

# UK Condensed Safeguarding Policy

## 1 Policy context and statement

Sprachcaffe Languages Plus is a private language school providing English language courses to adults and young learners. The school is owned by Sprachcaffe, an international language travel company based in Frankfurt, which has booking offices and language centres all over the world. Students can come to Sprachcaffe Languages Plus as:

- An individual adult student
- A member of a group
- A member of the U20 programme, with or without a supervised leisure package

Sprachcaffe Languages Plus offers accommodation in the form of homestay, and residences (hotel year-round in Brighton and University or "College"/Boarding School residences in the summer) to students of all ages and also offers an apartments with single and shared bedrooms to its adult students.

The "U20" programme is for students aged 12-17 and runs mainly during the summer but also, on a smaller scale, during spring and autumn.

Closed groups of young students (usually under the age of 18) come with their own Group Leaders, who are usually teachers from their schools in their home countries. They may come at any time of the year and have accommodation and leisure programmes arranged by Sprachcaffe or make their own arrangements.

Sprachcaffe Languages Plus is committed to the safeguarding and wellbeing of all students, and recognises its duty of care to vulnerable adults and under 18's. The purpose of this document is to raise awareness of safeguarding issues and to help build a trusting relationship between students and staff.

We believe that all children everywhere and without exception have the right to protection from abuse, regardless of gender, ethnicity, disability, sexuality or belief, in accordance with article 19 principles (this right protects children from all forms of abuse), UNCRC (under the Convention on the Rights of the Child) 1989. Where there is a safeguarding concern, Sprachcaffe Language Plus will ensure the child's wishes and feelings are taken into account when determining what action to take and what services to provide.

This policy was produced with the guidance of the previous Safeguarding policies of Sprachcaffe Language Plus and the following legal acts The Children Act 1989, Local Government Act 2000, Sexual Offences Act 2003, Children Act 2004, Protection of Freedom 2012 and Counter- Terrorism & Security.

A full version of this document is available upon request from the Designated Safeguarding Lead.

## **2 Staff Responsibilities**

The following staff have specific safeguarding responsibilities relating to all staff:

- **Linda Engblom, Safeguarding & HR Manager:**  
Designated Safeguarding Lead (DSL)\*: overall safeguarding responsibility.  
**01273 322102 or hrs.uk@sprachcaffe.com**
- Designated Safeguarding Person (DSP): supported by the DSL.\*
- **The Homestay and Transfers Coordinator:** regularly updates Homestay Hosts with changes to our procedures and requirements. Checking the Homestays with initial viewings and regular spot checks and keeping records for each family. They ensure students under the age of 18 are placed with DBS checked Homestay Hosts.\*
- **U20 Live-in Residential Coordinator:** assisted by teamers, responsible for the safety and pastoral care of students staying in our residential accommodation, ensuring curfew bed checks, fire drills, and adequate student supervision at meal times and during free time.
- **U20 and Group Coordinator:** administrative organisation of the U20 programme.
- **Teamers / Teamer Assistants:** supervision and pastoral care of students on the U20 programme particularly during activities and whilst travelling to and from the airport and free time. Also responsible for ensuring any unsupervised, free time activities are suitable and have been risk assessed.
- **Group Leaders:** supervision and pastoral care of students in their closed groups. Cannot be responsible for students who are not part of their group.
- **Homestay Hosts:** supervision and pastoral care of students staying in homestay accommodation.
- **Academic/Centre Coordinators and Teachers:** supervision of students in classes and while in classrooms buildings.
- **Booking Agents:** communication of special student requirements prior to arrival and liaison with students' parents/guardians.
- **Sprachcaffe Sales Agents:** liaison with booking agents and direct students' parents.
- **Hotel staff:** Different responsibilities in housekeeping, restaurant and reception.
- **Hotel Manager:** Responsible of the day to day operations of the Hotel and overall management of hotel staff.
- **Director of Studies:** Mainly responsible for the teachers, classrooms and delivery of the curriculum to students.
- **UK General Manager:** Directs and oversees UK operations to make sure daily operations align with the vision of the company and plans are made for the future.

**\*Please see Appendix.1 for location specific details for these roles**

### **3 Code of Conduct**

The code of conduct gives guidance for adults, staff at Sprachcaffe Languages Plus as well as under 18 year old students interacting with each other in order to create a safer school culture. It is designed to protect minors from abuse, and to protect staff and other adults from suspicion of abuse. All adults who work with Sprachcaffe Languages Plus School must agree to comply with this.

#### **3.1 Position of trust**

According to Sexual Offences Act 2003 any person in position of trust engaging a sexual activity of any sort with students under the age of 18 is breaking the law.

#### **3.2 Adult-Under 18 years old interaction**

This code sets out standards of behaviour expected from all adults including staff members, homestay hosts and students to behave appropriately.

This code of conduct will be achieved by following the policy and the below mentioned standards.

When interacting with students that are **under** 18, staff members must:

- Communicate in a manner appropriate to the student's age and understanding
- Discourage any attention seeking behaviour
- Inform the DSP immediately of any concerns relating to a student's behaviour
- Inappropriate language should not be used such as use of inappropriate names or terms and suggestive humor

They must **not**:

- Make physical contact with any student
- Exchange personal information with any student
- Be alone with a student where they cannot be observed

If a student is sent out of class for disruptive behavior, they can sit at reception for 15 minutes before being escorted back to their classroom.

If it is necessary to administer first aid to an under 18, this should be done in a place where it can be observed.

### **3.3 Interaction with over 18 years old**

When interacting with students that are aged **over** 18, staff members and homestay hosts must:

- Communicate in an appropriate manner without making any form of sexual reference
- Ensure that interaction remains appropriate
- Bring to the DSL's attention any exchange of contact details that does occur

They must **not**:

- Make physical contact with any student
- Develop an inappropriate relationship with any student
- Encourage the exchange of personal details with any student

### **3.4 Students in Accommodation**

Homestay hosts and staff in students' accommodation should:

- Knock and call student's name twice before attempting to open the door of their bedroom
- Be appropriately dressed and covered at all times
- **NEVER** enter a student's bedroom uninvited, unless in an emergency
- **NEVER** enter a bathroom or toilet when it is occupied by a student

The following curfew must be observed by our students:

**Students aged under 16:10.00 pm**

**Students aged 16-17:11.00 pm**

All students are provided with the guidance for free time behaviour. If a student wishes to go out of their scheduled classes or activities, the students' parents must complete and sign a parental permission document and provide it with a copy of a valid ID to the school and the school must be satisfied that any unsupervised activity/plans are appropriately risk assessed before the student is authorised to do them.

### **3.5 Appropriate appearance**

Adults must behave professionally at all times and act as good role models, dressing appropriately and being easy to identify as a member of staff rather than a student. Provocative, revealing or overly casual attire is not acceptable.

Adults must be appropriately covered at all times in the presence of student aged under 18 (or any student).

- Teachers and other centre staff wear smart-casual attire, including smart jeans
- Teamers and Teamer Coordinators always wear Sprachcaffe T-shirts
- Staff should be extra sensitive on the effect of their appearance

Homestay hosts should make sure their appearance promote a professional and positive image. It should not distract, cause embarrassment or give rise to misunderstandings.

### **3.6 Transport**

When using taxi/coach companies, a written confirmation is required stating that the company is only using drivers who have been DBS checked.

If in any cases staff need to use their own vehicles to transport under 18 years old students, they should be seated in the back and the staff member should inform the line manager the estimated time the journey will take and the estimated time of arrival to the destination.

### **3.7 IT & social network**

Students aged under 18 are advised to be careful online and not to share any personal information or photographs with strangers. The school computers also have a filter, preventing students from accessing inappropriate websites.

Students are told that if they receive any unwanted contact online or by text message, they should inform a member of staff, especially their Teamer or Group Leader. This member of staff is then responsible for informing the DSP or DSL.

### **3.8 Alcohol, drugs and smoking**

Adults have a serious responsibility regarding alcohol, drugs and smoking when working with students, for many students they are the role models. Staff must never use or endorse the use of tobacco, alcohol or drugs in the presence of students.

Students will be informed that the consumption of alcohol or smoking on Sprachcaffe Languages Plus premises is prohibited. Any use of alcohol or smoking by underage students is seen as a serious contravention of rules, staff will need to report this immediately to their line manager and this may result in immediate expulsion. These regulations are stated in the behaviour guidelines.

### **3.9 Whistleblowing**

We will ensure that all staff members are aware of their duty to raise concerns, where they exist, about the management of child protection, which may include the attitude or actions of colleagues.

If necessary, they can speak with the DSL. Concerns can be raised by calling **the NSPCC whistleblowing helpline** on **0800 028 0285**.

## **4 Child Protection**

Sprachcaffe Languages Plus meets the child protection responsibilities by:

**-Creating procedures and policies**

**-Ensuring a condensed copy of the safeguarding policy is given and communicated to and understood by all staff**

**-Training all staff and homestay members**

**The four main types of abuse are physical, sexual, emotional and neglect.** Bullying is also identified as a fifth form of abuse.

- Physical abuse: violence, especially pre-planned
- Sexual abuse: forcing a child to take part in sexual activity of any kind, physical or non-contact are both form of sexual abuses. Contact abuse could be sexual touching, rape or penetration or making a child to take their clothes off. Non-contact sexual abuse activities are such as grooming, exploitation, or persuading children to perform sexual acts.
- Emotional abuse: Emotional maltreatment of a child such as blackmail, threats and intimidation
- Neglect: is the persistent failure to meet a child's basic physical or psychological needs (e.g. to protect child from harm, lack of adequate food/shelter)

**Secondary forms of abuse are:**

- **Child Sexual Exploitation** happens when under 18s receive something (e.g. attention, gifts, money) initially without needing to give anything in return, but at some point sexual activity is required by the exploiter in return for "something" to be given
- **FGM (Female Genital Mutilation)** is a non-medical partial or total removal of external female genital organs. It is illegal in UK and a form of child abuse. If discovered it needs to be reported to the police.
- **Bullying** is the act of hurting somebody else either physically or emotionally. Cyberbullying takes place online or through smart devices or tablets.
- **Peer to peer abuse**, abuse is not just adult to child, children may harm each other in various ways; gang violence, gender based violence and hate and revenge crimes, honour based violence (HBV) are different types of peer to peer abuse.

#### **4.1 Situations when adults need to respond**

We understand that the following signs may indicate abuse, although they may also have other causes:

- A fellow student expresses a concern
- A student describes something that has happened to them
- A student has unexplained injuries, changes their dress to conceal injuries, or suddenly avoids sports
- A student reverts to younger behaviour, becomes extremely nervous or attention seeking, or starts routinely underachieving
- A student steals or lies
- A student is preoccupied with sexual matters and is sexually provocative with adults
- A student looks unhappy and ill cared for, is withdrawn or aggressive, or has lingering health problems
- A student distrusts adults and other students, has difficulty making friends, or drastically changes their personality and behaviour



## **4.2 Concerns and serious issues**

Sprachcaffè Languages Plus will always take reports of suspected abuse seriously. There are two types of abuse:

- **Concern** is something that is not right, based on something you have noticed or been told.
- **Serious issue** indicates that the child could be in danger and it will need an urgent response.

Staff have a responsibility to look for emerging concerns and to react as early as possible by sharing the concerns with the Designated Safeguarding staff. This will help to avoid concerns escalating to more serious or potentially harmful situations.

Any concerns should be recorded and passed on to the DSL, following this procedure:

### **1. Receive**

- Listen calmly, try not to appear shocked by what you hear
- Accept what they say, show that that you take it seriously
- DO NOT interrogate or ask leading questions

### **2. Reassure**

- Reassure them that they have done the right thing in coming to you
- Be honest, don't make promises you can't keep
- DO NOT promise confidentiality as you have a duty to refer the information

### **3. React**

- Explain what you have to do next and who you need to talk to and that this will be on a need to know basis

### **4. Record**

- Make brief notes at the time, write them up more fully as soon as possible using the concern form. (Copies available at Reception, in offices, the staffroom and teachers' class files)
- Take care to record timing, setting and personnel as well as what was said word by word
- Be objective - include statements and observable things rather than your interpretations or assumptions
- Do not destroy your original notes in case they are later required in court

### **5. Act**

- Inform the DSL (or a DSP) immediately

Staff members are responsible to maintain confidentiality and share information on a need-to-know basis only with relevant persons.

It is the responsibility of Sprachcaffè Languages Plus to raise awareness of safeguarding and to correctly receive, record and refer reports of suspected abuse. We will await the advice of the Local Safeguarding Child Protection Board, Police or whichever authority we are referred to before taking further action.

## **5 Safeguarding training**

All staff and homestay must complete **Safeguarding training**

The course takes approximately 30 minutes. Here is the link to follow:

<https://galleryteachers.com/service/safeguarding-basic-awareness-course/>

This course is now being recommended by English UK. At the moment, it is free and the course can be found on "multi-agency training" section on the English UK, click on 'Available courses'. There are clear directions on how to register with which is necessary before doing the course (very similar to the previous course). To ensure understanding the online training will be followed by face to face training delivered by one of the DSP's at Sprachcaffe Languages Plus.

A copy of a valid safeguarding training certificate must be sent to your line manager.

If you prefer not to do this online, we also have regular safeguarding training sessions at our schools. Please ask the DSL for more details.

## **6 Contact details**

All adults associated with students aged under 18 have a legal "duty of care" and responsibilities to safeguard those aged under 18.

This means to be aware, vigilant and know to report any concerns, even minor ones or allegations. Everyone who comes into contact with a child has a role to play in sharing information with the Designated Safeguarding Team and taking prompt action following the Safeguarding policy.

**It is not the school's responsibility to investigate concerns but to receive, record and refer them correctly** and then await further instructions from the Local Safeguarding Children Board (LSCB).

The first point of contact for safeguarding concerns is the DSL who can be reached on **01273 322102** (between 9 and 5 and after that the emergency number) or **hrs.uk@sprachcaffe.com**. (Linda Engblom-Safeguarding& HR Manager)

For staff, if the DSL is unavailable, or it is inappropriate to report a concern to the DSL, the DSPs can be reached.\*

For Homestay providers, please contact the Homestay Coordinator (DSP).

If neither the DSL nor any of the DSPs can be contacted, safeguarding concerns can be directed to LSCB (Local safeguarding Children Board).\* Please notify the DSL/DSP of any such reports as soon as possible.

Accusations against staff can be directed to Local Authority Designated Officer (LADO).\*

**\*For location/department specific helplines please see Appendix 1 – these are likely to be the most appropriate first point of contact for any concerns.**

## **External Organisations**

- **MASH (Multi-Agency Safeguarding Hub) - 01273290400**
- **NSPCC Whistleblowing helpline - 0800 028 0285 (freephone, 24/7)**  
Raising a concern or an illegal activity within the organization
- **Police - 101, 999 in an emergency**

## **7 Policy changes**

From time to time, this policy will be updated if any details change or new legislation is introduced. We will communicate any changes as and when these happen.

***I hereby confirm that I have read and understood the Condensed Safeguarding Policy.***

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Name:** \_\_\_\_\_