



Rose of York  
Language School  
London

# STUDENT HANDBOOK

Welcome to Rose of York Language School

45 Oxford Street, W1D 2DZ

Tel: +44 (0)20 7580 9888

Emergency tel: +44 (0)7551 484563

Website: [www.roseofyork.com](http://www.roseofyork.com)

Email: [hello@roseofyork.com](mailto:hello@roseofyork.com)

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## 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, even if you are studying in the afternoon. 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 Support Staff

All lessons are taught by qualified teachers. In addition to the lessons, the school also offers a lively social programme, which has included visits to the Houses of Parliament, a visit to watch a television programme being filmed, quiz evenings and some fantastic parties.

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.

- Director of Studies (Designated Safeguarding Lead (DSL))
- Head of Operations (Welfare Officer, Deputy Fire Safety Manager, Deputy Designated Safeguarding Officer)
- Accommodation and Welfare Manager (Accommodation and Student Services Advisor, First Aid Officer, Fire Safety Manager, Deputy Designated Safeguarding Officer)
- Student Services and Operation Officer (Designated Safeguarding Officer)
- Accommodation and Student Services Officer

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.

### Contact Information

The school is open from Monday to Friday 08:30-18:00

Telephone: +44 (0)20 7580 9888

Email: [hello@roseofyork.com](mailto:hello@roseofyork.com)

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

If you're not sure whether classes are running due to unforeseen emergency situations or unusual/severe weather, please check your email or our Facebook page for updates [www.facebook.com/Rose-of-York-Language-School-53869141131/](https://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 14 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, please ask at Reception. Students can make photocopies (10 pence per page) and print (£1 per page), please ask at Reception. 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.

If you change address or your telephone number, you MUST tell reception.

When are the terms? **One term lasts 10 weeks during which student's study from one course book.** Please refer to the calendar at the back of this handbook for current term dates. Students take a progress test and receive a progress report from their teacher every 5 weeks, mid-term and end of term, as well as a certificate on completion of their course. Please note that your attendance must be 80% or more to get a certificate.

Course materials - Every student who **studies more than one week must buy a course book (£30 per book)** and every new term, students will be required to buy a new course book.

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 student room.

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

Student Room - **Students' common room with food and drink available, where students can use the computers, have lunch, relax and socialise with friends.** This room is available from 8.30am – 5.30pm Monday to Friday. There is also wireless connection (WiFi) in the school, please ask at reception for more information.

Library - Students can take out books from the library in reception. When you first take a book, you **must pay a deposit, which we will return when you return the book. The deposit for books is £5.**

Facilities in the Surrounding Area - The School is located on Oxford street, in the heart of central London. The nearest Underground stations are Tottenham Court Road and Oxford Circus, only a few **minutes' walk from the school.** The nearest Post Office is: 181 High Holborn, London WC1V 7RL.

Tottenham Court Road can be reached on the Central and Northern lines.

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

Opening a Bank Account/Changing Money - Reception can advise students on the requirements of opening a bank account. 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 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 new 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 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 can 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. Please read our full Safeguarding policy on our website: [www.roseofyork.com](http://www.roseofyork.com)

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 [hello@roseofyork.com](mailto:hello@roseofyork.com)

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. 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), please ask at the time of booking.

Renting Privately - Students that prefer 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](http://www.spareroom.co.uk), [www.zoopla.co.uk](http://www.zoopla.co.uk), [www.uk.easyroommate.com](http://www.uk.easyroommate.com) and [www.moveflat.com](http://www.moveflat.com) are excellent sources of information. If you are using [www.gumtree.com](http://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!

If using an estate agent, we suggest using a reputable, high street agency such as Foxtons or Marsh & Parsons. If you need help with the renting process, please speak to our Welfare Manager and they can offer advice.

Taxi Transfers - 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.com](http://www.roseofyork.com) or email our Accommodation Officer, at [hello@roseofyork.com](mailto:hello@roseofyork.com)

Rose of York Student Card - This student card entitles students to discounts on clothes, meals, museums and other tourist attractions in and around London. 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 always carry this card with you in case you have an emergency and need to speak to us.**

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](http://www.isic.org) or [www.statravel.co.uk](http://www.statravel.co.uk)

## Academic Information

### Attendance

Rose of York expects students to attend classes regularly and any absence should either be authorised or for illness only, and justified later **with a doctor's note**. At Rose of York students are required to attend 80% of their classes, but we understand that sometimes there might be unavoidable absences and will give consideration on a case by case basis. In these circumstances 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/or may be asked to leave the school.

- You must inform the school immediately either by phone +44 (0)20 7580 9888 or by email [hello@roseofyork.com](mailto:hello@roseofyork.com) before 9.15am every day if your absence is for fewer than 3 days.
- If you are absent for more than 2 days without contacting us you will receive an email **reminding you of Rose of York's attendance rules and requesting a reason for your absence**. Students who miss more than 2 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 everything is well and to discuss your situation**. You will also be warned about your attendance.
- **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.
- If you are absent for 10 days consecutively without contacting the school, you might be excluded from the school and you will not be entitled to a refund.

Please see our full Attendance Policy on our website: [www.roseofyork.com](http://www.roseofyork.com)

### 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 disruptive for the teacher and the 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.

To keep up a good attendance (minimum 80%) you can be absent one day per week (on average), or a maximum of 10 days in a term.

## Missing Student Policy

All students should know **that they are expected to comply with Rose of York's attendance requirements**. Students should advise and ask for permission from Reception if they need an extended period of leave, including a holiday. Students must attend 80% of classes. This requirement is reinforced through induction activities. Please see the full Missing Student Policy on the website: [www.roseofyork.com](http://www.roseofyork.com)

## 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 for a minimum of one week 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 ask at Reception about the finishing date of your course.

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.

## Complaints Procedure

Complaints at Rose of York are rare. If 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**). Please see the full Complaints Policy and Procedure on the website: [www.roseofyork.com](http://www.roseofyork.com)

## 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 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 students and 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 and their contact details 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 think the situation to be an emergency but the casualty does need to go to the hospital, then we will arrange alternative means of transport. If necessary, 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.

## Fire Safety Procedures

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:

1. Set off the alarm
2. Call fire brigade immediately by dialing 999 and report the fire
3. Our full postal address is: 45 Oxford Street  
London  
W1D 2DZ
4. 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.

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

### FAMILIARISE YOURSELF WITH THE EXITS

1st Floor: Exit through the main entrance on the ground floor.

2nd Floor: Exit through the fire window in room 2B on the second floor

3rd Floor: Exit through the fire door in room 3B on the third floor.

4th Floor: Exit through the fire door in room 3B on the third floor.

PLEASE NOTE: THE FIRE WINDOW EXIT IN ROOM 3 AND THE FIRE DOOR EXIT IN ROOM 5 SHOULD ONLY BE USED IF YOU ARE UNABLE TO SAFELY GAIN ACCESS TO THE FRONT DOOR.

Assembly Point - Soho Square Gardens: Turn left from the building walk 50 metres, then turn left down Soho Street, walk a further 50 metres and cross the road into Soho Square Gardens. Meet by the statue of Charles the Second.



## 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; intentionally ignoring someone; or refusing to work or interact with someone when this is required in 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 Designated Safeguarding Lead (DSL). The DSL 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.

If 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.

## 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.

## 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 our complete Disabilities Policy and Provisions for Students with Physical and Learning Disabilities on the website ([www.roseofyork.com](http://www.roseofyork.com)) for specific details, or contact us for more information.

## Safeguarding Policy Summary

### Policy Statement

Please see the full policy on our website: <https://www.roseofyork.com/>

### 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 – Roberta**  
Designated Safeguarding Lead – trained in Advanced Safeguarding
- **Head of Operations – Duygu**  
Deputy Designated Safeguarding Lead, trained in Advanced Safeguarding
- **Accommodation and Welfare Manager – Sasha**  
Deputy Safeguarding Lead, trained in Advanced Safeguarding
- **Accommodation Officer – Erik**  
Designated Safeguarding Officer – trained in Advanced Safeguarding
- **Student Services Officer – Sofia**  
Designated Safeguarding Officer – trained in Advanced 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

### Main points

- There is CCTV throughout the school, which is under surveillance by the Managing Director.
- Risk assessments and Health & Safety reviews are carried out on a regular basis in line with Health and Safety guidelines
- School rules 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)

- Welfare meetings for students under the age of 18 are scheduled with the DSL/DoS on their first day and periodically thereafter

## 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 the Full Safeguarding Policy.
- 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).

## Accommodation

- From the types of accommodation offered, under 18-year-old individuals are offered homestay and residence 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 or Private Homes
- 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 (please see our website for more information).

## 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 +44 (0)7551 484 563.**
- 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.

## Aims of the Safeguarding Policy

The central aim of the policy is to ensure the safety and well-being of students is 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.

## 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 (but not limited to) the following Code of Conduct:

- behave appropriately at all times and be an excellent role model to under 18 students; including appearance, dress code and appropriate use of language.
- Staff may not engage in any of the following activities:
  - Allow any student under the age of 18 to consume alcohol or tobacco products, either on or off the premises and inside or outside of working hours.
  - Engage in inappropriate physical contact with any student.
  - Be in a relationship with any student under the age of 21.
  - Meet any student under the age of 21 outside of the work premises unless this meeting is work-related (e.g. meeting a group of students for a Social Programme Activity)
  - Have contact with any student via the internet or any type of media including email, social networking sites or any other type of social media, unless this contact is part of normal work duties and uses school networking systems.

Please see the full Code of Conduct for staff in the Safeguarding Policy, found on the website.

### 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.

## 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.

### Social media

Students and staff 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.

### 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.

### Staff training

All staff are required to complete the online Basic Awareness and complete Prevent 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.

## Welfare and Implementing Safeguarding

- Attendance - Students are registered daily 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 accommodation 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 and the School 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).
- Prevention of radicalisation and extremism - please also refer to our Prevent Policy
  - 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 interact 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.

## Recognising Child Abuse

For the full details, please see the Full Safeguarding Policy. Child abuse can take four forms: 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.

## Handling Allegations

It is not the responsibility of anyone working for Rose of York to decide if 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 must 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.

### 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.

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

## 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.

## 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, kept securely, and in line with current legislation.

Please see our website ([www.roseofyork.com](http://www.roseofyork.com)) for the full Confidentiality and Privacy Policy.