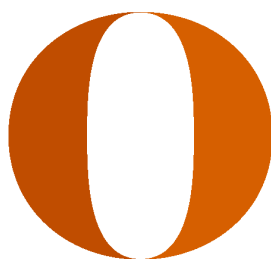




OXFORD SUMMER COURSES



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Code of Practice 2021

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Introduction

Taking care of our students is very important to us. Over the years we have developed a rigorous system to ensure the safety and wellbeing of everyone attending our courses, and we are committed to its continuous improvement as we grow.

This Code of Practice is a summary of our major systems and procedures. Our policies explain each point in more detail and form the basis of our staff training and operations.

It is important for us to maintain our Code of Practice:

- To ensure the safety and well-being of our students and our staff
- To ensure that we meet the high standards required by the locations we operate in
- To ensure that our standards are consistent across our various locations
- To ensure that we meet the requirements of the law, best practice, customer expectations, and brochure promises
- To demonstrate our competence to interested parties, including local authorities and governing bodies

We hope that you will find all the details you require in this document, but we are happy to answer any further questions. You can contact the Customer Services Team:

- (0044)1865 818403
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Responsibility; Sharing the Load

Teachers, tutors, and other staff in charge of young people have a duty to act as a guardian to them (*in loco parentis*). We aim to help and support our tutors and pastoral staff with this duty, to ensure that everything runs successfully.



We provide the following:

- Clear, documented definitions of responsibilities that are divided between Head Office support staff, and staff working in the course and site locations
- Regular communication about course coordination and student welfare
- A trained team to provide local knowledge, assist with recreational events during the course, and provide pastoral support
- Public and Products Liability Insurance cover for £10million, Employers' Liability cover for £5 million
- Travel and Medical Insurance for all students attending UK-based courses. Policy documents are available to download from our website

Health & Safety Introduction

Safety is our main concern, and our Health and Safety Policy guides our whole operation. All staff are required to read, understand and act on the company policy.

We comply with all relevant safety regulations including:

- the Health and Safety at Work Act 1974
- the Health and Safety (First Aid) Regulations 1981
- the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- the Management of Health and Safety at Work Regulations 1999

We have a legal duty to assess the risks to health and safety that might be present through our work. A risk assessment is a careful examination of what, in our work, could cause people harm. The assessment helps us to decide if we are being careful enough or should do more to prevent harm. We work closely with our sites and locations to share risk assessments. We risk assess a variety of activities and trips before we conduct them, and we help our on-site teams to risk assess on a case by case basis. There is a fire and emergency familiarisation for all residential staff and students on the first day of every course.



Safeguarding Policy

We aim to provide protection for the children and young people who receive our services. The arrangements we make are published in our Safeguarding Policy (see Safeguarding Policy for full details). Our staff are trained on the procedures they should follow if they suspect a child or young person may be experiencing, or be at risk of, harm. This policy applies to all staff and anyone working for us.

Operating Standards

We have operating standards for all activities. Our standards dictate the equipment and procedures required to deliver a safe experience. We review these standards on an annual basis or as and when required. Staff are given role specific handbooks and detailed guidance in how to safely deliver each part of the programme to the students. On all our courses, we ensure:

- Regular attendance checks in class, and on trips and activities
- Fixed pastoral ratios, dependent on age and activity
- Safety briefs for staff and students before any trips
- Risk assessments

Emergency Procedures

We have written emergency procedures and staff are trained to carry them out. Students are told what to do in an emergency, covering a number of scenarios. A contact number is given to parents/guardians to use in an emergency or for passing on important information. This number is available 24/7. Staff who answer this number have access to all next of kin details for the students they are responsible for. Next of kin details are gathered from all students before their course, and are checked again when the student arrives on the course. Course Directors and Leaders are also provided with a company emergency contact number so that they can speak to Head Office senior management in the event of any emergency, at any time of day.



First Aid

We provide the right equipment, facilities and personnel to ensure everyone receives immediate attention if they are injured or become ill at work. We provide:

- Staff trained in first-aid
- Suitable first-aid equipment and facilities

Every site has residential staff trained in first aid and first aiders are available at all times.

Recruitment, DBS Checks and Training

Many of our senior on-course staff and tutors have worked for us for several years, and they know our standards and procedures very well. Approximately 50% of staff return each year, the remaining 50% are recruited annually by us. For new recruits working in a pastoral role, we select people with previous experience in working with young adults and children, preferably in a residential setting.

Applicants must fill in an application form and give two references from people who know the applicant professionally. All successful candidates must have an enhanced check from the Disclosure and Barring Service (DBS). They must also attend induction and safeguarding training. We monitor the performance of our staff and take action immediately if there is any issue. We follow the Oxfordshire County Council Safer Recruiting protocols which means we check the references provided for all residential staff.

All new staff receive:

- A full induction
- Both generic and job-specific training
- Regular observations, feedback and reviews
- The opportunity for on-going professional development to support staff in their career progression and to improve their skills



Accommodation

We provide a wide range of accommodation across our locations. With the exception of our India based course, all accommodation is in schools and university residences which are used by students and pupils in term-time. Some of the accommodation we provide is in very old buildings. However, we aim to ensure:

- All premises, rooms, equipment and resources are suitable for use, kept in good condition and comply with our policies and the law
- All rooms have approved locks on the doors except for rooms normally used in term-time by very young children
- There are separate male and female sleeping areas for all under 18 year old students, and separate bathroom facilities for mixed gender groups
- All bedroom and bathroom windows have blinds/opaque glass, curtains or similar
- Sleeping areas have enough light and have at least one external window providing ventilation
- There is enough space under beds, or in cupboards, drawers and shelves to store luggage and clothes
- Buildings are kept to a comfortable temperature with proper heating and ventilation
- Residential staff bedrooms are located near the students for the students' care and wellbeing, and staff have access to their group's accommodation at all times
- Occasionally, we may have approved overnight visitors, such as our own staff from other locations
- Rooms that are not en-suite have showers and toilets nearby
- Recreational accommodation and facilities are provided at each location

Age Parameters

Our age parameters are set according to the:

- College or school rules



- Teaching methodologies and academic demands of the course
- Safeguarding provision

We are occasionally requested to make allowances to our advertised age parameters if there are special circumstances. An array of factors are considered and additional risk assessments will be undertaken as necessary. Parental consents will be sought from parents of under 18 students who are to be taught or accommodated with students of a different age group. We do not accommodate under 18 students with over 18 students.

Occasionally, academic elements of the programme may combine under 18 students with over 18 students (such as networking sessions or keynote lectures). These academic programme events will always be supervised by our staff. We do not seek parental consent for student participation in these events.

Security

It is our policy to take all reasonable steps to ensure the safety and security of all students and staff at our locations. We follow these procedures:

- All staff and students are given identification badges/wristbands/lanyards
- Any unrecognised person seen on site must be directed to the reception/security gate/lodge
- Students aged 12 and under are not permitted to leave the site without a staff member
- 13-15 aged students may leave the site in groups of 3 or more for designated periods of time. Students aged 16 or older have more freedom but they must be contactable by on-course staff at all times. We require parental consent for these arrangements where they apply to under 18 year olds.
- Children must be collected by the same people who brought them to the site, or parental/guardian consent must be given for other arrangements (for which ID will be necessary)

Inclusivity and Additional Needs

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We welcome students of all abilities. There are some practical limits to what we can cater for in our locations. To help us prepare for students with additional needs, we need to be provided with clear information about the requirement as soon as possible.

Transport

We check all transport arrangements before use to ensure they meet the following minimum requirements:

- Coaches
 - Are in good condition
 - Conform to R66 rollover protection regulations
 - Conform to all Department of Transport requirements
 - Must have seat belts fitted to all seats
- Coach Operators
 - Must hold a Company's Operator Licence
 - Must have full vehicle insurance cover and full public liability cover
 - Must subscribe to a 24-hour breakdown assistance provider
 - Must provide up to date contact numbers
 - Must conform to EU drivers' hours, laws and regulations, to monitor and keep tachograph records
 - Must have a system in place to DBS check all drivers

Excursions and Visitor Attractions

Where our programmes include trips to visitor attractions, we will aim to monitor the visits in line with the latest School Travel Forum guidance www.schooltravelforum.com. Most of our trip destinations are regularly open to the public and monitored carefully, so you can expect that there will be a low risk to safety. We will further manage this risk by checking reports and student feedback. Where visits have a potential risk, we will seek evidence that the appropriate safety procedures are in place. Please note that risk assessments for individual groups can only be completed by the group leaders who are familiar with the needs of the individual members of the group. You can read the



document "Demystifying Risk Assessment" available on the School Travel Forum website www.schooltravelforum.com for more information on risk assessments.

Appendix 1 Conduct - Students

- As one of our booking conditions, students agree to behave appropriately and be considerate to the other students they meet, as well as staff, coach drivers, college/school employees and local residents
- Students should respect property – coaches, buildings and equipment, and all property and possessions. Students who cause intentional damage will be charged the cost of repair or replacement.
- Students may have a curfew and will need to be quiet at certain times
- Smoking is not permitted in the public areas of any of our courses. We always follow the rules of the site providing our accommodation, activity areas, or classrooms. Smoking is strictly prohibited in all accommodation areas. For students over 18 years old, smoking is only allowed in designated areas.
- Alcohol is strictly prohibited on all course sites for all age groups
- We do not tolerate any offensive or insulting language, threatening behaviour or bullying - students behaving in this way may be required to leave the course
- Theft and other illegal activities will be reported to the police
- We reserve the right to send any student home for illegal activities, consistent bad behaviour or gross misconduct. The individual or their parents/guardians will be responsible for the cost. We will always discuss the issue with the parents/guardians before a student is removed from the course.

Appendix 2 Conduct - Staff

- Staff must be vigilant to the safety and security of the students and other staff members. Risk Assessments must be read for sites, trips, and activities, and extra provisions made if required.
- Staff should be punctual and prepared
- If staff need to contact a student electronically, they must copy in the relevant head office email address. For group emails, students email



addresses should be added as a BCC. One to one electronic contact, irrespective of platform/app, is not permitted.

- Staff must avoid unnecessary physical contact with students
- There is no requirement for staff to make contact with students once the course is finished. All contact lists created to support the courses must be deleted.
- Staff are not permitted to smoke or use electronic cigarettes/vapourisers when on duty. Illegal drug use while resident or on duty will lead to dismissal.
- Staff must not consume or be under any influence of alcohol whilst on duty. Residential staff must not consume or be under any influence of alcohol if they are on call overnight. This rule applies to all staff working with all age groups.
- At least one on duty resident staff member will be the Course Director or Deputy Course Director, who will be responsible for the site's duty phone
- Staff must always report any concerns regarding safety, safeguarding, student welfare, or disciplinary issues to their line manager
- There is a staff Dress Code which is outlined in the staff training materials
- Use of phones, tablets, or laptops when at work must follow the Screen Policy
- Staff should act *in loco parentis* at all times when they are on duty
- The Course Director has the right to withdraw students and/or staff from the programme at any time, following company guidelines.
- Staff must familiarise themselves with the guidance relevant to their role:

	Safeguarding & Mental Health Training	Policy Pack	On-Course Staff Handbook	Tutor Notes of Guidance	Code of Practice
Tutor	✓	✓		✓	✓
On-Course/ other	✓	✓	✓		✓

- Mandated Policy Pack chapters are; safeguarding, health and safety, whistleblowing



Appendix 3 Adult Student/Parental Agreements

- Students must arrive and leave within the course opening and closing timings unless they are travelling by transfer arranged by us
- We must be told of any changes to arrival/departure arrangements that have already been provided to us
- Parental consent and proof of identification will be required for friends/extended family visits or collection arrangements of under 18 students
- We must be informed of any changes to the details given either in the student assessment form or the student information form.
- Students must have up to date and accurate contact details for parents/next of kin which they will be asked to confirm on the arrivals day
- Students under 18 must obey curfew times
- In case of emergency, we assume your consent for a trained staff member to arrange medical treatment. Every effort will be made to contact the next of kin as quickly as possible.
- Students are expected to attend all scheduled classes and activities, and be in their accommodation at the designated times. If you wish your child to be absent from the course at any time, please contact us so that suitable arrangements can be made.
- Parents/guardians will make prompt, suitable arrangements for the student if the student cannot remain on the course
- We will provide you with up to date contact details of the Course Director, and a staff member will be contactable at all times
- We take photographs and video clips of students during classes and activities which we may use for various on-line, hard copy, marketing, and social media publicity. If you prefer your/your child's images to not be used in this way, please contact us at info@oxfordsummercourses.com



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