



College Policies 2020

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Mission Statement

Our mission is to give all our learners the best possible educational, cultural and homestay experience no matter how short or long the stay. We seek to recruit and train the best staff and to locate the highest quality homestay providers. We aim to create a caring, open, relaxed and tolerant learning environment in which children and adults can reach their individual learning goals and develop an awareness and understanding of cultures other than their own. We furthermore aim to develop a collegiate atmosphere where colleagues are constantly challenged and supported to develop their skills and are given regular opportunities to share their knowledge and experience with colleagues.

Our Aims

- To provide an excellent education to students of all backgrounds.
- To provide a safe learning environment where students can live and learn.
- To provide the best facilities and resources possible.
- To provide students with opportunities to enjoy the rich cultural and social benefits of staying in London.
- To encourage staff and students to value the international College community.
- To recruit, support and develop quality staff who are committed to promoting the values and aims of the College.

Curriculum Policy

At Purley Language College all of our students come from outside the United Kingdom and the curriculum is tailored to reflect the needs and aspirations of overseas students.

Aims

The main aims of the curriculum are as follows:

- It should encourage students to pursue academic excellence and achieve their full potential.
- It should be well-planned, coherent and demanding, catering wherever possible for the needs of individual students as reflected in initial assessments, ILPs and elsewhere.
- It will exploit the international classroom dynamic to create communicative lessons.
- On short courses it will focus on activation of previous language learning and not on acquiring significant new areas of lexis or grammar.
- Cultural visits, 'speaking club' and hands-on learning-by-doing activities will feature prominently in the curriculum especially on shorter courses, where appropriate and possible.
- It should encourage students to take up opportunities to study independently.
- It should recognise diversity and encourage respect for the cultures and religions of others.
- It should be supported by regular mini-tutorials and study reviews.
- It should be enriched by a range of social activities.
- It should be carried out with due regard to the College's policies.

Bullying and Harassment Policy

Purley Language College is committed to providing a supportive, caring and safe environment where any incident of bullying or harassment is not acceptable and will not be tolerated. Anyone experiencing bullying is encouraged to report it. Any such allegations will be taken very seriously, investigated and addressed. No member of the College community should tolerate bullying. Many of the College's students are young and away from home and may be vulnerable to bullying by their peers. Whilst bullying has not been a significant problem for the College in the past, the College aims to ensure that bullying remains rare. Students and staff are encouraged to report any incidents of abuse or bullying.

Bullying and harassment can take many forms and may take place between pupils, between pupils and staff, or between staff; by individuals or groups; face-to-face or indirectly.

An awareness of the following types of bullying is necessary:

- Physical (e.g. pushing)
- Extortion (e.g. demanding payment in money or goods)
- Gesture (e.g. threatening hand gestures)
- Exclusion (e.g. not allowing another to be part of a group or activity)

- Verbal (e.g. Insults or spreading malicious rumours)
- Cyber bullying (where technology is used as a means of verbal and emotional bullying e.g. text messaging, social networks)

Procedure

- A written record of the Bullying Incident should be made by the member of staff receiving the allegation as soon as possible. If the alleged victim reports the incident by themselves, they should be reassured that they are being listened to and supported.
- The Incident should be reported to the Welfare Officer or Director as soon as possible.
- The victim and alleged bully should be interviewed separately and a written record made. Interviews with students who witnessed the alleged incident(s) might also be necessary at this stage.
- Consideration will be given as to whether a session involving an appropriate member of staff, victim and bully would be appropriate and productive.

- In the case of actual bullying appropriate disciplinary action will be carried out and recorded.
- The causes of bullying should be considered from the perspective of both the victim and the bully in order to establish how to avoid repetition of the initial incident.

Policy and Control Measures on Anti-“Radicalisation” – Prevent Legislation

The College has in place several control measures for helping reduce the extremely remote possibility of learners being “radicalised”.

“Radicalisation” could mean:

- Being influenced to espouse and express extreme views such as those that are opposed to values including democracy, the rule of law, individual liberty, and mutual respect and tolerance of different faiths and beliefs.
- Planning or aiding and abetting others to use violence and other extreme, illegal means to achieve political or ideological goals.

The College considers such “radicalisation” to be a very serious form of bullying for which the school has a zero tolerance policy. Students risk being expelled and reported to the police if there are grounds to suspect they have attempted to “radicalise” others.

College team members are trained to be on the lookout for any signs that students are being influenced against their better judgment and to report this to a senior manager immediately. This includes influence from online sources, insofar as the College is able.

Computer checks

The College regularly checks computer use to ensure internet filters are active and is alerted if there is any attempt to visit websites that condone violence or contain any sort of degrading or inappropriate content.

Senior management will investigate any suspect activity and decide what if any action should be taken. This may involve conversations with those suspected of involvement, review of internet logs, CCTV footage and in more in serious instances the police may be involved at an early stage.

The College tries above all to foster an environment which is open, caring and tolerant and where there is respect for one another's views and beliefs.

Data Protection & Privacy Policy

General

Purley Language College ("The College") is compliant with the EU's General Data Protection Regulation (GDPR) which came into force on 25 May 2018. The College has always sought to maintain the highest standards with regard to the handling/processing of personal data and can confirm that its systems and practices are fully compliant with GDPR and the earlier Data Protection Act (1998).

Security of Personal Data

In order to perform its function as a language school Purley Language College collects (usually via secure online forms or email) and retains confidential personal data. This includes but is not limited to names, dates of birth, gender, address, email, phone numbers and payment information.

The College keeps this information as secure as possible, typically in electronic format on its own in-house server or G Suite for Education, a secure business cloud environment. G Suite for Education holds data on secure servers both inside and outside the EEA. Further details can be found here: <https://cloud.google.com/security/gdpr/>

Clients, partners and staff have the right to know what is stored about them on our systems. Please allow up to 28 days for such requests to be fulfilled.

In the event of a security breach, the College will seek to rectify the problem insofar as it is able as soon as possible and notify affected parties within 72 hours.

Why does the College need & How does it use Personal Data?

- In order to communicate with clients, partners and staff
- In order to make appropriate decisions eg class and family placement

- In order to understand the needs of its clients and offer the right services & advice
- For safety & safeguarding purposes, for example being able to respond appropriately to a medical or other emergency
- For quality assurance
- In order to fulfill attendance and certification requests
- For secure payment processing

Communications

The College considers that it has legitimate consent to contact students, homestay families, staff and others with whom it has an ongoing business, employer or client relationship. The College does not send unsolicited marketing emails or other communications other than to agents and sending schools where a legitimate mutual interest can be demonstrated.

Continuing contact with homestay families is considered to be of mutual benefit. The college greatly values its partnership with hosts and will from time to time alert them to hosting opportunities or invite them to social events organised by the College.

If clients or partners no longer wish to be contacted or would like to have their details removed from our systems, they should inform the College in writing, preferably by emailing the Data Protection Officer whose details are given below. Please allow 28 days.

Sharing of Personal Data

The College shares certain types of data - notably host family name, address and phone number - with select partners, such as students, agents and sending schools. This information is shared on a need-to-know basis. All partners are required by the College to hold personal data securely and only for as long as is needed, and then destroy or delete it. Partners are prohibited from passing on confidential information to third parties without the express written consent of Purley Language College.

Data Protection Officer

The College's Data Protection Officer is Jan Fossgard who can be reached by emailing jan@purleyschool.co.uk

Equal Opportunities Policy

The aim of this policy is the promotion and protection of equality of opportunity in Purley Language College

It is our policy to provide equality to all, irrespective of:

- gender, including gender reassignment
- marital or civil partnership status
- having or not having dependents
- religious belief or political opinion
- race (including colour, nationality, ethnic or national origins)
- disability
- sexual orientation
- age
- medical issues

We are opposed to all forms of unlawful and unfair discrimination. All staff, students and visitors to Purley Language College will be treated fairly and will not be discriminated against on any of the aforementioned grounds. Decisions will be made objectively, without unlawful discrimination, and based on aptitude and ability.

Purley Language College recognises that there is a statutory duty under the NI Act 1998, to implement an equal opportunities policy. This policy applies to applicants for employment, volunteers, students and homestay families.

Purley Language College is committed to the principles and practice of Equality.

Equality commitments

We are committed to:

- promoting equality of opportunity for all persons

- promoting a supportive and harmonious learning environment in which all men and women are treated with respect and dignity and in which no form of intimidation or harassment is tolerated
- preventing occurrences of unlawful direct discrimination, indirect discrimination, harassment and victimisation
- fulfilling all our legal obligations under the equality legislation and associated Codes of Practice
- complying with our own equal opportunities policy and associated policies
- taking lawful affirmative or positive action, where appropriate
- breaches of our equal opportunities policy will be regarded as misconduct and could lead to termination of employment/study.

Implementation

We expect all employees and students to abide by this policy and help to create the equal environment which is its objective.

In order to implement this policy we shall:

- communicate the policy to employees by including it in the staff handbook and induction process
- endeavour through appropriate training to ensure that we will not consciously, or unconsciously discriminate in the selection or recruitment of prospective employees and/or students/host families
- incorporate the equal opportunities policy into roles and responsibilities
- Incorporate an awareness of equal opportunities into general communications practices (e.g. staff meetings, inductions, activities etc).

Disability Policy

Purley Language College accepts that in many countries special educational needs may not be recognised in the same way they are in the United Kingdom. However, the College asks for all students to declare any special needs, learning difficulties and disabilities as part of their application. In all cases the College aims to provide every assistance to students with special needs and disabilities.

The College considers all declared special needs, learning difficulties and disabilities on a case by case basis through discussions between the student (and guardian in the case of U18's), the Welfare Officer, the relevant tutor(s) and the Directors. The College reserves the right to assess the needs of each student and make a judgement about the ability of the College to meet those needs.

Purley Language College has developed substantially over time. While every effort is made to adapt and modernize facilities, it is not hard to conclude that a student with impaired mobility might be put at a disadvantage, and find access to some College facilities difficult. This situation could

not be reasonably improved without making major alterations to physical features of the College at prohibitive cost.

The College will always aim to meet the needs of any student with special needs. However, in instances where a student's special needs are not declared as part of the application or the College feels that it is unable to adequately cater for a student's needs, it reserves the right to refuse admission.

Disciplinary Policy

Students of Purley Language College should:

- Act honestly and treat all members of the College community and the public with respect.
- Arrive punctually and correctly equipped for each lesson.
- Listen carefully and use their time in class appropriately and effectively.
- Do not disturb teaching, or the learning of others.
- Take responsibility for their own safety and that of others.
- Behave calmly and sensibly when moving around College, when waiting for lessons and when not directly supervised.
- Take care of the College environment, ensuring that everybody's property is respected and safeguarded.
- Be aware of the College Rules.

The College Rules are set by the Directors and are outlined in the student handbook. The College Rules are designed for:

- the safety and well-being of everyone at the College
- the reputation of the everyone at the College
- the protection of College property and the wider environment

The College Rules apply to all age groups and at all times when the pupil is at College, representing the College or could be identified as a member of the College for instance when travelling to and from the premises

Disciplinary action

Expulsion

A student may be expelled for a serious breach of College Rules (below), a serious criminal offence or some deliberate action designed to cause damage to the property or reputation of students, staff or a homestay family. Upon expulsion all outstanding fees shall be payable and no refund will be given. The Directors are required to act fairly and will not to expel a student other

than in grave circumstances. Should a student be expelled from the college the responsibility for the students return (e.g. flights and accommodation) will lie with the individual student or the student's parents in the case of under 18's. If a student is expelled they will also be expelled from their Homestay family. All cases will be treated individually and the conditions of expulsion are up to the discretion of the Directors.

Suspension

A student may be placed under suspension for a period of time decided by the Directors while a complaint is investigated or as a disciplinary action in its own right. In the case of under 18's the student may still be required to attend the College, but not be allowed into class or on activities. All cases will be treated individually and the conditions of suspension are up to the discretion of the Directors.

Other Disciplinary actions

The Directors may decide the use of other actions which comply with good educational practice and promote compliance with the College Rules (below) e.g. denial of access to certain activities, privileges or rewards. A parent or student who is dissatisfied with any disciplinary action may request a copy of the College Complaints procedure

Health & Safety Policy

Purley Language College is committed to a healthy and safe environment for staff and students alike. To this end the College aims to ensure a working environment in which there is an awareness of the vital importance of our health and safety and which encourages all employees to participate in developing and practising safe working methods and to have regard for the welfare of themselves and others.

It is our Policy to do all that is reasonable to prevent personal injury and damage to property and to protect everyone from foreseeable work hazards. In particular this includes ensuring that:

- The college meets and exceeds all its legal requirements for health and safety.
- The College monitors and responds to all matters relating to the health and safety of all persons on College premises.
- Risk of fire is reduced by periodic fire risk assessments and ensuring fire procedures are properly communicated including fire evacuation procedures and periodic fire drills. Fire equipment and alarms are tested or checked periodically.
- Any areas where food is stored or eaten are kept clean and tidy.
- Any medical matters are dealt with properly. The First Aid box is situated in Reception. The First Aid Officer is the first point of contact in any medical matters. For more serious medical matters external medical assistance should be called in. Dial 999 in emergencies.
- The First Aid Box in reception and the portable First Aid Kits for activities are fully stocked
- Both staff and students are made aware of their own health and safety responsibilities
- Students are advised to take out travel insurance where possible to cover medical expenses.
- Risk assessments are completed in certain cases. These include: any social activities on or off-site and a general risk assessment for the College premises. See Appendices B (General Activities Risk Assessment) & Appendix C (Activity Schedule & Risk Assessment Template) for social activity risk assessments.
- The risk of accidents within the building and on any excursion is assessed and reduced taking action wherever necessary to prevent accidents.
- A warm and comfortable environment is maintained including adequate heating, lighting and furniture.

First Aid Policy

First Aiders

- Will be aware of the need to keep their qualifications up to date and inform management if they are almost out of date.
- Always attend a casualty when requested to do so and treat the casualty to the best of their ability as safely as possible. This includes wearing gloves whenever blood or body fluids are present and calling for help from other First Aiders or Emergency Services when required.
- Help fellow First Aiders at an incident and provide support.
- Act as a person who can be relied upon to help when the need arises.
- Ensure that the portable first aid kits are adequately stocked and always to hand.
- Insist that any casualty who has sustained a **significant** head injury is seen by professionals at the hospital.
- Ensure that a student who is sent to hospital by ambulance is either accompanied in the ambulance at the request of paramedics or followed to hospital by a group leader or suitable member of staff.
- Keep a record of each student attended to, the nature of the injury and any treatment given, in the book provided in the office.
- Ensure that everything is cleared away, using gloves, and all dressings etc. are put in a yellow bag for contaminated items and sealed tightly before disposing of the bag in a sanitary bin. Any bloodstains on the ground must be washed away thoroughly with a bleach/ water solution of a ratio at least 1:10. No contaminated or used items should be left lying around.

Management

- Monitor and respond to all matters relating to the health and safety of all persons on school premises.
- Ensure all new staff are made aware of First Aid procedures in school.
- Ensure that relevant insurances are in place.
- Provide staff with information regarding any relevant serious illness.
- Ensure that first aid cover is available.

Staff

- Familiarise themselves with the first aid procedures in operation. They will also ensure that they know who the current First Aiders are.
- Have regard to personal safety.
- Report all accidents at work to the office.

Safeguarding Policy

The Government has defined the term 'safeguarding children' as:

'The process of protecting children from abuse or neglect, preventing impairment of their health and development, and ensuring they are growing up in circumstances consistent with the provision of safe and effective care that enables children to have optimum life chances and enter adulthood successfully.'

Safeguarding practices are most commonly applied to children under the age of eighteen. Similar standards of protection also apply to 'vulnerable adults'. A vulnerable adult is defined as a person aged eighteen or over, who has either a dependency upon others in the performance of, or a requirement for assistance in the performance of basic functions; a severe impairment in the ability to communicate with others; or has a reduced ability to protect themselves from assault, abuse or neglect. This can be as a result of a learning or physical disability (not normally to include dyslexia); a physical or mental illness chronic or otherwise (including an addiction to alcohol or drugs); or a reduction in physical or mental capacity.

Purley Language College considers **all** its students, including adult students, to be vulnerable since they may lack linguistic skills and cultural knowledge, they are likely to be far from the support of family and friends and may be inadequately prepared for life in the UK.

Purley Language College is therefore committed to providing a safe and secure environment for all students, as well as staff and individual visitors who access its facilities and services.

The College recognises its particular responsibility to safeguard the wellbeing of children engaged in College's activities by ensuring that there are appropriate arrangements in place to provide a safe and secure environment and to deal with issues concerned with suspected or reported abuse, including peer-on-peer abuse. The College seeks to ensure that its policy and procedures comply with statutory duties, reflects guidance and good practice in safeguarding children and vulnerable adults, and that safeguarding arrangements are proportionate and based upon common sense.

The College recognises that it has a duty to help staff and students recognise their responsibilities (through guidance, support and training), minimise risk and avoid situations (where possible) where abuse or neglect might be alleged. Given the nature of the service provided by the College, staff are advised to consider how an action may be misperceived by people from different cultural backgrounds.

Safeguarding structure and responsibilities

The College has in place an organisational structure (detailed below) for safeguarding children and vulnerable adults. Staff working in direct contact with children and vulnerable adults on a day-to-day basis may come across signs of harm and/or abuse. Staff need to ensure that concerns for the wellbeing of a child or vulnerable adult are reported to a Safeguarding Officer as quickly as possible who will invoke the appropriate procedures to protect the child or vulnerable adult, involving Social Services and/or the Police as appropriate. The Safeguarding Lead has overall accountability for safeguarding children and vulnerable adults at the College.

Control measures

Purley Language College takes a risk management approach to safeguarding children and vulnerable adults.

- The College obtains enhanced DBS disclosures for all staff.
- In organising teaching, activities and delivery of student services, the College carries out risk assessments, and makes reasonable, proportionate changes where required.
- The College reserves the right to refuse to admit a child or vulnerable adult to a programme of study, or other activities, if it judges that the procedures necessary to safeguard that individual's well-being go beyond what is reasonable and proportionate.
- If a criminal conviction is disclosed which indicates that a student may be a risk to children or vulnerable adults the College reserves the right to refuse admission.
- The College reserves the right, in accordance with its employment procedures, to suspend and/or dismiss staff members from employment or from undertaking a specific role with respect to that employment. This may be in circumstances where the individual acquires or extends a relevant criminal record, or where they have withheld information about their criminal record at the point of employment. Where an allegation of inappropriate behaviour, abuse or neglect is made against a member of staff (occurring in the course of their work), the College, will carry out a full investigation into the circumstances before any action is taken. It may be necessary to suspend the individual for their own protection until this is concluded.
- All College staff are advised to minimise physical contact with students, except for reasons of health and safety, or where physical contact may be a necessary part of learning. Staff are also advised to avoid being alone with a child outside of a one to one lesson.
- All College staff are reminded of the offence of abuse of positions of trust under Sections 16 to 19 of the Sexual Offences Act 2003, which makes it an offence for a person aged 18 or over to intentionally behave in certain sexual ways in relation to a child aged under 18, where the person aged 18 or over is in a position of trust defined as:

'looking after a child aged under 18 who is receiving education at an educational institution and the child aged under 18 is receiving, and person aged 18 or over is not receiving, education at that institution.'

5. Monitor

All staff members at Purley Language College have a duty to act if they have a safeguarding concern however slight. If in doubt, report to one of the Safeguarding Team Members (above).

A secure online form for reporting concerns is here: www.purleycollege.co.uk/disclosureform

The full College policy is here: www.purleycollege.co.uk/downloads/policies.pdf

Recruitment & Training Policy

Purley Language College is committed to providing excellence in teaching of English to students for purposes of work, study or travel. We are committed to providing students with excellent courses in a warm, friendly and professional environment, as well as caring for every aspect of their stay.

General principles

- In our recruitment process for Administration and Academic staff, we are looking for staff who will best help us achieve the high standards that we wish to deliver, and will ensure that we provide a safe & healthy learning environment for all students and staff.
- Purley Language College has a responsibility to provide a safe & healthy learning environment for all students and staff but especially for students under the age of 18 and vulnerable adults.
- With regard to employment of administration and teaching staff, safe recruitment practices will include requesting a CRB disclosure for all staff and requiring a declaration of suitability to work with under-18s in accordance with our Safeguarding Policy.
- Purley Language College is an equal opportunities employer and is fully committed to treating all its staff, students and potential staff equally in accordance with our Equal Opportunities Policy.
- The process of appointment is underpinned by criteria for selection, based on relevant knowledge, skills, attitudes and physical ability to do the job as detailed in an up-to-date job description.
- Information provided by prospective employees and referees is treated in confidence in accordance with our Data-Protection Policy.
- Purley Language College is committed to the training and professional development of all staff.

Procedures

Candidates for administration and academic roles must provide a copy of their CV. A detailed job description can be provided to the potential employee on request.

In the case of all staff, the following points apply:

- References will be followed up.
- All gaps in CVs must be satisfactorily explained.
- Proof of identity, original qualifications and right to work in the UK will be required.
- Reference requests will specifically ask if there is any reason that they should not be employed to work with children under the age of 18.
- Appropriate Criminal Records Bureau checks will be required in accordance with our Safeguarding Policy

In all cases, prospective candidates will be invited to interview. The objectives of the interview are:

- To provide candidates with further information about the school and the job to enable them to
- Decide whether they wish to work at the school.
- To provide the Management with an opportunity to decide whether the candidate is suitable.
- To provide a question and answer session

College Rules (displayed in every classroom)

1. Be kind, polite, and legal
2. Respect people who are different
3. Keep your phone in your bag
4. Speak in English
5. Eat in the break
6. Listen to others
7. Be on time
8. Reduce, Reuse, Recycle
9. Have fun!

Also...

1. Remember you are in a school
2. Know the important laws in the UK
3. Smoking, alcohol and drugs are not allowed
4. We do not tolerate discrimination, violence or abuse

Breaking these rules has consequences.

Contact Details

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Updated by Jan Fossgard - 2 December 2019