

# SAFEGUARDING

School 24 hour Emergency Number

0748 779 9283  
and 07956 190  
552

## General Statement

The UK College of English (UKCE) is an English language school based in Oxford Street, Central London, which teaches English all year round to international students.

Students can join mixed adult groups from the age of 16. For closed groups, the minimum age is 12. Regarding adult group leaders, the minimum ratio is 1:20 for 12-17 year old students. Individual students can also attend one to one classes from the age of 12, if their parent or legal guardian remains in the room at all times.

**At UKCE, following the Children Act 2004, we accept overall responsibility for U18 students who have booked courses or accommodation with us, and use this safeguarding policy as our way to do this.**

UKCE is committed to assuring the safe and secure provision for persons under 18 and young people across all remits through effective inspection, regulation and supervision. The safeguarding and welfare of persons under 18 and vulnerable adults is extremely important and all staff and other adults associated with the school must be aware of their responsibilities in this regard. Each person needs to be aware of how to interact with persons under 18, providing appropriate training on safe working practices and on creating safe environments.

In order to do this, we have tried to tailor procedures to be relevant to our procedures and have tried to incorporate best practice in terms of pro-actively finding ways to ensure safeguarding.

## What is safeguarding?

**Safeguarding** is defined as follows:

- ensuring systems are in place for the well-being of all students
- recognising that within the student body as a whole, certain groups are potentially at greater risk, namely **children** and **vulnerable adults** (see definitions below).
- protecting children and other vulnerable people from abuse, providing them with safe and effective care, and enabling them to have the best outcome.
- building, and not compromising relationships of trust between U18s and adults
- having clear procedures in place in case things go wrong (made accessible to all students and adults working with them).

- carrying out risk assessments in order to minimise the occurrence of accidents or putting students at danger
- the means of caring for persons under 18 appropriately and protecting them in a professional or voluntary capacity.

The definition of a **child** for the purpose of this document is persons under the age of 18 years.

A **vulnerable adult** for the purpose of this document is defined as a person aged 18 years or over who meets at least one of the following criteria:

- They rely on the assistance of others in order to perform basic functions
- They have great difficulty in communicating with others
- They are unable (or less able) to protect themselves from assault, abuse or neglect. This can be as a result of a learning or physical disability (normally not dyslexia), a physical or mental illness, chronic or otherwise (incl. an addiction to alcohol, drugs) or a reduction in physical or mental capacity.

In the case of UKCE, 'vulnerable adults' may include newly arrived students who are severely lacking in language skills and a support network.

In the interests of simplicity, the term 'young people' shall be used henceforth in this document to refer to all those being safeguarded.

**Child protection** is defined as the need to protect persons under 18 from direct harmful behaviour.

**Child abuse** is defined by as "neglect, physical injury, sexual abuse or emotional abuse inflicted or knowingly not prevented, which causes significant harm or death" (NSPCC, 1999.)

## Who is responsible and what for?

Safeguarding is the responsibility of everyone who works for UKCE or who comes into contact with young people, but a number of roles are fulfilled:

- **The Designated Safeguarding Lead (DSL)** is the Academic Co-ordinator, Oscar Czerniawski, and he has an overall responsibility for safeguarding, including anti-radicalisation, at the College. Oscar has received Advanced Safeguarding training (previously referred to as Level 2) from EnglishUK as well as anti-radicalisation training. He is the point of contact with the Local Child Safeguarding Board (LCSB) as well as with the local PREVENT police officer. He is responsible for setting and maintaining safeguarding systems in UKCE. In the event of the DSL's lack of availability, his role is covered by [the Designated Safeguarding Staff](#).
- **The Designated Safeguarding Staff (DSS).** UKCE has several DSS, including the Office Administrator, Tara Evans, who is the primary female member of the DSS. This is relevant for comfort and appropriacy in the case

of disclosure by female students. She has also received Advanced Safeguarding Training from English UK. The identity of the DSS is advertised around the College. The Director of Studies, Nigel Barnett, and the Assistant Director of Studies, Lara Selwyn Kogan, are also DSS and act as male and female substitutes to Oscar and Tara.

UKCE adheres to best practice of having several DSS so that there is oversight of any one person in this role, and of having both male and female DSS for the comfort of students. For the purposes of this policy, DSS and DSL have replaced the previously-favoured term 'Child Protection Officer' to reflect the wider concerns of safeguarding.

- **Teachers and administrative staff** need to be aware of UKCE safeguarding policy, which they receive during their induction process, and vigilant, knowing that they should report any concerns to the DSL and other DSS. Teachers receive Basic Safeguarding training (previously known as Level 1) and PREVENT training to inform them about causes of concern. Both teachers and administrative staff should also be available to listen to all students at the school, especially young people, as a first point of contact before passing on concerns or disclosures to the DSS. Teachers' safeguarding training is refreshed and kept current by reading and signing the Condensed Safeguarding Policy and with a follow-up testing and training session after 12 weeks of employment.
- **Group leaders for U18s** should be aware and vigilant, knowing who to report any concerns or allegations to within the College. This will usually be the DSL, unless language barriers make it more practical to nominate another point of contact, and which authorities to contact outside the College. They should also be aware of safeguarding requirements in terms of maintaining ratios of adults to children, as well as complying with the recommendations set by risk assessments, such as curfews for the young people under their care.
- **Other adults working with UKCE** In the case of host families, the BC-registered accommodation agency that we use has its own safe checks in place, which the UKCE will monitor more as the provision of accommodation grows. Contractors and visitors who pass through the school as they complete their duties are required to wear a yellow visitors' badge and to sign in at the front desk. There is also safeguarding information available to them in leaflet form.
- **All students** – Students are expected to look after each other and encouraged to feel comfortable with raising any concerns with their teacher, the DSL or a member of the DSS. The student handbook includes specific advice for U18s to inform them of their obligations in terms of signing in and authorised absence as well as advice on travel and the internet. There is also a list of unacceptable behaviour, designed both as a set of rules for students to adhere to, and a way to encourage students to approach their teachers and DSS if any behaviour by other students makes them feel unsafe.

## Useful telephone numbers

<b>School 24 hour Emergency</b>	<b>0748 779 9283 And 07956 190 552</b>
<b>School Office</b>	<b>(0044) 020 7734 6485</b>
<b>Emergency Services</b>	<b>999 or 112</b>
<b>NSPCC</b>	<b>0808 800 5000</b>
<b>ChildLine</b>	<b>0800 1111</b>
<b>Local Child Safeguarding Board</b>	<b>0207 641 4000</b>

There are two emergency phones. One stays with the Centre Head while the other is rotated between the Academic Co-ordinator, the Assistant Director of Studies and the Office Administrator twice per month.

## How do we safeguard our students?

Although we maintain awareness of vulnerable adults, through the process of registration and classroom observation by teachers, our safeguarding measures are aimed mainly at under 18s (U18s). Currently, they join our school under two circumstances: students can join mixed adult groups from the age of 16 or a closed group of U18s, with group leaders at appropriate ratios, can study together as a group.

## ID Cards/Lanyards

In order to ensure the safety of all those who come to UKCE, it is vital to be able to quickly identify any person and their role within the college. To this end, all members of staff, students and visitors are given ID cards/lanyards with colour-coded ribbons as follows:

- Dark Blue – Staff
- Turquoise blue– Students aged 18 or over
- Red – Students under 18
- Yellow – Visitors

Lanyards must be worn at all times while on school premises. Staff and students who forget or lose their lanyard must obtain a temporary replacement (yellow visitor's lanyard) from reception upon arrival. If their own lanyard is not subsequently recovered, a replacement must be obtained from reception, for which there may be a charge. Weekly lanyard checks are carried out by our Office Administrator, Tara Evans. Any person not wearing a lanyard may be stopped, asked to prove their identity and may be asked to leave the premises.

As well as containing the name and a photo of the person, the ID cards also have the contact details for the school (address, emergency telephone number and email address).

### Class registers

The names of U18s are highlighted in red on class registers in mixed groups. Furthermore, they are required to sign in and out at front desk when they arrive and leave the school. Lateness is responded to immediately. If the student has not signed in at the front desk within half an hour of his / her class, their parent or guardian will be called to check their whereabouts

In order to authorise an absence for U18s, their parent or guardian will need to inform front desk by email before the lesson.

For adult students, an unauthorised absence is acceptable for one lesson. After the second unauthorised absence, the teacher must inform front desk and the staff there will follow the procedure for absences, namely calling and emailing to check on the whereabouts and circumstances of the student.

The Office Administrator (Tara) will also check and collect attendance at the following times: 12:30 for a.m. classes, 16:15 for p.m. classes and 09:00 the next day for classes after 16:00.

For closed groups, the group leader must report any non-attendance of students to front desk before class begins on a daily basis.

### Staggered breaks

Breaks are scheduled at different times for U18 groups and adult groups to avoid contact.

### Related documents

Name of document	Safeguarding / Welfare Purpose	Availability
Safeguarding Policy – other versions	To contain most procedures and best practice related to safeguarding of under 18s, such as onsite security, recruitment, and PREVENT	<ul style="list-style-type: none"><li>i. Website has a shortened version</li><li>ii. elements included on noticeboards for students' information</li><li>iii. visitors' leaflet includes most relevant information for contractors</li></ul>

		iv. condensed safeguarding policy is read through and signed upon induction by staff
Welfare Policy	To extend welfare provision to over 18s	Student Handbook, given upon registration
Concern Report Form	To record and monitor safeguarding / welfare concerns along with follow up actions	Stored securely i. Designated Safeguarding Staff for action ii. individual staff members for reporting
Risk Assessments	To consider the risks of social activities, having U18s in mixed and in closed groups and to take action to minimize these risks	i. Shown to parents of under 18s ii. completed by teachers for social programme events
Accommodation Policy	To oversee the safeguarding arrangements of partner accommodation agencies	Accommodation agencies
Group leader agreement	To enforce compliance with UKCE rules about safeguarding among the group leaders who accompany U18 closed groups off-premises	Group leaders
Contact procedure	To enforce curfews for U18s, covering the time between leaving their group and arriving at their accommodation	Group leaders / students / homestay hosts
Parental Consent forms	To obtain permission for and confirm the capability of students to comply with rules that concern their safety and welfare	Parents of U18s
Confirmation of Advice forms	To record that students have been advised on relevant topics, including travel and internet safety	U18 students
Student Handbook	To provide relevant information about life in the UK	Sent to all students upon registration
Pre-arrival Pack	To provide guidance on coming to the UK	Sent to overseas students upon registration
Transfer of responsibility	To confirm that a parent / legal guardian entrusts another adult to fulfill the duties of the parent in terms of safeguarding duties (i.e. agree or confirm circumstances by phone / email while the parent is in another country)	Parent and relevant adult
Homestay Safeguarding Plan	To complete the safeguarding chain when there is a shortfall between the end of class hours and access to accommodation (often 6pm) as well as to make arrangements to stay outside of host	Parent and relevant U18

	accommodation (with an agreed responsible adult)	
Code of conduct form	To confirm rules for notification of absence and lateness and to enforce them through the agree potential cancellation of courses	Relevant U18
Legal Guardian On-site form	To confirm understanding that one-to-one classes of U18s will only happen with the parent / legal guardian in attendance in the classroom.	

## **Risk Assessment for Closed Groups 2017**

### Potential risks

1. U18s (and young adults) who travel to the UK for the purpose of studying are necessarily at risk because they are far from their parents and usual network of friends.
2. U18s (and young adults) face additional exposure to risk in accommodation with people who are unknown to them, as they are not on school premises and often will not have a group leader with them.
3. U18s (and young adults) may be ill-equipped to take care of themselves if they are leaving home/going abroad for the first time.
4. U18s (and young adults) will be unsupervised for short periods of time as they travel between their meeting point with their group leaders and their homestay accommodation.
5. U18s (and young adults) face additional risks during social activities, such as separation from the group in busy tourist locations.

### Actions taken to address risks

1. A: We have set the minimum age at 12, as this corresponds to the beginning of secondary school and an age where students can express their own needs. Although levels of maturity vary from child to child, we ask parents to confirm that this is the case through parental consent forms. The UK College of English has a robust safeguarding policy, including systems for safe recruitment, reporting concerns and lines of contact. On school premises, closed groups are marked as under 18 / vulnerable with red lanyards for the purpose of staff reporting on concerns, and all adults on site are identified by wearing lanyards (yellow for visitors, navy blue for staff, and turquoise for adult students).
2. Closed groups are kept physically separate from adult students by staggering breaks, where most teaching of adults takes place. At induction, their safety is of paramount concern and they are given information about evacuation and our contact procedure. We insist that groups maintain ratios of supervising adults to students as follows: 1: 20 for 12 - 17 year-olds, and the practicalities of this are explained during the group leaders' induction.
2. Our homestay accommodation provider is registered with the British Council and must comply with their standards of safeguarding, namely caring for the welfare of those under their care and implementing safe recruitment. Furthermore, the UK College of English sets a curfew (10.30 pm on Sunday to Thursday and 11.30pm on Friday and Sunday) independently of the accommodation provider and enforces it with a contact procedure between the homestay hosts, the group leaders and the

designated safeguarding staff at the College. This contact procedure is explained during the group leaders' induction.

3. The UK College of English ensures that dietary requirements and allergies are known to us during registration, confirming that students have sufficient maturity to choose food when outside of accommodation through the parental consent form. We also mitigate against self-neglect by young students by offering half-board only to U18s and our concern reporting system, which includes provision for noticing when young people are not eating / washing properly.

4. We have a curfew and contact procedure in place to make sure that students are not left unsupervised any longer than they need to be. This is explained to the group leaders at induction. We also confirm that students have sufficient maturity for these short periods of unsupervised time on the parental consent form and encourage students to travel together, as their accommodation is usually provided in pairs or small groups.

5. Currently, the UK College of English does not organise social activities for groups of U18s. However, we offer advice and support about how the group leaders can maintain safeguarding protocol, for example, by maintaining ratios as suggested above and having first aid provision. We are on hand via the contact procedure, and will offer guidance during the group leaders' induction.

## Procedures for registration of U18s

### Under 18s in Mixed Groups

To register for a course, we need:

- Passports for both the student and the parent/legal guardian
- Signed **Parental Consent form** confirming parent's understanding of the **Risk Assessment**.
- Signed **Student Code of Conduct form** confirming student's understanding of absence and lateness policies and other rules.
- Signed **Transfer of Responsibility form** if the student will be staying with an adult who is neither the parent/legal guardian nor a homestay host organised by UKCE.

To book accommodation, we need:

- Completed **Homestay Safeguarding Plan** confirming curfews and daily timetable for the student.

Upon the student's arrival, we need:

- Signed **Confirmation of Advice form** confirming student's receipt of travel advice and internet safety advice from a member of staff.
- **Register** kept at reception for the student to sign in and out.

## Under 16s not part of a closed group

To register for a course, we need:

- Passports for both the student and the parent/legal guardian.
- Signed **Legal Guardian On-Site form**, confirming understanding that guardian must remain at the College with the student.
- Signed **Transfer of Responsibility form** if the adult accompanying the student is not the parent/legal guardian.

Upon the student's arrival, we need:

- **Register** kept at reception for the student and parent to sign in and out

## Parental Consent Forms

All students under 18 must submit a completed Parental Consent Form before they start their course:

### **U18s in Mixed-age groups**

(Where students aged 16 or over join a normal adult class) Included with the form is our Risk Assessment for Under 18s in Mixed Groups, so that parents / guardians can decide whether this is adequate and make any further suggestions. It also provides the School emergency number and asks for the parent's/guardian's contact details.

When U18s are staying in accommodation arranged by us, they and the [homestay hosts](#) must abide by a curfew, 10.30pm on Sunday to Thursday, and 11.30pm on Friday and Saturday. Failure to observe the curfew will lead to phone calls to the DSL and ultimately to the students' parents / guardians.

## Closed groups

The form outlines our travel and curfew rules. It states that although care is taken to make sure that U18 students are not left alone while on school premises – including having a group leader escort students for comfort breaks - and on excursions with their group leaders, there are moments when they will be unaccompanied. Because students are lodged with

separate [homestay hosts](#), there will be a short period of unsupervised time when they are travelling between the meeting point and their accommodation. To mitigate this, the [homestay hosts](#) and group leaders have expected times of arrival which will lead to calls to each other, the DSL and ultimately to the students' parents if exceeded by an unreasonable amount of time.

The host families, group leaders and accommodation agency must all make sure that students abide by a curfew, 10.30pm on Sunday to Thursday, and 11.30pm on Friday and Saturday. Failure to observe the curfew will lead to phone calls to the DSL and ultimately to the students' parents / guardians.

### **Advice forms**

U18s in mixed groups are offered advice about appropriate use of the internet, namely the prohibition on accessing pornographic, gambling or radical material, as well as promoting awareness of self-protection against internet fraud and cyber bullying and are asked to sign a form confirming receipt of this advice.

They are also advised of the safest routes to and from the school and reminded that they need to look right first when crossing roads in the UK and sign to confirm receipt of this advice.

Closed groups receive this advice during their induction, and will be asked to sign the advice forms.

### **Group Leader Forms**

Group leaders must sign a declaration on their form which confirms their understanding of rules for them and their group, namely respecting curfews and ratios of U18s to adults, as well as the emergency contact number and procedures for raising concerns.

### **Supervision Ratios**

Closed groups must abide by a ratio of 1 adult to 15–20 U18s

### **Leisure activities**

U18s are not invited on social programmes with adults in accordance with our risk assessment.

### **Disciplinary policy**

Where the safety of an under 18 may be [jeopardised](#) by the enforcement of College rules relating to adults, most notably UKCE policy of not allowing students who are more than 10 minutes late into class, Safeguarding takes precedence and

under 18s are allowed in to class. Safeguarding takes precedence and no under 18 would be excluded unless UKCE had informed their parents and made provision for their safe return home.

### **Security measures**

The school has CCTV. At UKCE, reasonable measures, such as firewalls, are taken to prevent access to inappropriate material online.

### **Recruitment of staff**

Recruitment requires the following checks for new staff:

1. References will be followed up prior to employment commencing.
2. All gaps in CVs must be explained satisfactorily.
3. Proof of identity and qualifications.
4. Reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18. As of January 2017, references will only be accepted if the referee has answered the question.
5. Appropriate suitability checks will be required prior to confirmation of appointment. All new staff are required to have an existing DBS (under three years old) prior to commencement of employment, and to sign a form agreeing to UKCBC carrying out a fresh DBS check.

### **Recruitment Procedures**

In addition to the recruitment policies stated above, applicants will also be asked a specific question to assess their suitability for working with Under 18s, namely 'How do you feel about social media contact with students?'

In addition, applicants themselves will be required to affirm that there is no reason why they should not be employed in situations where they have a responsibility for, or substantial access to, persons under 18.

During induction, newly appointed staff will be given a UKCE Staff Handbook and be given and made aware of all UKCE policies and procedures to ensure he/she is aware of the duties and responsibilities associated with the safeguarding of persons under 18.

### **Reporting**

If there is a concern about or disclosure by a student, we have a reporting and follow-up system in place. Namely, the DSL is informed and a report is completed. This includes follow-up actions (usually to be taken by the DSL), a date and a section to report the result of the follow-up. The follow-up will lead

to either a new concern report and appropriate action or a result of “no further action needed”. In any case, these concern reports are filed in a locked cabinet for future reference.

### Meetings

Once a month, safeguarding and PREVENT issues are brought up and discussed in staff and teachers’ meetings.

### Disclosure and Barring Service (DBS) checks

All UKCE employees are required to submit a DBS certificate that is not older than three years or agree to undergo an enhanced DBS check before commencement of employment with the College. It is against College policy to employ anyone who is on the DBS under 18s barred list.

For home stay providers, UKCE uses a British Council-registered agency that conducts its own background checks to verify suitability to work with under 18s.

Group leaders are required to undergo the equivalent process to the British DBS check in their home countries.

### Sharing personal information

Staff must ensure that communication with students is within clear and explicit professional boundaries. No private contact, whether by telephone, email, text or social networking sites other than those formalised by UKCE, is allowed between students and staff.

The principle is to ensure that this communication is accessible to the DSS.

### A guideline to age restrictions in the UK for the reference of students and staff:

<b>Product</b>	<b>Age</b>	<b>Product</b>	<b>Age</b>
Alcohol	18	Films, DVDs, CDs, Video/Computer Games	12,15,18
Cigarettes and Tobacco	18	Lighter Fuel	18
Confectionary containing alcohol	16	Solvents	18
Fireworks and Sparklers	18	Lottery Tickets	16
Party Poppers	16	Knives	18
Petrol	16	Aerosol Paints	16

Driving	17		
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## Safeguarding Best Practice

**The following information forms the basis of our safeguarding training for staff. Signs of the various types of abuse will be treated as causes of concern to be reported.**

### Child protection - Understanding and recognising abuse

#### An allegation of abuse

This consists of Information which indicates a person may have:

- behaved in a way that has harmed a child
- committed a criminal offence against or related to a child
- behaved towards a child in such a way that indicates s/he would pose a risk of harm if working closely or regularly with a child

#### Different kinds of abuse

##### Grooming

This is defined as showing interest in and / or forming an attachment with a young person with the ultimate aim of sexual gratification.

Abusers may also seek to gain the trust of other adults so that they are allowed to be in situations where they have access to potential victims.

Grooming of under 18s constitutes a criminal offence.

##### Sexual abuse

This is defined as forcing or enticing a young person to take part in sexual activities. If the person is under age, such attention constitutes sexual abuse, even if the victim is willing. The abuser may sometimes be based in a different country to their victim and may use the internet to contact them.

There is also a high incidence of teens abusing other teens e.g. by befriending / loving and then turning on their victim.

#### **How to spot someone who may potentially have been sexually abused**

The person may behave inappropriately e.g. sexualised play or awareness (drawings / promiscuous behaviour) or by being over- needy and attention-seeking

.

## Emotional abuse

Here too, the victim may behave in an over-needy, attention-seeking way. This type of abuse is often persistent, for example in bullying, and may be compounded by the abuser making the victim wary of authority or other adults trying to help them.

Victims of emotional abuse may exhibit both aggression and withdrawal within a short space of time. Emotional abuse is sometimes linked to conditions such as anorexia and self-harming.

## Physical abuse

This is potentially the most dangerous as the victim may die as a result of the abuse.

### **How to spot physical abuse**

Bruising - Symmetry (2 black eyes/bruising on both shoulders) indicates possible abuse

Burns or scalds - A clear edge indicates possible abuse

Finger marks - An inability to explain the presence of these in a plausible way indicates possible abuse.

## Other

MSP (Munchhausen Syndrome by Proxy) - This involves fabricating, exaggerating, or inducing mental or physical health problems in another person, often a child, in order to gain attention or sympathy for themselves from others.

## Neglect

This may occur in all levels of society as it includes actions such as leaving a child unattended or ignoring their physical and medical needs

### **How to spot neglect**

The child may thrive away from their home environment.

They may be unused to supervision and be unable to recognise boundaries of acceptable behaviour, possibly resulting in very aggressive or ant-social behaviour.

## Controlling, coercive and threatening behaviours

These are often seen in teenage abusive relationships where one partner dominates the other in a range of ways, e.g. forced sexual activity, repeated insults and put downs, stopping partner from seeing friends/family, checking on their partner all the time (texts/social media etc.), using physical violence, taking money, forcing their partner to work, controlling what their partner wears.

The dominant partner makes the other feel subordinate and deprives them of the means to be independent. Typical behaviours include threats, humiliation and intimidation to harm and punish their victim.

These behaviours are often evident in 'honour' based violence, female genital mutilation (FGM) and forced marriage.

## Procedure for reporting disclosures of abuse

### **Responsibility of staff to report**

The responsibility to disclose an allegation or suspicion of abuse to the DSS immediately is not only a duty of UKCE staff but a legal requirement. All suspicions or allegations of abuse must be taken seriously.

If a staff member has suspicions of any abuse, he/she should alert one of the DSS as soon as possible. If an under 18 starts to talk to the staff member directly, he/she should allow that person to disclose and should allow them to continue talking following the guidelines below. They should then see the DSL in confidence.

### **What to do if abuse is disclosed**

#### Receive

Listen to what is being said in a semi private area without displaying shock or disbelief. A common reaction to news as unpleasant and shocking as child abuse is denial. However, if one displays denial to a child, or shows shock or disgust at what he/she is saying, the child may be afraid to continue and will shut down. Accept what is being said without judgement and take it seriously.

#### Reassure

Reassure the child, but only so far as is honest and reliable. Do not promise confidentiality and never agree to keep secrets as there is a duty to report such concerns. Reassure the child that he/she did nothing wrong. Explain to the child that some people, whose job it is to protect children, will need to be told. Acknowledge how difficult it must have been to talk. It takes a lot for a child to come forward about abuse.

#### React

Listen quietly, carefully and patiently. Do not assume anything – do not speculate or jump to conclusions. Do not investigate, interrogate or decide if the child is telling the truth. An allegation of child abuse may lead to a criminal investigation,

so do not do anything that may jeopardise the child's trust or a possible police investigation. Let the child explain in his/her own words what happened, but do not ask leading questions. Do ask open questions such as *"Is there anything else that you want to tell me?"*

Communicate with the child in a way that is appropriate to their age, understanding and preference. This is especially important for children with disabilities and for children whose preferred language is not English. Do not ask the child to repeat what they have said to another staff member. Explain what has to be done next and with whom you have to talk in order to help resolve the matter.

The following table outlines the DOs and DON'Ts when dealing with a disclosure, including some useful phrases.

DO	DON'T
<ul style="list-style-type: none"> <li>• Stay calm and be available. (The student has put their trust in you.)</li> <li>• Find out the general subject area. Ask <b>'What is it about?'</b></li> <li>• If subject matter does require privacy and you are in public place, suggest to student to go somewhere quieter, e.g. a quiet corner of a large space, or probably better, a classroom that has large windows. If you need to use a regular room without large windows, ensure the door is left open and you are sitting within view.</li> <li>• If possible, quickly and discreetly, tell another staff member where you are and that you are having a private meeting with a student.</li> <li>• Try to sit at right angles to student rather than directly</li> </ul>	<ul style="list-style-type: none"> <li>• Refuse to listen; e.g. tell them you're too busy or to see them later. Or over-react.</li> <li>• Assume it's something related to abuse.</li> <li>• Start asking more questions or show worry or concern with your facial expressions.</li> <li>• Be in a room on your own with a student with the door closed.</li> <li>• Draw too much attention to the situation.</li> <li>• Promise confidentiality if they ask you to keep a secret. Explain <b>'If it's necessary, I will tell somebody else (who can help more than I can.)'</b></li> <li>• Put words in their mouth or make any comments on what they tell you.</li> <li>• Write while they are talking to you.</li> </ul>

opposite or next to them. Be open and ready to listen. Ask **'What do you want to tell me?'**

- Be open, calm, patient and listen. Your role is only to hear what they have to say - and try and remember their exact words.
- If appropriate, you can say; **'Is there anything else you want to tell me?'**
- If the student hasn't already told you, you are allowed to ask only **'When did this happen?'**
- When student has told all they want to, reassure them and say **'You've done the right thing to tell me.'**
- Find somebody responsible (usually another staff member) to sit with them whilst you respond.
- Tell the DSL what has happened.
- Immediately afterwards, write a report of the meeting using the student's exact words, giving only facts and record time, date, place etc. (the DSL will give you a form). If the student's language level was low, state that in your report.
- The DSL will ensure report is filed in proper (secure) place.
- Once you have handed matter over to the DSL (or other senior staff) and completed and filed your report, and you know the student is being looked after, (it may be appropriate to go and see the student again to make sure they are OK), make sure you look after yourself. Being told information about child abuse is often very upsetting.

- Ask any direct or leading questions or start probing. (That could jeopardise any subsequent police investigation, if that becomes necessary.)
- Leave the student alone after they've disclosed. Make it clear to staff member sitting with student not to ask any questions; just be a reassuring presence
- Tell any colleagues what the student has said (apart from one of those listed as needing to be told).
- Write any opinions, or draw any conclusions about anything. Don't write any comments about the accused.
- Try and 'improve' the student's English if it wasn't grammatically accurate or vocabulary was wrong. (That is a job for any police or social services people to do.)
- Talk to any colleagues about what has happened.

Refer directly to the one of the DSS as set out above. Once the DSL is involved, he/she will liaise with the Local Child Safeguarding Board to determine the correct course of action. This would be done where it is believed:

- there is a risk of significant harm to the student or
- harm to others or
- a criminal act has taken place or
- the student is at immediate risk or danger

Where the DSL decides that further action is necessary, this may be to:

- seek further advice from Social Services
- make a referral to Social Services
- report the incident to a designated Social Worker
- report the matter to the Police if a crime is suspected

Do not discuss the case with anyone outside the child protection team.

### Record

Make brief notes at the time and write them up in detail as soon as possible.

Do not destroy any original notes in case they are required by Court.

Record the date, time, place, words used by the child and how the child appeared, be specific. Record the actual words used; including any foul language or slang.

Record factual statements and observable things. Once the report has been completed, these records must be kept confidential, as hard copies which are securely stored.

## PREVENT

UKCE understands its responsibilities under the Counter Terrorism & Securities Act 2015 to prevent people of all ages being radicalised or drawn into terrorism and seeks to meet its obligations following its policies and procedures.

PREVENT training is considered part of safeguarding and so concerns about radicalisation would also be reported. All teachers have received training in this. Furthermore, the DSL has established contact with the local PREVENT police officer. The Director of Studies and Assistant Director of Studies have attended a course, conducted by English UK, outlining their responsibilities under the legislation.

**Radicalisation** is defined as the act or process of making a person more radical or favouring of extreme or fundamental changes in political, economic or social conditions, institutions or habits of the mind.

**Extremism** may refer to elements such as racism, homophobia, right-wing ideology and religious extremism.

At UKCE, our aim is to provide vulnerable students of any age, faith, ethnicity or background with support to prevent them being exploited by pro-terrorism organisations and engaging in terrorist activity themselves.

**Terrorist material could include:**

- articles, images, speeches or videos that promote terrorism
- content encouraging people to commit acts of terrorism
- websites made by terrorist organisations
- videos of terrorist attacks
- messages intended to stir up hatred against any religious or ethnic group.
- bomb-making instructions

Additional useful contacts

Anti-Terrorist Hotline: 0800 789 321

Reporting terrorist material online at

[https://eforms.homeoffice.gov.uk/outreach/terrorism\\_reporting.ofml](https://eforms.homeoffice.gov.uk/outreach/terrorism_reporting.ofml)

<b>Anti-terrorist Hotline</b>	<b>0800 789 321</b>
<b>Reporting terrorist material online</b>	<b><a href="https://eforms.homeoffice.gov.uk/outreach/terrorism_reporting.ofml">https://eforms.homeoffice.gov.uk/outreach/terrorism_reporting.ofml</a></b>

**Collective Consent Form**

**THIS FORMS NEEDS TO BE SIGNED BY ALL OF THE PARENTS/ LEGAL GUARDIANS OF THE GROUP TO GAIN A LETTER OF ACCEPTANCE.**

**Transfer of Responsibility**

The parent/legal guardian of the student agrees to transfer all responsibilities associated with the role of guardian to the group leaders for the duration of the student’s stay in London.

The responsibilities of the group leader can be found in the Group Leader Agreement (attached)

**Parental Consent**

The UK College of English has completed a risk assessment, and has taken measures to ensure that the welfare and safeguarding of your child has been planned for during this trip. The following statements need the agreement of the parent or legal guardian.

1. I am satisfied with the risk assessment and contact procedure (attached).
2. I can confirm that my child is of sufficient maturity to travel for short periods without adult supervision and to know his / her own dietary requirements.

3. I authorise the group leaders to purchase meals for the students other than the meals provided by the accommodation.

4. I agree to the UK College of English curfew times.

Name of student	Name of parent/ guardian	Parent's contact details (phone and email	Signature of parent (This signals agreement with all of the statements above)

### Collective Induction

This document, signed by the group leader, confirms that all the members of the group that arrived on \_\_\_\_\_ received a full induction including details of:

- The 24 hour emergency numbers
- The ID badge policy
- Lateness and absence policy
- Evacuation in case of an emergency
- Advice about internet safety
- Welfare and safeguarding staff
- Emergency numbers in the UK

Signed by the group leader:

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Date:

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