

The Level of Care Given to Under-18s

Twin English Centre London

Summary of Policies and Procedures

Designated Safeguarding Lead

Each Twin centre will appoint a Designated Safeguarding Lead. They will be responsible for ensuring that under-18s are given appropriate care at all times and must make sure that all staff have training in safeguarding under-18s.

Parents

The centre will have email and telephone contact details for the parents or guardians of all under-18s. We will contact the parents at once if there are any serious problems with their child, for example serious accident or illness, serious bullying or abuse or serious disciplinary problems.

Dedicated Staff

When an under-18 comes to Twin without an adult, the centre will have a named member of staff whose job it is to help and assist that student. The member of staff will get to know the student individually and be available at all times to help the student, provide them with information and answer questions. They will make sure the student participates in social activities as appropriate.

This member of staff will also help the student if they have any problems.

Recruiting Staff

Twin will take care to ensure that we do not recruit staff who are not suitable to deal with under-18s. We will take up references before we appoint new staff, and all staff will be checked against police records. All new staff will receive training in safeguarding under-18s.

Staff Code of Conduct

This gives details of appropriate behaviour with and in the presence of under-18s. Among other things, staff must avoid physical contact with under-18s and should never be alone with an under-18 year-old behind a closed door. They must not maintain contact with under-18s via email, photo-sharing or social networking sites such as Facebook.

Any member of staff who has or attempts to initiate a sexual relationship of any kind with an under-18 will be dismissed instantly and reported to the police and the vetting and barring service.

Social Activities

Social programmes will contain activities appropriate to the age of students. Risk assessments will be carried out on all activities. Wherever practical, under-18s on off-site activities will be accompanied by more than one member of staff.

Homestay Providers

The adults in all new homestay providers that accommodate under-18s will be checked against police records. The centre will not put under-16s in the same homestay as adult students.

Please note that normally students in homestay accommodation aged over 13 will travel to and from their house independently. Under-18s in homestay will be subject to the following curfew times (apart from organised activities):

Under-14s No free time

14-15 years 7 pm

16 -17 years 10 pm

Group Leaders

All group leaders who bring students to our centres must have a police certificate of good conduct from their country of residence.

Discipline

The centre will inform under-18s of its rules. Where it is necessary to discipline a student, this will be done sensitively and in a way that does not belittle or humiliate them.

Abuse

All staff will be trained to look out for the physical and emotional signs of bullying and other forms of abuse. Relatively minor incidents of bullying may be dealt with informally by teachers.

If serious abuse is suspected, it will be investigated by the Designated Safeguarding Lead, who will be sensitive in how they deal with under-18s but cannot promise confidentiality. Where there is evidence of serious abuse, the child's parents will be informed and the abuse will be reported to the statutory authorities: the police and/or the social services and the vetting and barring service.

If a member of staff is suspected or accused of abusing an under-18, that person will be suspended and the alleged abuse investigated according to Twin's disciplinary procedures. Anyone found to have abused an under-18 will be dismissed and reported to the statutory authorities as appropriate.