay or staff member.
- keep a written record of any injury that occurs, along with the details of any treatment given
- secure parental consent in writing to act in loco parentis, if the need arises to administer emergency first aid and/or other medical treatment

In relation to accommodation

- Inform students in advance if you wish to clean or inspect their bedrooms
- Use licensed taxi drivers who are DBS-checked

Code of Conduct for Students

- No knives or other weapons
- No drugs – unless prescribed by a doctor for a medical condition, these must be handed in on arrival for safe and correct storage and dosage
- No bullying or harassment, either verbal or physical
- No fighting or swearing
- No stealing
- Students must show respect to all staff and other students at all times
- No mobile phones to be used during English classes unless permitted by the teacher.

2. Safer Working Practice For Staff

Responsibilities

The DOS and Head of Operations at Rose of York are the Designated Safeguarding Leads (DSL) and are responsible for all Safeguarding issues which arise, their recording as well as staff training. The DSL will receive support from the other Safeguarding Officers to ensure that matters are dealt with in accordance with this policy.

All staff have a personal responsibility to ensure that they conduct themselves in line with the Code of Conduct, to be vigilant and report any concerns they observe personally or to respond in line with this policy to a disclosure or allegation. Staff will not be penalised for reporting any concerns and their report will remain confidential.

Social media

Students should be aware of the Internet Safety Policy. They should know how to stay safe online and should not visit Internet sites, make, post, download, upload or pass on material, remarks, proposals or comments that contain or relate to any information which may be offensive to other students, teachers, staff or homestays.

3. Safer Recruitment

To ensure unsuitable people are prevented from working in our organisation:

- Job advertisements will make explicit reference to the commitment of the organisation to Safeguarding, including the requirement for an Enhanced Disclosure & Barring Service check.
- Job descriptions will be supplied to all staff.
- Applicants will be assessed by at least one member of senior management.
- Applicants will be asked about gaps in work history
- All candidates will be interviewed by senior management, preferably in person; Skype will be used for applicants who are not in the UK at any time during the recruitment period. All interviews will include questions to find out the applicant's motivation for and experience of working with children

- The original documents of all forms of ID will be seen by a member of the Rose of York management staff.
- Two confidential references will be provided.
- Qualifications will be evidenced and copied.

4. Staff Training

All staff are required to complete the online Basic Awareness Course provided by the North Yorkshire Safeguarding Children Board and complete Prevent online training.

All staff will be provided with the Rose of York Staff Handbook at induction.

Specific training on Safeguarding practice and policy will also be provided.

5. Welfare And Implementing Safeguarding

School security procedures

Attendance

Students are registered on a daily basis and if any student is missing, the school will follow the procedure set out in the Missing Student Policy.

Visitors

Any visitors must sign in at reception and be issued with a Visitor's badge (to be returned when they leave the building).

Accommodation

Homestays /residence staff and accommodation providers are made aware of the Safeguarding Policy. Homestays understand that it is their responsibility to contact the school's Accommodation Officer in the event of any problems or concerns.

If under 18s do not return to their homestay by curfew time the school will default to the Missing Student Policy.

Students understand that it is their responsibility to contact the homestay if they are going to be late for dinner (if applicable) or if they think they will miss their curfew, and give reasons.

Risk Assessments and Safety Equipment for Activities

Risk Assessments are done for all activities offered by Rose of York. Risk assessments also serve to ensure that activities are age appropriate.

In case of accidents and injuries – there are at least two trained First Aiders in the school who can administer basic First Aid.

Behaviour and Discipline

Both staff and students are given clear codes of conduct to adhere to, in writing and prior to their appointment/arrival. Staff and Student rules are reiterated and made clear during induction on their first day.

Internet Safety and Access

All Internet users shall NOT visit Internet sites, make, post, download, upload or pass on material, remarks, proposals or comments that contain or relate to the following:

- Promoting discrimination of any kind
- Promoting racial or religious hatred
- Promoting illegal acts
- Pornography (including child pornography)
- Any other information which may be offensive to other students, teachers, staff or homestays.

The Multi-National Environment and PREVENT

Rose of York is a multi-national and multi-cultural environment, where students are able to broaden their horizons, make new friendships and develop greater understanding of each other through mixing with others from different countries and cultures.

Rose of York understands its responsibilities under the Counter Terrorism & Securities Act 2015 to prevent all people of different ages being radicalised or drawn into terrorism and seeks to meet its obligations by educating staff in the terminology and risks covered by the Act. (See the Prevent Policy).

Should you be concerned about the change in behaviour or if you notice any signs which could indicate the need of help or protection for any student or member of staff please report this to your teacher, the Designated Safeguarding Lead/s, the Welfare Officer or any other responsible adult (usually a member of staff or your homestay, if you feel more comfortable doing this).

6. Recognising Child Abuse

Child abuse can take four forms, all of which can cause long term damage to a child: **physical abuse, emotional abuse, neglect, sexual abuse** (including abuse of trust – Sexual Offences Act 2003).

Signs of Abuse

If any member of staff, homestay or another student suspects any form of child abuse, they should report it to the DSL. Confidentiality should be respected wherever possible.

7. Handling Allegations

Responding to allegations or suspicions

It is not the responsibility of anyone working for Rose of York to decide whether or not child abuse has taken place. However, there is a responsibility to act on any concerns by reporting these to the appropriate officer (DSL) or the Local Safeguarding Children Board (LSCB).

Rose of York assures all staff that it will fully support and protect anyone, who in good faith reports his or her concern that a colleague is, or may be, abusing a child.

Concerns about suspected abuse/disclosure by a child or young person:

- Any suspicion that a child has been abused by a member of staff or by another student should be reported to the Designated Safeguarding Lead (DSL) who will take such steps as considered necessary to ensure the safety of the child in question and any other child who may be at risk. Staff will complete a Record of Concern Form.
- The DSL will refer the allegation to the relevant agencies such as the LSCB or the Police.
- The parents or guardians of the child will be contacted as soon as possible **following advice from the LSCB.**

Disclosures made by children or vulnerable adults

Encourage the child to TED – Tell, Explain and Describe. Listen calmly without interrupting and do not ask questions except for clarification purposes. Tell the child that you will have to tell somebody else. Make notes/record everything that is said and done, no matter how trivial it may seem.

Confidentiality

The welfare of the child is paramount and every effort should be made to ensure that confidentiality is maintained for all concerned. Privacy and confidentiality should be respected where possible but if doing this leaves a child at risk of harm then the child's safety has to come first. Legally, it is fine to share information if someone is worried.

Bullying and Harassment

All staff remain vigilant to make sure any cases of bullying, be they verbal, physical or social, are reported and dealt with. Forms of bullying that are illegal may be reported to the police.

Action if bullying is suspected

If bullying is suspected (by students or staff), the same procedure should be followed as set out in 'Responding to allegations or suspicions' above.

9. INTERNET SAFETY POLICY

- Make sure you really know everybody on your ‘friends’ list. If you don’t, you should ‘unfriend’ them or stop all contact with them.
- Don’t give out private information you would normally just give friends, e.g. address. Remember that it is easy to hide your real identity on the Internet; therefore you should ‘unfriend’ or stop all contact with unfamiliar people.
- Make sure you know how to use and set privacy and security settings. If you need help, please ask your parent, homestay or teacher to help you.
- If you ever receive a message from a stranger, make sure you know what to do in these situations. If you need help, please tell a parent, homestay or teacher about them immediately. DO not send any messages to strangers.
- Do not arrange to meet somebody offline who you have only met online Tell your parent, homestay or teacher if anyone tries to meet you.
- If people in your group of friends are ever unkind to each other, to you, or to other people, online or on phones, please tell your parent, homestay or teacher about it.
- If anyone at your school, or anyone else you know, has taken naked or sexy photos and sent them to other people, or if you have received photos like that, please talk to your parent, guardian or teacher about this.
- All Internet users shall not visit Internet sites, make, post, download, upload or pass on material, remarks, proposals or comments that contain or relate to the following:
 - Promoting discrimination of any kind
 - Promoting racial or religious hatred
 - Promoting illegal acts
 - Pornography (including child pornography)
 - Any other information which may be offensive to other students, teachers, staff or homestays.

Prevention of radicalisation and extremism - please also refer to our Prevent Policy.

Please be aware that you could be targeted for radicalisation because you are a student from another country. If you or any other students are approached by people with unwanted extreme opinions, wanting to get you involved, please let us know immediately and do not enter into any interaction with them.

Rose of York promotes democracy, the rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs. We encourage students to respect one another and to respect and tolerate all differences. It is the school’s responsibility to keep our students safe and equip them for life in a modern multi-cultural society.

Rose of York aims to create an environment where all students and staff feel safe and supported and we do not allow display or promotion of inappropriate materials or organisations. There is no place for the voicing of extremist views of any kind in our school, whether they are from external agencies or from internal sources – students, staff or homestay. Our students see the school environment as a safe place where controversial issues, if mentioned at all, can be explored safely and where our teachers encourage and facilitate this – the school has a duty to ensure this happens.

For more information about staying safe on the Internet and how to use it responsibly, please follow this link: www.saferinternet.org.uk

10. CONFIDENTIALITY AND PRIVACY POLICY

Rose of York is committed to ensuring the privacy and confidentiality of all students, staff and other clients and partners is protected and kept securely.

We pledge the following:

- that we will collect and use personal information of students, staff and partners lawfully, according to the Data Protection Act;
- that we will not sell, lease or share personal information of students, staff and partners to outside parties unless we have your permission to do so or are required to do so by law;
- that we will keep the personal information of students, staff and partners accurate and protect it against loss, theft or unauthorised access;
- that we will only collect and use personal information of students, staff and partners in order to provide the best possible service to all parties, to and also to enable us to maintain accurate statistical information on our students and staff.

All Rose of York students, staff and partners may exercise their right to:

- view the information that we hold on them;
- ask us to remove their details from mailing lists;
- update information we hold on them to ensure it is accurate.

By submitting their application to Rose of York Language School, either online, in person or through postal correspondence, applicants are consenting to the use of personal information as described above. By choosing to work for us or with us, teachers and partner organisations are consenting to the use of personal information as described above.

Our Use of Cookies

Cookies analyse web traffic or visits to a particular site, allowing applications to respond to you as an individual. Such applications can better cater for your needs, likes and dislikes by gathering and remembering data about your personal preferences. We may use cookies only to identify which pages are being used by customers. This helps us to improve the service we provide to customers and potential customers. Most web browsers are set by default to accept cookies automatically, but you can modify your browser setting to decline these cookies if you wish.

Links from our Website(s) to Other Websites

Our website(s) may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

11. PREVENT POLICY

No.	Policy item	Involving
1	<p>Statement</p> <p>Rose of York Language School understands its responsibilities under the Counter Terrorism & Security Act 2015 to reduce the likelihood of people of all ages being radicalised or drawn into terrorism and seeks to meet its obligations in the ways shown below, after setting the context.</p>	Everyone
2	<p>Context</p> <ul style="list-style-type: none"> • Rose of York accepts students aged from 16 years upwards, throughout the year and from many different countries around the world. Occasionally, usually in the summer months (May-September), Rose of York also runs courses for students aged from 12 years. • In its busiest weeks, the school may have 120 students, 15 staff and work with 30 homestay providers. • The school has always promoted a multi-cultural environment where respect for and tolerance of others' beliefs is required. • The school is located in central London with a multi-cultural local population. 	
3	<p>Strong Leadership</p> <ul style="list-style-type: none"> • Responsibility for ensuring Prevent Duty is met is with the Managing Director of Rose of York Language School. • Responsibility for the Prevent risk assessment / action plan and policy lies with the Designated Safeguarding Lead/s (DSL). • The DSL's duties are to ensure delivery of an effective risk assessment / action plan and policy as outlined here. • Due to the structure of Rose of York, the Lead person duties are shared between the Director of Studies and the Operations Manager. 	Lead person/s for Prevent (DSL)
4	<p>Risk Assessment of current situation and Action Plan for future</p> <p>A risk assessment / action plan has been produced, showing what is already being done and what still needs to be done. It will be reviewed and updated at least annually.</p>	DSL
5	<p>Working with local partners</p> <ul style="list-style-type: none"> • Make and maintain contact with the local police/local authority Prevent Co-ordinator (Mark Chalmers, Westminster) to understand his role and the support available (eg via the Channel process). • Make contact with the local authority to ascertain other useful local agencies. • Develop local area Prevent links with other similar organisations. • Share information with all local organisations as appropriate. 	DSL
6	<p>Understanding terminology</p>	To be transmitted to all staff,

	<p>Radicalisation: act or process of making a person more radical or favouring of extreme or fundamental changes in political, economic or social conditions, institutions or habits of the mind.</p> <p>Extremism*: holding extreme political or religious views which may deny right to any group or individual. Can be expressed in vocal or active opposition to</p> <p>Core British values, including</p> <p>(i) democracy (ii) the rule of law (iii) individual liberty (iv) respectful tolerance of different faiths or beliefs.</p> <p>*NB: Extremism can refer to a range of views, such as racism, homophobia, right-wing ideology, as well as any religious extremism.</p>	<p>students, homestays, group leaders and any other adults.</p>
7	<p>Understanding risk of extremism</p> <ul style="list-style-type: none"> • Staff, students and other adults (group leaders, homestays etc) may arrive at school holding extremist views or, • whilst part of the school, some adults may be influenced by a range of factors: global events, peer pressure, media, family views, extremist materials via hard copy or online, inspirational speakers, friends or relatives being harmed, social networks. • People who are vulnerable are more likely to be influenced. • Their vulnerability could stem from a range of causes: loss of identity or sense of belonging, isolation, exclusion, mental health problems, a sense of injustice, personal crisis, being a victim of hate crime or discrimination, bereavement. 	<p>To be transmitted to staff</p>
8	<p>Ways to counteract risks</p> <ul style="list-style-type: none"> • Promote a safe and supportive international environment via clear expectations of accepted behaviours and those, including extremism, that will not be tolerated. • Exemplify core British values through documents given to students, notices around school, via stand-alone classes on British culture and traditions on arrival and via curriculum. Approach is to educate that this is how things are in the UK, which may be different from your country. • Where possible, develop critical awareness and thought to counter accepting extremism without question, especially of online material. • Challenge radical or extremist views in any context (formal or informal) via stated procedures. In most situations, this would require an immediate response, referring to the international environment of the school and tolerance expected (see the staff and student handbooks for expected procedures), then reporting concerns – see Section 10. • Be ready to react when world or local events (e.g. 9/11) cause upset and the likelihood of conflicting feelings being expressed. Prevent lead to take initiative in these situations. • Have (strong) filters on IT equipment and clear rules on accessing extremist / terrorist websites / uses of social networks to exchange extremist / terrorist views. • Ensure that extremist speakers do not use premises to distribute material or expound views; have system in place for vetting any visiting speakers/presenters. 	<p>DSL to ensure:</p> <p>(a) training for all staff, students, homestays, group leaders and any other adults so that</p> <p>(b) delivery is effective.</p>

	<ul style="list-style-type: none"> • Staff and homestays get to know the students, their home circumstances and friendship groups. Through knowing students well, it is easier to spot changes in their behaviour. • Staff and homestays to be observant and vigilant in noticing any signs of radical or extremist behaviour. • Welfare and all staff and homestays to work hard supporting any students identified as vulnerable. 	
9	<p>Training</p> <ul style="list-style-type: none"> • Documents and face to face training ensure staff understand this policy: <ol style="list-style-type: none"> i) understand context and expectation of Prevent. ii) their duty to implement the policy. iii) understand terminology and risks associated with radicalisation and extremism. iv) how to identify and support vulnerable students. v) ways the school will counteract risks. vi) signs to notice that may cause concern. vii) know the lead Prevent person and procedures for communicating concerns. viii) know the importance of their own behaviour and professionalism in (a) being exemplars of British values and (b) not expounding their personal views to students on sensitive matters – see Code of Conduct policy. • Training materials are adapted to ensure that homestay hosts understand the section of the policy they need to be aware of. • Students and group leaders must be made aware of the key parts of the policy: <ol style="list-style-type: none"> a) Understanding terminology. b) The importance of maintaining a supportive and tolerant society within the school. c) What core British values are and why they are considered important. d) Any changes to school rules, particularly those regarding IT e) That they must report any concerns/incidents and the procedure for that. 	<p>DSL to prepare materials to suit each group being trained:</p> <p>All staff</p> <p>Students</p> <p>Homestays</p> <p>Group leaders</p>
	<p>Signs that may cause concern</p> <ul style="list-style-type: none"> • Students talking about exposure to extremist materials or views outside school. • Changes in behaviour, e.g. becoming isolated. • Fall in standard of work, poor attendance, disengagement. • Changes in attitude e.g. intolerant of differences / having a closed mind. • Asking questions about certain topics (e.g. connected to extremism). • Offering opinions that appear to have come from extreme ideologies. • Attempts to impose own views / beliefs on others. • Use of extremist vocabulary to exclude others or incite violence. • Accessing extremist material online or via social network sites. • Drawings or posters (eg in accommodation) showing extremist ideology / views / symbols. • Students voicing concerns about anyone <p>N.B. any concerns related to a person under 18 are safeguarding issues and should be dealt with by the Designated Safeguarding Lead (DSL) or reported to any Safeguarding Officer. The LSCB should be contacted where necessary.</p>	<p>DSL to ensure all adults are aware of the signs.</p>

10	<p>How and when to react to concerns</p> <ul style="list-style-type: none"> • Everyone is given the name and contact details of the DSL or Safeguarding Officer/s, if the DSL is not available. • Confidentiality assured for the person reporting the incident. • Everyone told to report any concern or incident, however small. • Reassurance that all will be dealt with sensitively and carefully. 	DSL to ensure everyone has this information
11	<p>Policy Preparation and review</p> <p>Policy prepared by Director of Studies (after consultation with staff, associated outside agencies and English UK consultant) in April 2016.</p> <p>Policy will be reviewed after 12 months or earlier if there are changes in relevant legislation or in response to any significant incidents or changes in circumstances.</p>	DSL