

Code of Conduct

The English Studio London

April 2019

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THE
ENGLISH
STUDIO

STATEMENT OF INTENT

The English Studio is committed to providing an environment in which students and staff members can thrive and progress without fear of bullying, misconduct or discrimination of any kind. Your well-being is our priority.

Everyone who works here will:

- Help you in any way possible
- Speak to you in a polite and patient manner
- Resolve any problem with your class, accommodation or welfare immediately, or tell you how and when it will be resolved
- Encourage you to make the most of your time in London

If students or education agents have any concerns or problems, please speak to the Operations Manager of one of our welfare team or a member of the front desk team immediately. The English Studio is committed to quality of service and comfort for all stakeholders. We adhere to, and are inspected under, the strict guidelines provided by the British Council.

We are members of English UK, the world's leading language teaching association.

DEFINITION OF ABUSIVE BEHAVIOUR

Abusive behaviour is defined as deliberate hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves.

There are four main types of abusive behavior. It may be **physical** (e.g. hitting, kicking, slapping), **verbal** (e.g. racist or homophobic remarks, name calling, graffiti, threats, abusive text, email or chat room messages), **emotional** (e.g. tormenting, ridiculing, humiliating, ignoring, isolating from the group), or **sexual** (e.g. unwanted physical contact or abusive comments).

If bullying is suspected, the following procedure outlined in this document should be followed.

Abusive behaviour can include:

- **Bully**
 - ~ **Physical** – hitting, kicking, theft
 - ~ **Verbal** – racist, homophobic or transphobic remarks, threats, name calling
 - ~ **Emotional** – excluding somebody from an activity, isolating somebody
- **Sexual Abuse** – any form of uninvited sexual contact, from touching right up as far as rape (forcing somebody to have sexual intercourse against their will). Sexual abuse also includes leering, inappropriate comments and sexually suggestive remarks
- **Cyber-bullying** – bullying- negative remarks in text messages, through instant messenger services or social media platforms such as Facebook

People who are the victims of abuse can be extremely distressed and this can adversely affect their health, happiness and development.

If you are a witness to or a victim of any kind of abusive behaviour, please report this to your line manager or our Welfare Officer immediately.

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RESPONSIBILITIES

The Senior Management Team (Managing Director, Academic Director, Deputy Academic Director, Academic Manager and Operations Manager) are responsible for:

- Introducing appropriate procedures to protect staff members and students from violence or abusive behaviour in the school
- Involving external bodies (police, local council etc) where necessary
- Ensuring that all staff members are made aware of this policy statement
- Ensuring that all staff members are aware of their responsibility to report incidents of violence or abusive behaviour
- Encouraging all visitors to the school to be courteous and to follow the school's rules, policies and procedures

Staff members are responsible for:

- Ensuring, as far as is practicable, that they do not put themselves or their colleagues at risk of violence or abuse
- Ensuring they take reasonable steps to minimise confrontation
- Reporting incidents to their line manager; co-operating with any investigation following an incident
- Co-operating with any measures to improve safety in the school

REPORTING AND RECORDING INCIDENTS OF VIOLENCE OR ABUSIVE BEHAVIOUR

Incidents of violence or abusive behaviour should be reported by the staff member to their line manager or by the student to the Operations Manager or a member of the welfare team as soon as is practicably possible.

The line manager, Operations Manager or member of the welfare team will record the incident and discuss the matter with the appropriate colleague or member of the senior management team.

The senior management team will discuss the matter and then confirm and implement consequential actions.

REPORTING AND RECORDING INCIDENTS OF VIOLENCE OR ABUSIVE BEHAVIOUR

- Take all signs of bullying very seriously and investigate all reports
- Encourage all students to speak and share their concerns in a safe and open environment. Help the victim to speak out and tell the person in charge or someone in authority.
- Investigate all allegations, no matter how seemingly trivial, and take action to ensure the victim is safe. Speak with the victim and the bully separately.
- Ensure that all reports of suspected bullying are recorded in writing and held on the appropriate student account. Ensure also that the follow up and resolution / consequence is also recorded in writing.
- Reassure the victim that you can be trusted and will help them, although you cannot promise to tell no one else.
- Keep records of what is said (what happened, by whom, when) on the student management system.

ACTION TOWARDS THE BULLY

- Talk with the bully, explain the situation, and try to get the bully to understand the consequences of their behaviour. Seek an apology to the victim(s). Do this with another member of staff and the relevant education agent, if appropriate. Make a written record of the meeting, and report to the Operations Manager or appropriate member of the Senior Management Team.
- Ask them to consider an appropriate way of putting things right and, if necessary support them in carrying out an apology. Ensure that any apology / reconciliation is done with other staff present and make a written record.

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- Impose sanctions as necessary in accordance with the Disciplinary Procedure if the bully does not change his or her behaviour.
- Encourage and support the bully to change behaviour.
- Hold meetings with the education agent and the bully to discuss the situation. Explain that any further incidents of bullying by the same person will result in them being sent home
- Keep a written record of action taken
- If the same unacceptable behaviour persists despite the meetings and warnings, the bully may be subject to dismissal.

STUDENT DISMISSAL

According to our terms and conditions:

- When a student or education agent makes a booking through us, they accept responsibility for the proper conduct of all parties included on their booking.
- We reserve the right to cancel at any time any student's course, or course and accommodation, with no refund, in the event that, in the reasonable opinion of the Company or the school, the student's behaviour is disruptive or unsatisfactory (including without limitation causes), or is likely to cause danger, upset or distress to anyone else or damage to property. The decision of the Senior Management Team is final.
- We shall be under no obligation whatsoever to pay compensation or meet any costs or expenses the student(s) may incur as a result of their course, or course and accommodation, being terminated.
- We shall maintain confidentiality on a need to know basis only

SIGNS OF BULLYING INCLUDE

According to our terms and conditions:

- Behavioural changes such as reduced concentration and/or becoming withdrawn, clingy, depressed, tearful, emotionally up and down, reluctance to go training or competitions
- An unexplained drop off in performance
- Physical signs such as stomach aches, headaches, difficulty in sleeping, bed wetting, scratching and bruising, damaged clothes, bingeing e.g. on food, alcohol or cigarettes
- A shortage of money or frequents loss of possessions

SIGNS OF BULLYING INCLUDE

- [Stomp out bullying](#)
- [Anti-bullying Alliance](#)
- [Bullying.co.uk](#)
- [UK Government](#)

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SPECIFIC GUIDANCE FOR UNDER 18 YEARS STUDENTS

The English Studio team is here to support all students and education agents that are associated with the school.

If you or one of your students has a problem during your stay, please ask to speak our Operations Manager (Arianna Pedrini – arianna.pedrini@englishstudio.com) or one of the welfare team for which details can be found on posters throughout the school.

Staff are trained to listen and respond to issues. Students can speak to their teacher or the student support team if they feel upset or uncomfortable for any reason. This include any of the following.

- Academic / Learning difficulties
- Emotional issues
- Physical issues
- Verbal issues

We have rules to protect all students, with specific attention to under 18's to ensure that everyone in the school feels safe and comfortable.

- Listen to your teacher, host family and others in position of authority – they care about your safety and their instructions should be followed.
- Show respect to other students and your teacher. For this reason recording videos or taking pictures during your class is not allowed.
- Arrive for your classes and scheduled activities on time. If you are unwell, or have a problem, call the school during office hours or the school emergency number anytime +44 2074 049 759
- Anti-social behaviour or bullying is not tolerated. Examples of this behaviour can be found in above
- Do not write on walls or furniture or damage any part of the school, homestay house or residence. The costs of any damage caused will need to be paid for.
- Make sure you go straight home after classes or in the evening after activities. You are expected to be in your accommodation by 10pm. Your homestay host must know where you are and what you are doing.
- Smoking is not allowed at school or at your accommodation; it is illegal to smoke under the age of 18 in the UK.
- Do not buy or consume alcohol. It is illegal in the UK unless you are 18 years old.
- Do not buy or consume illegal drugs, as it is illegal. The police may be contacted if students are found with drugs.
- Stealing is a criminal offence. The police will be called and you may be sent home early at your expense.
- Do not touch any emergency procedure equipment in the school, including fire doors, fire alarms, first aid equipment unless there is a genuine emergency.