



OXFORD SPIRES
INTERNATIONAL

Policies Handbook

2024

Contents

| | |
|---|----|
| Anti-Radicalisation | 3 |
| Behaviour Management Policy | 4 |
| Recurring or serious misbehaviour is dealt with by following the disciplinary procedure | 5 |
| Bullying | 6 |
| Equality & Diversity | 7 |
| Group Leader Complaints Policy | 8 |
| Health & Safety Policy | 9 |
| Host Family Policy | 11 |
| Induction Policy | 12 |
| Missing Student Policy | 14 |
| Mobile Phone, Camera, Social Media & Electronic Communication Policy | 16 |
| Prevent Duty Statement | 18 |
| Recruitment Policy | 19 |
| Risk Assessment Policy | 22 |
| Safeguarding Child Protection | 23 |
| Staff Conduct Policy | 24 |
| Student Attendance & Punctuality Policy | 25 |
| Student Complaints Procedure | 26 |
| Student Rules | 27 |
| Supervision Policy | 29 |
| Visitors Policy | 31 |

Anti-Radicalisation

Oxford Spires International is committed to providing a secure environment for both students and staff. Oxford Spires International will not tolerate extremist views of any kind in the school, whether it is from students, staff or external sources.

What is Radicalisation?

Radicalisation is a process by which an individual or group comes to adopt increasingly extreme political, social or religious ideals and aspirations that (1) reject or undermine the status quo or (2) reject and/or undermine contemporary ideas and expressions of freedom of choice.

If you are found to be exchanging extremist ideas:

- You may be excluded from activities or lessons or both
- You will have to write to your parents to explain to them why you have been excluded
- We will tell your Group Leader and the Centre Manager
- We will inform Head Office
- We may tell the police
- Your parents may have to pay for you to go home
- Are you being exposed to extremist views?
- If you are being exposed to extremist views, please tell an Oxford Spires International staff member or your Group Leader
- We will listen to you and take your complaint very seriously and offer you the support you need

**IF YOU FEEL THAT YOU OR ANOTHER STUDENT IS AT RISK
OF BEING EXPOSED TO EXTREMIST VIEWS PLEASE SPEAK WITH A MEMBER OF STAFF
OR ASK TO SPEAK WITH THE CENTRE MANAGER.**

Behaviour Management Policy

Oxford Spires International believes that students thrive in an ordered environment in which everyone knows what is expected of them. At Oxford Spires, we aim to provide an environment in which students can develop self-discipline and self-esteem in an atmosphere of mutual respect, encouragement and safety.

In order to achieve this, we adhere to the following guidelines:

- All staff will provide a positive model for the students with regards to friendliness, care and courtesy, and will offer strategies for handling conflict if it arises
- Rules governing student conduct and disciplinary procedures are agreed and explained to all students, staff and group leaders upon arrival
- The school rules and disciplinary procedure are found in all student, group leader and staff handbooks for reference
- Staff ensure that these rules are applied in a consistent manner
- Good behaviour and participation in lessons and activities is praised
- Staff actively try to avoid attention-seeking through undesirable behaviour
- Bullying behaviour, in any form, which may be emotional, physical or verbal, is not tolerated. Students are encouraged to report any incidences of bullying to a member of staff. Staff should consult the Centre Manager if they receive a report of bullying
- Staff ensure they are aware of any issues arising from students' special needs

When students behave in unacceptable ways:

- They are spoken to clearly and calmly. It is always made clear to the student that it is the behaviour that is unwelcome, and not the individual
- In cases of serious misbehaviour, such as racial or other abuse, the unacceptable nature of the behaviour and attitudes is made clear immediately, but by means of explanation rather than personal blame. Staff should consult with the Senior Teacher or Centre Manager for support
- Staff are respectful and mindful of cultural expectations in all communication with students
- Unacceptable behaviour is dealt with promptly and as fairly as possible
- Efforts are made to understand the cause of the misbehaviour, explain to the student why it is not acceptable and find a solution

The school does not:

- Use or threaten physical punishment
- Single out or humiliate students
- Allow staff to shout or raise their voices in a threatening way
- Allow staff to speak to students in a rude or demeaning manner

Disciplinary Procedure

Recurring or serious misbehaviour is dealt with by following the disciplinary procedure

1. First Warning

The student is given a verbal first warning by the Centre Manager

2. Second Warning

The student is given a written second warning by the Centre Manager. The Centre Manager completes an Incident Report form and sends this to Head Office, who will inform the students' parents and/or agent of the situation

3. Final Warning

The student is given a final written warning by the Centre Manager, with prior approval from the Academic Manager, which stipulates that they will be sent home immediately if they continue to behave in an unacceptable manner. The Centre Manager will complete an Incident Report form and send this to Head Office, who will communicate with parents/agents

4. Expulsion

A student may be asked to leave the course at their own expense. This may be recommended by the Centre Manager but must be approved by senior Head Office staff

Oxford Spires reserves the right, where appropriate, to exclude a student from a period of free time or excursion/activity alongside a warning. Students must never be left unattended

Oxford Spires reserves the right, at the discretion of senior Head Office staff, to administer an immediate final warning or exclusion for any serious breaches of discipline

Bullying

Oxford Spires International is committed to providing a secure environment for both students and staff. Oxford Spires International will not tolerate extremist views of any kind in the school, whether it is from students, staff or external sources.

What is a bully?

Somebody who uses repeated, hurtful behaviour towards another person who cannot defend him/herself.

Examples of bullying:

- Hitting, kicking and taking personal possessions
- Calling people names, insulting people, making racist comments
- Telling nasty stories about people, excluding people from groups

If you are found to be bullying another student:

- You will be excluded from activities, lessons or both
- You will have to write to your parents to explain to them why you are being excluded
- We will tell your Group Leader and the Centre Manager
- We will inform Oxford Spires International Head Office if you do not stop bullying
- We may tell the police
- Your parents may have to pay for you to go home.

Are you being bullied?

- If you are being bullied, please tell a staff member or your Group Leader
- We will listen to you and take your complaint very seriously and offer you the support you need.

WE DO NOT TOLERATE BULLYING AND WE EXPECT ALL STUDENTS AND STAFF TO RESPECT THIS.

Equality & Diversity

Oxford Spires International is committed to equal opportunities for all children, young people, families and adults who wish to use its facilities.

In order to achieve this, Oxford Spires:

- Welcomes students and staff from all backgrounds regardless of race, culture, gender, disability or sexual orientation
- Welcomes students and staff with special needs, provided that facilities can be arranged practically to provide a safe, stimulating environment for that student
- Seeks to avoid any form of discrimination in all activities, whether of gender, ethnicity or disability by a member of staff or student
- Does not tolerate any discriminatory language, behaviour or remarks by students or staff
- Accommodates religious and cultural preferences in food and activities wherever deemed appropriate and possible
- Seeks to value each student as an individual, respecting their religion, racial origin, cultural and linguistic background
- Ensures that male and female staff and students are treated equally, have full access to all activities and are equally encouraged to enjoy them

All staff are made aware of Oxford Spires Language School's Equality and Diversity Policy and are required to commit to its principles and contents.

Group Leader Complaints Policy

Oxford Spires believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Under normal circumstances, the Centre Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Operations Manager will conduct the investigation.

Our Complaints Procedure is as follows:

Making a complaint

Stage 1

- Any student / group leader who has a concern about an aspect of the centre's provision should first talk about his/her concerns with the Centre Manager
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, the student should put the concerns or complaint in writing to the Centre Manager
- The group leader is then sent a full response to the complaint within 24 hours or sooner if appropriate

Stage 3

- If the group leader is not satisfied with the outcome of the investigation, he or she should request a meeting with the Academic Manager. There should be witnesses present at the meeting
- Confidential records of meetings, discussions and decisions will be kept at all stages

Records

A record of formal complaints against the centre, staff and students working in the centre is kept, detailing the date of the complaint, the circumstances and how it was managed

Health & Safety Policy

At Oxford Spires International, we understand the importance of ensuring that systems are in place for checking that our setting is a safe and secure place for children, staff and other visitors.

Our Health and Safety Policy aims to:

- To prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities
- To provide adequate training to ensure employees are competent to do their work
- To engage and consult with employees on day-to-day health and safety conditions and provide advice and supervision on occupational health
- To implement emergency procedures - evacuation in case of fire or other significant incident
- To maintain safe and healthy working conditions, provide and maintain, equipment and ensure safe storage / use of equipment

Procedures

- Fire evacuation drills to be carried out at least once a week a year in conjunction with partner Colleges where necessary
- Log to be kept of drills. All staff members to be made aware of assembly points and procedures during their initial induction. All students to be made aware of procedures during first day orientation
- Fire risk assessments to take place as legally required.
- All fire exits and signage to comply with legal codes of practice.
- A risk assessment to be carried out annually in the winter of each year, action plan put forward as a result and remedial action taken in cases of hazard.
- All potential hazards or problems liable to affect the health and wellbeing of staff to be reported to the relevant member of staff and recorded in the log book.
- No member of staff should administer drugs of any description to students.
- Sanitary bins to be regularly emptied by approved contractors.
- All staff given Fire Safety and Health & Safety training upon arrival.
- Any emergency problems to be referred to one of the school's certified first aiders.
- Accident book to be kept at reception.
- First Aid kit to be kept appropriately stocked at all times and kept at reception.

In the event of students requesting medical attention, all requests should be passed to the course office and ideally one of the nominated people responsible for first aid.

Members of the centre team will assess the situation and present the following options, depending on the situation:

1. Book an appointment with a doctor
2. Call NHS Direct
3. Visit an emergency health centre
4. Visit the nearest local hospital A&E department
5. Contact the emergency services and call an ambulance

Depending on the circumstances, the office team may offer to pay for a taxi to the doctor's/hospital and will also offer to accompany the student there together with any visiting Group Leader.

Host Family Policy

Oxford Spires Language International is committed to the welfare of all children using its services. The following procedures are in place for the recruitment of Host families to ensure all Host families coming into contact with children are fully checked and are deemed suitable.

We use a variety of different homestay providers in Oxford & Cheltenham and therefore have an agreement in place for the following procedures to be adhered to:

Host families are recruited using the following procedures:

- Completion of an application form / enquiry form to be completed
- Candidates take part in a face to face interview / visit by Host family organiser at the homestay's accommodation
- Candidates will be required to have an enhanced DBS disclosure.
- Following British Council guidelines, these circumstances would be:
 1. The level of the existing DBS check is the same level needed by Oxford Spires
 2. The DBS check is less than 12 months' old
 3. The existing DBS check is for a similar post
 4. There are no unexplained gaps in a person's employment – a DBS check will not be used if there has been a break of more than three months in service
 5. The person's identity has been checked to ensure it matches the DBS check
 6. The existing check has been done with an organisation known to Oxford Spires which demonstrates safe recruitment procedures and who is able to confirm the status of the
 7. DBS is still correct to their knowledge
 8. Oxford Spires will ask to see the original DBS check
 9. Have a Gas Safety Certificate in place for their home
 10. Family and environment deemed suitable to host student's / group leaders
- In line with the DBS code of practice, we do not retain the DBS disclosure itself but will keep a record of its number and issue date. Only Host family's members themselves will keep a copy of their own DBS disclosure
- In line with Ofsted's guidelines, it is our policy not to routinely repeat DBS checks unless there is a break in employment or we are given information that suggests a person may no longer be suitable to look after children. However, we do currently aim to ensure each member of Host families has a DBS disclosure no more than three years old.
- Wherever possible, Oxford Spires will use the new DBS on-line updating service to check the status of Host families' DBS checks and we encourage all new Host families to subscribe to this
- All Host families are required to sign a Host Families Suitability declaration annually
- All appointments of Host families that may be subject to the receipt of satisfactory references – we request these in writing from two referees
- Unless agreed prior to arrival between Oxford Spires and the Groups or parent, no adult to share the same house unless we have written permission from the parents or it is the child's parent
- No more than four students per host family unless it is agreed prior to arrival
- A minimum student age of 12 years old for students choosing host family accommodation

Induction Policy

All new and returning Oxford Spires Staff undergo training to ensure they are sufficiently prepared for their role and responsibilities. Safeguarding plays a key element.

All Oxford Spires International staff receive a full induction prior to students' arrival. The centre induction is designed to provide centre specific information. All staff are required to sign an induction form to record that they have received and understood the training and documentation, which includes Safeguarding.

The induction typically covers the following areas:

Welcome & Introductions

- About Oxford Spires
- Meet the Management Team
- Roles Responsibilities & Communication Channels
- Oxford Spires Mission, Vision and Values
- Staff Portal & Handbooks
- Staff Expectations

Overview & Logistics

- Locations
- Student Numbers
- Group Details
- Staff Overview
- Rotas & Timetables

Safety, Welfare & Supervision

- Incident & Accident Forms
- Missing Student Procedures
- Emergency Planning
- Safeguarding Training
- Policy Training

Using the Database (Elsieapp)

- Registers
- Allergies, Special Educational Needs (SEN), Additional Information
- Homestay Students
- Room Lists

Student Management

- Behaviour Management
- Student Complaints

In addition to the induction of all staff a range of written, online and other face to face training is given:

Written Induction Materials

- All staff are sent the Staff Handbook and company Safeguarding Policy along with their work contracts
- All staff are sent the Staff Information Pack at least a week before their contract starts
- All teaching staff are sent the Teacher Handbook at least a week before their contract starts

Online Training

- All staff complete an Introduction to Safeguarding and Prevent course before arrival

Face to Face Training

- The Centre Managers arrive at least a day before their staff to receive a face-to-face induction in Head Office (see checklist)
- The Senior Teachers receive a face-to-face induction (one day) with the Operations /Academic Manager before the teaching staff arrive
- All other staff attend a compulsory, paid induction before the students arrive, which goes over the content of the handbooks in more detail (see checklist). Staff are then divided into activity and teaching staff for role-specific training
- Any staff arriving once the programme has started will receive a shorter induction with the Centre Manager and Senior Teacher/Senior Activity Leader before starting work

Continuous Development

If any areas are identified as lacking, staff will receive the necessary training.

Oxford Spires Head Office will also conduct Centre Checks whereby staff will be randomly selected and tested on their knowledge, in particular Safeguarding.

Missing Student Policy

Oxford Spires Language School has the highest regard for students in our care. In the unlikely event that a student is missing, the following procedures will be followed:

Homestay Student missing at the start of the day

Allocated staff responsible for homestay students to alert Centre Manager once the student is 10 minutes late.

Centre Manager will:

- Ask staff to check the premises (dining hall, break areas etc);
- Alert Group Leader where applicable and phone student/send them a message to find out where they are;
- If no answer after 5 minutes, contact Homestay Organiser to check a) the student is not still at home, or b) what time the student left for school

If the student left for school on time, the host cannot explain their absence and the student is 30 minutes late with no contact, the Centre Manager will alert Head Office before contacting the police and following instructions.

Homestay Student does not arrive home at agreed time

Host families to alert Homestay Organiser if their student does not arrive home within 10 minutes of their agreed curfew.

Homestay Organiser will contact Centre Manager who will:

- Alert Group Leader where applicable and phone student/send them a message to find out where they are
- Check the Homestay Sign Out sheet to see what time the student left. If the student did not sign out, ask staff to check the premises (dining hall, break areas etc) and contact staff member responsible for homestay students signing out

If the student left school on time and the student is 30 minutes late with no contact, Centre Manager will alert Senior Management before contacting the police and following instructions.

Student missing from unsupervised free time on an off-site activity/excursion

- Staff responsible for activity should phone the student to see where they are, or contact the Group Leader/Centre Manager if they do not have the students' contact details
- Staff responsible should allocate members of the team to search the area, if possible, to find the student

If an individual cannot be found within 15 minutes and is not contactable, the Centre Manager must be informed.

The Centre Manager will:

- Alert Group Leader where applicable
- Ask for details such as the exact location of the group, when and where the student was last seen, and accounts from their peers (students must always be in groups of 3 or more during unsupervised free time)

If the student is 30 minutes late with no contact, Centre Manager will alert Senior Management before asking staff present to contact the police and follow instructions.

If appropriate, and supervision ratios allow, one staff member can remain at the meeting point to wait for the missing student and the activity can be resumed with the rest of the group.

Contacting police

Before making contact with the police, the Centre Manager should have as much information to hand as possible, such as:

- Students' age, description and any relevant medical information
- When the student was last seen
- The students' typical bus route or mode of transport to and from the school, where applicable

Contacting parents/guardians/agents

At the time of alerting police, the students' agent and/or parents will be contacted to inform them of the situation and action being taken. Contact with parents and agents may only be made by Head Office in this situation.

Once A Student Has Been Found

Head Office will inform parents, agents and any other parties immediately.

The Centre Manager will speak to the student as promptly as possible and determine why and how they went missing.

If the cause is found to be due to the will of the student (e.g. hiding from the group, intentionally staying out too long), then the Centre Manager will sanction the student using the Discipline Procedure.

An Incident Report form will be completed within 24 hours by the Centre Manager and sent to Head Office.

Relevant policies, procedures and risk assessments will be reviewed by the Centre Manager and Head Office, and any necessary changes brought into immediate effect.

Mobile Phone, Camera, Social Media & Electronic Communication Policy

Oxford Spires International is committed to ensuring the safety of children in our care. We recognise the importance of mobile phones for communication purposes, but are aware that casual or inappropriate use of mobile phones and technology in the childcare setting could pose a risk to children and staff.

Mobile Phones

In order to remain contactable at all times during their shift, which is particularly important when offsite, all staff members must carry their mobile phone with them during working hours.

Staff must not have their phones on display or use their phones at any time for social purposes during lessons or whilst supervising students in any capacity.

Sharing Contact Details

Staff must not share their personal contact details with any student before, during or after a programme.

Students will be asked for their contact number by the Centre Manager upon arrival and their numbers will be stored securely. Student contact numbers will be shared on a need-to-know basis with other staff members.

If it is necessary for staff to share contact details with a student (for example, for the student to have unsupervised free time), an offsite phone contact number is given and student details are recorded on the register.

At School and in The Classroom

Staff may use their phone in order to avoid leaving their class during a lesson, if they need assistance from a senior staff member (for example, a student is missing).

Staff may use their phone if it is for the educational benefit of the class (for example, setting up a phone interaction quiz on the IWB).

Offsite

Staff may use their personal phones, if they wish, to make contact with fellow staff members, as necessary for the organisation and safety of the trip (for example, coordinating with coach drivers).

Staff must take an offsite phone when they take students offsite, which is the only contact number they can share with students, and the only contact number they can use to communicate with group leaders during working hours.

At the Residence

Staff must carry their phones at all times whilst on duty at the residence, but should avoid having them out and visible to students wherever possible.

Personal Use of Phones (staff)

Staff needing to use their phone for emergency personal reasons during working hours are expected to find cover for their students before removing themselves to do so.

If you are likely to receive an emergency personal call please make your centre manager aware in advance.

Student Phones

Students are permitted to have their phones with them in the classroom, but they must be on silent and in their bags unless the authorised by their teacher to use them for an activity.

Students must have their phones with them when travelling to and from school (homestay) and during any unsupervised free time on excursions.

During excursions, students may use their phones to take photographs, but must not use them to the detriment of their safety (for example, when crossing roads). Staff should monitor this.

Students may use their phones for personal calls during their breaks, lunch hour and chill out time.

Photography

Staff must not take photographs of any students, for any reason, on their personal devices.

Photography is permitted with the Centre Manager's work phone, or on the school cameras.

Photos should never be transferred from a company camera or phone onto a personal device without explicit permission from the Centre Manager.

Group Leaders

Group Leaders are not permitted to take photographs of any children not in their group without consent from the Centre Manager.

With the Centre Manager's permission, they may be able to photograph other students, as part of a bigger group, but never individually.

Social Media & Electronic Communication

Staff must not distribute (by any means) images or information about students of any age. This includes:

- Use of student images
- Use of student details on blogs
- Any social networking sites or message systems

Remember that your personal profiles can be viewed by anyone, and people working with children should be especially careful about their personal web presence.

Staff must pay particular attention to use neutral, unemotive language that will not be misconstrued.

Staff must not exchange any information with a student that they would not be happy to share with the child's parent or carer.

Where necessary, any electronic contact will preferably be with the Group Leader.

Urgent contact with students must be through company provided centre mobiles.

Prevent Duty Statement

Prevent is the first part in a larger government initiative to try to stop extremism and terrorism and tries to identify people who might be developing extremist values so they can be educated as to why this is not in keeping with British values.

Extremism is defined as: "Vocal or active opposition to fundamental British values ... and calls for the death of members of our armed forces whether in this country or overseas."

Prevent is not:

- Spying on students and staff
- Trying to change someone's culture
- Stopping people from having opinions
- Stopping students from having discussions about criminalising people

To fulfil our legal requirements we have to make sure that our students, staff, host families, suppliers and group leaders exemplify British values.

These include:

- Democracy
- Rule of law
- Individual liberty
- Mutual respect and tolerance for those with different faiths and beliefs

It is our duty to remind our students of British law. We will talk to the students about these in the first days of their course, especially to make sure that students realise that there can be no discrimination against anybody.

All staff have a responsibility to report any 'extreme' comments to senior school staff.

Recruitment Policy

General Details

Oxford Spires International is committed to recruiting staff with the fundamental skills and attributes to fulfil its corporate aims and objectives. The Recruitment Policy aims to provide clear guidance to managers in relation to both the selection and appointment of staff. This policy promotes and supports good practice for those with responsibility for recruitment.

This policy aims to achieve the following objectives:

- To recruit staff with the appropriate skills, both technical and personal, in order to meet the company's current and future needs.
- To recruit staff that have an affinity with working with young learners, and are suitable to fulfil pastoral needs – to include an appropriate DBS check.
- To ensure that staff appointed to posts involving teaching responsibilities are qualified to carry out such duties.
- To ensure a fair and effective recruitment procedure, that is consistent with employment legislation.
- To develop and enhance the public image of Oxford Spires International, both as an employer and as a quality provider of education.

All staff employed by Oxford Spires International will be responsible for working with young people under the age of 18 years old in some capacity; as a responsible employer, we will insist on conducting thorough reference and vetting checks on each successful candidate.

Staff Recruitment Procedure

Staff are recruited using the following procedures:

- All staff taking part in the recruitment process will be trained in Safe Recruitment
- Safeguarding requirements for staff are made clear in all job adverts
- All candidates must complete a Job Application form
- Candidates are interviewed by two members of staff
- Two satisfactory references are required for each member of staff, ideally from their most recent employer and/or someone who can best judge their suitability to work with children (eg college tutor, scout leader)
- Staff may be allowed to start work pending the receipt of the second reference if the first reference has been verified by a telephone call
- Where possible, candidates will be required to complete a trial session at the setting before the post is formally offered
- All job offers are made subject to satisfactory completion of a probation period

DBS Disclosures

- Staff should have an enhanced DBS disclosure before starting work. In certain circumstances, it may be possible for staff to start work whilst waiting for a DBS check to come through – if this is the case, a risk assessment will be completed and if judged safe, the member of staff will be allowed to work under supervision and not be left alone with children at any time. (For Language School Teachers, part of this risk assessment will include a Barred List check.)
- All staff working with a member of staff without a completed DBS disclosure will be made aware of their status so that they are never given unsupervised access to children.
- In certain circumstances, it may be possible to accept an existing DBS disclosure. Following Ofsted guidelines, these circumstances would be:
 1. The level of the existing DBS check is the same level needed by Oxford Spires International
 2. The DBS check is less than 12 months old (3 months for language school teachers, who will also need to be checked on the barred list)
 3. The existing DBS check is for a similar post in the children’s workforce
 4. There are no unexplained gaps in a person’s employment – a DBS check will not be used if there has been a break of more than three months in service
 5. The person’s identity has been checked to ensure it matches the DBS check
 6. The existing check has been done with an organisation which demonstrates safe recruitment procedures and who is able to confirm the status of the DBS is still correct to their knowledge
 7. The DBS certificate will be seen and checked by an Oxford Spires International Manager
- In line with Ofsted guidelines, it is our policy not to routinely repeat DBS checks unless there is a break in employment, or we are given information that suggests a person may no longer be suitable to look after children. However, we do currently aim to ensure each member of staff has a DBS disclosure no more than three years old.
- Wherever possible, Oxford Spires International will use the new DBS on-line update service to check the status of staff’s DBS checks and we encourage all new staff to subscribe to this.

Overseas Criminal Record Checks

- If a candidate has lived overseas in the 5 years preceding a job offer, a criminal record check from each country they have spent a continuous period of 3 months or more will be required.
- If it is found that it is not possible to obtain a criminal record check from a particular country, a reference will be obtained from an appropriate referee in that country covering the time they spent there.
- If an overseas criminal record is not complete before the starting dates of the candidate, a risk assessment will be completed.
- If judged safe, the member of staff may be allowed to work under supervision and not be left alone with children at any time.
- All staff working with a member of staff with incomplete checks will be made aware of their status so that they are never given unsupervised access to children.

Qualifications

- Where posts require a particular qualification, evidence of the qualification will be checked, and a copy of the certificate will be kept on file
- For Language School teachers, non-standard TEFL qualifications will be investigated to ensure they meet the required standard

Other Safeguards

- All staff are required to sign a Staff Suitability Declaration annually
- If any member of staff has incomplete checks before their start date, a risk assessment will be completed and, if judged safe, they will be allowed to work under supervision and not be left alone with children at any time, until full checks are completed.
- All staff working with a member of staff without completed checks will be made aware of their status so that they are never given unsupervised access to children.
- All staff are given training in safeguarding when they start work and this is reviewed on a regular basis.

Risk Assessment Policy

At Oxford Spires International, we understand the importance of ensuring that systems are in place for checking that our setting is a safe and secure place for children, staff and other visitors.

Our risk assessment procedures are part of a continuous process to prevent any dangerous incident taking place.

They are the responsibility of all staff as part of their daily duties.

- The Centre Manager will ensure that risk assessments are completed, and if judged necessary, logged and effectively monitored
- All staff are required to read, understand and contribute to risk assessments and be aware of the process of putting risk assessments in place
- Written risk assessments will be carried out for the environment of the setting, any activities that are deemed to have a medium to high risk and for off-site excursions
- Each written risk assessment is dated and states when it needs to be reviewed - this will be at least annually or when there is any change to circumstances, equipment or resources, any change to the premises, or when particular needs of a child or other visitor necessitates this
- The Centre Manager is responsible for conducting any necessary reviews or making changes to existing risk assessments in the light of any potential risks that they or other members of staff discover
- Staff will be encouraged to risk assess all activities, and equipment at all times, though not all of these will necessarily be put in writing. They will be asked to consider:
 - What is the hazard?
 - Who is at risk?
 - What could happen?
 - How can the risk be minimised?
 - What needs to be done?
 - Once action has been taken to reduce the risks, do the benefits of doing the activity outweigh the risks involved?
- A visual inspection of both the equipment and the entire premises – both indoor and outdoor – will be carried out on daily basis using a checklist
- Staff will be vigilant and continuously aware of any potential risks to health and safety

Safeguarding Child Protection

Please visit link below for full Safeguarding & Child Protection Policy:

[Oxford English language school for junior students – Oxford Spires International student welfare](#)

Staff Conduct Policy

In addition to standards required by Common Law, Oxford Spires Centres expects standards of conduct from employees which safeguard students and creates and maintains an ethos of mutual respect, openness and fairness that reflect the stated 'Aims of the Centre'.

In order to maintain and promote a positive working culture and the aims of Oxford Spires Centres, employees are expected to:

- work together to create a centre culture that is based on mutual and appropriate respect;
- create and maintain a good and open relationship with students' parents and their representatives;
- create a positive classroom environment where all children are respected and valued;
- take care of their physical and mental well-being by maintaining a healthy work-life balance;
- treat resources responsibly and if possible, reduce, re-use and recycle.

Staff/Student Contact

As a general rule, staff should avoid unnecessary contact with students outside centre.

- They should not give students their home address, mobile or home phone number, or noncentre e-mail address without good cause. Thank you letters to students should not contain these personal details
- They should not follow students or be followed by students on social media, except via Oxford Spires own social media forums
- They should not make arrangements to meet students, individually or in groups, outside centre other than on centre trips authorised by the Centre Manager
- They should not give a student a lift in their own vehicle unless they have permission from the Centre Manager
- They are advised not to attend private student parties or social events
- If a staff member finds they are in a social situation where students are present, whether centre-run or otherwise, they should ensure their behaviour will not reflect poorly on theirs or the centre's reputation
- When chaperoning centre run activities or excursions, staff should not consume alcohol
- Under no circumstances should staff engage in romantic or sexual relationships with students

Dealing with Small Groups or Individual Students

- Whenever possible staff should try not to be alone in a room with a student, regardless of gender. If they are on their own with a student, they should leave the door open and inform a colleague if possible. Staff should always keep a safe distance between them and the student
- They should not engage in conversations about their personal life with students
- They should keep boundaries very clear between themselves and students, particularly if the conversation involves relationships, emotions, and sexual content

Student Attendance & Punctuality Policy

While studying at Oxford Spires, students are expected to attend all classes and compulsory activities and to arrive punctually for the specified start time. Your attendance is taken each class and activity and any unusual absence will result in your group leader / parent / carer being notified.

In case of illness you must notify your group leader and/or Oxford Spires staff as soon as you can so we can care for you. Aside from illness, you are permitted to miss classes and activities only if this is approved in advance by Oxford Spires management and with the agreement of group leader or parent / guardian.

In order to graduate from the Course (and to receive a graduation certificate) students need to attend all the lessons except those due to illness or pre-approved.

Students who repeatedly misses classes and activities with insufficient excuse may be dismissed from the course.

Student Complaints Procedure

If a student wishes to make a complaint during the course, they should follow the complaints procedure outlined below:

1. **Speak to any member of staff at the centre**, who will direct the student to the most appropriate person to speak to about the problem. All efforts will be made to resolve the complaint quickly and effectively
2. If the problem has not been resolved, the student should speak **to the Centre Manager**, who will try to resolve the complaint immediately. The Centre Manager may contact Head Office for assistance if appropriate. All complaints made at this stage must be logged using the Complaint Form
3. If the problem has still not been resolved, **Head Office** should be contacted in writing and the complaint will be referred to the Director. All complaints will be recorded, investigated and logged. The outcome will be communicated to all relevant parties
4. If the outcome is still not satisfactory, the student or their representative should write to the Chief Executive of our members' association, **English UK** at:
47 Brunswick Court, Tanner Street, London, SE1 3LH.

Complaints regarding the Course will not be considered after the Student has finished their Course.

Student Rules

Follow these rules and have a happy, safe and enjoyable stay in the U.K.

Your English Classes

- You must come to your English classes every day
- If you are ill, or have a problem, tell your Group Leader or Homestay Host
- You must come to your classes at the correct time – do not be late!
- Always listen to your teacher
- Respect your teacher and the other students in your class
- Always speak English in class
- Do not be disruptive in class

The Activity Programme

- You must come to all the activities and excursions on your programme
- If you are ill, or have a problem, tell your Group Leader or Homestay Host
- You must come to activities and excursions on time – do not be late!
- Respect Spires staff, Group Leaders and other students
- Always listen carefully to instructions given to you by Spires staff

Residential Rules

- You must never leave the college campus alone or with friends
- You can only leave the college campus with Spires staff or with your Group Leader if they have permission from the Centre Manager to take you out
- You must be quiet in your residence bedrooms in the evenings
- The lights in your bedroom should be switched off by 11pm

Homestay Rules

- You must go home directly after activities have finished in the afternoon or when directed
- Your Host is responsible for your welfare and must know where you are, what you are doing and at what time you are returning home
- You must not go out in the evenings alone or with friends unless you have a Spires organised activity or if your Group Leader has permission to take you out from the Centre Manager
- You must always travel home from activities with another student, your Group Leader or by taxi
- Never walk home alone after evening activities

If You Break These Rules

- You will be excluded from the activity programme and/or your English classes
- You will have to explain to the Spires Centre Manager
- Spires will telephone your parents or your agent
- You will have to explain to your parents or agent
- You may have to return home early and your parents will have to pay

Supervision Policy

At the Airport

Arrivals

- A designated representative will meet groups and individuals at a ratio of 1:20 including group leaders
- Any group of less than 3 students arriving outside of standard hours or airports will not be supervised by a member of staff during their arrival, but instead by a designated driver/chauffeur or equivalent (who will meet safer recruitment legislation) This will be communicated to parents/agents in advance

Departures

- Groups will be seen onto their coach by Oxford Spires staff (except where not possible or in unsocial hours) and then supervised during departure by their group leaders
- Individuals travelling as unaccompanied minors will be supervised by staff
- Individuals not travelling as unaccompanied minors will be supervised by staff or the driver/chauffeur until they reach airport security

Offsite Activities/Excursions

Group Leaders cannot supervise students outside of their own group at any time.

Students aged 13+

A minimum staff/student ratio of 1:20 will be upheld at all times. Group leaders are additional and not considered in this ratio.

Students aged 12 and under

A minimum adult/ratio of 1:10 at all times, of which at least one adult for every 20 students is staff.

Free Time on Excursions

Supervised Free Time:

Students aged 13 years and under, and students without written parental consent, do not have permission to have unsupervised free time. During any periods of free time, they must be accompanied by a staff member or their group leader at a ratio of 1:10.

Unsupervised Free Time:

Students aged 14 years and over, with written parental consent, are permitted to have unsupervised free time during excursions. Consent must be confirmed by senior staff.

The following rules must be observed:

- Students must be in groups of 3 or more
- Students must “check in” with staff at a designated meeting point every hour
- Students must be wearing the emergency number wristband and have their phones
- Unsupervised free time must only take place in predetermined areas of a city, such as pedestrian-only zones and shopping centres
- A member of staff must wait at the designated meeting point for the duration of the unsupervised free time, in case any students need to return early

Onsite Activities/Lessons

- Students will be supervised at a ratio of 1:20, which includes group leaders. Students must never be left unsupervised during an onsite activity or in a classroom
- Mealtimes and breaks will be supervised by staff and group leaders on a rota basis
- Group Leaders cannot supervise students outside of their own group at any time

Student Sickness

Homestay Students

Homestay students who are unwell will stay at home with an adult member of their host family, or with their group leader, if possible. If neither option is possible, the school will arrange for the student to get to school in private transport or a taxi, where they will be cared for and supervised onsite.

Residential Students

Residential students who are unwell will stay at the residence with a staff member or with their group leader, if possible. If neither option is possible or practical, the student will be cared for and supervised onsite at the school.

Any student taken to hospital or medical centres will be accompanied by a member of staff and/or their group leader as appropriate.

Residential Supervision

Free Time in the Residence

Students will be supervised at a ratio of adult/student 1:20, including group leaders.

Overnight Supervision

- At least one member of staff per block will be “on call” overnight every night, overseeing a maximum of 60 students (but no more than 20 individual [non-group] students aged 12-17 or 15 students aged under 12) plus one group leader per group of 20 students aged 12-17 or 15 students aged under 12
- Group leaders cannot be counted in ratios to students outside of their own group
- A senior member of staff will also be allocated each night, to be referred to in emergencies and lead any evacuation
- On call staff duties are outlined separately

Visitors Policy

Oxford Spires International welcome visits and visitors at all venues, schools and centres. We adhere to the following guidelines with regard to visits of all kinds including:

- Family & friends visits
 - Agent visits
 - Supplier visits
 - Head office visits
1. All visitors, except those employed by the Oxford Active Partnership, should give at least 12 hours' notice to the Centre Manager before their visit
 2. All visitors must sign in and out the building. The Centre Manager should ensure that all visitors have signed in
 3. All visitors must wear a lanyard with an ID card
 4. The visitor must provide a form of photo identification when they arrive
 5. The Centre Manager should be informed by the visitor of any dietary or mobility requirements at least 48 hours in advance to ensure compliance at the site
 6. No visitor should be left unattended at the centre. They must always stay with an Oxford Spires International member of staff
 7. If staff see any unknown adults or children on site, they should challenge them and report them to the Centre Manager who will check their ID and reason for visiting
 8. Visitors outside of the Oxford Active Partnership are not allowed to take photographs at any time without the express permission of the Centre Manager



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