



Safeguarding Policy

2017

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Policy Statement

Who we are

Delfin English School is a provider of English Language courses for individuals aged 16 and over, as well as closed groups from the age of 13 up. We are accredited by the British Council in the UK, and ACELS in Ireland. In Ireland our school is based in Dublin, and in the UK we have a year-round school in central London. Individual students and groups can study with us for a minimum of 1 week, and some students will stay considerably longer.

In addition to our language courses, we provide our students with accommodation and a vibrant social programme. Although some students choose to find their own accommodation, we offer homestay accommodation to all our students, and residential accommodation to individual students over the age of 18. Individual adult students also have the option of living in house or apartment shares with other international students.

Our ethos

Delfin English School is committed to protecting all of our students from harm no matter what their race, gender, nationality, disability, sexual orientation or religion. We have put in place practices to protect and safeguard those children and vulnerable adults who study with us. All children have a right to protection, and we will ensure the safety and protection of all children and vulnerable adults enrolled on our programmes through adherence to the Safeguarding guidelines that we have adopted. A child is defined as a person under the age of 18 (The Children Act 1989). We will ensure that children are protected from harm whilst studying with us by:

- Adopting child protection guidelines through a code of behaviour for all staff and providing appropriate training for staff in issues of child protection.
- Taking all reasonable steps to ensure the health, safety and welfare of any child or vulnerable adult in contact with Delfin English School.
- Following carefully our safe recruitment policy for all staff and making sure our staff are carefully selected.
- Taking all reasonable steps to prevent any staff member, person working for us or member of the public from putting any child in a situation where there is a risk to their health and safety.
- Taking all reasonable steps to prevent any staff member, person working for us or member of the public from physically, emotionally or sexually abusing any child or vulnerable adult.
- Reporting any evidence or reasonable suspicion that a child or vulnerable adult has been physically, emotionally or sexually abused in contact with Delfin English School to the designated person responsible for safeguarding.
- Referring to statutory authorities any incidents of this nature reported to the Child Protection Officer.
- Ensuring that all visitors are aware of this policy and have access to copies.
- Sharing information about child protection and good practice with children, parents and staff.

It is the policy of Delfin English School to create a safe environment in which young people can feel comfortable and secure while engaged in any of our programmes. Staff should at all times show respect and understanding of individual's rights, safety and welfare, and conduct themselves appropriately. We are committed to safeguarding the welfare of all children and young people by protecting them from all forms of abuse including physical, emotional and sexual. We are also committed to allowing all staff to make informed and confident responses to specific child protection issues

Definitions of Abuse

- Abuse is a violation of an individual's human and civil rights by any other person or persons.
- Abuse may consist of a single act or repeated acts.
- Abuse can be seen as an act of negligence or omission to act and may be the unintended consequences of a person's actions.

The four main categories of abuse are listed below.

- **Physical abuse** includes hitting, slapping, pushing, kicking, misuse of medication, undue restraint, or inappropriate sanctions.
- **Sexual abuse** includes inappropriate physical contact, taking indecent images, or sexual acts to which the child or vulnerable adult has not or could not consent, for the purpose of adult gratification.
- **Emotional abuse** includes threats of harm, abandonment, humiliation, verbal or racial abuse, isolation, persistent lack of affection, verbal bullying or cyber-bullying.
- **Neglect** includes the failure to access medical care or services, negligence through risk-taking, failure to give prescribed medication, poor nutrition or lack of heating.

Roles and responsibilities

Delfin English School is a community, and each member of our community plays an active part in safeguarding those members of our community who are under the age of 18 or more vulnerable. The roles and responsibilities of the members of our community are as follows:

- **The Child Protection Officer** – each of our schools has a Child Protection Officer, whose role is to lead on child protection, to ensure that this policy is effectively applied in their school, and to be a source of support to all members of the community, especially those who are more vulnerable or under the age of 18.
- **All adult staff** – all adult staff working for or at Delfin English School are expected to read and understand this policy, to promote the welfare and protection of under 18s and vulnerable adults, and to report any potential incidents of abuse to the Child Protection Officer.
- **Other students** – other students are expected to support one another and report any potential incidents of abuse or neglect that they may observe.

Within this policy the following will apply:-

- 'Safeguarding' refers to reducing risk and providing appropriate general care for children and vulnerable adults.
- 'Child protection' refers to protecting children from any kind of abuse.
- This policy applies to both online and the real world

This safeguarding policy links in to and mentions other Delfin English School policies, which can be found in the Staff Handbook and Teachers' Guide.

Policy review

We are also committed to reviewing our policy and good practice at regular intervals, at least every 12 months. The policy shall be reviewed by the Principal / General Manager of Delfin English Schools in London and Dublin and approved by the Managing Director.

Code of Conduct

In order to ensure the protection of all children and vulnerable adults at our schools, Delfin English School has put in place a comprehensive code of conduct which must be followed by all employees, clients, contractors

and third party suppliers over the age of 18. The guiding principle of the policies that make up this code of conduct is that we expect all adults associated with Delfin to:

- Treat children and young people with respect and dignity
- Always listen to what a child or young person is saying
- Value each child and young person
- Recognise the unique contribution each individual can make
- Encourage and praise each child or young person
- Lead by example

These guidelines have been put in place to build trust between under-18s and adults and create a safe school culture within which both adults and under-18s are protected from any behaviour or actions which might be misconstrued.

Dos and Don'ts for Working with Children and Young People

<p><u>Do:</u></p> <ul style="list-style-type: none"> ✓ Remember the child comes first ✓ Behave professionally ✓ Treat everyone with respect and communicate at their level ✓ Listen to children ✓ Be aware of policies and procedures ✓ Report any suspicion following Delfin English School guidelines ✓ Be aware, approachable and understanding 	<p><u>Do not:</u></p> <ul style="list-style-type: none"> ✗ Touch inappropriately ✗ Use inappropriate language ✗ Harm or frighten a child ✗ Be alone with a child, if avoidable ✗ Threaten, shout, or be aggressive ✗ Mistreat, demean, ignore or make fun of a child ✗ Force a child to do something they do not want to do ✗ Let a child expose him/herself to danger ✗ Take photos of children without the consent of Delfin English School senior staff
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In addition to the above, Delfin English School expects staff to adhere to protocol with regards:

Leading by example

- Provide an example which we would wish others to follow.
- Use appropriate language with children and young people and challenge any inappropriate language used by a young person, child or an adult working with young people.
- Respect a young person's right to privacy.

One To One Contact

- Not to spend time alone with children, away from others, except for when absolutely necessary.
- Make every effort to keep meetings as open as possible in the event of having to meet with an individual child or young person.
- Ensure that other staff are informed of the whereabouts of meetings if privacy is needed - for these meetings there should be two members of staff present at all times, one male and one female.

Physical Contact

- Never allow, or engage in, inappropriate touching of any kind.
- Refrain from engaging in sexually provocative or rough physical games, including horseplay.
- Never do things of a personal nature for a child or a young person that the child can do for themselves.

Relationships

- Ensure that personal relationships do not affect their role within Delfin English School in the event that they are involved in relationships with other members of staff.

Appropriate appearance

- Dress in a manner that presents children with a positive image of Delfin English School, dependant on the situation, and earns their respect.
- Never wear clothes that could be construed as being sexually provocative.

Alcohol, drugs, smoking

- Remember that they are in a position of influence over young people and refrain from making light of or joking about alcohol, drugs, or smoking.
- Never smoke or consume alcohol in front of children.
- Be a positive role model in encouraging students to stay away from drugs and other illicit substances.

Residential accommodation

- Ensure that within residential accommodation students are always spoken to in a neutral setting – in the shared kitchen or communal area – and never in the student’s bedroom.
- Not to enter the bedroom of a student while the student is in it unless absolutely unavoidable. If it necessary to enter a student’s bedroom while the student is in it, there must be two members of staff present at all times, one of each gender.
- Not to enter a bathroom while a student of the opposite sex is using it.

General Points

- Be aware that someone might misinterpret your actions no matter how well intentioned.
- Never draw any conclusions about others without checking the facts. However, Delfin staff have a responsibility to report any suspicions that they have (without drawing conclusions) to their line manager or the Child Protection Officer.
- Never allow yourself to be drawn into inappropriate attention seeking situations such as tantrums or crushes.
- Never exaggerate or trivialise child abuse issues or make suggestive remarks or gestures about, or to a child or young person, even in fun.

In addition to the above Code of Conduct, Delfin staff and other adults who provide a service to Delfin English School (suppliers and contractors) are reminded of the following:

Electronic Contact with Pupils under 18

- Electronic contact is defined as the communication or publication of information (including images) between two or more people using an electronic device. This may occur using (but is not limited to) landline and mobile phones, other handheld electronic devices, gaming equipment and computers. Electronic contact may include but is not limited to voice communication, text communication, instant messaging, email, social networking sites, blogs, photos and videos.
- This policy applies to the relationship between pupils and staff before, during or after a course.
- Staff must request permission from Delfin senior management for any electronic contact with a student under the age of 18 before, during or after a course. This may be necessary when needing mobile phone numbers from pupils for an excursion but social-networking on Facebook etc is strictly prohibited unless it is through a Facebook or similar networking medium formally approved in writing and monitored by Delfin English School.
- In any electronic contact with students under the age of 18, staff must pay particular attention to use neutral, unemotive language that will not be misconstrued.
- At certain times, staff may need to ask for mobile phone numbers of students without permission from managers but these must then be deleted from records when no longer required for the work purpose. Staff must not exchange any information with a child that they would not be happy to share with the child’s parent or carer.

Transport

- Staff with responsibility for organising transportation for under-18s must ensure that all transport providers such as coach and taxi operators only employ staff who have a DBS (UK) or Garda (Ireland) check.

Safer recruitment & Training

Delfin English School is committed to safeguarding children and vulnerable adults by carefully following our safe recruitment policy for all staff and making sure our staff are carefully selected. All reasonable steps are taken to ensure unsuitable people are prevented from working with children. In particular this is done by following the established recruitment stages for all staff:

- Job advertisements – it is made clear from the very outset through our job advertisements that it is the job of all Delfin School staff to safeguard the children and vulnerable adults studying with us. Consequently, job hunters who may not be suitable are dissuaded from applying for positions with us.
- Responding to job applications – once a potential member of staff has applied for a position with Delfin, they are asked to send a CV and supporting statement. At this stage they are told that should they be invited for interview they will need to explain any gaps in their CV, will need to supply contact details for two referees, and will be subject to a safeguarding check (DBS or equivalent) should they be successful at interview.
- At interview – all staff will be required to undergo an interview carried out to an acceptable standard. During this interview the individual's identity should be verified and copies of proof of identity seen, and their qualifications should be substantiated where necessary.
- References – based on the outcome of the interview, two references are requested, and referees are asked if they know of any reason why the potential employee should not work with children or vulnerable adults.
- Safeguarding checks – potential employees who are successful at all the above stages are offered a position with Delfin, but are told that their position will be subject to a safeguarding check. The school for which they will be working then applies for the appropriate safeguarding check (DBS in UK or Garda in Ireland). Whilst waiting for the results of the check to come back, the employee is not given unsupervised access to children, and should sign a Self-Declaration form. Once the check has come back, the employee will be informed of whether it is clear or not. In the event that the check was not clear, the Child Protection Officer and Delfin senior management will make a decision regarding continued employment. Any breaches of the Sexual Offenders Act (2003) will lead to instant dismissal.

Throughout the above process, the Child Protection Officer in each school takes the lead in ensuring that all staff are fit to work with children.

Following successful appointment, every member of staff must attend an induction in which they receive or are directed to copies of the following documents, policies and procedures:

- Staff Handbook
- Health & Safety Manual / Risk assessments
- Child Protection Policy and Code of Conduct for working with under-18s
- Any Relevant role manual

The job description and responsibilities should also be clarified during this induction.

In particular, all staff must receive training in child protection covering all aspects laid out in the child protection guidance. Access to additional information on safeguarding and child protection must be available at all times for staff to request as and when necessary.

Delfin English School requires:

- Employees to attend in-house child protection awareness training, to encourage good practice and to facilitate the development of a positive culture towards good practice and child protection. This training will be repeated annually.
- Senior staff to have sufficient up-to-date knowledge on child protection legislation.
- Relevant, nominated personnel to hold recognised and appropriate first aid qualifications. The Child Protection Officer will be trained in Child Protection to level 3.
- Staff to sign to say that they have read and understood this Safeguarding Policy and agree to the Code of Conduct. All staff will undertake an online training course as proscribed by the Child Protection Officer.

The Child Protection Officer is responsible for training and up keep of training with regards to Safeguarding. For permanent staff all qualifications will be renewed every 3 years.

Sharing Information Regarding Child Protection

Good communication is essential in any organisation. At Delfin English School every effort will be made to ensure that, should individuals have concerns, they will be listened to and taken seriously. It is the responsibility of Delfin managers to ensure that information is available to, and exchanged between all those involved. Some information is confidential and should only be shared on a strictly need-to-know basis.

Children and Young People

Delfin will ensure that children and young people have information about how, and with whom, they can share their concerns, complaints and anxieties. When sharing information, all Delfin staff will be sensitive to the level of understanding and maturity, as well as to the level of responsibility, of the people with whom they are sharing information.

Parents

Parents / persons with parental responsibility are ultimately responsible for their children's welfare at all times, and should be assured that their children are involved with a credible organisation. We achieve this by having a full copy of this Child Protection Policy available for anyone to see, and it is a key component of the Delfin booking process.

Staff

As a school which works with children and young people, it is essential that each Delfin staff member is aware of their responsibilities under current Child Protection legislation and has a working knowledge of the school's procedures. Each member of staff will receive training at induction. See above for more information regarding each staff member's responsibility for sharing information regarding Child Protection.

Other Bodies

A copy of our Child Protection Policy will be made available to any other appropriate body upon request.

Delfin Staff Members' Responsibility for Safeguarding our Students

It is the responsibility of all members of staff to ensure that they are aware of what abuse is, the effects it can have, and the signs that abuse may be taking place. In particular, staff need to be alert to any indications of the following common signs of abuse:

- Eating disorders
- Being withdrawn
- Aggression and being disruptive
- Absenteeism
- Self-harm
- Change of conduct
- Homesickness or not wanting to return home
- Being inattentive in class or during activities
- Lack of hygiene
- Clinging to staff

Staff need to be aware that cases of abuse can become apparent in a number of ways:

- A child may tell someone they are being abused.
- An adult or another child may disclose that a child has told them, or they believe a child is or has been abused.
- A child may show signs of physical injury with no satisfactory explanation for its cause.
- A child's behaviour may indicate that it is likely he or she is being abused.
- A member of staff's behaviour or way she relates to a child causes concern.

If a child tells you they are being abused, react as follows:

- Stay calm and don't panic. Don't over-react. It is unlikely that the alleged victim is in immediate danger.
- Offer him / her reassurance without making promises, and take what the child says seriously.
- Listen and be child-focused, and allow the child to speak without interruption.
- Don't probe for more information or ask leading questions. Questioning the participant may affect how the disclosure is received at a later date.
- Give the person the chance to say what they want to say. Use **TED** to help you: **T**ell me, **E**xplain to me, **D**escribe to me. Don't assume, don't paraphrase and don't offer alternative explanations.
- Reassure the child that they have done the right thing by telling you. Explain that you will need to inform your line manager in order to provide the best possible help. Never promise to keep secrets or that everything will be OK. You can't guarantee this.
- Act immediately in accordance with the procedure in this policy. Don't wait or try to deal with it yourself: listen and refer.
- Record in writing exactly what the student said as soon as possible. Use the child's words or explanations – do not translate into your own words, in case you have misconstrued what the child was trying to say.
- Don't make negative comments about the alleged abuser. Don't 'gossip' with colleagues about what has been said to you. Don't make a child repeat a story unnecessarily.

It is the duty of all Delfin staff to let the Child Protection Officer at their school know if they are aware of any potential signs of abuse or are concerned that abuse may have taken place. It is NOT for the member of staff to decide whether or not a suspicion or allegation is true. If a member of staff has suspicions, they should contact the Child Protection Officer in confidence.

If a child or young person starts to talk to you directly, allow that person to disclose and to continue talking following the guidelines below. You should then see the Child Protection Officer in confidence.

The Child Protection Officer may then discuss the concern / suspicion with the relevant person or organisation, and, if appropriate, make a direct referral. The Child Protection Officer will only notify other Delfin staff of events on a need to know basis, following the rules of confidentiality (see below).

If there is, or seems to be, immediate risk to a child or children and you do not have the opportunity to talk to the Child Protection Officer about this, contact the police directly. The parents or carers of the child should then be contacted as soon as possible following advice from the relevant local authority department. If you are worried about sharing concerns about abuse to a senior colleague, you can contact social services or the police direct, or the NSPCC Child Protection Helpline on 0800 800 5000, or Childline on 0800 1111.

If any of the following occur you should report this immediately to an appropriate member of Delfin English School staff and record the incident.

- If you accidentally hurt a child or young person
- If a child or young person appears to be sexually aroused by your actions
- If you feel a child or young person has misunderstood or misinterpreted something you have done

If a child has an accident which does not require hospital treatment:

- Management should be notified and will then monitor the individual.
- The accident/incident book should be fully completed.
- The child's parents should be notified of the incident at an appropriate time.

If you have any concerns outside the immediate environment (e.g. about a parent or carer)

- Report your concerns to the Child Protection Officer or your line manager, who should contact social services or police as soon as possible.
- If the relevant manager is not available, the person being told of or discovering the abuse should contact social services or the police immediately.
- The Child Protection Officer will decide in conjunction with social services on how to involve the parents/carers.
- Maintain confidentiality, disseminating information on a need-to-know basis only.

Responding to Accusations of Abuse

Where there has been an accusation of abuse against a member of Delfin staff, the manager responsible for that staff member will immediately remove them from contact with students pending further police and social services inquiries. In accordance with the findings of the social services or police inquiries Delfin English school senior management will assess all individual cases to decide whether a member of staff can be reinstated and how this can be sensitively handled. The welfare of the child should remain of paramount importance throughout.

Allegations of abuse may be made some time after the event (eg by an adult who was abused as a child, or by a member of staff who is still currently working with children). Where such an allegation is made, the school will follow the procedures as detailed above and report the matter to the local authority or the police. This is because other children, either within or outside the organisation, may be at risk from this person.

Record Keeping

All records, information and confidential notes should be kept in separate files in a locked room accessible only by the Child Protection Officer. Information must be stored in a secure place with limited access to designated people only, in line with data protection laws (e.g. the information must be accurate, relevant, secure and, where necessary, regularly updated).

The Records

In any case where an allegation is made, or someone in Delfin English School has concerns, a record should be made. Blank disclosure forms are available in the both the Student Services and Principal's Offices. A copy can also be found at the end of this policy.

Details must include, as far as practical:

- Name of child or young person
- Age

- Home Address (if known)
- Date of Birth (if known)
- Name/s and Address of parent/s or person/s with parental responsibility
- Telephone numbers if available
- Is the person making the report expressing their own concerns, or passing on those of somebody else? If so, record details
- What has prompted the concerns?
- Include dates and times of any specific incidents
- Has the child or young person been spoken to? If so, what was said?
- Has anybody been alleged to be the abuser? If so, record details
- Who has this been passed on to, in order that appropriate action is taken? E.g. school, directors, social services etc
- Has anyone else been consulted?
- If so, record details
- ACTION TAKEN; This must be recorded.

Confidentiality

Confidentiality shall be maintained at all times. Information shall be handled and disseminated on a need-to-know basis only. This includes the following people:

- The line manager responsible for the alleged abuser
- The parents of the student who is alleged to have been abused
- The person making the allegation
- Social services/police
- The alleged abuser (and parents if the alleged abuser is a child).

Social services will advise on who should approach the alleged abuser. This will rarely be someone from the company itself.

Support to deal with the aftermath of abuse

Consideration will be given to the kind of support that children, parents and members of staff may need by the Child Protection Officer and Delfin senior management. Use of help-lines, support groups and open meetings will maintain an open culture and help the healing process. The British Association for Counselling directory is available from The British Association of Counselling, 1 Regent Place, Rugby, CV21 2PJ, Tel: 01788 550899, Fax: 01788 562189, E-mail: bac@bacp.co.uk, Internet: www.bacp.co.uk

Consideration should be given to what kind of support may be appropriate for the alleged perpetrator.

Implementation of Safeguarding Procedures at Delfin Centres

All Centres / Programmes

The following procedures are implemented across all of Delfin English School's centres / programmes to ensure that children and vulnerable adults in our care are kept as safe as possible:

1. Bullying

Delfin English School takes any instances of bullying, or suspected bullying, very seriously. In the case that a member of staff witnesses, suspects, or is told about an instance of bullying, the following procedure should be followed:

Action to help the victim and prevent bullying:

- Investigate all allegations and take action to ensure the victim is safe.
- Speak to the victim and the bully(ies) separately.

- Reassure the victim that you can be trusted and will help them, although you cannot promise to tell no-one else.
- Keep records of what is said (what happened, by whom, when).
- Report any concerns to the Child Protection Officer or your line manager.
- Encourage all children to speak and share their concerns. If anyone talks about or threatens suicide, seek professional help immediately. Help the victim to speak out and tell the person in charge or someone in authority.

Action to be taken towards the bully(ies)

- Talk with the bully(ies), explain the situation, and try to get the bully(ies) to understand the consequences of their behaviour. Seek an apology for the victim(s) with a staff member present to keep a written record.
- The School will inform the parents of the bully(ies) and of the victim(s).
- The School will impose sanctions as necessary.
- Encourage and support the bully(ies) to change their behaviour.
- The School will hold meetings to monitor progress.
- The School will inform all relevant staff members of action taken.
- Keep a written record of action taken.
- Look at supporting the bully(ies) with any issues they may have.
- Further incidents of bullying may result in the bully(ies) being sent home.

2. Alcohol and Illegal Drugs

If there appears to be illegal drinking in or around the school, or you believe you see anyone taking drugs, giving them to others or being given them you should:

In the event that they are a student:

- Immediately deliver them to the relevant manager
- Complete a detailed incident report
- Be alert to and aware of any other similar incidents amongst their peers

In the event that they are a visitor:

- Not apprehend the person but...
- Stay within reasonable distance as a barrier between them and students
- Usher away any students discreetly
- Contact the police
- Contact your line manager

In the event that they are a staff member:

- Similarly to that of the visitors scenario, stay within reasonable distance, preventing them from contact with any students
- Immediately contact their line manager

3. Use of risk assessments

- General Risk Assessments – Delfin has risk assessments in place for its school buildings and the area that its schools are based in, which are available from the School Office at the relevant school. These are reviewed annually to ensure that any new risks are identified and minimised. Information from the general risk assessment is communicated to all new student during the induction meeting.
- Specific Risk Assessments for activities - All activities run by Delfin are risk assessed to ensure that any potential risks are identified and mitigated against. Risk assessment templates for all activities are kept on each school's computer system, and these are then edited as necessary by

the Socials Coordinator or Activity Leader, printed, signed by both the person leading the activity and a member of senior staff, and then kept on record. Supervision ratios are also agreed on with the relevant manager based on the risk assessment. Any possible risks associated with activities are communicated to students at the start of every activity.

4. Fire safety

All Delfin schools have a trained fire marshal to ensure that the school is able to respond appropriately in the case of fire and to identify and mitigate against possible fire hazards. All new students are given guidance in the induction meeting on how to respond to fires and fire alarms, and are told that should they hear the fire alarm they need to leave the school building as quickly as they can, leaving their things in class. Although Delfin schools have a self-evacuation policy, the class teacher needs to ensure that they are the last to leave the classrooms where they are teaching to make sure any under-18s leave the building safely.

5. First Aid & Medical

All Delfin schools have staff who are trained to give Emergency First Aid and can assist Delfin staff or students in the case of emergencies. Individual students under the age of 18 enrolled on adult courses must live with a host family or with a relative, and the host family or relative is responsible for their care should they become sick. In the case of students coming to the school as part of a group, it is the responsibility of their group leaders to ensure that they receive adequate care in the event that they become sick. It is the responsibility of managers at each school to check that this is the case.

6. U-18s behaviour & discipline

Delfin takes any instances of bad behaviour extremely seriously, and aims to ensure that all students are well behaved and show respect for other members of their school community at all times. In order to ensure the well-being of our students, Delfin has established a School Code of Conduct, which all students are expected to follow. Any students who do not keep to the School Code of Conduct will be dealt with accordingly by the Principal / Managing Director. In extreme cases this may lead to expulsion from the school with no course fees being returned.

Specific arrangements for under 18s booked on adult courses

Delfin English School accepts students from the age of 16 up onto its adult courses. In addition to the above, the following specific procedures are in place for under-18s enrolled on adults courses:

1. At the booking stage:

- All applications must be received from the student's parent, guardian, or agent. Delfin does not accept bookings made directly by under-18 year old students.
- Once a booking has been received, the parent, guardian, or agent are sent a fee calculation showing the total to be paid, as well as a Parent's Form (see appendix 1). This needs to be read, signed, returned, and approved by a Delfin manager before the booking is confirmed.
- Once the booking has been confirmed by a Delfin manager, the parent, guardian, or agent is given instructions for making payment.
- Delfin generally expects the accommodation, return transfers, and travel / medical insurance of under-18s to be booked through Delfin, and if this is not the case we require the arrangements in place to be confirmed via the Parents Form.

2. Accommodation

- In the case that the student needs Delfin to arrange their accommodation, this must be in half board homestays. In the event that they live with a relative or family friend, details of this must be related to the school by the parents, guardian, or agent. Contact must then be made with the adult acting in loco parentis. Delfin will not accept any arrangement whereby an under-18 lives independently. Once accommodation details have been arranged / communicated, the spreadsheet of accommodation contact details must be updated.
- At least one week prior to the student's arrival, details of how they are going to travel from the airport to their homestay are confirmed to the homestay provider. The homestay provider must also confirm arrangements for the students' arrival into accommodation – who will be at home when they arrive, etc. This information is then passed on to the parent, guardian, or agent by the school.

- Curfew for under 18s in Delfin homestays is 22.30, unless specifically agreed with host parents. Parents will be asked if they are happy for host parents to agree later curfew times with their children.
 - If the student does not arrive at home at the agreed time, the host family contacts the school via the Emergency phone. The school then ensures that contact is made with the student.
3. Prior to arrival:
- In order to ensure that all aspects of the student's programme have been arranged to a satisfactory level, the member of staff responsible for handling the student's booking must complete the pre-arrival checklist prior to the student's arrival.
 - Prior to the student's arrival, the accommodation provider is contacted and details finalised. If accommodation is with a relative the school must establish contact with them prior to the student's arrival, then send e-mail outlining school's expectations.
4. Induction
- Host parents are responsible for ensuring that students in their care can arrive at the school on their first day. However, the expectation is that under-18s on adult classes will be able to travel independently in London throughout their stay.
 - Staff are made aware of all new under-18s arriving in the school that week through the highlighting of these students on the register of new students.
 - On induction day, under-18s attend a separate first day meeting to go through specific rules and so they feel comfortable asking for support and reporting upsetting behaviour. This meeting is with the school's Child Protection Officer, so that this person is clearly identified to students and they know who to approach if they have any issues.
 - In the event that a student does not arrive as expected on their first day, this is followed up on immediately through the contacts that the school has for the adult who is in loco parentis.
5. Academics
- The academic department highlights the names of any under-18s on class registers so that teachers are aware of who their younger students are.
 - Under-18s are expected to attend all lessons, and follow the normal rules on punctuality. In the event that a student misses a lesson, this is communicated to the academic department, who then follow up on this absence through the student's host family or the adult who is in loco parentis.
 - If the attendance of an under-18 drops below 85% then the student will be asked to attend an academic tutorial and their parents will be informed.
 - Teachers are also given specific training on how to deal with under-18s in their classes
6. Socials
- Students under the age of 18 are free to join all social activities organised by Delfin, with the exception of Delfin pub nights and events at nightclubs. It is the responsibility of the Socials Coordinators to ensure that all students are aware of any age requirements for particular events.
 - Staff accompanying activities must check at the start of the activity to see if there are any under-18s present, and be extra vigilant in the event that there are.
 - Under-18s are reminded that they need to ensure the school has consent from their parents in the event that they wish to participate in any activity that involves spending the night somewhere other than in their homestay.

Specific arrangements for Junior (under-18) groups

Additionally, Delfin English School also runs courses for Junior Groups, both in its year-round schools and in its seasonal centre in Oxford. The following specific procedures are in place for under-18s attending the school in closed Junior groups:

1. At Booking Stage

- When the booking is made, a contract is in place via e-mail between the school and the agent which specifies the limitations of the school's duty of care for the students, and which areas of the programme are being organised by the school / agent.

- Where groups have booked a partial package, the contractual arrangements with the agent state clearly where group leaders are responsible for the students outside lessons. However, following the group's arrival the school will exercise its duty of care through daily meetings with the group leaders where Delfin managers ensure that correct procedures are in place to ensure students are safeguarded at all times.
2. Prior to arrival
 - Prior to arrival, Delfin obtains a 24-hour contact number for and gives one to the agent or group leader, which will then be passed on to students and their parents.
 - Before the group arrives, Delfin needs confirmation from the agent that suitability checks have been done on all adults accompanying the group.
 - Prior to arrival Delfin also confirms transfer arrangements with the agent. In most cases, Delfin will be responsible for these arrangements. Where these arrangements are made separately by the group or agent, Delfin requires confirmation that students will be taken to the institution/host/port of departure by a group leader at the start/end of the course.
 3. Accommodation
 - In residential accommodation, the ratio of residential adults to students that Delfin maintains is at least 1:20 for students aged 12–17. The school also ensures that First aid facilities and an appropriately trained member of staff are available at all times.
 - For students in residential accommodation, Delfin also ensures that those students under the age of 16 are not staying with students of 18 years or older, and that an arrangement with a local GP for medical care of students has been made.
 - Where students stay in different host families, a meeting point will be established. Students over the age of 16 will make their own way to the meeting point, where they will be met by their group leader or a member of Delfin staff, and then escorted to the school. Students under the age of 16 must be escorted to this meeting point by one of their host parents.
 4. Induction
 - Students and group leaders are given a separate induction on the first day that they arrive in the school, where they are made aware of the policies and procedures for dealing with abusive behaviour and are told who the school's Child Protection Officer is, and how to organise a meeting with them in the case of that students have any personal problems.
 - At the group leaders' induction, leaders are familiarised with the school's safeguarding policy. They must then sign the code of conduct to state they agree with the school's safeguarding policy, as well as the safeguarding self-declaration form.
 5. Activities
 - In the event that students have free time between lessons and activities, or the leisure programme includes free time on a trip, etc. Delfin checks the safety and security arrangements for these times.
 - All activities will be risk assessed following the procedure above, and rules for activities and free time are then derived from these risk assessments. These risks are then communicated to all staff and students in writing.

Appendix 1 – Parents’ Form

Thank you for choosing Delfin English School for your child’s course. Our aim is to give all of our students, whatever their age, a fantastic stay in London, and the opportunity to develop their English in one of the most culturally diverse cities in the world. We have the expertise and understanding to ensure that your child is kept safe at every step of their stay with us. In order to proceed with your child’s booking, please complete, sign, and return this form to information@delfinschool.com along with a copy of any required information.

Student’s Name - _____ Student ID number - _____

Arrival date - _____ Departure date _____

- Please provide the details of 2 family members who can be contacted in case of an emergency

Name - _____	Name - _____
Relationship to student - _____	Relationship to student - _____
E-mail - _____	E-mail - _____
Phone no. - _____	Phone no. - _____

- Please provide details of where your child will be staying if you do not require Delfin accommodation

Address - _____

Name of supervising adult - _____ Phone no. - _____

- If you do not require Delfin to book an airport transfer for your child, please detail how they will be travelling to and from the airport to their accommodation, and if a responsible adult will travel with them

<u>Arrival transfer:</u> 	<u>Departure transfer:</u>
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- If you are organising medical insurance for your child independently, please provide the details of this

Provider name - _____ Policy number - _____

- Please use the space below to list any pre-diagnosed illnesses or other medical issues from which your child suffers:

I agree that the school or host family may provide my child with first aid in an emergency situation

I agree to my child’s host family giving my child permission to stay out past a curfew time of 10.30

I have read and understood the guidance for parents above, and confirm that my child has the maturity to participate in a course at Delfin English School as an independent individual.

Signed - _____ Dated - _____

Below is some general information about your child's stay at Delfin English School. Please take the time to read this information:

- Academic programme – your child will be joining adult classes, and mixing with students from the age of 16 – the average age of our students is 22. Your child needs to have a sufficient level of maturity to cope with this environment. We expect our under 18 year olds to attend all of their lessons, and any absence will be followed up immediately. Please e-mail us if you are aware that your child can't come to class, or if you have any concerns about their attendance or progress.
- Accommodation – we organise accommodation for our under 18s with one of our carefully selected host families. Your child will be expected to obey the rules of the family throughout their stay, including observing a curfew time of 10.30pm. As we are responsible for your child's stay from the moment they arrive in the UK to the moment they leave, we require details of their transfer to and from their accommodation / airport if you have not requested that this be organised by Delfin.
- Social programme – Delfin runs a busy social programme and we encourage all our students to join in, to help them get to know London and each other. The majority of our activities can be joined by all students, but we do also run some activities which are only open to students over the age of 18. Your child will be informed about laws on alcohol and any other areas which will affect them as part of their first day induction, and will be told which activities they will not be able to join.
- Free time – whilst we will do all we can to make sure your child is safe and happy in class, on our social activities, and in their accommodation, they will have several hours unsupervised free time each week. It is their responsibility during this time to look after themselves, and so you need to be sure that your child is mature enough to benefit from and enjoy all of their time in London. Please let us know if you have any concerns at any time about your child's welfare.
- Health and safety – part of our responsibility to ensure that your child stays safe throughout their time with us is to make sure that we are able to deal with any instances of sickness that arise. It is therefore a requirement that our under 18s have medical insurance that covers their stay with us (for EU students this can be through the EHIC system, in which case we need you to e-mail us a copy of their EHIC card). By signing this document you agree to our administering any emergency first aid as required.
- Staying in touch – we know how important it is for parents that you are in touch with your children throughout their stay. We will therefore give them a SIM card and phone number on their first day, and inform you of this phone number by e-mail. We will also encourage your child to maintain regular contact with you.

Pre-arrival Checklist - OFFICE USE ONLY

- Parent form signed and returned
- Booking approved by Principal and confirmed to parents
- Emergency contact details received and spreadsheet updated
- Delfin accommodation booked & confirmed to parents / individual accommodation details received
- Delfin accommodation – arrival arrangements confirmed by Hosts / information passed to parents
- Individual accommodation – contact established / guardian e-mailed about school's expectations
- Airport transfer booked & confirmed to parents / individual transfer details received from parents
- Medical insurance booked & confirmed to parents / details received from parents
- EU students – copy of EHIC card added to student's file
- Student received first day induction and signed 'under 18s contract'
- Student's local contact details taken / phone number passed on to parents

Appendix 2 – Child Protection Disclosure Form



Child Protection Disclosure Form - Details of Incident
Private and Confidential

THE CHILD

NAME:- _____ DATE OF BIRTH:- ____ / ____ / ____

HOME ADDRESS:- _____

NAME/ADDRESS/TELEPHONE NUMBER IN UK OF PERSON WITH PARENTAL RESPONSIBILITY: _____

PERSON MAKING REPORT

NAME:- _____ POSITION: - _____

NAME OF ANYONE ELSE PRESENT

NAME:- _____ FELLOW STUDENT/
FRIEND/ STAFF: _____

IS THE PERSON MAKING THE REPORT EXPRESSING THEIR OWN CONCERNS OR PASSING ON THOSE OF SOMEONE ELSE (please name)?

TIMES & DETAILS OF INCIDENT

HAS THE CHILD BEEN SPOKEN TO & BY WHOM?

If so please record details of conversation below:

HAS ANYONE BEEN NAMED?

HAS ANYONE ELSE BEEN CONSULTED?

ACTION TAKEN (THIS MUST BE COMPLETED)

NOTICE

THIS DISCLOSURE CAN ONLY BE DISCUSSED BETWEEN THE REPORTING STAFF MEMBER AND THE DESIGNATED CHILD PROTECTION OFFICER.

DO NOT PROMISE THE CHILD YOU WILL KEEP THIS INFORMATION SECRET AS YOU MAY HAVE TO TELL SOMEONE WHO CAN HELP.

Appendix 3 – useful contacts

Name	Phone	E-mail / website
NSPCC	0207 825 2500 Helpline: 0808 800 5000	www.nspcc.org.uk
Childline UK	0800 1111	www.childline.org
Samaritans	08457 909090	www.samaritans.org.uk
DBS	0870 909 0811	www.crb.gov.uk
Camden Multi-agency safeguarding hub	020 7974 3317, 020 7974 6600 or 020 7974 4094 (9am to 5pm). Out of hours: 020 7974 4444	www.camden.gov.uk/safeguarding
Camden Safeguarding Children's Board	020 7974 8716	Dameshk.Wijesinha@camden.gov.uk