

# Safeguarding Policy

The English Studio London

July 2019

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## INTRODUCTION

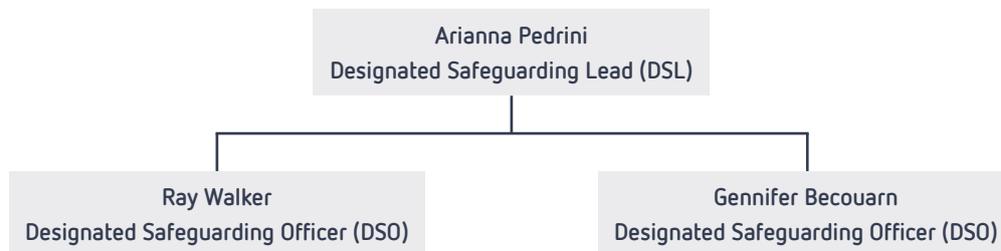
# Safeguarding Policy

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This policy applies to all staff employed by The English Studio who work with or come into regular contact with children in the course of their duties.

- A child is defined as a person under the age of 18. (The Children Act 1989 and the Vetting and Barring Scheme 200).
- Sexual activity with or directed towards a person under 18 by an adult who is in a position of trust with under 18-year-old is a criminal offence. (Sexual Offences Act 2003).
- All The English Studio staff working with children have a duty to make arrangements for safeguarding and promoting the welfare of children.
- The English Studio staff should implement this policy using the guidelines provided. This will protect the safety and well being of children attending courses and staff employed to work on courses at The English Studio language schools.
- At least one senior member of staff at The English Studio adult and junior centre(s) will be known to all staff as the Designated Safeguarding Lead (DSL). The DSL will raise awareness of this policy and its guidelines with staff, education agents, group leaders and children in our care. In most centres this person will be the Centre Manager or a member of the senior management team.
- All The English Studio staff have a responsibility to report concerns to the named Safeguarding Officer(s).
- The English Studio has a duty to refer any person who has;
  - ~ Harmed or poses a risk of harm to a child;
  - ~ Satisfied the 'harm test' (i.e. no action or inaction occurred but the present risk that it could was significant) ; or Received a caution or conviction for a relevant offence.
- The Safeguarding Team for The English Studio is shown on the Organigram below:



## STATEMENT OF INTENT

The English Studio is committed to safeguarding children from harm and believe that:

- The welfare of the child is paramount.
- All children without exception have the right to protection from abuse regardless of age, gender, ethnicity, disability, sexuality or beliefs.

The English Studio will ensure that:

- All concerns and allegations of abuse will be taken seriously and responded to appropriately.
- The English Studio Safeguarding Policy will be reviewed and updated regularly.
- As members of Young Learners English UK; at least one member of central office permanent staff will attain Safeguarding for Designated Lead training.
- As members of Young Learners English UK; at least one member of the central office human resources staff will have completed the Safer Recruitment training course.

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The English Studio have a commitment to:

- Safe recruitment, selection and vetting of staff.
- Making known to all staff the policies and procedures in place that promote the safety and welfare of children including; health and safety, anti-bullying, the code of conduct for staff working with under 18s and contact with children under 18.

## POLICY AIMS

The aim of The English Studio Safeguarding Policy is:

- To promote good practice by providing children with appropriate protection and safety whilst in our care.
- To provide The English Studio staff with clear guidelines and appropriate ongoing child protection training for working with children in their care.
- To allow staff to make informed responses to specific child protection issues.

## POLICY IMPLEMENTATION

The English Studio Safeguarding Policy will be implemented by adhering to the guidelines within this document. All The English Studio staff must comply with this Policy in conjunction with **The English Studio Conduct Policy**.

For Staff Working with under 18s, the guidelines cover three main areas:

- Staff recruitment, support and training
  - Staff conduct
  - Child protection procedures
1. The English Studio central office and language schools
    - All senior staff and managers will attend departmental child protection meetings for updates.
    - All staff working with under 18s will complete online safeguarding training.
  2. The English Studio centre staff
    - All staff will complete online safeguarding training.
    - At the senior staff induction for The English Studio, central staff will:
      - ~ Brief all senior managers about requirements and responsibilities of their roles.
      - ~ Explain child protection procedures.
      - ~ Ensure staff are aware of their responsibilities to uphold The English Studio Conduct Policy and The Safeguarding Policy.
    - Ensure appropriate staff receive a copy of The English Studio Safeguarding Policy.
    - Ensure appropriate staff receive a copy of The English Studio Conduct Policy.
    - Brief all Centre Managers to run local induction sessions, for all staff employed at centres, on The English Studio's Conduct Policy and The Safeguarding Policy.
    - Make sure copies of the Safeguarding Policy and the Conduct Policy are available for all staff to consult.
    - Address awareness of child protection issues through on-going training at staff meetings.
  3. Group Leaders accompanying students
    - Group Leaders accompanying students will be asked to sign a disclosure form prior to arrival stating that they are suitable to work with under 18s.
    - Education agents sending Group Leaders to accompany students will be required to provide a signed agreement stating

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that they hold records of current police checks or certificates of good conduct for Group Leaders from their country of domicile stating that they are suitable to work with children and that they have no outstanding criminal convictions that would affect their suitability to accompany students in a supervisory role in the UK.

## STAFF CONDUCT

All The English Studio Young Learners staff are expected to demonstrate exemplary behaviour in order to protect themselves from allegations of misconduct. The Code of Conduct for Staff Working with Under-18s below provides clear guidelines for staff and should be adhered to at all times.

## CODE OF CONDUCT FOR STAFF WORKING WITH CHILDREN UNDER 18

The English Studio Code of Conduct is in place to protect students under 18 in our care. It equally provides protection for The English Studio staff working with children under 18. The law in England and Wales identifies a child as a person under the age of 18 (Safeguarding Vulnerable Groups Act 2006). In Scotland this is also the case under the Protection of Vulnerable Groups (Scotland) Act 2007.

### Relationships with students

- Maintain a professional relationship with students at all times.
- Sexual activity with or directed towards under 18s by an adult in a position of trust is a criminal offence (Sexual Offences Act 2003).
- Do not socialise with students under 18 outside your working hours unless you are on a scheduled activity or work-related mission.
- Report any inadvertent/inappropriate/accidental conduct as soon as possible.
- Do not put yourself in a compromising position.
- Do not enter into dialogue with students under 18 on social networks.
- Refrain from entering into dialogue with any student on social networking sites as communications can, at times, be unwelcome.
- Respect cultural differences of students, some of whom may be more open, and others more closed and less familiar with more informal communication styles both in the classroom and on activities.

### Staff contact with students

- Electronic and 'social' contact with students under 18 (phone, text, email, social networking forums, photos, gaming sites, 'clans' etc.) is not allowed.

### Staff working with children (under 18s) must not:

- Establish or seek to establish social contact with under 18s/pupils during or after the course or give personal email addresses or personal phone numbers to students under 18.
- Communicate via email, text, phone or social networking sites, blogs, web pages, gaming sites or instant messaging services with under 18s.
- Post photos or videos of students under 18 on any social networking sites without official prior permission from senior managers.
- Distribute (by any means) images or information about students of any age.

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## Staff working with children (under 18s) must:

- Avoid becoming personally involved in a student's personal affairs.
- Be aware that their personal web profiles can be viewed by anyone and therefore should be especially cautious about their public web profiles and privacy settings.

## Under 18s seeking contact with staff

- If an under-18 seeks to establish social contact, the member of staff must exercise his/her professional judgement and be aware that such social contact could be misconstrued.
- Staff must seek advice from a line manager if students do try to establish contact and copy such communications to the line manager.

## DUTY TO REPORT

Staff have a duty to report any allegation or suspicion of inappropriate contact with under 18s to line/senior managers.

## Failure to comply

- Non-compliance with the policy on contact with students under 18 may result in disciplinary procedures.
- Employers have a duty as well and will remove an individual from regulated activity where there is risk of harm to children.
- Employers have a 'duty to refer' the suspicion or allegation of an individual engaged in regulated activity having inappropriate contact to external authorities\* where there is risk of harm to children.

\*(DBS, PVG, local police, local Child Protection authorities)

## Physical contact with students

- Staff should avoid all unnecessary physical contact with under 18s, at all times. On rare occasions staff may need to use physical intervention to control or restrain students to prevent them from injuring themselves or others, however physical intervention must only be used as a last resort.
- In the event that a child is hurt, injured or upset; staff are encouraged to act with caution and to exercise common sense when deciding on their course of action. Whilst the Care Commission have advised that there is currently no legislation in place which forbids a member of staff from consoling a child (e.g. putting an arm around the shoulder of an upset child) or assisting a child who has hurt themselves (e.g. cut their knee), it is expected that the member of staff will act professionally in all circumstances.
- The English Studio strongly advise all staff to always ensure that a second staff member/colleague is present when dealing with an injured or upset child. Such policies exist to protect the interests of both our staff and clients.
- In the case of a medical emergency, the appointed first-aider should be contacted.
- In the case of demonstrating something that involves touching a student (i.e. sports), tell the student exactly what you are going to do before you demonstrate.

## Transporting under 18s

If you are accompanying under 18s by taxi (e.g. to the hospital), make sure another person is with you. If this is not possible, make sure the child is seated in the back of the car.

## Excursions booked through The English Studio for under 18s

External providers used by The English Studio for excursions for under 18s are covered by their own Safeguarding Policy and all their members of staff are DBS checked. Their safeguarding policy is available on request to the DSL at The English studio.

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## Privacy

- Never put yourself in a position where you will be alone with an under 18. Make sure someone else is present. If you need to talk to a student privately, use a quiet corner of a public space (e.g. the reception or student room).
- Never enter students' accommodation on your own.

## Teaching one-to-one

In a classroom situation where there is a one-to-one teaching environment the classroom door should be left open and the teacher should be in full view from the door. Managers should make occasional 'walk by' checks.

## Alcohol and drugs

- No alcohol or drugs are permitted on school property.
- Never consume alcohol with under-18s or buy alcohol for them.

## Appropriate language

- Never swear in front of students.
- Teachers should not teach swear words in class.
- Challenge inappropriate language from students.
- Select suitable topics when teaching under-18s. If in doubt, seek advice from your line manager.
- Ensure that any films or material shown to children and young people are age appropriate.
- The use of inappropriate language whilst on duty is not acceptable and in the most serious of cases may lead to disciplinary action.

## Radicalisation

- The English Studio will not tolerate extremist views of any kind in the school, whether it is from students, staff or external sources.
- All staff must be fully engaged in being vigilant about radicalisation; you must overcome professional disbelief that such issues will not happen here and ensure that our students are safe from harm.

## Equality

- The English Studio respects everybody irrespective of age, gender, nationality, race, religion and sexual orientation. Please demonstrate cultural sensitivity and awareness at all times.

## Whistle blowing

The mechanism by which a person can voice their concerns, made in good faith, without fear of repercussion

- Staff must report any behaviour by colleagues that raises concern regarding under 18s regardless of the source and understand that their concerns will be taken seriously.
- Staff proven to be in non-compliance of the code of conduct may face disciplinary procedures.
- Further details can be sought from the companies Whistle Blowing Policy.

## Online

We understand that students will spend time online as it can be a great way to socialise, explore and have fun

- Staff must not socialise online with students in a personal capacity, during or after employment with The English Studio.

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The English Studio can help students 'keep safe' when online by ensuring that they follow the guidelines are adhered to. Students must;

- ~ Make sure they know who they are speaking to.
- ~ Never give out personal details.
- ~ Never arrange to meet someone they don't know.
- ~ Never give out personal details.
- ~ Never arrange to meet someone they don't know.
- Limit their time online - they are here to speak English!

If they have any concerns about the above, they must tell a member of staff immediately.

## BULLYING

We recognise that bullying is an international problem and we aim to take steps to prevent the incidence of bullying in our centres. The English Studio does not tolerate bullying in any form. Bullying is deliberate, hurtful behaviour. It is often repeated, and it is difficult for those being bullied to defend themselves.

Please reference the company's Conduct Policy for further details on bullying and guidance for how to deal with such instances.

## WHAT IS ABUSE?

### Child Abuse

A term to describe a range of ways in which people, usually adults, harm children. Often the adult is a person who is known and trusted by the child.

Child abuse includes neglect, physical injury, sexual abuse or emotional abuse inflicted or knowingly not prevented, which causes significant harm or death. (NSPCC 1999).

### Awareness of Actual or Likely Abuse

Cases of abuse may become apparent in a number of ways:

- A child may tell someone they are being abused.
- Someone else may disclose that a child has told them, or they believe a child is or has been abused.

### Recognising Signs of Abuse

- A child may show signs of physical injury such as bruising, with no satisfactory explanation for its cause.
- A child's behaviour may indicate that it is likely he or she is being abused (like being emotionally withdrawn or aggressive or showing sudden changes in behaviour or performance).
- A member of staff's behaviour or way he/she relates to a child may cause concern.

### Duty to Report the Disclosure of Abuse or Allegation of Abuse

- It is the legal duty of English Studio Young Learners staff to report disclosure or allegation of abuse.
- It is not for staff to decide whether or not a suspicion or allegation is true.
- All suspicions or allegations of abuse must be taken seriously.

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## CHILD PROTECTION PROCEDURES

The English Studio staff will follow the procedures set out below:

- Ensure that all staff know the name of the local staff member responsible for child protection.
- Ensure all staff understand their responsibilities of being alert to the signs of abuse and responsibility to refer any concerns to the staff member responsible for child protection.
- Remember that staff are not trained to deal with situations of abuse or to decide if abuse has occurred.
- Be aware of relevant local agencies and co-operate as required regarding child protection matters arising (see 'Local Safeguarding Children Boards' list of contacts).
- Keep written records of concerns about children and ensure they are kept securely.
- Follow procedures where an allegation is made against a member of staff or another adult.

## WHAT TO DO IF ABUSE IS SUSPECTED OR DISCLOSED

WHAT TO DO	WHAT NOT TO DO
<ul style="list-style-type: none"><li>• Stay Calm.</li></ul>	<ul style="list-style-type: none"><li>• Don't panic. Don't over-react. It is unlikely that the child is in immediate danger.</li></ul>
<ul style="list-style-type: none"><li>• Listen, hear and believe.</li></ul>	<ul style="list-style-type: none"><li>• Don't probe for more information. Questioning the child may affect how the child's disclosure is received later.</li></ul>
<ul style="list-style-type: none"><li>• Give the child time to say what they want to say.</li><li>• Reassure and explain that they have done the right thing in telling you.</li></ul>	<ul style="list-style-type: none"><li>• Don't make assumptions, don't paraphrase and don't offer alternative explanations.</li></ul>
<ul style="list-style-type: none"><li>• Explain that only people whose job it is to deal with these situations will be informed.</li></ul>	<ul style="list-style-type: none"><li>• Don't promise confidentiality, or to keep secrets or say that everything will be OK. (It might not be).</li></ul>
<ul style="list-style-type: none"><li>• Act immediately in accordance with the procedure in this policy.</li></ul>	<ul style="list-style-type: none"><li>• Don't try to deal with it yourself.</li></ul>
<ul style="list-style-type: none"><li>• Record in writing what was said as accurately as possible and as soon as possible.</li><li>• Report to the Safeguarding Officer at your centre, school or English Studio Young Learners Central Office.</li><li>• Report to your Local Homestay Organiser and Centre Manager if the suspicion or disclosure involves a homestay host or other adult in the home.</li><li>• Record your report.</li></ul>	<ul style="list-style-type: none"><li>• Don't make negative comments about the alleged abuser.</li><li>• Don't 'gossip' with colleagues about what has been said to you. Don't make the child repeat the story unnecessarily.</li></ul>

- Be aware of relevant local agencies and co-operate as required regarding child protection matters arising (see 'Local Safeguarding Children Boards' list of contacts).
- Keep written records of concerns about children and ensure they are kept securely.
- Follow procedures where an allegation is made against a member of staff or other adult.

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## REPORTING SUSPECTED, ALLEGED OR ACTUAL INCIDENTS OF ABUSE

The welfare of the child must be paramount, and you have a legal duty to report suspicions, allegations or actual incidents to the designated member of staff at your centre/school, who will then take the appropriate course of action as detailed here. If the allegation is about a member of staff, senior staff or the Safeguarding Officer all staff and students must be aware that they can report directly to the Designated Safeguarding Lead at the management office.

If reported to staff at the centre then, In the first instance, the Designated Safeguarding Officer must report to the Designated Safeguarding Lead, Arianna Pedrini, at the management office. If you are unable to find her, report to a member of the welfare team, details of which can be found displayed around the school.

If the suspicion, allegation or actual incident involves a homestay host or other adult in the home, you should report to the Operations Manager/DSL (Arianna Pedrini) or a member of the safeguarding team. If the allegation concerns another under 18 then staff must be aware that both students require support during any investigation.

Once your initial report has been made the designated member of staff may be instructed to consult with the relevant statutory safeguarding agency (please see 'Local Safeguarding Children Boards').

### The following information may be required

- Staff name, address, telephone number, position/role at The English Studio.
- As many details as possible about the child, e.g. name, date of birth, address (centre/homestay address, home country address), passport/identity card number, group leader name and telephone number.
- What the reasons are for telephoning, e.g. the suspicions, allegations, what has been said, details of times and dates, the child's emotional state. Make it clear what is fact and what is opinion or hearsay.
- What has been done so far.
- Where possible confirm this in writing within 24 hours and record the name of the contact who took the referral.
- The statutory agency will then give you instructions as to what to do next and will take responsibility for any further action.
- Keep head office informed at all times of any developments.

## CONTACT DETAILS IF YOUR CONCERN IS ABOUT SOMEONE IN THE MANAGEMENT TEAM OR THE DSL

- NSPCC [www.nspcc.org.uk/what-we-do/about-us/contact-us](http://www.nspcc.org.uk/what-we-do/about-us/contact-us)
- Local Safeguarding Board - Camden 020 7974 3317

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Thank you for taking the time to read this policy. Please keep it in a place where you can refer to it easily.

**Arianna Pedrini**

Designated Safeguarding Lead

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# Safeguarding Matrix

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## SAFEGUARDING MATRIX FOR THE YOUNG ENGLISH STUDIO

STUDENT GROUP	SAFEGUARDING PROVISION(S)	EXCLUSIONS	EXPECTATIONS FROM PARENT(S)/GUARDIAN(S)
JUNIORS (8 TO 10 YEARS)	<ul style="list-style-type: none"> <li>In-class student to teacher ratio – 1:11.</li> <li>Out-of-class student to activity ratio – 1:11.</li> <li>Supervised break-times, ratios as above.</li> <li>The English Studio staff member supervision 100% of time (inc. in-class, breaks, lunch period and activities).</li> <li>Dedicated Young English Studio centre.</li> <li>Break-out space exclusively for junior age group.</li> <li>School drop-off/pick-up by parent/guardian enforced.</li> <li>Advice welfare inc. sunscreen, sun hat, provision of water bottle.</li> <li>Personal ID card with emergency contact numbers.</li> <li>Specific YES student induction delivered in first-day including concept checking by teachers.</li> </ul>	<ul style="list-style-type: none"> <li>Adult social programme activities.</li> <li>One-to-ones/private tuition.</li> <li>Accommodation bookings unless traveling with a parent/guardian/group leader.</li> <li>Unsupervised time during afternoon activities and excursions.</li> </ul>	<ul style="list-style-type: none"> <li>Fully completed Parental Consent Form.</li> <li>On-time school drop-off and pick-up of student.</li> </ul>
TEENS (11 TO 14 YEARS)	<ul style="list-style-type: none"> <li>In-class student to teacher ratio – 1:15.</li> <li>Out-of-class student to activity ratio – 1:15.</li> <li>Supervised break-times, ratios as above.</li> <li>Dedicated Young English Studio centre.</li> <li>School drop-off/pick-up by parent/guardian enforced unless students traveling to/from school in pairs.</li> <li>Break-out space exclusively for teen age group.</li> <li>Personal ID card with emergency contact numbers.</li> <li>Specific YES student induction delivered in first-day including concept checking by teachers.</li> <li><b>12 to 14 years old only</b> – Unsupervised time during afternoon activities and excursions in minimum of student pairs, providing prior authorisation received on Parental Consent Form.</li> </ul>	<ul style="list-style-type: none"> <li>Adult social programme activities.</li> <li>Accommodation bookings unless traveling with a parent/guardian/group leader.</li> <li><b>11 years old only</b> – Unsupervised time during afternoon activities and excursions.</li> </ul>	<ul style="list-style-type: none"> <li>Fully completed Parental Consent Form</li> <li>On-time school drop-off and pick-up of student if applicable.</li> </ul>
SENIORS (15 TO 17 YEARS)	<ul style="list-style-type: none"> <li>In-class student to teacher ratio – 1:22.</li> <li>Out-of-class student to activity ratio – 1:22.</li> <li>Supervised break-times, ratios as above.</li> <li>Break-out space exclusively for senior age group.</li> <li>School drop-off/pick-up by parent/guardian on first day only, thereafter unaccompanied providing prior authorisation received on Parental Consent Form.</li> <li>Advice welfare inc. sunscreen, sun hat, provision of water bottle.</li> <li>Personal ID card with emergency contact numbers.</li> <li>Specific YES student induction delivered on first-day including concept checking by teachers.</li> <li>Unsupervised time during afternoon activities and excursions in minimum of student pairs, providing prior authorisation received on Parental Consent Form.</li> <li><b>16 &amp; 17 years old only</b> – Guidance for traveling to/from school using public transport (facilitated by host family).</li> </ul>	<ul style="list-style-type: none"> <li>Adult social programme activities.</li> <li><b>15 years old only</b> – Accommodation bookings unless traveling with a parent/guardian/group leader.</li> <li><b>16 &amp; 17 years old only</b> – Merging with year-round adult classes.</li> </ul>	<ul style="list-style-type: none"> <li>Fully completed Parental Consent Form.</li> <li>On-time school drop-off and pick-up of student on first day.</li> </ul>

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## SAFEGUARDING MATRIX FOR YEAR-ROUND YOUNG LEARNERS AT THE ENGLISH STUDIO

STUDENT GROUP	SAFEGUARDING PROVISION(S)	EXCLUSIONS	EXPECTATIONS FROM PARENT(S)/GUARDIAN(S)
YOUNGER LEARNERS ON YEAR-ROUND ADULT COURSES (16 TO 17 YEARS)	<ul style="list-style-type: none"> <li>In-class student to teacher ratio – 1:22.</li> <li>Out-of-class student to activity ratio – 1:22.</li> <li>Unsupervised break times.</li> <li>Unaccompanied travel to/from school providing prior authorisation received on Parental Consent Form.</li> <li>Booking acceptance providing the below has been provided (booked by The English Studio or evidenced booking by alternative provider):               <ul style="list-style-type: none"> <li>~ Half-board homestay accommodation.</li> <li>~ Return airport transfer.</li> </ul> </li> <li>Personal ID card with emergency contact numbers.</li> <li>Specific <b>Young Learner on adult course</b> induction delivered in first-day including concept checking.</li> <li>First week follow-up on Friday after arrival from one of the welfare/safeguarding team.</li> <li>Guidance for traveling to/from school using public transport (facilitated by host family).</li> </ul>	<ul style="list-style-type: none"> <li>Adult social programme activities operated in adult venues; pubs, clubs and parties where alcohol is served.</li> </ul>	<ul style="list-style-type: none"> <li>Fully completed Parental Consent Form.</li> <li>Confirmation student and parent/guardian has read and understood: -               <ul style="list-style-type: none"> <li>~ Code of Conduct.</li> <li>~ Safeguarding Policy.</li> <li>~ Attendance Policy.</li> </ul> </li> <li>Medical insurance provision in place prior to travel.</li> </ul>