

## Student Welfare Policy

Nottingham Language Academy operates an equal opportunities policy, which means that it will not discriminate against any student regardless of gender, race, creed, colour, nationality, sexual orientation or disability of any kind.

The Academy is committed to providing a caring, friendly and safe environment for its students, so that they can feel secure and enjoy their learning. We do not tolerate bullying or abusive behaviour in any form. If a student alleges that he or she is being bullied, the allegation is taken seriously and immediate steps are to be taken to investigate the allegation and to ensure the student is safe.

All students will have received the 24-hour emergency contact number before they come, and, on arrival will be given a Student Identity Card. Under-18 students will be issued with a card automatically.

The Academy requires being fully informed of any medical condition/disability of a prospective student in order to be able to provide appropriate care. In the case of such information not being provided, we may have to refuse acceptance of the student and request that the student is returned home at his/her own expense.

Nottingham Language Academy staff and hosts cannot be responsible for administering or safeguarding medicines. Students who are prescribed medication are asked to bring a letter from the doctor or prescriber with the name of the medicine, the dosage and frequency of taking it and the name of the condition for which it

has been prescribed.

All this information needs to be clearly described in English. This is necessary in case the student needs medical attention whilst in the UK. In the event that a student is taking regular medication, the student must be responsible for the care and administration of her/his own medication. Nottingham Language Academy requires written confirmation from the student or parent/legal guardian about this before accepting the student.

Nottingham Language Academy retains the right to make decisions regarding the appropriateness of students' participating in certain activities if there is a medical condition and possible risks attached.

Nottingham Language Academy operates an extensive cultural and social programme to support the students' learning and offer them the opportunity to find out more about the local area. Any activity that requires students to pay an additional fee is marked clearly and students are asked to pay in the office or online to the partner activity company.

Students receive written welfare information (e.g. regarding how to reach their accommodation and the school) in the Pre-Arrival Pack which is sent to them by email once their enrolment is confirmed. They also receive information verbally on their first day during their Induction and in their Student Handbook which they get electronically before their arrival. Students are informed about places of worship, banking, registration with the local police, approximate costs of snacks/light lunches, leisure and sport facilities, licensing laws and information about personal safety and medical care. The school also supports students in seeking medical attention and registering with the local GP practice (if and when this is appropriate).

Our Student Services team is available for all students who require

support with any personal and academic problems.

Nottingham Language Academy has a number of first aid appointed persons on its staff team who are available if help is needed.

**For students under 18 years:**

The care of under-18s is of prime importance to us. In accepting young learners, we are accepting responsibility for the safety, security and well-being of under-18s, while they are in our care. Therefore, we stress that all staff involved in their care must exercise vigilance and take responsibility for them at all times.

All students under 18 years are placed in appropriate Homestay in full-board accommodation and hosts are asked to ensure that the students come home at the agreed time each evening. They also ensure there is a responsible adult in the house when the student returns after school and overnight.

All parents/guardians of junior students are sent a Code of Conduct and a consent form to sign and return by email prior to the student's arrival. They are made aware that adult classes at Nottingham Language Academy are comprised of students of mixed nationalities and ages, including students under and over 18 years. Parents and guardians are made aware that there are lower levels of supervision for under-18 students studying on adult courses (16 and 17-year-olds) when there may be periods where they are not supervised.

We make every effort to ensure that our students on the Young Learners' Summer School course are supervised at all times: by their Homestay hosts outside school hours (subject to the curfew requirements), by their teachers in class and by our social activities leaders during activities outside the school. The supervision of students for scheduled activities on-site and off-site is normally based on 1:15 students and all activities are risk-assessed.

16 and 17-year-old students on adult courses, who are absent for two or more lessons in one week (or for any two consecutive lessons), are contacted by phone or email to ensure their welfare. Nottingham Language Academy will take appropriate action, such as contacting their parents or giving them a verbal warning if their attendance is low.

Students on the Young Learners' Summer School course will have their attendance monitored more closely and any absence will be followed up immediately.

A record of all significant welfare issues is kept centrally on the student's record on the database. Nottingham Language Academy follows a strict policy for dealing with bullying and abusive behaviour. If there are any causes for concern the Designated Safeguarding Lead decides on the actions to be taken and external agencies are contacted if deemed appropriate.

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