

Welcome to Rose of York

We hope that you will enjoy your time at the school, improve your English and make many new friends. Rose of York is a very friendly school, where students of every nationality can study together and enjoy life in London. In this handbook you will find useful information about the school and life in London, but if you need any further information please come to see us, we are always happy to help.

Your first day

You should arrive by 9am on your first day. You will take a level test and attend an induction. It is important to attend as you will get lots of useful information.

Teachers and Reception Staff

All lessons are taught by fully qualified teachers. In addition to the lessons, the school also offers a lively social programme, which in recent months has included visits to the Houses of Parliament, a visit to watch a television programme being filmed, quiz evenings and some fantastic parties. Rose of York students can also get free internet access, watch DVDs in the library or have a coffee and watch TV in the Rose Café.

Our teachers and reception staff have been chosen for their qualifications, experience, enthusiasm and concern for the students' needs. They are always there for you and will give you any help you ask for.

Our support team are trained to help you on all aspects of your student status, accommodation, transport, etc. in London. Please do not hesitate to go to them or contact them for any help.

General Information

Office hours

Monday to Friday: 8.00am to 6.00pm

Email: enquiries@roseofyork.co.uk

Tel: +44 (0)207 580 9888

The school's emergency phone number is +44 (0) 07551 484563.

If you're not sure whether classes are running due to unforeseen emergency situations or unusual/severe weather, please check our Facebook page for updates www.facebook.com/Rose-of-York-Language-School-53869141131/

If you would like to change class or to study at a different time, please come and ask at Reception. Please note that different prices apply at different times during the day.

If you have enrolled on a course lasting 12 weeks or more, you can apply for a 30% discount on London Transport. You can apply online, ask at Reception for more details. Please note that according to London Transport's regulations you risk losing your student card discount if you fail to attend classes regularly.

If you need the school to write any official letters for you, such as proof of payment/studying, bank letter, these should be requested at Reception.

Students can make photocopies (10 pence per page) and print (£1 per page) in the library.

You will also receive a Rose of York student card, which you can use in many shops, museums and in the cinema. The card is free. All you have to do is bring a passport size photo to Reception on your first day.

Please note that it is obligatory for all students to inform us about changing address or contact details (such as phone number and email address).

Full-time students take a progress test and receive a progress report from their teacher every 5 weeks, as well as a certificate on completion of their course. Please note that your attendance must be 80% or more to get a certificate.

When are the terms?

One term lasts 10 weeks during which students study from one course book. Please refer to the calendar at the back of this handbook for our 2016 term dates.

Every student who studies more than one week will be asked to buy a course book (£30 per book).

Every mid-term and end of term, students take a test and receive a progress report from their teacher.

Classroom Rules

Within the classroom, students are asked to follow four main rules:

1. You should arrive on time for your lessons. If for some reason this is not possible then you should not arrive more than fifteen minutes late for a lesson. If you are more than fifteen minutes late, you will not be allowed to enter the classroom. Also, if you leave the lesson more than 15 minutes before the end you will be marked absent for that part of the lesson.
2. You must turn off your mobile phone during the class. If you are expecting an important call, you can ask the teacher for permission to keep your phone on but the teacher must be asked first.
3. If you need to leave the classroom before the lesson finishes, please ask the teacher first.
4. Finally, it is not allowed to eat or drink in the classrooms, only in the school café.

These rules exist to help create a good atmosphere to study in and to ensure that students are respectful towards each other.

School Facilities and Student Services

● Library and Computer Room

Students can use the computers and also take out books and DVDs from the library.

When you first take a book or a film, you have to pay a deposit, which we will return when you finish your course. Deposit for books is £5 and for DVDs it's £10.

There is also wireless connection in the school. Network: ROY_student_wireless Password: rosestudent

● Internet Safety

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.

● Students' Room

Students' common room with food and drink available, where students can have lunch, relax and socialise with friends. This room is available from 8am – 6pm Monday to Friday.

● Facilities in the Surrounding Area

The School is located on Hallam Street, in the heart of central London. The nearest Underground stations are Oxford Circus or Great Portland Street Station, only a few minutes' walk from the school.

Oxford Circus can be reached on the Central, Victoria and Bakerloo lines.

Great Portland Street can be reached on the Hammersmith & City, Circle and Metropolitan lines.

The nearest Post Office is on the corner of Great Portland Street and Mortimer Street (towards Oxford Circus): 54-56 Great Portland Street. The nearest stationery shop, Ryman's, is on the same street, 14-16 Great Portland Street.

● Opening a Bank Account / Changing Money

Reception can advise students on the requirements of opening a bank account. Please note that in order to open an account, you will need to be registered on a course that lasts 6 months or longer. Having an account is especially useful when students need to receive money from their country.

There are branches of major banks nearby, please ask at Reception for more details.

If you need to change money, this place offers one of the best rates and is very near Oxford Circus:
Thomas Exchange

5 Market Place
London W1W 8AE

- **Social Activities**

Rose of York organises social activities such as visits to museums, sightseeing tours, pub nights, quiz nights and much more. A social events organiser, usually a teacher, always accompanies the students and takes pride in ensuring that everyone is involved and having a good time.

This is one of the best ways to practise your English while having fun at the same time. At Rose of York you will form firm friendships, many of which will continue long after you leave the school.

For more information, please check the posters around the school or ask at Reception.

- **Welfare**

Student welfare is a priority at Rose of York. We are always on hand to help with any issue, large or small, academic or personal.

Rose of York's administration and designated welfare staff have been specially trained and are always available to assist you. All of our staff take the time to get to know our students and take good care of you. We will give you all the help, support and advice you need about studying and living in London. Whatever you need, they will always find a cheery face available to offer practical help or answer any of their questions.

We want to ensure that students have an enjoyable, stress-free stay and are able to focus on the main reason for their visit – improving their English!

- **Safeguarding**

Rose of York takes its responsibility to safeguard any children and vulnerable adults learning at the school seriously. Children are defined as people under 18. Vulnerable adults are defined as any adult who may be unable to take care of him/herself or protect him/herself from risk or harm due to age, illness, mental or physical disability or anyone who has been in the UK for fewer than 9 months.

At Rose of York, all staff are aware of their responsibilities with regards to working with children and vulnerable adults. All teachers and members of staff are made aware of any student who is under 18, and will consequently provide any special help and attention that is required of them.

We aim to provide a safe environment for all our students while they are studying at Rose of York, attending any of our social activities or living in accommodation provided by us.

- **Accommodation**

Rose of York can arrange accommodation for students in a homestay or a student residence.

Students who would like to enjoy the comfort of living in a family home and would like to practise their English outside of school might choose to stay with one of our friendly homestays. You can choose from bed & breakfast or for half board (room with breakfast and dinner). Prices vary depending on proximity to the city centre.

Students who would like to be more independent and meet people of other nationalities might choose to stay in a student residence. Please note that student residences work with different cancellation policies. Please make sure you are aware of their terms and conditions. We can supply these for you upon request.

If you require accommodation in a hotel please email us at enquiries@roseofyork.co.uk. Rose of York is located between two hotels, Astor Court Hotel and Hallam Hotel. Prices start from £95 a night.

Please note that to secure a booking we must receive the full payment in advance. When we receive the payment, we will make the required reservation for the dates you have requested and send the full details to you by email.

Please note that in case of cancellation of homestay we require 10 working days' notice and are obliged to pay one week's fee to the family. We will refund all the fees paid except for that one week. If you have only paid for one week, we will not be able to refund any fees.

Cancellation fees in student residences vary depending on their Terms and Conditions (the amount charged may be between one week's fee and the total value of the booking).

Students preferring to live alone or with friends can look on the school notice board, where rooms in flats are often advertised. Outside of the school, www.spareroom.co.uk, www.zoopla.co.uk, www.uk.easyroommate.com and www.moveflat.com are excellent sources of information. If you are using www.gumtree.com then please be careful, as the rooms may not always be safe or available.

If you would like to rent a room, you will need to sign a contract (tenancy agreement) with the landlord (this can be a private person or an agency). The minimum length of such a contract is usually 6 months, and you will need to pay one month's rent and one month's deposit in advance. Always be careful and never pay any money without viewing the place first!

We can arrange a pick-up and/or drop off service for students upon request, the cost is £95-£125 (one way) depending on the airport. We will need the full flight details.

For prices and availability of both accommodation and airport transfer, please visit our website www.roseofyork.co.uk or email our Accommodation Officer, at enquiries@roseofyork.co.uk

- **Rose of York Student Card**

This student card entitles students to discounts on clothes, meals, museums and other tourist attractions in and around London such as Topshop, River Island and Strada. Just show your card and ask if a student discount is offered.

The school's contact details, and emergency phone number, are displayed on your card for your reference – please remember to carry this card with you at all times in case you need to speak to us.

Please bring a passport size photograph with you on your first day and give it to reception.

● International Student Identity Card (ISIC)

If you are a full-time student you are eligible for an ISIC card. For just approximately £12 this card entitles you to savings and discounts on airfares, accommodation, entertainment, museums, food, clothes and much more.

What will you need to get the card? Your passport, a passport size photograph, a school letter confirming that you are a full-time student (12 weeks +) and £12.

For more information please visit: www.isic.org or www.statravel.co.uk

Attendance

Rose of York expects students to attend classes regularly and any absence should either be authorised or for illness only.

At Rose of York students are required to attend 80% of their classes, but we understand sometimes there might be unavoidable absences and we will give consideration on a case by case basis. In these cases we expect honesty, sincerity and responsibility from the students. Students who are continuously absent without submitting a doctor's note or any other valid reason will not receive a certificate and may be asked to leave the school.

You must phone or email the school before 9.15am every day if your absence is for fewer than 3 days. If you are absent for more than 3 days without contacting us you will receive an email reminding you of Rose of York's attendance rules.

Attendance Rules

If you are absent through illness for 3 days or more, you must provide a doctor's note and fill out the Authorisation of Absence Form when you come back to school. You can only complete the form for a period of time in the past if you were ill or in case of a very serious emergency.

The only reasons we will consider Authorised Absence are illness, death of a close relative or partner and visa or UK entry problems. Any other reasons will not be accepted and will not be given any consideration.

Students who miss more than 3 days consecutively without contacting us or are continuously absent without a doctor's note will have to speak to the Director of Studies to check that you are OK and to discuss your situation. You will also be warned about your attendance.

If you continue to be absent without contacting the school we will follow the procedure* below.

If you are absent for 10 days consecutively without contacting the school, you will be excluded from the school and there will be no refund.

Students whose attendance is below 80% will be asked to meet with the Director of Studies. The procedure* is as follows:

- Initial meeting – to confirm that we have your correct contact details, discuss your reasons for continued absence, and warn you about the attendance policy. You will have to sign a form to say you understand the information you have been given and that if your attendance does not improve you will have another meeting with the Director of Studies.
- No change in your attendance - you will receive a verbal warning with a deadline by which you must improve your attendance; you will have to sign a form to confirm that you understand this information.
- No improvement by the deadline - we will email you with a written warning and you will have to contact the school within 24 hours.
- No contact from you within 24 hours - you will receive a final written warning by email and you have to contact the school immediately.
- No contact from you immediately - you will be excluded from the school. You will not receive a refund.

Attendance Monitoring Responsibilities

Teachers should play an active role in monitoring students' attendance by checking attendance and well-being of students in their allocated classes and should report any concerns to the Welfare Officer.

Lateness Rule

Students must arrive on time for lessons. Students who are more than 15 minutes late will not be allowed to enter the class, as it is unfair for the teacher and other students. Students who are late will have to wait for the next lesson. Students will be marked absent for any part of the lesson they miss and also if they leave more than 15 minutes before the end of the lesson.

Attendance Rules for Under 18s and vulnerable adults

It is essential that Rose of York takes its responsibilities for the welfare of students under 18 seriously. Therefore, a set of policies and rules must be followed. All teachers and members of staff are made aware of any student who is under 18 and will consequently provide any special help and attention that is required of them.

If you are under 18, **you are required to report to Reception every day when you arrive at school**. If you are going to be late for more than 15 minutes or absent from school, you must inform the school immediately either by phone 0207 5809888 or by email to enquiries@roseofyork.co.uk

A member of staff will go to the classroom at the beginning of the lesson to ensure that any under 18 who hasn't reported to reception has arrived safely at school. In the event that any student is not there, they will inform a Designated Safeguarding Officer (DSO) and we will phone the student immediately. If the school is unable to contact the student, we will try their homestay/UK guardian. We will also try to contact students through other media, including email and social media. If we are unsuccessful, the student's parents will be contacted.

We expect all our staff to share this commitment and behave accordingly. All concerns are passed to one our Designated Safeguarding Lead (DSL).

Missing Student Policy

Student Responsibilities

All students should be aware that they are expected to comply with Rose of York's attendance requirements. Students should advise and seek permission from Reception staff should they require an extended period of leave, including a holiday. Students must attend 80% of classes. This requirement is reinforced through induction activities and the student handbook.

Protocol

Definition of Missing Student

It is not a straightforward task to determine whether or not a student is missing. Not all students adopt a common sense approach of notifying Rose of York staff, classmates, teachers or homestay hosts regarding planned absences. There are usually quite simple explanations why a student is 'missing'. They may, for instance, have visited family or friends, or have gone on a holiday without having told someone.

Therefore, for the purpose of this document a student is thought to be missing from Rose of York when their absence causes concern and as a consequence an individual or individuals express their concern.

Investigating absences

Any unplanned absences that are of concern or of more than 2 days, should be immediately investigated (without raising unnecessary alarm).

Step 1: Assess the Absence

If a student has been absent for more than 2 days or if a teacher or classmate express their concern about an absent student, the Welfare Officer will contact the student. This may include emailing, telephoning or contacting their homestay host.

At this stage, this should not include contacting parents, emergency contacts or emergency services.

Step 2: Locate the Student

If Rose of York cannot find the student, we will undertake the following procedures:

- Talk with fellow classmates
- Contact their homestay hosts
- Phone their emergency contacts

If they still can't be located, and if the Welfare Officer and the Director of Studies decide that it is deemed a concern, we will proceed to Stage 3 which is Reporting the Student as a Missing Person.

Step 3: Report the Missing Student

If, as a result of these enquiries, the location and well-being of the student cannot be confirmed, then either the Welfare Officers or the Director of Studies will report the student as missing to the Police and/or the student's Embassy.

- If it is deemed an emergency, dial 999.
- If it is deemed a non-emergency, contact local police by dialling 101.

Step 4: Support the Found Student

Once the student has been located and their safety and general well-being ensured, the academic department will remind them of the expectation that they will be in attendance, and that if they have any planned absences they should notify reception staff in advance. Support will also be offered to help address any problems or answer any questions.

Protocol – Under 18

The policy steps are similar, however, on a daily basis, if the teacher has a student under 18 in their class (this is always highlighted on register) and if that student fails to come to class, their teacher will notify Reception staff and the DSL and they will try and contact the student immediately.

Should they fail to contact the student and confirm their whereabouts then we will proceed to Step 2 by the end of the day. This policy can also be found in the Under 18 Students' additional information.

Holidays

When you enrol on a course, you are entitled to several weeks' holiday depending on the length of your course and on your visa.

You must follow these rules:

1. You must inform Reception whenever you decide to take holiday. If you don't, you will be marked absent for those days.
2. Holiday must be booked in advance and always starting on a Monday.
3. It is not possible to start a holiday in the middle of the week.
4. It is not possible to take a holiday for a week in the past or when you have been absent.
5. You cannot attend lessons during a week when you are on holiday but you are welcome to join our social events.
6. If you attend lessons during a week when you should be on holiday, you will automatically lose that week's holiday.

You can have holiday any time during your course. Every time you take holiday, your course will be extended for the number of weeks of holiday that you take.

Students will be charged if they attend lessons when they have booked a holiday or if their course has already finished (£10 per day). Always check the notice board to find out about the finishing date of your course or ask at Reception.

Please note these conditions apply to all students and we cannot make exceptions under any circumstances.

If you wish to book a holiday or have any questions, please come to Reception.

Useful Information

Police Registration

International students whose passports contain a stamp telling them to register with the police should do so within 7 days of arriving in the UK.

Students living in Greater London should go to:

The Overseas Visitor's Record Office
180 Borough High Street
London SE1 1LH
Tel: 020 7230 1208 for recorded information
Mondays – Wednesdays and Friday 9.00am – 4.00pm
(Closed on Thursdays)

(the nearest Underground station is Borough on the Northern Line)

To register you must take with you the application form that you can download from <http://content.met.police.uk/Site/overseasvisitorsrecordsoffice>

- your passport
- 1 passport size photograph which must be pasted/glued to your application form before you arrive
- your Biometric Residence Permit (BRP), if you have one
- £34 in cash
- proof of student status (offer letter or enrolment letter from the UG/FE Registry or PG/Professional Registry if you have already enrolled)

After registration the police will give you your `Police Registration Certificate. Keep this safe and use it when you re-enter the UK or apply to renew your student visa. If you are ever asked to produce it, you will have 48 hours to do so. Every time you change address, please inform your local police station of the new address within 7 days so that they can change your Certificate.

Personal Safety

The UK is generally a safe place with low levels of crime but whenever you travel to a new country, it is vital that you look after yourself.

In an emergency, call 999 to contact the police, fire brigade or ambulance. This call is free of charge from any UK phone but should only be used in an emergency.

If you need to report a crime or an incident that is not an emergency, dial 101, or ask someone at the school to contact your local police station for you.

As an international student coming to the UK it's a good idea to make sure you've learnt as much as you can about your school and the local area before you arrive.

Use the internet to familiarise yourself with the UK's customs, British manners, and relevant laws. This will help you to be more aware of crime or fraud risks and less likely to become a victim.

International students can be specifically targeted by criminals because they assume you won't know the area and will have lots of valuable items.

You can look after your belongings by hiding valuable items. For example, when not at home, put your cash and credit cards in a drawer and your laptop under your bed so it can't be seen through the window.

Valuables

Foremost: if it's not necessary, don't bring it. Some valuables are safer left at home.

Making friends with students who know the area and can show you around or give you advice on the best areas to live is a good idea.

The Police in the UK are friendly and approachable, don't be intimidated by them.

5 top tips for international student safety

Make sure you know where you will be living, your way around and how to get to and from your accommodation and Rose of York. If in doubt ask a flat mate or host to help direct you!

Don't carry large amounts of cash with you when in the UK, £50 is the most you would realistically want to have with you. Just use a card (such as a credit card or debit card) to pay for things.

Make sure you have travel and property insurance that covers you abroad. Check to see if you need medical insurance too.

Keep a photocopy of your travel documents, the data page of your passport and any visa information in a safe place.

Keep the telephone number of the school handy, in case you need to call for help. Our emergency phone number is **07551 484563**.

Our landline is **0207 580 9888** and the email address is **enquiries@roseofyork.co.uk**

LICENSING LAWS IN THE UK

The laws in the UK may be different from those in your home country. This especially applies to the use of tobacco, alcohol and weapons.

DRUGS

You must not carry drugs with you (unless prescribed by a doctor) or use any illegal drugs, including cannabis, ecstasy, LSD or amphetamines.

You may be charged with possessing an illegal substance if you are caught with drugs, whether they are yours or not. The penalties depend on which drug and the amount you have, and whether you are also dealing or producing the drug. The most severe penalty can be an unlimited fine and life in prison.

ALCOHOL

You can be stopped, fined or arrested by police if you are under 18 and drinking alcohol in public.

If you are under 18, it is against the law:

- for someone to sell you alcohol
- to buy or try to buy alcohol
- for an adult to buy or try to buy alcohol for you
- to drink alcohol in licensed premises (e.g. a pub or restaurant)

If you are 16 or under, you may be able to go to a pub (or premises primarily used to sell alcohol) if you are accompanied by an adult. However, this isn't always the case. It can also depend on the specific conditions for that premises. You must be 18 and over to buy alcohol.

WEAPONS

It is illegal to carry any sort of weapon, including knives, self-defence chemical sprays, guns or stun guns.

TOBACCO

You must be 18 and over to buy tobacco.

YOUNG PEOPLE AND THE LAW

Young people aged 18 are treated as an adult by the law. If they are sent to prison, they will be sent to a place that holds 18 to 25-year-olds, not a full adult prison.

Health

Students wishing to register with a doctor or dentist need to do so in the area they live in. The easiest way to do this is to go to the local pharmacy (especially branches of Boots), where the shop assistants will have a list of doctors and dentists in the area, along with their telephone numbers.

You can also find a list of local GPs, NHS Walk-in Centres (also called Urgent Care), A&E Units and dentists on the internet: www.nhs.uk/servicedirectories/Pages/ServiceSearch.aspx

You will need to take proof of address to register with a doctor.

If you need hospital treatment, you should go to the nearest hospital.

If you are seriously unwell or you are unable to move or need special help, phone **999** and ask for an ambulance.

To qualify for any other NHS treatment, you must meet certain conditions. Residents of the UK and the rest of the European Economic Area (EEA) countries and Swiss nationals receive free and subsidised medical care from the NHS. If you are from a non-EEA country and your course of study is for six months or more and you are studying in England, you will qualify for NHS treatment from the beginning of your stay on the same basis as anyone who is ordinarily resident in the UK; your spouse or children with you in the UK as 'dependants' will also be entitled to NHS treatment. The UK has reciprocal health care agreements with some countries. If you are covered by a reciprocal health care agreement, you will be eligible for some NHS treatment even if your course lasts for less than six months.

If you are not from a country in the EEA or a country with a reciprocal health agreement and your course of study is for less than six months (and you're not studying in Scotland) you will not be entitled to NHS hospital treatment, except in emergencies.

GPs may agree to treat you for free, but this will usually be limited to urgent treatment that cannot be delayed until you return home. You will have to pay for any other treatment as a private patient.

It is, therefore, very important that you take out medical insurance for the duration of your visit to the UK if you are not eligible for free or subsidised treatment on the NHS. If you do not have insurance, private treatment could prove to be very expensive.

Policies and Procedures

Details of school policies and procedures, as well as complaint forms, are available online, in the Student Handbook and at Reception.

1. HEALTH AND SAFETY POLICY
2. FIRST AID POLICY
3. FIRE SAFETY PROCEDURE
4. COMPLAINTS PROCEDURE
5. BEHAVIOUR POLICY
6. EQUALITY POLICY
7. DISABILITIES POLICY
8. SAFEGUARDING POLICY
9. INTERNET SAFETY POLICY
10. CONFIDENTIALITY AND PRIVACY POLICY
11. PREVENT POLICY

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). The following procedure also applies to complaints from trainees studying on courses provided by Training 4 TEFL as part of Rose of York Language School.

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 School Principal 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 School Principal to discuss your complaint. If after meeting with the principal 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).
 - 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
- If sharing the same accommodation with under 18s, prepare a bathroom rota in order to ensure they have their own privacy
- 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 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 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 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. 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>	To be transmitted to all staff, students, homestays, group leaders

	<p>Core British values, including (i) democracy (ii) the rule of law (iii) individual liberty (iv) respectful tolerance of different faiths or beliefs. *NB: Extremism can refer to a range of views, such as racism, homophobia, right-wing ideology, as well as any religious extremism.</p>	and any other adults.
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. 	To be transmitted to staff
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. • 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. 	DSL to ensure: (a) training for all staff, students, homestays, group leaders and any other adults so that (b) delivery is effective.
9	<p>Training</p> <ul style="list-style-type: none"> • Documents and face to face training ensure staff understand this policy: 	DSL to prepare materials to suit

	<p>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.</p> <ul style="list-style-type: none"> • 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: <ul 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>each group being trained: All staff Students Homestays 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. 	<p>DSL to ensure everyone has this information</p>
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>	<p>DSL</p>