



OXFORD HOUSE COLLEGE

POLICY MANUAL

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Mission Statement

- To provide a quality learning experience
- To give excellent value for money
- To foster a friendly, caring and professional learning environment
- To ensure that all of our students gain the maximum enjoyment and benefit from their course

1. Management Structure and General Administration

1.1. Legal and Statutory regulations

OHC will operate at all times within the required legal and regulatory framework. It is the responsibility of the Group Principal to ensure awareness of and advise on compliance with the necessary regulations.

1.2. Staff Management

1.2.1. A current organisational chart can be found at Appendix B

1.2.2. All positions within the organisation are clearly outlined in Job Descriptions. See Appendix C

1.2.3. Communication within the organisation and with students and other parties will at all times be clear and effective. Regular meetings of both administration and teaching staff are used to provide up to date information on all aspects of the operations. Centre Managers report via email on a daily and weekly basis to the Group Principal, Group Admin Manager and Senior Management.

Potential students can expect prompt responses to their individual enquiries and accurate information to be provided in brochures and on the website. Current students receive information through notice boards and their teachers.

Student Administration office is well staffed and open for extended hours so that individual requests can be answered promptly.

1.2.4. Staff recruitment policies and procedures meet all statutory requirements. Policies are in place to ensure staff are suited for the positions they are employed to fulfil; they are adequately inducted in the health and safety and other procedures required in their jobs. Qualifications and experience are verified at commencement of employment and all staff are required to have enhanced CRB checks. Regular performance reviews and professional development activities are provided for all staff.

1.2.5. See extended policies:
Appendix A.1 Staffing
Appendix A.2 Recruitment
Appendix A.3 Professional development
Appendix A.4 Equal opportunity

1.3. Student administration

1.3.1. All staff are expected to provide exceptional customer service to all students. Any issues which may arise are where possible to be solved using the "customer is always right" motto. Regular customer service workshops are

provided for all staff. Senior staff are always available to assist student services if issues arise they cannot handle.

1.3.2. Information provided to students pre-arrival and during their stay will be accurate and comprehensive. Information provided in brochures, on the website and from the student database is regularly reviewed by the Group Principal and the Group Administration Manager to ensure accuracy and compliance with regulation.

1.3.3. Student records are kept on the group student database: eBECAS. It provides secure, comprehensive records of students' personal details, enrolment, tuition fees, progress, and accommodation and welfare details.

See Appendix A.5: Admissions

Appendix A.6: Registration and Orientation

1.3.4. Student attendance is recorded at each session. Students are encouraged to attend all classes in order to gain the most benefit from their course. Repeated absence is noted and results in student being contacted. Students on Tier 4 visas are reported according to UK Visa and Immigration guidelines.

See Appendix A.7: Attendance Monitoring

1.3.5. OHC operates a zero tolerance policy for physical violence, abuse and drug taking. Students may be asked to leave the school if their behaviour is deemed to be unacceptable and/or a threat to staff and other students.

See Appendix A8: Student Behaviour

1.4. Quality Assurance

1.4.1. OHC uses all feedback and reports to inform its continuous improvement programme. Policies, procedures and general operations are reviewed at least annually and more frequently if feedback or regulatory changes indicate that review and/or change in procedures is required. Student feedback is routinely collected and analysed. Staff feedback is sought at teacher meetings

See Appendix A.9: Feedback

1.4.2. Complaints All staff and students are made aware of the complaints policy whereby they can make a formal complaint about the school or any part of its operations. All complaints will be documented and where possible resolved without further escalation.

See Appendix A.10: Complaints

1.5. Publicity – information available before enrolment

The website is considered the primary source of information together with specific information provided in correspondence relating to admission and enrolment.

2. Resources and Environment

2.1. Premises and facilities

All OHC premises are chosen for their suitability for classroom delivery. Classrooms have sufficient space for teacher and students. Each centre has a resource/self study room adequately equipped to meet the needs of the students and relevant to the size of the centre.

A programme of continuous maintenance and regular cleaning means that the centres are always clean, purpose fitted and adequately maintained. The newly refurbished centre in Great Chapel Street has good natural light, pleasant functional décor and is proving to be a good design to allow movement throughout the school. Staggered break times have been implemented in London to allow for freer movement on stairwells and to take any pressure from facilities including the café.

All centres have adequate number of classrooms; size to allow for max class; common areas, library, student admin and staff areas suitable for lesson preparation. London centre has a café.

2.2. Learning resources

OHC will at all times make available to staff and to students learning resources suitable for the delivery of the ELT programmes being offered. Resources are well-maintained. Recommendations for purchases are made by teachers to the academic manager.

3. Teaching and Learning

3.1. Academic staff profile

Generally, teaching staff have as a minimum a Bachelor degree and an entry level TESOL qualification. Where there are exceptions to this there will be a valid rationale provided.

Academic leadership is provided by the Academic Manager and the Group Principal who are supported by the teacher training team of highly experienced and qualified professionals.

See Appendix D: Staff lists

3.2. Academic management

3.2.1. Teachers are assigned to classes such that there will be the best outcomes for students, with more experienced teachers being allocated to beginners and advanced classes and those with specific experience or skill being allocated to exam and special interest classes.

3.2.2. Teachers who will be absent are required to inform the Centre Manager as soon as possible and in the case of illness or emergency preferably the night before the proposed absence. Students are never sent home without a class. The Centre Manager, the ADOS, the Academic Manager or a teacher on a different class time will usually be available to cover. Alternatively, a list of cover teachers is available at each centre and can be called upon to provide cover.

3.2.3. Professional development is led by the Group Academic Manager. Monthly sessions are provided for all staff. Topics are based on requirements of teachers or items arising from student feedback. The teacher training team in London and the more experienced of the staff there are always keen to lead TD sessions.

See Appendix A.1 Staffing
Appendix A.2 Recruitment
Appendix A.3 Professional development
Appendix E: TD sessions 2013/2014

3.2.4. Teachers are observed in their first two weeks at OHC and regularly both formally and informally, after that.

See Appendix A.1 Staffing
Appendix A.2 Recruitment

3.3. Course design and implementation

Courses are designed to meet the needs of students and according to an established framework. Courses are generally text book based. Book grids are created for a 12 week period and the book's content is mapped to the CEFR can dos relevant to the level.

Changes to course design are informed by the feedback provided by students and teachers.

Courses include strategies for independent learning which can continue after the course has completed.

Students are provided with learning strategies which develop their skills outside the classroom.

See Appendix A.11: Curriculum charter

3.4. Learner management

3.4.1. It is OHC's policy to place students in a class at the level most appropriate to their level and to their goals.

See Appendix A.12: Placement

3.4.2. It is OHC's policy to monitor and record the progress of students throughout their stay. Tests are held every 4 weeks. Results are entered into the student database. In addition to this recording of results a system of tutorials is in place so that students have the opportunity to discuss their progress and their goals with their teacher at least at 4 weekly intervals.

See Appendix A.13: Level change and progress

3.4.3. Students wishing to enroll in examination classes are individually advised by the Centre manager or Academic Manager as to the requirements of the exam and the student's suitability.

3.4.4. Students wanting to enter mainstream UK education are provided with assistance and advice through the Centre Manager and the Academic Manager.

3.5. Teaching

Refer to curriculum documents, teacher handbooks and guidance notes for teachers.

4. Welfare and student services

4.1. Care of students

OHC will make provision in each of its centres for the safety and security of students. Provision will be appropriate for their age and background. Pastoral care provision will also be provided taking account of age, background, circumstances, special needs, and any religious observance requirements.

Each centre has a named person identified to all staff and students to deal with personal problems. Students and staff are advised of the named welfare staff member through notices in the classrooms and student and staff handbooks.

24 hour emergency number is given to students when they enrol. It is also provided in the student handbook and on student ID cards.

Advice will be provided to students at orientation and in the student handbook on local facilities, service and amenities, banking, personal safety, medical and personal insurance, local places of worship, licensing laws, traffic regulations and compliance with the law in relation to, among other things, alcohol consumption, use of drugs, traffic offences.

See Appendix A.14: Welfare

4.2. Accommodation

OHC provides a variety of accommodation – clearly described so that students can make choices based on accurate information.

In Oxford and Stratford upon Avon OHC manages the home stay programme whereas in London, agencies are used. Agencies are familiar with BC standards.

See Appendix A.15 Accommodation

4.3. Leisure opportunities

OHC provides a social activity programme in each of its centres. Activities aim to provide students with the opportunity to make new friends, use English outside of the classroom and to enhance their experience of studying in the UK. Monthly activity schedule published for each centre.

All programmes are well-organised with risk assessments to ensure the health and safety of all participants.

5. Care of under 18s

All OHC centres enrol students who are under 18. There is an ongoing programme of education for all staff to ensure they are aware of their responsibilities and continue to follow the procedures in place for dealing with our young students.

A safeguarding policy provides guidance on handling of allegations and making referrals. Georgie Collier is the staff member responsible for child safeguarding.

Students and parents are informed at enrolment of the measures in place to support young students.

Recruitment procedures assume all staff will have contact with young students. All staff are required to provide a declaration and an enhanced CRB check.

An age appropriate social programme is available for under 18 students. Agents who book group tours with OHC are required to provide a declaration supporting group leaders who accompany young students to the UK.

See Appendix A.17: Student Safeguarding

Appendix A.18: Child Protection

APPENDIX A: Policies

A.1 Staffing

The Competence of OHC staff

Oxford House College is an equal opportunity employer and will at all times recruit fairly and with integrity. Each member of Oxford House College staff will be competent for the functions they perform.

Policy

Recruitment, induction and professional development will be conducted in a fair, transparent and consistent manner. Employees are selected based on knowledge, skills, experience and potential for future development

These principles preclude the consideration of any personal characteristic or attribute that is not directly relevant to the duties of the position being sought. Such personal factors as marital status; gender; disability; sexual orientation; religious activity, belief or affiliation; political activity, belief or affiliation; race; industrial activity; age; lawful sexual activity; pregnancy; breastfeeding; parental status; irrelevant criminal and/or medical record; family responsibilities or association with a person who has, or is believed to have any of these attributes.

Procedure

Appointment Procedure

When appointment is determined contract will be forwarded to new employee. Contract should clearly outline:

- Lines of responsibility
- Duties
- Remuneration
- Hours of work
- Length of contract
- Sick leave and annual leave entitlements (if applicable)
- Confidentiality agreement (if applicable)
- CRB checks to be arranged

The manager or supervisor is directly responsible for the induction of all newly appointed employees in the work area. The manager's responsibilities include planning the workplace induction, organising on-the-job learning opportunities, and managing the probation process.

Ensure contract is delivered to new employee prior to start date and returned signed on or prior to commencement.

Initial Workplace Induction

- Organise workspace if applicable
- Demonstrate use of telephone, voicemail if applicable
- Establish e-mail address and alias if applicable
- Ensure access to Internal Directory if applicable
- Introduce to local IT support staff if applicable
- Advise on external/internal mail process, stationery supplies if applicable
- Show location of emergency exits and assembly point, emergency information and procedures, emergency equipment, e.g. first aid box, accident report forms.
- Non-smoking workplace

- Show location of light switches, toilets, coat lockers, tea room
- Provide list of names, titles and positions of people who are significant to the new staff member's workplace
- Explain: start and finish times, tea and lunch breaks, pay days, annual leave
- Introduce to colleagues
- If appropriate, assign a work colleague/buddy to "look after" the new employee
- Discuss position description
- Explain job performance expectations, standards and measurements and any special conditions as specified in the offer of employment
- Explain probationary process/code of conduct
- Explain local arrangements for handling personal problems or complaints including sexual harassment
- Explain workplace reporting relationships – departmental organisation chart
- Discuss any relevant work hazards
- Assign and explain first tasks, indicating where information and help can be obtained
- Organise appropriate on-the-job training: use of equipment (computer, fax, and photocopier)
- Direct employee to relevant manuals and written procedures

Induction

At induction session (with Centre Manager) new staff are to be provided with:

- Employment forms including bank details
- HMRC forms
- Employee Handbook
- Employee Safety Handbook
- Teacher Handbook if applicable

Documentation

On completion of the induction process Centre Manager to submit to Head Office

- Employment Forms as outlined by above
- Full CV (with any gaps explained)
- Employment references (x2)
- Proof of eligibility to work in the UK
- Signed acknowledgment forms for all Handbooks
- Health and Safety induction checklist
- Provide staff member with a copy of all materials relevant to the position.

Recruitment of teaching staff

Minimum Requirements:

- CELTA or equivalent
- Degree preferable
- Teaching experience dependent on the position being advertised
- CRB enhanced disclosure

Also considered:

- Professional or other experience or skills relevant to courses taught
- Professional or other qualifications
- Experience teaching/supervising juniors
- Experience/skills relevant to social programme activities

Monitoring

All new academic staff are to be observed during their first two weeks of teaching. Observation may be carried out by Principal, Director of Studies, the Group Academic Director or a member of the Teacher Training team. Teachers receive feedback on the observation.

Purpose of the observation is for the teacher to demonstrate: grasp of the subject matter; ability to relate to the students and to deliver, in a manner appropriate to the students, a body of knowledge.

Recruitment of admin staff

Minimum Requirements:

- Secondary Education
- Degree preferable
- Admin experience dependent on the position being advertised
- CRB enhanced disclosure
- Computer literacy

Also considered:

- Professional or other experience or skills relevant to job description
- Professional or other qualifications
- Experience working with juniors
- Experience/skills relevant to social programme activities

Monitoring

All new admin staff are monitored by the Group Administration Manager in conjunction with the Centre Manager. Performance is reviewed on a regular basis during the first six months of employment.

A.2 Recruitment

Oxford House College's policy is to recruit the most suitable staff for every position. In Reception this means having a variety of mother tongues so students can feel comfortable using their first language if necessary.

In relation to General English classes we aim to have a variety of age, gender and experience. We run our own CELTA courses and it is not uncommon for us to offer work to newly qualified teachers who have impressed on the course. However in order to give them the support and development they need we monitor the number of teachers with under one year's experience carefully. Typically we would give these less experienced teachers a General English class from elementary to upper intermediate. More experienced teachers would typically teach beginners and advanced level classes.

We tend to recruit DELTA (or equivalent) qualified teachers for our specialist classes, such as the Cambridge main suite courses, IELTS, the business course and the conversation and pronunciation courses. However if an experienced teacher who is doing well and wants a new challenge these too may be considered for these specialist classes.

DELTA (or equivalent) qualified teachers always teach on our CELTA and DELTA courses.

A3. Professional Development

Oxford House College is committed to the professional development of all its staff.

Oxford House College runs the *Oxford House Club*, which is a series of seminars throughout the year given by named professionals in the industry. Membership of the club is not restricted to Oxford House College teachers but membership is free for all Oxford House College teachers. Hour long seminars take place once a month in the evening in the College library.

Oxford House College also runs internal Teacher Development Sessions throughout the year. Typically these are monthly and cover a range of topics. The exact nature of the sessions may come from teacher feedback or from the recommendations after teacher observations.

These sessions take place at lunchtime and last 30 minutes. Teachers are paid for their attendance. Their attendance is also noted on their electronic HR files.

In addition to the above, teachers are supported in attending external conferences and seminars, such as IATEFL. Wherever possible teachers are encouraged to participate as speakers in such conferences. Attendees at such conferences often given internal TD sessions on their return. Teachers are encouraged to take responsibility for their own development and there is an open door policy with regards to attending external events.

Performance reviews and appraisals

Professional Development Interviews (PDI) are conducted on an annual basis for all staff who have been employed for twelve months or more. There is also a six monthly review.

PDI forms are completed by the staff member in advance of the interview and then the responses are discussed in more detail during the interview. The foundation of the PDI is therefore self-evaluation. The interviewer then adds his/her comments to the form and it is signed by both the interviewer and interviewee, with a copy going to the staff member and the original stored in the employee's HR file.

The areas covered are deliberately kept broad to allow it to be personalised for individual staff members. As well as the year just passed there is also a focus on the year ahead with an opportunity to discuss and set objectives (and timelines). These objectives form the basis of the six monthly review, which may or may not be carried out by the same interviewer.

The outcome of the PDI should be positive so focus is very much on development. Areas traditionally covered in an Annual Appraisal such as performance evaluation, time-keeping, administration are not covered in the PDI. These important areas are covered on an ongoing basis in different ways throughout the year.

A.4 Equal Opportunity/Discrimination/Harassment

It is important that all staff uphold Oxford House College's commitment to the principle of equal opportunity whether in hiring or career review circumstances.

Similarly it is the Centre Manager's responsibility to ensure that the daily workplace and the study environment are free from discrimination and harassment. Any incidents involving discrimination, harassment or racial prejudice whether verbal or physical should be immediately reported to the Group Principal for further investigation. Staff and students should be aware that the College takes strict measures to ensure an environment free of such problems.

Policy

Oxford House College is committed to ensuring that all staff and students enjoy an environment free from discrimination, harassment and victimisation.

Our commitment is to create a working environment in which there is mutual trust and respect and where everyone is treated fairly.

Disciplinary action will be taken against individuals who breach the policy.

Who Does This Policy Apply To? Where Does This Policy Apply?

All employees are protected by this policy whether they are harassed or discriminated against by another employee, client, contractor or member of the public.

Similarly, all employees are responsible under the policy to ensure that they do not harass or discriminate against others in the course of their employment.

The policy applies to all behaviours that occur:

- In the workplace (even outside normal working hours);
- During work activities (for example when dealing with staff or students); and,
- At work-related social events (for example at conferences and work-related Christmas functions).
- In and out of the classroom between staff and students. This includes any social activities or out of college activity which may be attended by both staff and students

What Is Discrimination and Harassment?

It is against the law to discriminate against or harass others on the grounds of:

- Marital status
- Pregnancy
- Breast feeding
- Gender
- Transgender
- Age
- Sexual Preferences
- Industrial Activity
- Physical features
- Disability
- Social customs
- Race
- Political beliefs/activities
- Irrelevant criminal record
- Irrelevant medical record
- Religion/Religious practices
- Sexual Orientation
- Family responsibilities

What is Sexual Harassment?

Sexual harassment is any unwanted, unwelcome or uninvited conduct of a sexual nature, which makes a person feel humiliated, intimidated or offended.

Sexual harassment can result from:

- Unwelcome physical contact such as deliberately brushing up against someone
- Sexually graphic pictures
- Sexually explicit conversation, smutty jokes or comments
- Requests for sexual favours
- Sexually explicit email messages, computer screen savers or pornographic internet material
- Secret Santa gifts of a sexual nature

- Jokes or ridicule involving a person's individual characteristics

What is Victimisation?

Victimisation occurs when a person suffers a detriment at work because of their involvement in a complaint either as the complainant or as a witness (this may include teasing or general hostility to a person at work).

What Can You Do?

Behave in a manner consistent with the Principles of Equal Opportunity and values of Oxford House College in your day to day working life.

If you feel you are being discriminated against or harassed, tell the offending person that their behaviour is unwelcome. Ask that the behaviour stops. Should you feel uncomfortable doing this, you can ask senior management to assist in resolving the matter.

Please remember that any person can complain about your conduct if it is perceived to be inappropriate and your good intentions will not be a defence.

A.5 Admissions

Policy

It is OHC's policy to respond within 24 hours to all applications and enrolment queries. All information provided directly and indirectly via brochures and website will be accurate and informative providing students with the information required to make informed choices regarding their English language studies in the UK.

Procedure

Bookings from EU & Switzerland

- Receive application via website or by email/post
- Check application form for age, nationality, enrolment availability, accommodation etc
- Add course enrolment, accommodation, transfer & any sundry requirements to eBecas database
- Email any queries to student
- Create Enrolment Confirmation and invoice (if outstanding fees) and send to student and await deposit or full payment depending on time scale.
- Also send additional forms depending on enrolment i.e. 1-1 needs analysis form
- Send parental consent form for students under 18 years (Students need to be 16+ to attend a course in London or Oxford. 11-16 year old can enrol in the Junior Summer course in Stratford-upon-Avon.
- Chase consent form if not received back
- Send host family confirmation when payment received
- If EU & Switzerland booking is via an agent we will issue Enrolment Confirmation before payment is received and forward the parental consent form into the agent if applicable.

Non-EU Enrolments (Non Tier 4)

- Receive application via website or by email/post
- Receive passport copy and Confirmation of Intent form to Complete Course Form.
- Check application form for age, nationality, enrolment availability, accommodation etc
- Check passport ensuring matches student application, expiry date, nationality (any passport or visa queries are emailed to English UK along with a copy of the passport or visa).
- Check UKBA website for visa requirements (Do I require a visa Section)
- Email any queries to student
- Add course enrolment, accommodation, transfer & any sundry requirements to eBecas database
- Create Enrolment Confirmation and invoice (if outstanding fees) and send to student and await deposit or full payment depending on time scale.
- Also send additional forms depending on enrolment i.e. 1-1 needs analysis form
- Send parental consent form for students under 18 years (Students need to be 16+ to attend a course in London or Oxford. 11-16 year old can enrol in the Junior Summer course in Stratford-upon-Avon.
- Await copy of visa from student
- Send host family confirmation when visa copy received
- If booking is via an agent we will require all information as above before issuing letter of acceptance.

Non-EU Enrolments (Tier 4)

Students requiring Tier 4 General Student Visa must provide the following documents:

- OHC enrolment form
- OHC level test (online or from enrolment form)
- Secure English Test confirming level of English - general student visa requires minimum intermediate (CEFR B1) level of English (IELTS, Cambridge, TOEIC, TOEFL, Pearsons test) not more than 2 years old.
- Copy of passport (and visa, for visa extensions)
- Handwritten personal statement answering the following questions:
 - Your education and career record:
 - Why you want to study in the UK and how this will help with your future career:
 - Details of any previous trips abroad, and family history of study in the UK:
 - How you are going to fund your studies in the UK:
 - Why you have chosen Oxford House College:
 - Are you bringing any dependents to the UK?:
 - Do you understand your work rights in the UK?
 - Any other comments
- Proof of the required funds by UKBA in your bank account
 - Please refer to <http://www.ukba.homeoffice.gov.uk> or call 0870 606 7766

On receipt of these documents, students will be contacted for a Skype interview.

If successful, a Letter of Offer will be sent to the student. Upon receipt of full payment, a CAS number will be generated in the UK Border Agency Student Management System and a final Enrolment Confirmation sent to the student.

Students with SEND or mental/physical issues.

Oxford House College has years of experience helping students to stay and study in England; whether you study in our busy central-London school or in one of our smaller centres in Oxford or Stratford-upon-Avon we can help you with any problems from homesickness to giving extra help and support with your studies. However, we do not have the facilities or staff to cater for students with significant mental or physical impairments. Please ask us before booking and we will discuss your requirements and offer any help, advice and assistance we can.

A.6 Registration and Orientation

Policy

It is OHC's policy to collect necessary data from student's on their first day and to provide them with essential information regarding the school, their course and the UK.

Procedure

On the first day, students are required to arrive at the school 30 minutes prior to the commencement of their course. Students must complete an arrival form and produce ID to confirm their identify.

The arrival forms collect necessary data:

- UK address
- Overseas Address
- Emergency contact/Next of kin
- Visa details (if applicable)
- Confirmation of Terms and conditions
- Social programme disclaimer

This information is entered into eBecas, and the form along with the ID scanned into the students e-file.

The student's level of English is then assessed in accordance with the Placement Procedure.

At the conclusion of placement, the student is given their Student ID card and a welcome pack. They are then required to attend a Welcome Session.

The Welcome session covers:

- General Course information
- Facilities and resources
- Fire safety in the building
- General Health and Safety issues
- Student welfare
- Timetable arrangement
- College rules
- Information about the UK

Students will join the course at the conclusion of the first break.

A.7 Attendance Monitoring

It is the policy of OHC to comply with all regulations regarding the attendance of students. Students will be advised of their responsibilities to attend class. OHC will maintain accurate and systematic records of attendance.

It is a requirement of Tier 4 sponsors to report students to UKBA if they miss 10 'expected contacts' without reasonably granted permission. OHC is committed to having procedures in place to meet this requirement by reporting students within 10 working days of the 10th missed contact or at the end of two weeks of missed classes.

Procedure

Registers are to be marked at each session.

Class teacher is to sign register and leave it in the tray in the staffroom for collection by the **Director of Studies/Principal** at the end of each week.

Registers are to be checked and signed by **Director of Studies/Principal** and given to the Student Registrar for entry into the student database.

Consecutive Days Absent

For students who have been absent for **3-5** consecutive contact sessions without prior approval: On a weekly basis (typically on Saturday) Student Registrar (or designated staff member) will make contact and advise student of seriousness of situation. Record of conversation to be entered into database.

In addition to personal contact, an Attendance Warning Notice must be sent. Copies of notice to be placed in student's hard file/e-file and in folder of Attendance Warnings. Student is to be added to "Attendance Warning" spreadsheet.

Operations Manager to initiate contact with student's agent/family or next of kin if the student has been unresponsive.

These students are considered high risk and the Registrar and Operations Manager will continue to monitor their attendance until either they return to college or they are reported for cessation of studies or poor attendance.

For students who have missed two weeks of classes:

Registrar must **again** make contact and advise student of seriousness of situation. Record of conversation to be entered into student database.

In addition to personal contact, a Notice of Intention to Report to UKBA must be sent if a Tier 4 student. Copies of notice to be placed in student's hard file/e-file and in folder of Attendance Warnings.

Registrar will notify Operations Manager of student's continued absence and provide fully documented hard files.

Operations Manager to continue contact with student's agent/family or next of kin.

Operations Manager / Registrar reports at weekly Management meeting for discussion and finalisation of report to UKBA.

At the weekly management meeting the Principal is presented with a list of students who have missed two weeks of classes and for whom 7 days have passed since the tenth missed day. A decision is made at the meeting as to whether the student will be reported to UKBA. Students who are identified to be reported will be reported within 2 days of the meeting. Operations Manager is to report student to UKBA (either via SMS notification or email for Visa Letter students).

Details regarding the report are to be entered into student database and a copy placed in the student's hard file/e-file.

NOTE:

All contact with student regarding attendance must be recorded in Diary Notes in database. All Warning Advices are to be copied to the student's Hard File/e-file and also filed in the Attendance Warning folder. Registers, after entry has been made to database, are to be initialled by the staff member entering information and filed in the Attendance folder and kept for one month. Weekly Attendance Reports are to be signed by Principal and filed in Attendance Report folder.

A.8 Student Behaviour

Policy

It is OHC's policy to provide a safe environment for staff and students free from violence, abuse and discrimination of any kind. The school has a zero tolerance policy towards physical violence and drug taking.

Procedure

Anti-bullying

OHC asserts that the bullying by one student/staff of another will not be tolerated. It also aims to raise awareness in all staff/students of the various forms of bullying behaviour which exist (physical, verbal, psychological) and to educate them in ways of identifying and dealing with incidents of bullying if they arise.

We aim to prevent incidents of bullying behaviour wherever possible and to provide anyone who feels that they have suffered such behaviour from another with the confidence to confide in others; we also aim to ensure that any person who has shown bullying behaviour is counselled and/or sanctioned appropriately.

Abusive/Unacceptable behaviour

Students and staff at Oxford House College are expected to conduct themselves in an appropriate manner, showing respect to all other students and staff at the College. They are expected to demonstrate an appropriate level of cultural awareness so as not to offend any other student or member of staff, whether intentionally or unintentionally.

Similarly it is the Centre Manager's responsibility to ensure that the daily workplace and the study environment are free from abusive and/or unacceptable behaviour. Any incidents involving inappropriate behaviour should be reported immediately to the Group Principal for further investigation. Students should be aware that the College takes strict measures to ensure an environment free of such problems.

What is abusive, offensive, threatening or disruptive behaviour?

There is a degree of subjectivity and the perception of the victim(s) needs to be considered. The following examples are intended to act as a guide rather than an exhaustive list:

Swearing and/or shouting	Possession or use of illegal substances
Use of threatening and/or intimidating language	Being under the influence of drugs or alcohol on College premises
Use of abusive and/or offensive language (written or spoken)	Refusing to participate or cooperate in classroom activities
Demeanour designed or perceived to cause discomfort or concern	Acting in a manner that may cause harm to oneself or others
Possession, distribution or exhibition of pornographic or offensive material	Acting in a manner that may cause damage to the building or possessions therein
Physical violence or inappropriate contact	Lack of respect for other students or College staff
Inappropriate reference to a person's race, faith, culture, gender or sexual orientation (including as a joke)	Acting recklessly or without full control

Discipline

OHC reserves the right to refuse admission or dismiss any student in the event of non-compliance with any of the schools stated policies.

A.9 Feedback

Policy

Oxford House College is committed to collecting and responding to student feedback. This enables us to see what is working well and what could be improved upon from a student's perspective.

Procedure

There are three formal student feedback questionnaires.

- The initial questionnaire is distributed when a student first arrives and collected at the end of their first week. This allows the College to identify any immediate areas of concern and to be able to try and resolve them in a timely manner.
- The mid course questionnaire is distributed randomly to a set(s) of classes every month. Students are given the questionnaire towards the end of a lesson and asked to complete it in class (as with all our questionnaires it can remain anonymous).
- The end of course questionnaire is given out to students in their final week, with a view to them handing it back in before they go.

Completed questionnaires are circulated to various managers with space for comments, suggestions and further action.

Once a month all feedback questionnaires are collated, summarised and distributed to senior management for further action.

In addition to written feedback students are also given the opportunity for formal verbal feedback via Student Focus Interviews and Student Focus Groups.

- Student Focus Interviews focus on individual students, either selected or chosen randomly on a weekly basis. The interviewer asks a series of questions and makes a note of the responses. The completed form is then passed on to the Principal.
- Student Focus Groups occur once a month and are an opportunity for students to collectively discuss their feeling and express their views on a variety of aspects relating to their course and stay in the UK. All students are welcome and posters advertising the meetings are displayed around the College in the few days prior to the meeting. Students do not need to register and there is no record of attendance. Individual students are not mentioned in the feedback. Minutes of the Student Focus Groups are taken and distributed to middle and senior management for comment and further action.

Once a month all Student Interview Forms are collated, summarised and distributed to senior management for further action.

A.10 Complaints

Policy

It is OHCs policy to hear complaints fairly and openly and to resolve them as quickly as possible.

Procedure

Student Complaints

We hope that students are happy with both their teacher and the College in general. There is a separate written *Complaints Procedure for Students*, which is displayed in every classroom and this outlines the steps available and the order in which they need to be taken.

If there is anything they are not happy about they should be able to talk to somebody immediately to try and resolve it. As employees of the College all staff have a responsibility and duty of care to students. In the first instance this involves taking the time to actively listen to the student without prejudice. Oxford House College is committed to a fair and open complaints policy without any form of discrimination.

An initial judgement should be made as to whether it is appropriate for the conversation to take place publicly. To make this judgement staff should take into consideration the sensitivity of the issue, the preference of the student and the potential impact and consequences of speaking openly and publicly. If it is deemed best not to speak publicly then two members of staff should be present.

After listening to the complaint the staff member should not make any comment but instead make a judgement on the severity and seriousness of the complaint. If it is deemed to be a minor issue which can easily and quickly be resolved then the issue should be dealt with immediately avoiding the use of any subjective or provocative language. A diary note should be made in Becas for future reference.

If the complaint is not deemed to be a minor issue then a member of the management team should be involved. In the first instance contact the appropriate member of the management team and explain the situation. Do not discuss the situation with the student present or on the phone so the student can overhear. The manager involved will then make a judgement as to whether to see the student immediately (ideal) or make an appointment to see the student with minimal delay involved.

It is recommended best practice that the manager has another member of staff present during the meeting. The manager will listen to the complaint without prejudice and ask any further questions to try and establish the full set of circumstances surrounding the incident and what response/further action the student would like to see. The manager will then arrange for a further meeting on an agreed day and time to allow for a full and thorough investigation. The student will be given the opportunity to have a witness present at the second meeting. The student will be given the opportunity to put the complaint in writing to the manager.

A full and thorough investigation will then take place, which may involve speaking to other members of staff and/or students and gathering witness statements to support the case.

The conclusion of the investigation will be relayed to the student at the arranged meeting, not usually more than five days after the initial complaint. Where a student has put a complaint in writing the response will be put in writing as well. The response to a written complaint will only be

given after consultation with Head Office. The student will be asked if they are happy with the outcome. If they are not the student should be reminded of the College's complaints procedure and the next stages available to them.

If you are still unhappy you can contact the British Council via email at general.enquiries@britishcouncil.org, by phone on 0161 957 7755, by fax on 0161 957 7762 or you can write to them at 10 Spring Gardens, London, SW1A 2BN.

You can also contact English UK via email at info@englishuk.com, by phone on 0207 802 9200, by fax on 0207 802 9201 or you can write to them at 56 Buckingham Gate, London, SW1E 6AG.

Any complaints received only in writing should be passed on to management immediately. The manager involved will contact the student after liaison with Head Office and try to arrange a meeting, following the procedures outlined above.

All complaints in writing, including email, will be filed with the response and outcome in a separate Complaints folder, located in each centre.

Any complaint against a member of staff relating to their capability is covered in the *Employee Handbook* under *Capability Procedures*. We recommend all staff are familiar with this.

Any complaint against a member of staff relating to misconduct is covered in the *Employee Handbook* under *Disciplinary Procedures*. We recommend all staff are familiar with this.

Any complaint which involves an allegation of a criminal offence will be reported to the Police. The alleged perpetrator (student or staff member) may be suspended pending the outcome of the investigation.

Staff Complaints

We hope that all staff are happy with both their colleagues and the College in general.

Management operates an open door policy and welcomes informal discussions and meetings relating to your employment. Many small issues are successfully resolved this way and this is a good first step in many cases. This may include issues arising with students.

There is also a formal procedure which is outlined in the *Employee Handbook*. This appears under three sections;

- 1) *Whistle-Blowers*
- 2) *Grievance Procedure*
- 3) *Personal Harassment Policy and Procedure*

We request all staff are familiar with the handbook and, in particular, with these three sections relating to complaints and grievances.

If your complaint is relating to the misconduct of a colleague this will be dealt with using the guidelines under *Disciplinary Procedures* in the handbook.

A.11 Curriculum/Charter

Needs – Our courses are based on the level requirements and personal needs of the learner. Class needs are formally reviewed on a weekly basis in the form of class feedback, which is recorded and acted upon by the teacher. For one to one lessons learner needs are assessed by a needs analysis before the course begins.

Learners – Consideration is given to different learning styles and lessons are designed to be multi-sensory and varied in the type of activity used as much as possible. Teachers also take into consideration the cultural and individual sensitivities of students. Emphasis is placed on encouraging learners to adopt sound self-study habits, and the appropriate facilities are available. This is designed to foster learner independence and allow learning to take place outside the classroom, thus maximising their time in the UK.

Progress – The use of a series of graded course books (approximately 60% of the time) ensures a comprehensive guide and framework across all levels in the College complementing the variety of styles and techniques which may be used by teachers. This also provides focused, systematic progression for the needs of the students.

Evaluation – Learners' progress is officially monitored on a monthly basis in the form of a skills based test but assessment of learner performance is ongoing and students will be moved to a new class when deemed appropriate. This is particularly important with continuous enrolment. In certain cases level tests will be given to ensure that this is the case.

Teaching – Classes are broadly “communicative” in approach with emphasis on oral fluency. However teachers will incorporate other approaches, such as Task Based Learning and the Lexical Approach, into the syllabus and weekly plans. Lessons will often have a theme that relates to British culture.

Innovation – The College aims to provide students with classes that use the latest teaching techniques to ensure learners receive the best tuition. Teachers are encouraged to be creative and provide stimulating and motivating lessons. To assist this we encourage teachers to attend external conferences and seminars and there are fortnightly internal Teacher Development sessions.

Specialisation & Achievement - A range of courses are available for learners wishing to pursue more specialised areas of English language study. These may include English for Business Success, Conversation and Pronunciation, exam classes and special summer courses. A certain level of English is required for most of these courses. Assistance is offered in applying to universities (UCAS) and for job applications.

Development – In order to continue to provide the best quality service we actively encourage our staff to pursue further ELT qualifications (such as the DELTA or Trinity Diploma), and to attend related conferences. We also provide in-house training and events.

Responsiveness – Courses are under constant review and the College aims, by monitoring staff performance and responding to learner suggestions, to continually improve the quality of our service. There are weekly and end of course questionnaires for students to fill out

A.12 Placement

Oxford House College recognises the importance of placing and keeping students in the correct level.

Initially students complete a grammar/vocabulary based entrance test (see attached). On their first day they then have a mini interview with a TEFLi member of staff. If the member of staff is still unsure of their level they are referred to the DoS or ADoS for further clarification. Although this procedure is very accurate it is not faultless so we ask teachers to assess all new students on the first two days of their course to make sure they have been placed in the correct level (students are only required to buy a coursebook when we are sure they are in the right class). We believe the teacher's judgement is crucial with regard to the final placement.

All students wishing to enrol in any exam course are required to have an interview with either the DoS or ADoS. There is also a separate placement test for current students wishing to change to an exam class.

Due to continuous enrolment students are ready to move up to the next level at different times therefore we again rely on teachers to recommend movers. However as a double check all recommended movers are required to go and speak to either the DoS or ADoS and have their moving slip signed.

Teachers who are not absolutely sure if a student is ready to move up can use either the monthly progress tests and/or the level test (which students can take in the library). After taking the level test students are required to have a short interview with either the DoS or ADoS before moving up. Wherever possible students only move up at the beginning of the week but never in their final week at the College.

A.13 Level Change & Progress

Oxford House College is committed to ensuring all students are placed and remain in the correct level for the duration of their course.

Oxford House College recognises that there are many factors which affect a student's learning and progress and that it is unrealistic to expect lockstep progress within a class. To this end Oxford House College is focussed on the individual learning within a class and ensuring that individual students move classes at the appropriate time.

To achieve this, Oxford House College teachers need to be familiar with the overall curriculum and the specific syllabus for any given course. In addition they require familiarisation and training with regards to the Common European Framework of Reference (CEFR) and the relevant Can Do Statements.

The role of the teacher is then to make continuous assessment of a student's progress and overall level. This ongoing assessment is supported by monthly Progress Tests. The teacher then recommends when they feel it is appropriate for a student to change level.

The teacher completes a change of level recommendation form and the student takes this form to the Director of Studies for approval. The Director of Studies conducts a short interview with the student to confirm the recommendation. If the Director of Studies does not agree with the recommendation he/she will consult with the class teacher and a final decision made.

The class teacher and/or the Director of Studies may feel that a formal Level Test focussing on discrete lexical and grammatical items may assist in their overall assessment of a student. In this instance the class teacher or Director of Studies will complete a form recommending that the student to do the Level Test. The student then takes this form to the library and, under supervision, completes the Level Test in the specified time.

The Level Test is progressive in nature insofar as the first phase of questions are aimed at lower level students while the latter questions are aimed a higher level students. The marked level test is then banded, indicating a broad level based on grammar and lexis. The Directors of Studies uses this test to assist their judgement as to the correct class level for the student. As this test only focuses on grammatical and lexical items it should only be used as part of the assessment. The Director of Studies should also consider which question were answered correctly when considering the banding as this may indicate whether a student could cope in a higher level class (i.e. there may be some mistakes in the lower level questions but the student demonstrates a solid understanding of some higher level questions).

The Level Test should not be advertised to students or taken on a regular basis with a view to "passing". Inevitably students will know about the Level test and may ask to take it. The teacher needs to make a judgement themselves as to whether this is appropriate.

The Level Test may highlight gaps or weaknesses in a student's learning and can be equally used to justify that the student should stay in their current level and not move up. Even when a banding indicates a higher level it is not automatic that the student will move up as the test only concentrates on grammatical and lexical items and thus only forms part of the overall assessment. In summary the Level Test is there to assist assessment of level but the teacher's ongoing assessment in class should be the foundation for any recommended change in class.

A.14 Student Welfare

OHC accepts its responsibility to provide for the welfare of all students. There is a wide range of adults to whom students can turn for help and these are listed in the student handbook which is distributed to all students on arrival and is available in the school office. This clearly identifies the Welfare Officers in each centre.

Welfare of Students

Our welfare aims include:

- Being a school where the well-being of everyone is the prime concern of each member of our school community.
- Supporting a learning community in which all students can realise their full potential
- Providing a safe, stimulating and enriching environment where everyone is able to enjoy his/her learning experience.
- Encouraging students to be active members of the school community
- Promoting regular attendance and good behaviour as pre-conditions for maintaining high standard of achievement
- Providing a caring environment in our host families, in which students can feel safe and supported.
- Encouraging tolerance and understanding between all members of our community.

A.15 Accommodation

Homestay

Students can learn more about the British way of life by staying with carefully selected English families. It is essential to feel really relaxed and comfortable and within easy reach of each school. Students may choose a meal arrangement of Self-catering, Bed and Breakfast or Half-board. In London, students can also choose a Zone in which to live.

In London, OHC uses accommodation agencies to provide these services. In Oxford and Stratford-upon-Avon, we manage the families internally.

Students are provided with a comfortable living environment throughout their stay. All houses are clean and adequately heated. Rooms are equipped with a bed, hanging space and drawers. A desk is made available to students, either in the room or within the house.

Where meals are included a well-balanced diet is offered, taking into consideration specific dietary requirements.

Prior to their arrival, students receive a confirmation letter detailing the family details including full address and contact numbers, the type of accommodation, length of stay, travel arrangements and emergency contact details.

On the students first day at school, reception staff ask if they are happy with their accommodation. Any issues are referred to the accommodation officer. Issues are noted on the student database along with solutions. Agents (where applicable) are informed of the issues/solutions.

Families

All families are inspected prior to any students being placed. Families are re-inspected on a 2 yearly basis. At time of inspections, families are advised of the terms and conditions of the accommodation services, in addition to the accommodation requirements of the school.

Families will have a maximum of 4 students at any given time, never more than 2 students sharing a room (unless specifically requested), not have 2 students with the same first language (unless specifically requested) and speak English as their first language. Families will provide clear instructions to students regarding laundry arrangements.

Residence

OHC leases year round residences from London Hostels Association in Notting Hill, South Kensington and Waterloo. Students have a choice of Half-board or Self Catering.

During summer, OHC leases university/college residential accommodation from University of Westminster, University College London, Oxford Brooks and Oxford University. On an ad-hoc basis rooms are available from Stratford-upon-Avon College.

These services are not available to students under 18.

Agency

Agency agreements are renewed annually. Communication throughout the year is generally via email/telephone, with a general agreement on maintain student satisfaction. Solutions to any

problems are found quickly, generally to the student's benefit. Spot checks of families are offered by the agency on larger issues.

Post-summer, after the busy period, a debriefing is held with the agency, giving both sides the opportunity to provide feedback on all aspects. Issues such as capacity and particular families are discussed, along with the future year's pricing.

U18

Families who host students who are under 18 are required to provide an enhanced CRB disclosure. This includes all adult members who normally reside in the house.

Parents/guardians are advised at the time of booking that the minimum meal arrangement available to students who are under 18 is half-board. Options of full-board are available.

Parents/guardians are also advised that a supplement may be payable for a family to deliver and collect a student from the school.

A.16 Airport Transfer

OHC offers students the option of booking an airport transfer service for their arrival and departure. Students are made aware of the varying costs depending on the point of arrival/departure. Students are sent a confirmation letter prior to arrival with emergency contact details.

A.17 Student Safeguarding

Under 18s Policy

General

OHC London and Oxford enrol students who are 16 years and over. In Stratford upon Avon enrolments can be taken for students who are 14 or over. Students under 16 years of age are always taught in closed groups.

Any student under the age of 18 must be in homestay accommodation or be staying with parents or guardians or other immediate family as approved by the parents.

Training will be offered to all staff in Child Safeguarding. An introductory course is provided by Oxfordshire Council Safeguarding Board. All staff responsible as Child Protection Officers will be required to have a minimum Level 1 Certificate in Child Safeguarding

Classroom Administration

On a weekly basis under 18 year olds are highlighted on the class register so that teachers are aware of the younger students in their care.

In addition, a weekly register of under age students is kept at Reception. All students on the register must sign in and out on a daily basis. Reception staff will attempt to contact any under age student who has not arrived within 30 minutes of commencement of the first class. If contact cannot be made with the student via telephone or homestay contact, parents/police will be notified as is relevant.

In the case of students in a group the group leader will immediately be informed if a student is absent. The usual procedure for such students will be: 1. The group leader will call or visit the student. 2. The school will also try to contact the student and the host family. 3. If the whereabouts of the student is unknown a meeting will be called to be attended by the group leader, the course director, the centre manager, the attendance officer, welfare officer and designated CPO. If the safety of the student is a serious concern, the police will be informed without delay.

Accommodation

- All students under the age of 18 must be in homestay accommodation or reside with their parent/guardian or family members approved by the parent/guardian.
- Students and host families will be provided with clear guidelines for under age students in homestay.
- CRB disclosures are required and recorded and those families hosting under 18 year olds will be accepted on condition they have or agree to a CRB check. All adults normally residing in the house must provide a CRB disclosure statement.
- In London where an agency is used, the guidelines must be made clear and agreed to by the agencies
- In Oxford and Stratford-upon-Avon, where homestay is arranged by the college all host families will be inspected and approved before taking under age students.
- Home stays, which prove to be unsuitable for whatever reason, are removed from the home stay register. Serious concerns will be immediately reported to the local authorities.
- All under-18's and their hosts follow the school's agreed evening curfew which is
 - 9.00pm for 14 year olds
 - 9.30pm for 15 year olds
 - 10.30pm for 16 & 17 year olds

- For activities outside of the agreed curfew, students' parents or guardians must provide written consent. The school has the right to amend or refuse such requests in accordance with school policy and regulatory body guidelines
- Residential accommodation is not made available to under 18's.

Staffing

- All staff members to provide an enhanced CRB disclosure
- All staff to be provided with adequate training in Child Safeguarding Issues. All Oxford staff are required to complete the on-line training course provided by the Oxford shire. London and Stratford-upon-Avon staff will be trained in house.
- Individual staff members will be provided the opportunity to participate in approved Child Protection/Safeguarding courses.
- Teachers and hosts are to report any concerns to the Accommodation/Welfare Officer and/or Child Protection Officer, in a confidential manner, so they can be dealt with promptly and appropriately.
- All members of staff should be aware that it is inappropriate to exchange phone numbers, or meet privately with students who are under the age of 18. A professional attitude must be maintained at all times, both in and out of school.
- Members of staff participating in the social programme must ensure that under 18s adhere to curfews, do not drink alcohol and are protected from potential harm.
- Ratios of students to staff must be adhered to.

Other

- A variety of social programme activities suitable for under 18 year olds will be available at each centre.
- Students will be provided with 24 hour emergency telephone number
- The college staff will treat all allegations of abuse seriously and respond appropriately.
- The policy is read and understood by all members of staff, hosts and students.

Social Activities

- All activities are led by an Activities Leader.
- For activities where the group is all under 18, the staff ratio will be 2 adults to every 15 students and never less than 2 adults.
- For activities where the group age range is 16+ (14+ in Stratford), there will be an additional adult required to attend for the under age students. One further additional adult will be required for every 10 students aged 16-17 (14-17 in Stratford). This applies to all activities including those provided by external companies.
- Several activities are restricted to students over 18 only. For example the School Pub night.

A.18 Child Protection

OHC is determined to ensure that all necessary steps are taken to protect children and young people from harm. Every child and young person enrolled at OHC must be able to participate in an enjoyable and safe environment and be protected from harm. It is the responsibility of the organisation and its staff members to safeguard and promote the welfare of all children and young people by protecting them from physical, sexual or emotional abuse, neglect and bullying.

Georgie Collier is the Child Protection Officer for the group.

The Children Act 1989 defines a child as anyone who has not reached their 18th birthday. OHC will ensure that:

- The welfare of the child remains paramount
- All children whatever age, culture, disability, gender, language, racial origin, religious beliefs and or sexual identity have the right to be protected from harm
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- All staff (paid/unpaid) working at OHC have a responsibility to report concerns to **Georgie Collier** or **Tim Matthew**. Centre contacts for the reporting of concerns at the local level are **Howard Smith** in Oxford and **Richard Adams** in Stratford-upon-Avon. Howard and Richard will immediately contact Georgie or Tim.

What should you do if a young person reports abuse?

If someone discloses that they are being abused, then upon receiving the information you should:

- React calmly
- Reassure the child they were right to tell and that they are not to blame and take what the child says seriously
- Be careful not to be deemed to be putting words into the child's mouth, the easiest way of doing this is by asking questions
- Do not promise confidentiality
- Inform the child/young person what you will do next
- Make a full and written record of what has been said as soon as possible and don't delay in passing on the information

The report should include:

- The child's known details including name, date of birth, address and contact numbers
- Whether or not the person making the report is expressing their own concerns or those of someone else
- The nature of the allegation, including dates, times, specific, specific factors and any other relevant information
- Make a clear distinction between what is fact, opinion or hearsay
- A description of any visible bruising or other injuries. Also any indirect signs such as behavioural changes
- Details of witnesses to the incidents
- The child's account if it can be given, of what has happened and how any bruising or other injuries occurred
- Accounts from others, including colleagues and parents

Referral

If a referral needs to be made it should be made to the one of the following agencies.

- London: Westminster Council Access to Children's Services Team on 020 7641 4000
- Oxford: Oxfordshire council Assessment Team on 01865 323048
- Stratford-upon-Avon: Warwickshire Children's Social Care on 01926 41041

Have all information to hand when you make the call: Details of child and any written concerns.

Emergency action: In some cases you may need to protect a child immediately – in these situations dial 999. The police are the only agency with statutory powers for the immediate protection of children.

It is not our responsibility to decide whether abuse has taken place or not, however, we will pass on information to the appropriate authority.

A.19 General Policies

Enrolment Terms and Conditions

General:

1. The course fees and deposit are valid only for the person, course[s] and dates specified on the Enrolment Form.
2. The Registration fee is non-refundable.
3. If you cancel your course before arrival due to visa refusal or you are refused entry to the UK, we shall refund your tuition fees in full minus a £60 cancellation charge and the £50 Registration fee. We need to see the original refusal letter in order to give you a refund. You must apply for refund within six months of refusal date.
If you cancel your course before arrival for any other reason, no refund or credit will be given. (Note: special cancellation terms apply to Comenius/Grundtvig grant applicants).
If you cancel your course after arrival, leave it early, or miss any lessons, no refund or credit will be given, including in case of sickness.
4. The minimum age for General English courses is 16 (except for Junior Summer Course and school group courses in Stratford-upon-Avon, when it is 11). There is no upper age limit.
5. All 3 hour classes include a 15 minute break.
6. All two hour classes include a 10 minute break.
7. General Student Visa (GSV) students are required to attend an additional 1¼ hour class if they enrol only in a 15 hour course per week. General Student Visa (GSV) are only accepted into course which finish before 6pm daily.
8. One-to-One lessons include a 10-minute break if more than one hour is taken at a time.
9. When necessary, the College reserves the right to alter the teacher/timetable and/or transfer students from one class or course to another, from one time of study to another, and to merge small classes or cancel classes and courses. Fees may also be subject to change.
10. If you are a complete Beginner in English we may not have a suitable class.
11. Books are not included in the course fees. Students are required to buy their own books at the College at the start of their course (Minimum Cost £20 each).
12. There is no reduction in fees where there is a UK public holiday.
13. You are strongly advised to organise medical and cancellation / curtailment insurance before travel.
14. Holidays can be taken by arrangement but we require at least 2 weeks' notice.
15. You cannot change from a full-time course to a part-time course or One-to-One class, unless agreed to by the school management.
16. Students whose behaviour prejudices the best interests of the College will be asked to leave before the end of their course and no refund on the course fees will be payable by the College.
17. Oxford House College may use additional classrooms in other buildings located near the College, including local colleges / universities.
18. Junior Summer Course excursions are subject to change at short notice in the event of adverse weather conditions.

Accommodation:

19. In arranging accommodation, Oxford House College is acting as the supplier's agent.
20. The Accommodation Arrangement Fee is non-refundable.
21. The accommodation rent is valid only for the person and dates specified. Any changes of dates must be notified to us in writing or by e-mail at least 2 weeks before the arrival date.
22. We reserve the right to allocate alternative accommodation without prior notification.
23. It is the client's responsibility to obtain the accommodation address before travelling to the

United Kingdom.

24. For Homestay accommodation, two weeks' rent is non-refundable except in the case of a visa refusal.

25. If students in Homestay wish to leave earlier than the dates they have booked, they must give 7 days' notice to the host family.

26. We will send you confirmation of your accommodation details after you have paid your full course fees and rent or minimum 2 weeks' rent, and you have received your visa (if a visa is required)

27. In July and August, the minimum booking period for Homestay is 2 weeks.

28. For Summer residence accommodation, rooms will not be confirmed unless full payment for the stay is received. This fee is non-refundable/transferable under any circumstances.

A.20 Health and Safety

At Oxford House College we recognise our duties under current health and safety legislation and we will endeavour to meet the requirements of this legislation and maintain a safe and healthy working environment. Our managers and supervisors are informed of their responsibilities to ensure they all take reasonable precautions, to ensure the safety, health and welfare of those that are likely to be affected by the operation of the college.

OHC recognises its duty to make regular assessment of the hazards and risks created in the course of our business.

APPENDIX B: Organisational Chart

APPENDIX C: Job Descriptions

APPENDIX D: Staff Lists