

# WELFARE POLICY

**Colchester English Study Centre and International Language Holidays take our duty of care to all of our students very seriously. Their welfare is very important to us and this policy is intended to outline the measures taken to ensure that the duty of care is met.**

## Responsibility

Colchester English Study Centre and International Language Holidays have overall responsibility for student welfare. We ensure that all our staff and homestay providers are aware that this responsibility is delegated to them at different times, as follows:

- While students are in the homestay accommodation, the homestay provider accepts responsibility
- While students are on school premises, CESC staff accept responsibility
- While students are at an external activity organised by CESC, the attending member of staff accepts responsibility
- At all other times, the Company accepts responsibility

This information is provided in staff and homestay provider handbooks.

Students under the age of 18 are taught and accommodated separately from adult students. They are supervised by a member of staff during breaks and activities.

## Policies

The following Company policies deal specifically with issues relating to Welfare:

- Safeguarding Policy and Child Protection Procedures
- Abusive Behaviour Policy
- IT Usage Policy
- Student Attendance Policy
- Emergency Action Plan
- Prevent Policy and Procedures
- Under 18s policy

The Student Handbook gives further advice and information.

Parental consent must be given for Under 18s and the Mandatory section on the **Young Learners 2016 Booking Form** must be completed.

## Advice

In addition to our Welfare & Accommodation Officer, there is a qualified counsellor on the staff who is able to deal with any issues students may have. Notices are posted on noticeboards in all classroom and common areas, giving information about how to seek advice.

## Group Leaders

Group Leaders are a very important part of our team. They work with us to ensure a happy, safe and positive stay for their students.

We require all our agents to carry out suitability checks on all their Group Leaders with their local police in advance of arrival.

We provide an induction for Group Leaders on arrival to ensure that they are fully informed about legal requirements and our expectations, as well as how we can help them to make the most out of their stay with us.

## Staffing

### Welfare & Accommodation Officer

Maria Walters

### Designated Child Protection & Prevent Person

Maria Walters

### Deputy Designated Child Protection & Prevent Person

Francesca Ambrosini-Spaul

### Student Counsellor

Francesca Ambrosini-Spaul

All staff undertake Safeguarding and Prevent training as part of their contractual obligations

**It is the policy of Colchester English Study Centre and International Language Holidays to ensure that no student or member of staff receives less favourable treatment on grounds of race, gender, age, national or ethnic origins, religion, marital or parental status, contractual conditions, sexual orientation or disability.**