

STUDENT CODE OF CONDUCT & PROCEDURES

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I. STUDENT CODE OF CONDUCT

General

Please note the below are the standard rules and conducts guidelines as set out by The Language Gallery and must be adhered to at all times.

Expected behaviour

The Language Gallery wants all students to benefit from their programme and to enjoy their experience with us. The Language Gallery expects that students will act in a sensitive, considerate and responsible manner at all times. Students will also be expected to show respect for the rights of other students and all staff. The Language Gallery does not tolerate any verbal, physical and cyber conduct that demeans others because of their race, gender, ethnic background, religion or sexual orientation.

Anti-social behaviour such as bullying, aggression, violence or causing disturbance to others, vandalism, spitting, littering, smoking failing to comply with the reasonable instructions of staff, or any behaviour deemed to be unacceptable will not be tolerated.

Bullying is unpleasant behaviour which can include:

- Physical and emotional harm
- Unwanted sexual attention, including text messages, words or contact.
- Making inappropriate jokes about people's appearance, race, gender or sexual orientation
- Making threats
- Cyber-bullying – intimidation via mobile phone or online (e.g. email, instant messaging or on social networks)

Such behaviour will be investigated and may result in immediate expulsion from the programme. serious cases the police may be called.

In serious cases the police may be called.

Everyone should feel happy and safe. If you see any bullying or if you are being bullied or receiving unwanted attention, you should report it to a member of staff immediately.

Rules and Regulations

For health and safety reasons, and for all students to have the opportunity to benefit from and to enjoy the programme, the following rules and regulations will be in operation:

1. Students must attend all timetabled activities.
2. Students are expected to engage seriously in their course through class participation and the completion of any assigned work. Disruptive behaviour will not be tolerated.
3. Students are not allowed to leave the school, the accommodation or any venues without the permission and/or supervision of appropriate staff, unless it is a scheduled free time slot.
4. On occasions where students are given 'free time' they must adhere to instructions regarding meeting points and times.
5. Students must observe curfew rules every evening, which will be outlined on the first day.
6. There will be separate male and female accommodation areas. Males and females are required to keep to their own accommodation areas.
7. Keep your bedroom tidy and clean on a daily basis
8. Students are expected to follow all emergency procedure, such as a fire drill, as directed by staff.
9. Mobile phones must be switched off during all timetabled sessions and activities, unless otherwise directed.
10. Alcohol must NOT be brought onto the programme site or consumed at any point (on or off site) during the programme.
11. The purchase or use of any illegal substances is strictly forbidden.
12. The purchase or use of alcohol or tobacco products is strictly forbidden for anyone under the age of 18. It is also forbidden for anyone to purchase alcohol or tobacco to be used by those who are under 18. <https://www.gov.uk/alcohol-young-people-law>
13. Smoking is not permitted on our programmes including the use of the E-cigarette

First day guidelines

On the first day of the programme, staff will explain some additional rules and regulations that will apply to activities currently being planned. It is expected that you will adhere to them for your own health and safety, and that of other students and staff.

Misconduct

Failure to behave appropriately, or to comply with the above rules and regulations, will result in a verbal warning. If the misconduct is repeated, or for incidents of a serious nature, parents/ guardians will be contacted and this may result in exclusion from the programme.

In the event of serious incidents of misbehaviour, such as fighting, abuse of any kind or the use of illegal substances, the student(s) concerned will not be allowed to continue on the programme

In the event of serious incidents of misbehaviour, such as fighting, abuse of any kind or the use of illegal substances, the student(s) concerned will not be allowed to continue on the programme and their parents/guardians will be contacted for withdrawal from the programme. No portion of the programme fee will be refunded to a student who has been dismissed. The journey back home will be at your own expense.

2. COMPLAINTS

The Language Gallery operates a comprehensive Complaints procedure and will try to respond to any student complaint quickly, fairly, and professionally. Students may complain if they are not happy with their learning, teaching, school services and support, accommodation, rooming or the behaviour of staff towards them. The full complaints procedure is available on request from tlgjuniors@thelanguagegallery.com, but initially the steps to take are as follows:

Part 1: Informal Local Resolution

1. First of all, students should ask if they can speak in private to the Group Leader or any representatives of TLG in their office.
2. Students should always make a complaint as soon as possible or up to 21 days after the event. If they send TLG staff a message by e-mail or letter, they should receive a reply within 7 days, or be told how long it will take for them to respond.
3. If a student first makes a complaint to the Group Leader or any representative of TLG they will be told if this needs to be passed on to a senior manager and when they will hear from them. The TLG management staff may contact the student in person.
4. Complaints and any solution will be written down. A student who has made a complaint can ask to see the written statement at any time.

If students cannot solve the problem they have complained about informally, they can go through Part 2 of the Complaints Procedure.

Part 2: Formal resolution

For any formal complaint, students should contact the Director of Programme for The Language Gallery: tlgjuniors@thelanguagegallery.com within 21 days from their complaint, explain that the problem has not been resolved informally and the reasons why, and ask for a Complaints Form to take the process further.

Alternatively a Complaints Form can be downloaded from: <http://www.thelanguagegallery.com/about-us/guidelines-policies#Conduct-Guidelines>

3. SAFEGUARDING

The Language Gallery is fully committed to safeguarding the welfare of all students aged under 18 attending one of our junior programmes. We believe that all students have the right to a safe and secure learning experience, and we recognise our responsibility to promote safe practice and protect children from harm, abuse and exploitation.

TLG acknowledges its duty to respond fully to any allegations, reports or suspicions of abuse. TLG staff work together to encourage an ethos which embraces difference and diversity and respects the rights of all our students.

In implementing this policy TLG will abide by the following principles:

- All under-18s have the right to safeguarding from abuse, regardless of their age, gender, disability, racial origin, religious beliefs, sexuality, language, socio-economic status or appearance.
- Ensure all adults working with under-18 students know their legal and moral responsibility to protect students from harm, abuse, and exploitation.
- Ensure all adults working with under-18 students understand their responsibility to maintain standards set out in the policy and to make TLG a safe and caring environment.
- Make a commitment to safer recruitment, selection, and vetting of staff, accommodation providers, and other suppliers.

Where under-18s are concerned, there are statutory responsibilities for any organisation to follow regarding the safety of young people. The Language Gallery has a Designated Safeguarding Lead who is responsible for implementing this policy and has specific responsibility for ensuring the safeguarding of all students. In addition, in each The Language Gallery school there are Designated Safeguarding Staff who are responsible for the day-to-day welfare of all students. Please contact the Director of Juniors Programmes at tlgjuniors@thelanguagegallery.com or any designated member of staff at The Language Gallery.

Any concerns regarding the welfare of under-18s must be reported to the Designated Safeguarding Lead immediately and the relevant course of action will be taken.

Any incidents and outcomes will be recorded by the Designated Safeguarding Lead in line with the Data Protection Act.

All staff should be aware of the appropriate responses and actions when a student volunteers information to them.

All staff should be aware that in accordance with statutory requirements where child safeguarding issues are involved, it is not possible to offer confidentiality to a person under 18 as any disclosures must be reported.

Associated Policies:

This Policy aims to follow relevant legislation and guidelines, including:

- The Education Act (2002) Section 175
- The Children Act (1989 and amendments)
- The Children Act 2004
- Working Together to Safeguard Children 2017
- Safeguarding of the Vulnerable Adult Guidance 2006
- Aimsafer: Framework for Safeguarding Children & Young People in Higher Education Institutions
- Keeping Children Safe in Education 2016
- Equality Act 2010

This policy and procedures will be regularly monitored and reviewed in accordance with changes in legislation and guidance or in all other circumstances, at least annually.

STUDENT

Name: _____

Date: _____

Signature: _____

PARENT / GUARDIAN

Name: _____

Date: _____

Signature: _____