



English in Totnes

A boutique language school in beautiful Devon

Welfare and Anti-Discrimination Policy 2019

English in Totnes operates an equal opportunities policy, which means that it will not discriminate against any student regardless of gender, race, creed, colour, nationality, sexual orientation or disability of any kind. English in Totnes also does not tolerate bullying or abusive behaviour in any form.

English in Totnes is committed to providing a caring, friendly and safe environment for its students, so that they can feel secure and enjoy their learning. If a student alleges that he or she is being bullied, the allegation is taken seriously, and immediate steps are to be taken to investigate the allegation and to ensure the student is safe.

All staff working in English in Totnes, and interacting with our students, have an appropriate background check to ensure their suitability.

All students on arrival will be given a student card and they will have received the 24-hour emergency contact number before arrival.

English in Totnes requires to be fully informed of any medical condition/disability of a prospective under 18 student to be able to provide appropriate care for the student. In the case of such information not being provided English in Totnes may have to refuse acceptance of the student and request that the student is returned home at his/her own expense. It is the choice of a student over 18 to share this information with us.

English in Totnes staff and host families cannot be responsible for administering or safeguarding medicines. Students who are prescribed medication are asked to bring a letter from the doctor or prescriber with the name of the medicine, the dosage and frequency of taking it and the name of the condition for which it has been prescribed, clearly described in English. This is in case the student needs medical attention whilst in the UK. If a student is taking regular medication, the student must be responsible for the care and administration of her/his own medication. English in Totnes requires written confirmation from the student or parent/legal guardian to that effect prior to accepting the student.

English in Totnes retains the right to make decisions regarding the appropriateness of students' participating in certain activities if there is a medical condition and possible risks attached.



English in Totnes, Gate House, 2 High Street, Totnes, TQ9 5RZ

T: +44 (0)1803 865722, E: info@englishintotnes.com,

W: www.englishintotnes.com

Registered in England and Wales. Company no: 07116300. Registered at the above address.





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For adults

English in Totnes operates an extensive cultural and social programme to support the students' learning and offer the students the opportunity to find out more about local area. There are at least three social activities per week and two free Study sessions per week. Any activity that requires students to pay is marked clearly and students are asked to pay in the office.

Students receive written welfare information, for example regarding how to reach their accommodation and the school, in the **Pre-Course Information Pack** available on our website at <https://www.englishintotnes.com/pre-course-information>. In this pack, students are informed about places of worship, banking, registration with local police, approximate costs of snack/light lunches, leisure and sport facilities, licensing laws and information about personal safety.

The Pre-Course Information Pack also contains information on medical care and the school supports students in seeking medical attention and registering with the local GP practice.

English in Totnes has several first aid appointed persons on its staff team and they are available if help is needed.

For Young Learners - any students under 18 years

The care of Young Learners is of prime importance to us at English in Totnes. In accepting junior students at English in Totnes, we are accepting responsibility for the safety, security and well-being of children, while they are in our care. Therefore, we stress that all staff involved in their care must always exercise vigilance and take responsibility for them.

All junior students under 18 years are placed in appropriate host families in half or full board accommodation (self-catering only available for 18 years+ under exceptional circumstances and with the written permission of the parent) and hosts are asked to ensure that their junior students keep to the curfew hours set by English in Totnes. They also need to ensure there is a responsible adult in the house when the student returns after school and overnight.

If any young learners book individual 1 to1 lessons, these take place with a teacher who has undergone a full DBS check, in the classroom next to the office, with the door always left open.

All parents / guardians of young learner students are sent a Reply Pack and a consent form to sign and return by email prior to the student's arrival. They are made aware that all classes in English in Totnes are comprised of students of mixed nationalities and ages, including students under and over 18 years. In the case of accompanied groups of young learners, the foreign group leader or teacher is informed that he/ she is responsible for the young learner students in their group at break and lunchtimes, as well as during school trips and excursions. For unaccompanied groups of young



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learners i.e. students travelling independently, the minimum ratio is one English in Totnes social activities leader per 15 students, and this must always be respected.

Curfews – the following advice is included in the Reply Pack for juniors:

- Students under 14 cannot be unaccompanied at any time outside the school or homestay
- Students aged 14-15 have a curfew time of 22:00 every day
- Students aged 16-17 have a curfew time of 22:30 every day

We make every effort to ensure that our young learner students are always supervised: by their host families outside school hours (subject to the above curfew requirements), by their teachers in class and by our social activities' leader during activities outside the school. The supervision of students for scheduled activities on site and off site is always based on 1:15 students and all activities have been risk assessed.

All students who are under 18 years – or who hold a visa for entry into the UK – are noted on the class register every day to confirm their attendance. If any students - including minor students, students with visas, or adult students with no visas – are absent they are contacted by phone or email to ensure their welfare. Any appropriate action is taken, for example their parents are contacted, or they are given a verbal warning if attendance is low.

A record of all significant welfare issues is kept centrally on the student's record on the database. English in Totnes follows a strict policy for dealing with bullying and abusive behaviour. If there are any causes for concern the School Manager decides on the actions to be taken and external agencies are contacted if deemed appropriate.



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