



ENGLISH

**Group Leader
Handbook
2019**

Issue 1

Welcome Group Leader!

Welcome to TEG English, a group of language colleges who have been helping language students improve their English for over 10 years.

Thank you for choosing us. This handbook is designed to give you some information about TEG English, what we provide, what your students can expect, your role and what to bring with you.

We understand that becoming a Group Leader can be very stressful which is why we do our best to get you prepared before you arrive! Ultimately we need to make sure that your students are safe, happy and looked after for the duration of their stay.



We hope you enjoy your time in your chosen branch!

A handwritten signature in blue ink, appearing to read 'DMT'.

David Tompkins
Director & Owner



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Contact Information



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bristol@tegenGLISH.com



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cardiff@tegenGLISH.com



02392 732113

7-9 Edinburgh Road, Portsmouth, PO1 1DE
portsmouth@tegenGLISH.com



02380 231397

1 Brunswick Place, Southampton, SO15 2AN
southampton@tegenGLISH.com



Emergency Contact

- If there is an emergency and you need to speak to someone out of school hours, you can phone 07841 709348.

[If you call the emergency telephone and no one picks up, please leave a voice message with your name and telephone number and someone will call you back. This number is written clearly on your student card and around the college. We strongly suggest you add it to your phone in case of emergencies.]

- Call 999 for an ambulance, police, fire brigade, coast guard, cliff and mountain rescue.

Directions

TEG English Bristol



Bristol Airport is about 20-30 minutes by car to the college.



Bristol's main train station is Temple Meads Train Station. The train station is a 10 minute drive from the college or a 15-20 minute walk. Train tickets can be purchased in advance online at National Rail or at the automatic machines you will find at the station when you arrive.



TEG Bristol is a 2 minute walk from Cabot Circus, the main shopping centre in Bristol. Many buses go to Broadmead Shopping Quarter where this shopping centre is located. Use The First Group website to find timetables for your nearest bus service.



TEG English Cardiff



Cardiff Airport (21 km): Direct bus to Cardiff (approx. 40 minutes).

Bristol Airport (76 km): National express coaches go from airport terminals directly to Cardiff city centre (approx. 1hr 30m)

London Gatwick Airport (76 km): Trains from airport terminals go to Cardiff, changing at Reading (approx. 4hrs).

London Heathrow (221 km): Heathrow Express train to Paddington Station where you can take a direct train to Cardiff Central (approx. 3hr 10min).



The best stations are Cardiff Queen Street (0.4 km, 5 min. walk) or Cardiff Central (0.9 km, 10 min. walk).



National coach journeys tickets can be purchased in advance online at www.nationalexpress.com or at the National Express offices at the airports when you arrive. There are regular Bus Services to and from Cardiff City Centre and its surrounding area. More information can be found on www.cardiffbus.com.



TEG English Portsmouth



London Gatwick Airport (110 km) Bus connection:
National Express coach station (2 km)
London Heathrow (150 km) Bus connection:
National Express coach station (2 km)
Southampton Airport (34 km) Bus connection or
Direct Train from Portsmouth to Southampton
Parkway www.nationalexpress.com



There are direct trains from Gatwick Airport.
Portsmouth & Southsea Station is only a minute's
walk from TEG Portsmouth. On leaving the
station, turn right and go to Edinburgh Road in
the city centre www.nationalrail.co.uk



There are bus stops right outside the College
which have routes covering the whole city and
outside. For more information about buses, speak
to or email our Reception staff, or check the
following link
<https://www.portsmouth.gov.uk/ext/documents-external/trv-bus-route-map.pdf>



TEG English Southampton



London Gatwick Airport (110 km) Bus connection:
National Express coach station (2 km).
London Heathrow (150 km) Bus connection:
National Express coach station (2 km).
Southampton Airport (34 km) Bus connection or
Direct Train from Portsmouth to Southampton
Parkway. www.nationalexpress.com



Southampton Central (0.5mile / 10 minutes' walk).
www.nationalrail.co.uk



All buses for the city centre stop outside the
College. Direct Bus Services to TEG Southampton in
the City Centre.



Your Role

When you send us your application, we will ask you to sign a 'Group Leader Declaration'. This form states what we expect of you in order to keep your students safe and happy. This declaration states that your duties will include:

1. **It is absolutely vital that a leader has a competent level of the English language.**
This is essential in order to look after the students during their stay in the UK. The leader will be expected to communicate well with TEG staff and members of the public.
2. **Leaders are responsible for their students for the entire duration of their stay in the UK.**
A leader must be prepared to look after the students in their care, and be available to meet their needs, whenever they are required. They should also be contactable at all times, i.e. have a working mobile telephone which is switched on. They are also responsible for the behaviour and actions of the students in their care.
3. **A leader's duties at the TEG College will include:**
 - escorting and supervising students during travel to and from the UK and ensuring students arrive on time for any flights or train departures.
 - ensuring that students attend, and are on time for all registered activities, including morning lessons, and all excursions.
 - ensuring students get to and from the college safely as we cannot be responsible for the students' journey. We highly recommend that students are placed in pairs in the host provider or at least walk home in pairs or you can organise a 'pedibus'.
 - assisting TEG staff in the administration of students (collecting bus passes, distributing programmes, taking registers etc.)
 - assisting with the pastoral care of students, and being responsible for their welfare needs. This may involve translating for students with only basic English, or helping to comfort a homesick student
 - carrying out any reasonable task that is asked of them by the course director
 - informing a TEG staff member immediately in the event of any accident or injury (for out of hours emergencies, please use the college emergency telephone number given on arrival)
 - informing TEG staff of any activities, trips or excursions not arranged by the college and ensure an itinerary is sent to the college before arrival
 - ensuring students are well behaved throughout their stay inside and outside of classrooms in accordance to the Colleges policies and rules.
 - ensuring curfews are adhered to. If they expect their students will arrive home late they must inform the college and the homestay providers immediately. If this occurs, group leaders are responsible for escorting the students to their homes.
4. **Leaders must provide a Police "certificate of good conduct" or "certificate of criminal record" from their country of residence.** This is to assure suitability to work with children according to British Council Regulations. Please check <https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants> for a suitable check from your country.
5. **Group leaders must accompany any Social Activities organised by the college**
When social activities are booked with the course, the price includes arrangement of the activities and an accompanying guide from the college. However it is important to note that a group leader must still accompany and be responsible for the group when away from the college building. This is vital to ensure the health and wellbeing of the students in your group.

Suggested Packing List

Basics

- Medication in original packaging
- Phone and Charger (we can provide you with a free SIM card)
- Purse or wallet
- Toiletries
- Day Bag / Rucksack
- Sunglasses
- Camera
- Some £-Sterling in small denominations
- Umbrella

General Clothes

- Shirts/ T-shirts
- Jumpers
- Trousers/Jeans/Shorts
- Skirts / Dresses
- Pyjamas
- Socks
- Underwear
- Shoes/Boots
- Hat / Scarf / Gloves
- Coat / Jacket (waterproof)

Documents

- Passport or ID
- Accommodation details
- Enrolment letter from TEG English
- Directions to your accommodation
- Letter from your Parents giving you permission to fly (if needed)
- Visa letters from TEG English (if applicable)
- Any relevant immigration documents

Clothes

British weather changes throughout the year. In the summer temperatures can rise up to 28°C and go down to -2°C in the Winter. It is best to bring layers with some warm and waterproof clothes.

Electrical Items

Students who bring electrical appliances, i.e. mobile phone charger, electronic games, hair-dryer, hair straighteners, shaver, laptop etc. must make sure they are safe to use to prevent fire hazard. Please make sure all electrical appliances are turned off when leaving the accommodation.

Arrival in the UK

TEG English can organise a transfer for your group between the Airport and the Accommodation. It is therefore very important that each student has a **copy of their enrolment letter, accommodation confirmation & application form** when entering the UK.

Group Leader Welcome Meeting

On the first day of College, the Office Manager and Welfare Officer will have a meeting with you to discuss your stay, what has been organised with us, any feedback you have and any Safeguarding and Welfare concerns. We will also ask you to read and go through specific Risk Assessments associated with your group. Please use this time to ask us any questions you may have.

Teaching methods

While studying at TEG English, your students will experience different types learning and teaching methods.

Please don't forget that classes here may be very different to those in your own country. Language Schools and Colleges in the UK focus much more on speaking.

To make lessons more interesting and more relevant, we supplement our lessons with authentic materials such as newspapers, T.V, magazines, interviews etc as well as using a course book.

Course design

Generally, each week will focus on a different topic from Family to Travel. If there is a topic they really like, they should tell their teacher and they will try and include it.

Students will feel that they are able to improve their grammar and vocabulary, as well as their skills such as speaking, reading, listening and writing.

Course Materials

Your teacher will provide the students with the course materials. Use a folder to organise your notes and help you study and review your lessons in your free time.

First Day at College

Arrival time on their first day

- Please arrive at the school by **9.00am**.

Please make sure they bring with them:

- Their Passport or National Identity Card
- 2 passport photographs
- Pen and paper

Testing their level

When they get to the school you will be given a 20-minute **level test** which will include a multiple-choice **grammar test** and a 5 minute **spoken interview** with a member of staff.

Student Card

On their first day you will get a student card. This can help them to get discounts in some shops, cinemas, clubs etc. However, please note that our Student Card is not an official student card such as NUS or ISIC card.

Timetable

The timetable of your students, depends on their booking. Each child will get a welcome leaflet when they arrive which will tell them which classroom to go to.

Our classes

Students aged 16 and 17 will join our adult classes while students aged under 16 will be in separate, junior classes.

Meeting their class

On your first day we will take you to your classroom to meet your teacher. Your teacher will welcome you to the class.

Homework

Their teacher will give them daily homework and it is important that they do it so that they can improve their English as quickly as possible.

Participate

It is important that your students come to class every day and be active in the class. This will allow them to improve quicker. If they have difficulties with anything, they should ask their teacher for help and advice.

Certificates

At the end of your course they will receive a certificate stating their level and the length of their course. If their attendance has been consistently lower than 80%, their attendance will be printed on your certificate.

Feedback

Your feedback on our college and classes is extremely important to us and allows us to improve. In order to check the quality of our courses, social programme and

accommodation we will ask for your feedback throughout your time with us. **Students will be asked to complete Feedback forms to give us this information.**

If they have a problem with their class, we encourage them to speak directly to the teacher first. If they are still not happy please go and speak to the Director of Studies who will do their best to find a solution.

If they have any problems outside of the College that may affect their learning, please speak to the Welfare Officer who will try to give them advice.

Student Behaviour

We expect students to be active in their class, to take progress tests, and to do homework regularly. We also expect students under 18 to behave in a mature and respectful manner.

TEG English may not allow you to continue your course if you break the College rules (see page 18), have abusive behaviour and serious misconduct (see below), or are continually late. They will not get a refund if this happens.

Examples of serious misconduct and abusive behaviour

- Verbal or physical abuse to a student or a member of staff. Verbal abuse can include bullying, harassment, threatened violence, damage to personal property, abuse on grounds of physical, racial, sexual, sexual orientation or national differences. Physical abuse includes actual violence, sexual harassment or indecent assault. This applies on or off the College premises.
- Deliberate damage or misuse of school resources or vandalism to the college building or property.
- Misuse of IT facilities by downloading offensive or pornographic material.
- Theft of college resources or another student's/member of staff's personal property.
- Behaviour outside the school that could bring the College into disrepute.
- A student breaking UK law (e.g. drug abuse or driving offences).

Consequences of failure to follow these rules

1. Students will be asked to explain actions and will get a verbal warning.
2. If the student breaks the rules a second time, their parents/legal guardians will be contacted, and a second verbal and a written warning will be given
3. If the problem continues, the parents will be contacted and asked to arrange for their child to go home or to stay with the Group Leader until the end of the course. If this happens no refund will be given.

Please see Terms & Conditions for more information.

Levels and progress

We can have classes at the following levels (depending on demand):

TEG English Levels	CEFR level	Cambridge Exams	IELTS
Beginner	Pre A1	-	-
Elementary	A1	Key (KET)	-
Pre-Intermediate	A2	KET/ Preliminary (PET)	-
Intermediate	B1	PET	4-5
Upper Intermediate	B2	First (FCE)	5-6.5
Advanced	C1	Advanced (CAE)	6.5-8
Proficiency	C2	Proficiency (CPE)	8-9

Changing class

We make every effort to place students in a class at the right level. Before deciding if a class is right, we ask students to wait one or two days. If they still feel they are in the wrong class level, please talk to their teacher. It is normal to stay at one level for about three months.

Assessment

We are committed to monitoring their progress and therefore assessment is an essential part of their course. This may be seen in a number of ways, through teachers informally monitoring their work, weekly spelling or vocabulary tests, weekly or fortnightly progress tests and end of term exams. These will help both them and their teacher to evaluate their strengths and weaknesses and allow us to advise them on any future courses.

Activities

Activities with TEG English

Depending on the package you have booked, your group may have activities in the afternoon. If this is the case, please note that activities cannot be changed and that they are compulsory. However, activities may be changed due to weather conditions or situations beyond our control.

Although there will get a Group Leader from the college accompanying the group, your students are still your responsibility and it is expected that they act in a safe and mature manner. When activities finish, you will be responsible for ensuring all students get home safely. Parents of under 18s are asked to sign that they agree for their children to go home uncompiled and we would suggest that group leaders get their students to download a location app such as Life 360.

Activities not booked with TEG English

If you did not book activities with us, you must send us your itinerary of activities before you arrive. When you arrive, our Welfare Officer will meet with you to discuss the welfare of your students on these trips and to ensure Risk Assessments are filled out for their safety. If we deem the activity organised by yourself to be unsafe or insufficiently supervised, we will ask you to either improve the supervision or cancel the activity and find a suitable safe alternative.

Facilities

Reception

Come and see us in reception if you need any help and advice on the following:

- Police registration
- Doctor Registration
- Biometric Residence Permits
- Visa applications
- Cambridge Exams
- National Insurance Information
- Welfare and Safeguarding
- First Aid
- Further Education

Book and DVD Library

We have a range of books and DVDs in Reception with many books which are graded for your level and some which include audio CDs. You are welcome to borrow these for free at any time and you have 2 weeks until you have to return them (2 days for DVDs) – simply tell a Receptionist that you want to borrow something.

Student Kitchen/Student Room

The kitchen is a great place to have a free cup of tea or coffee and catch up with your classmates and other students. Details about doctors, dentists, places of worship are available in the Student room.

Self-study Computers and Internet

Free Wireless Internet (Wi-Fi) is available in the College. There are also computers designated for student use and you are free to use these during the day. We ask you to treat the computers with respect and care. We regularly check the computers and any student found to be downloading anything 'adult' or illegal will be asked to leave the College (see our full Terms and Conditions).

Printing

Printing is available at Reception at 10p per page. Please ask Reception for help.

Places to eat

There are plenty of cafes and shops within easy reach of the colleges. The school provides free tea and coffee in the Student Kitchen. There is also a microwave and fridge for students' use.



TEG English Cities

Bristol

The School

Our Bristol college, is a short walk from the popular shopping centre at Cabot Circus and the peaceful Castle Park. It provides an ideal learning environment for our students. The bright, spacious classrooms and comfortable student lounge reflect Bristol's relaxed, friendly atmosphere.



The City

Population: 454,200

Distance from London: 1 hour 40 minutes by train

Distance from Gatwick: 2 hours 45 minutes by train

Nearest Airport: Bristol Airport

Bristol is the green capital of the UK, and is full of artists, musicians and brilliant attractions. Multicultural, young and incredibly lively, the city is a very attractive destination. You can enjoy festivals all year round, fantastic cycle tracks, a variety of types of restaurants and awesome street food. Between its museums, art galleries, performance spaces, festivals and its

setting in the middle of the countryside, Bristol is a perfect place for students to study English and experience the culture of England.

Things to do

Clifton Suspension Bridge –

<https://visitbristol.co.uk/things-to-do/clifton-suspension-bridge-p24661>

Brunel's SS Great Britain –

<https://visitbristol.co.uk/things-to-do/brunels-ss-great-britain-p25861>

Bristol Balloon Fiesta –

<https://visitbristol.co.uk/whats-on/bristol-international-balloon-fiesta-p1987343>

Banksey street art tours –

<https://visitbristol.co.uk/things-to-do/banksy-walking-tour-p1354013>



Shopping

- Bristol Shopping Quarter - <https://visitbristol.co.uk/shopping/bristol-shopping-quarter>
- Cabot Circus - <https://visitbristol.co.uk/shopping/bristol-shopping-quarter/cabot-circus>
- Gloucester Road and Stokes Croft - <https://visitbristol.co.uk/shopping/gloucester-road-and-stokes-croft>
- Clifton Village - <https://visitbristol.co.uk/shopping/clifton-village>
- Markets - <https://visitbristol.co.uk/shopping/markets>

Eating

Restaurants and Gastro Pubs - <https://visitbristol.co.uk/food-and-drink/restaurants-and-gastro-pubs>

Cakes - <https://visitbristol.co.uk/blog/read/2016/10/bristols-most-scrumptious-cakes-b356>

Pubs and Bars - <https://visitbristol.co.uk/food-and-drink/pubs-and-bars>

What's On

Check out visit Bristol for information about what is happening: <https://visitbristol.co.uk/whats-on>

Taxi Companies

- Call Cars (0117 955 5545)
- Uber - App

Cardiff

The School

TEG English Cardiff is in the very heart of the city on Charles Street, which is a quiet road surrounded by shops and nightlife less than a minute's walk away. It has been beautifully refurbished, inside and out, to provide an excellent environment to study in.



The City

Population: 341, 000

Distance from London: 2 hours by train

Distance from Gatwick: 3 hours 20 minutes by train

Nearest Airport: Cardiff Airport

Cardiff is the capital city of the British nation of Wales and an excellent place to study. There are many unique attractions, fine museums and galleries, fabulous nightlife and beautiful countryside outside the city. Cardiff is on the coast so the seaside is not far away.

Our building is right in the city centre and is very modern and comfortable with great facilities. Shops and entertainment facilities are very close to the college, so you will never be bored! Students with an interest in history, literature and art will feel very welcome in Cardiff.

The Welsh people are well-known for their friendliness and humour.

Things to do

Cardiff Castle - <http://www.cardiffcastle.com/>

National Museum - <https://museum.wales/cardiff/>

Wales Millennium Centre - <http://www.wmc.org.uk/>

Chapter Arts Centre - <http://www.chapter.org/>

Shopping

- St David's Shopping Centre - <http://www.visitcardiff.com/shopping/queens-arcade/>
- Queens Arcade - <http://www.visitcardiff.com/shopping/queens-arcade/>
- Riverside Farmers Market - <http://www.visitcardiff.com/shopping/riverside-farmers-market/>
- Royal Arcade - <http://www.visitcardiff.com/seedo/royal-arcade-2/>
- Castle Arcade - <http://www.visitcardiff.com/shopping/castle-arcade/>
- High street Arcade - <http://www.visitcardiff.com/seedo/highstreetarcade/>
- Morgan Arcade - <http://www.visitcardiff.com/seedo/morgan-arcade-2/>



Eating

From restaurants to cafes, Wales is a place to delight your taste buds. Have a look at Visit Cardiff for ideas of where to eat <http://www.visitcardiff.com/eatdrink/>

What's On

Check out visit Wales for information about what is happening: <http://www.visitcardiff.com/events/>

Taxi Companies

- Capital cabs [02920 777777]
- Uber - App
- Dragon Taxi [02920333333 & App]

Portsmouth

The School

Famous for its beautiful waterfront and dynamic culture, Portsmouth promises you a warm welcome to the south of England, a rich maritime history and a wealth of interesting attractions. Our language school, located in the centre of the UK's only island city, is equipped with modern facilities over all of its three floors and provides a safe, comfortable study environment.



The City

Population: 205, 400

Distance from London: 1 hour 30 minutes by train

Distance from Gatwick: 1 hour 20 minutes by train

Nearest Airport: Southampton Airport

Ferry Connections: Cherbourg, Caen, Le Havre & St Malo

Portsmouth is a cosmopolitan and vibrant city packed with great reasons to visit. Ideally situated on the south coast of England, Portsmouth is ideal for students who want to live by the sea. There is always something to do, with museums, live music venues, contemporary art galleries, two cathedrals, a diverse literary heritage, and countless events throughout the year.

Things to do

Portsmouth Historic Dockyard - <https://www.visitportsmouth.co.uk/things-to-do/portsmouth-historic-dockyard-p54183>

Emirates Spinnaker Tower - <https://www.visitportsmouth.co.uk/things-to-do/emirates-spinnaker-tower-p62043>

Charles Dickens Museum - <https://dickensmuseum.com/>

Southsea Beach - <https://www.hampshireattractions.co.uk/southsea-beach/>

Clarence Pier - <http://www.clarencepier.co.uk/>



Shopping

- Gunwharf Quay - <https://www.visitportsmouth.co.uk/shopping/gunwharf-quays-p272331>
- Portsmouth Commercial Road - <https://www.visitportsmouth.co.uk/shopping/commercial-road-p282101>
- Cascades Shopping Centre - <https://www.visitportsmouth.co.uk/shopping/cascades-shopping-centre-p199371>
- Palmerston Road Southsea - <https://www.visitportsmouth.co.uk/shopping/southsea-shopping-p272361>

Eating

Portsmouth has an excellent selection of restaurants and cafes. Try here to find something you like:

<https://www.visitportsmouth.co.uk/food-and-drink>

What's On

Check out visit Portsmouth for information about what is happening: <https://www.visitportsmouth.co.uk/whats-on>

Taxi Companies

- City Wide [02392 696969]
- Uber - App
- Aqua Cars [02392654321]

Southampton

The School

TEG English Southampton is located in a beautiful historic Grade II listed building. Set beside the relaxing East Park, our Southampton centre puts students in a relaxing, supportive school, within easy reach of the port and many city attractions.



The City

Population: 253,651

Distance from London: 1 hour 14 minutes by train

Distance from Gatwick: 1 hour 45 minutes by train

Nearest Airport: Southampton Airport



Southampton is a developing city and is quickly becoming the economic centre of the South. It is also very much a student city with a whole mix of nationalities many of whom study at one of the two universities in the city.

Being the cruise capital of Europe, Southampton has over four million visitors every year and offers fantastic cultural experiences from the Seacity Museum, Award-winning parks, quality theatres, and music venues to the modern shopping centre at West Quay.

Things to do

SeaCity Museum - <http://www.seacitymuseum.co.uk/>

Tudor House and Garden - <http://www.tudorhouseandgarden.com/>

Southampton City Art Gallery - <http://www.southampton.gov.uk/libraries-museums/art-gallery/default.aspx>

Shopping

- Westquay Shopping Centre - <http://www.west-quay.co.uk/>
- The Marlands Shopping Centre - <http://www.intomarlands.co.uk/>
- Bedford Place - <http://www.bedfordplace-southampton.co.uk/>



Eating

Discover what Southampton has to offer at this website: <http://www.discoversouthampton.co.uk/visit/food-drink>

What's On

Check out Discover Southampton for information about what is happening:

<http://www.discoversouthampton.co.uk/events>

Taxi Companies

- Radio Taxi [023]80 666 666
- Uber [App]
- West Quay Taxi [02380 999 999]

Keeping Students Safe & Happy

These rules and policies are in place to allow all students to enjoy their lessons in a safe and comfortable environment. The following are clearly stated in the Student Handbook which all students should read before arrival.

If you have a problem

- If you have a problem big or small, please tell your teacher or another member of staff. You can also ask your family to speak to us.
- If you have a problem and you are under 18 years old and you don't want to talk to anyone you know, you can call Childline on 0800 1111 who can help.
- If you have a problem with your class, with another student, a member of staff or with your host family, always talk to somebody.

Lateness

Please be on time for every lesson. If you are more than 15 minutes late, your teacher may ask you to wait until the break. Please wait in the Students' Room until the next break so that you do not interrupt the other students. If you do not arrive until after the break, you may not be allowed to enter the class *at all* that day.

Repeated lateness is not acceptable and may result in a written warning.

Attendance

Attendance will be monitored through the Class Register. If you are absent from class after 30 minutes your teacher will notify Reception who will immediately contact your guardian/parent or Homestay provider.

Students must attend 80% of lessons. If not:

- Your certificate will have your attendance printed on it.
- You will be given verbal and written warnings until it improves.
- You may be deregistered without a refund.

British Law

1. You cannot be in possession of drugs unless prescribed by a doctor.
2. It is an offence to carry weapons, including knives.
3. You cannot buy cigarettes, tobacco or alcohol if you are aged 16 or 17.
4. The minimum age to drive in the UK is 17.
5. The age of consent for sexual activity in the UK is 16.
6. It is illegal to buy property which you believe to be stolen.
7. It is an offence to falsely report the theft of property.

Mobile phones

You cannot use your mobile phone during lessons unless you have permission from your teacher. You must turn your phone to silent when in the classroom or risk teachers removing it until the end of the lesson.

Care of valuables

It is especially important that you do not leave anything valuable in your classroom unattended (for example, at breaktime). If you have anything especially valuable, we can lock it up for you at Reception.

Curfew

You must be home by 6PM every evening. If you are not home, your Homestay Provider will call the school and your parents will be informed.

College Rules

1. Attend every class
2. Participate actively in your class
3. Always do your best
4. Ask lots of questions
5. Say please and thank you
6. Don't use your mobile phone in class
7. Help each other
8. Don't be late
9. Wash up your mug
10. Bring a pen and paper
11. Respect your teacher and classmates
12. Speak only in English
13. Do your homework
14. Take care of your valuables
15. Call the school if you cannot come to class
16. Do not damage our property
17. Do not eat during class
18. Do not use bad language

Medical Information

- When you arrive in England, you should register with a family doctor (GP) and with a dentist as soon as possible. You may need to get medical insurance before you come to the UK.
- Check the NHS website for overseas visitors (<http://www.nhs.uk/NHSEngland/AboutNHSservices/uk-visitors/Pages/accessing-nhs-services.aspx>) or ask someone where you live for the nearest doctor or dental practice.
- At the surgery, tell them that you are a temporary visitor and he/she will give a form to complete.
- If you are not so ill that you need a doctor, you can go to any pharmacist for health advice (you may need to show your passport/ID).
- If someone is *very* ill or has had an accident, call 999 immediately. You will be asked if you want 'Fire, Police or Ambulance'. Say "Ambulance", and tell the person where you are and what has happened slowly and clearly.
- You may be able to get free healthcare in England. To find out more, please ask Reception.

Local Hospitals

Bristol	01179 230000	Trust Headquarters, Marlborough Street, Bristol, BS1 3NU
Cardiff	02920 492233	Newport Road, Cardiff
Portsmouth	02392 680000	Saint Mary's Hospital, Milton Road, Portsmouth PO3 6AD
Southampton	02380 777222	Southampton General Hospital, Tremona Rd, Southampton

Safety Online

- Do not put personal information on social media [see Safety Online for more information].
- Always think of your personal safety first when using ICT or your mobile phone. Remember it is easy for anyone to lie about who they are online, so you can never really be sure about who you are talking to.
- Do not give out any personal information about yourself online to people you do not know. This includes your full name, address, street name, postcode, or school name.
- Never give your contact number to anyone who you don't know
- It's a good idea to use a nickname rather than your real name.
- Don't meet people that you have only spoken to online. If you do decide to meet up with anyone in real life, then make sure you take a trusted adult with you and meet in a public place at a busy time.
- Never give out pictures online or over a mobile unless you know the person in real life. It is easy for people to take your pictures and alter them, send them on, or even pretend to be you with them.
- Always use private settings whenever you are setting up a social networking page or an Instant Messenger (IM) account. This is so people who you don't want to see your profile can't.
- Anything you post or upload to the internet is there forever so be very careful what you put online.
- Never use webcams with people you don't know. Webcam images can be recorded and copied and also shared with other people.
- [If you receive any messages or pictures that worry or upset you, talk to the College Welfare Officer or an adult you trust. You may also report it online, via the following website: <http://www.thinkuknow.co.uk>.](#)

Are you being bullied?

What is bullying? It is a conscious desire to hurt, distress, embarrass, threaten or frighten someone. This includes calling names, exclusion from the group, intimidation, damage to personal property, unkind notes.

Anti-bullying rules:

- Treat others as you would like to be treated.
- Tell a teacher or responsible adult if you think there is a problem.
- Do not to fight back a bully yourself.
- Do not ignore what happens.

If you witness bullying:

- Be friendly. Let the person who is being bullied know you have seen what has happened and you are concerned.
- Encourage them to tell someone, even offer to go with them.
- If you are bully, stop.

What can you do?

- If you are a victim, tell your teacher/group leader/parents/welfare officer.
- Once an incident or situation has been reported it will then be dealt with immediately.

The school reserves the right to exclude from lessons any student who behaves in an offensive way. Unacceptable behaviour can include bullying, violence and any form of discrimination or harassment. If any of the School Rules are broken on a regular basis this may also be considered as unacceptable behaviour.



Are you unhappy with the College?

- Stage 1: If you have a minor complaint or observation about your class, always try to **talk to your teacher first**. They need to know what you have enjoyed or what they need to change in order to meet your needs. If it is about the school in general, feel free to speak to the Director of Studies or the Office Manager.
- Stage 2: If you are not satisfied with the response of your teacher, you can **make an appointment with the Director** who will try to see you as soon as possible and try to help you.
- Stage 3: If you still feel that your problem has not been resolved satisfactorily, you can **email the British Council** [accreditation.unit@britishcouncil.org] or **write to English UK** [The Chief Executive, English UK, 219 St John Street, London, EC1V 4LY]. Stage 3 is a last resort and is a result of the school's unsatisfactory dealing with your complaint. The British Council will not deal with your complaint unless you have gone through the stages.

Unless we know there is a problem, we cannot help you. So, please come and tell us as soon as possible.

Religion policy

TEG has no religious connection of any kind and operates on a secular basis.

- We neither encourage nor discourage students and staff practising their religion but school policy is that it is kept as predominantly a private matter for the individual.
- All staff and students should be sensitive to different beliefs.
- According to UK government guidelines, each educational institution is free to make its own uniform policy. In all TEG branches, full-face coverings are not permissible as all students need to be clearly identifiable whilst on College premises for security reasons. Furthermore, TEG firmly believes that language learning is best facilitated when facial expressions are visible to the person communicating.
- We have no objection to head coverings or other religious clothing where the face is clearly visible.
- Students should not use classrooms for prayers as they must be reserved for College use.
- A list of places of worship for all major religions in the local area is displayed in the College and our staff are happy to provide maps and directions as required.

Students may be granted limited time off from lessons as a result of regular, weekly religious practice (i.e. Friday prayers) but they must obtain prior permission from the Director of Studies and Teacher. However, they will not be able to join the class again if they come late.

The Threat of Radicalisation Policy

TEG English has a zero-tolerance approach to extremist behaviour for all students and staff members, there is no place for extremist views of any kind in our school. To this end, all members of staff are trained in Prevent. We make sure that our students see the school as a safe place where freedom of speech is respected. All students are encouraged to adopt the British values of tolerance, respect, understanding and harmonious living.

Unacceptable behaviour will not be tolerated:

- Voicing opinions drawn from extremist ideologies and narratives
- Use of extremist or hate terms to exclude others or incite violence
- Intolerance of difference, including faith, culture, gender, race or sexuality
- Attempts to impose extremist views or practices on others
- Anti-western or anti-British views
- Glorifying violence
- Online searches or sharing extremist messages on social profiles

In Case of Emergency



First Aid

Please go to our main Reception or tell your teacher if you need first aid (or a plaster/bandage/dressing). The school/ your teacher are not allowed to give you any medicine.



Fire

If you discover a fire, tell a teacher, should fire or push a fire button. Fire call points are located near the fire exits and close to the fire extinguishers and can be activated by pushing the button. If the fire alarm sounds, all staff and students should leave the building via the nearest exit following the exit signs. If you feel confident and are safe away from the fire, dial 999.



In Case of Fire

Look carefully at the fire notice in your classroom and around the school and make sure you know where the fire exits are. If you see a fire, tell someone about it immediately. If the fire alarm rings, your teacher will take you out safely. Do not stop to collect your belongings. Assemble at the meeting point (stated on the fire notices around the college). Once at the meeting point, please find your teacher.



Hazards

A hazard means a chance of being injured or harmed. The stairs in the school can be very busy at times, so please be careful and don't run up or down the stairs. The floors can become very slippery if it's raining outside, so do not run inside the school.



Accidents

For minor accidents inside the school, please go to Reception or tell your teacher. Should you or a friend have a more serious accident, again contact Reception who will call 999 for an ambulance.

Attack

If there is an explosion, you should:

- Get under a sturdy table or desk if things are falling around you. When they stop falling, leave quickly, watching for obviously weakened floors and stairways.
- As you exit from the building, be especially watchful of falling debris.
- Leave the building as quickly as possible. Do not stop to retrieve personal possessions or make phone calls.

Once you are out:

- Do not stand in front of windows, glass doors, or other potentially hazardous areas.
- Move away from sidewalks or streets to be used by emergency officials or others still exiting the building.



999

999 is the number to call for ambulance, fire brigade or police should you or a friend have an accident outside of the school

Safety and security

Our commitment to Safeguarding

Group leaders/guardians

1. All group leaders who are accompanying an overseas group in which some or all of the students are under 18 MUST provide written, original evidence of good character from the relevant (British Council approved) authority (e.g. a DBS or a Police letter). This must be provided well in advance of travel with their group to the UK.
2. Group leaders must agree to and sign a 'Group Leader Declaration' in advance of travel to the UK. This document will:
 - a. Include an outline of their duty of care.
 - b. Establish clear boundaries of responsibility.
 - c. Address this Safeguarding Policy to ensure it is known to them and that they commit to following it.

Parents of students under 18

1. When applying for a course for a student under 18, the student/parent/guardian will be asked to fill in and sign an age specific application form (Under 16s or 16s-17s Application Form). This form includes 'Parental Permission for students under 18 years old and Medical Information Form'. This gives the parent or guardian detailed information regarding our attendance policy, supervision, curfews and rules for under 18s after classes. It asks the parent or guardian to give medical information for the student, pick up and drop off permission and consent for travel.

Homestay Providers

1. All homestay providers hosting students under 18 are asked to produce an original version of a DBS check (or CRB check not older than 3 years) for the chief carer in the Homestay. If none is currently available or the homestay is not willing to obtain one as soon as possible, the Homestay can only be permitted to host students who are 18 years or over. TEG may decide to pay and obtain a DBS check for a host provider at its own discretion.
2. Homestay providers are required to sign a 'Homestay Agreement' in which their duty of care relating to under 18s (curfew, transport, house rules etc.) is clearly explained, agreed and signed by them.
3. No under-16 students are to be housed with 18 or over students.
4. A responsible adult (known to and vetted by us) will always be present overnight and normally when students under 16 are at home.
5. Homestay chief carer will be made aware of the rules for what students may or may not do outside scheduled activity times and, in particular, the curfew time.
6. A simplified version of this Safeguarding Policy will be given and discussed at the time of inspection and on every periodical re-inspection to ensure homestay providers are aware of it and able to act accordingly.
7. The rules of what students under 18 may or may not do outside lessons will be sent to the homestay providers with every booking confirmation.

Other non-staff adults

1. Drivers.
 - a. TEG will only use DBS-checked drivers.
 - b. A summary of this policy will be provided to the allocated driver prior to any transfers or trips.
 - c. Drivers are advised to put the under 18 students on the back seat and behind the driver.
2. Visitors and contractors at the premises. All visitors and contractors will be made aware of the relevant sections of this policy, and their stay at the premises will be dealt with following the rules and guidelines in the TEG College Policies for Visitors and Contractors.

Duty of care:

The level of care and protection provided to under-18s will be clearly stated to students, their parents or guardians, the group leaders and the homestay providers before they arrive in the UK in the application form.

1. In the case of closed groups, these rules and guidelines will be made clear in the contractual arrangements.
2. For individual students, TEG will send this information to the person making the booking at the time, and the relevant completed documents will be collected from them.
3. All parties will be made aware in advance of the rules about what students may or may not do when outside of lessons or scheduled activities. Students and group leaders will have them reminded and explained during the induction meeting.

Leisure programme (clearly agreed before arrival):

1. For individual students
 - a. Prices for individual students under 16 years old will be inclusive of a 10 hour/week leisure programme. The person making the booking will be informed about this programme before the start of the course.
 - b. Individual students of 16 and 17 years old are welcome and encouraged to join our running general adult leisure and social programme at no extra cost although it is stated on our social posters which activities are for students over 18.
2. For closed groups.
 - a. A leisure programme will be included in the price for groups in which all or part of the students are under 16 years old.
 - b. It is customary for closed groups with 16 and 17-year-old students to also book a tailored leisure programme, but if this is not required in the booking, students will be welcome and encouraged to join our running general adult leisure and social programme at no extra cost.
 - c. The leisure programme will be supervised by the College, Group leader(s) or a mixture of both, but this will be confirmed in writing before arrival.

Supervision:

There will be sufficient adult supervision for all scheduled activities (excluding classroom teaching). TEG will use the following ratios as a reference: 1:10-15 (8-10s), 1:15-20 (11+). However, supervision levels may be increased if it is deemed necessary by the activity's risk assessment.

Accommodation:

1. TEG will normally be responsible for providing accommodation and all meals unless alternative arrangements have been made by the parent(s) or legal guardian and confirmed in writing.
2. A responsible adult will always be present overnight and normally present when students under 16 are at home.
3. TEG will ensure that students under 16 are not lodged with students of 18 years or older.
4. In residential accommodation, the minimum ratio of residential adults will be at least 1:20 for students aged 12-17 and 1:15 for students under 12. First aid facilities and an appropriately trained member of staff will be available at all times, together with an arrangement with a local doctor in case of emergencies.
5. When students under 16 are with host providers for more than 28 days the social services will be contacted in order to make a homestay visit as the host provider would act as a foster parent.

Communication

1. TEG will obtain a 24-hour contact for the parents/legal guardians, agent or group leader of students.
2. TEG will provide parents/legal guardians of students a telephone number that can be used to contact us outside of Office hours (e.g. The Principal's mobile number).

Identifying abuse, handling disclosure and allegations, and reporting

1. The Office Manager/ Welfare officer/Director of studies will pass on any concerns to the Designated Safeguarding Person (DSP) or to the Registrar.
2. **Training.** All staff must complete a Child Protection Basic Awareness Training [Safeguarding Course Level 1].
3. **Identifying abuse.**
 - a. Staff will be alert to identify any signs [physical and/or behavioural] that may indicate neglect, physical, emotional or sexual abuse. See **Appendix 1** for further understanding of abuse.
 - b. Students under 18 will normally stay in the UK temporarily, and often for short periods of time only. Extra attention will be paid to those risks that stem from this situation and that make children particularly vulnerable:
 - i. Lack of knowledge of the geographical environment
 - ii. Lack of knowledge of the cultural customs and boundaries
 - iii. Absence of previously known, trusted figures [parents, relatives, usual teachers]
 - iv. Insecurity in a new environment
4. **Concerns.** The DPS must be informed of any concerns as soon as possible so the necessary investigations can be carried out as needed. For how to record concerns please see **Appendix 2 and 3**.
5. **Allegations.** The DPS must be contacted if a member of staff, or a non-staff adult wishes to make an allegation. The DPS will lead the proceedings, which will be treated as confidential.
6. **Disclosure.** In the event of an under 18 student disclosing any relevant information to a member of staff or non-staff adult, they will listen and reassure, but not interview or investigate. The only action taken will be to ensure the safety of the student. The DPS will be informed as soon as possible and they will lead the proceedings.
7. In the event of an allegation, or disclosure from a student, the DPS will contact the Local Children Safeguarding Board and follow their instructions. Please see and contact details below.

Reporting channels if you have concerns:

If a child, young person or vulnerable adult discloses information to you about a possible abuse situation, either about another member of staff, another student or a member of the external community (parent / guardian etc.) you must report it. At the time of disclosure make accurate factual notes for your reference in the future. Inform the student that you are going to have to pass the information on to Tompkins Educational Group's Safeguarding system so that they are suitably supported, and that you cannot guarantee confidentiality. It is important to remember that a child or young person (under 18) cannot refuse for this referral to occur if they have made an allegation of abuse.

Contact your DSP first, or if they are not available, the DOS or Welfare Officer as soon as possible and give a detailed factual account of what the student disclosed to you, please see the Concern (& Disclosure/Allegation) Form and write a brief description of the allegation.

The DOS will contact the Principal who will arrange to meet with both you and the child, young person or vulnerable adult and will contact the appropriate external agencies e.g. Police, Social Services.

Bristol Safeguarding Children Board – tel: 0117 903 6444 or follow the link: www2.bristol.gov.uk/form/child-or-young-person-request-support-or-report-concern.

Portsmouth Safeguarding Children Board – tel: 02392841540: email pscb@portsmouthcc.gov.uk

Southampton Safeguarding Children Board – tel: 02380832995: email: lscb@southampton.gov.uk

Hampshire Safeguarding Children Board – tel: 01962 876230 email: hscb@hants.gov.uk

Hampshire Children's Services: 0845 6035620 [24 hours] You do not need to know everything about the child or young person and what is happening before contacting us.

Please note LSCB are a contact point for professionals wishing to discuss a safeguarding issue within their organisation.

National Society for the Prevention of Cruelty to Children (NSPCC) - tel. 08088005000

Childline [for children] – tel. 08001111

Police - 999 in emergencies or 101

Further Information and advice can be found at:
[Safeguarding Young People](#)

<http://www.safeguardingchildren.co.uk/>

Anti-Bullying

http://www.bbc.co.uk/health/physical_health/child_development/teen_bully.shtml

<http://www.anti-bullyingalliance.org.uk/>

Health & Safety

<https://www.britsafe.org/speakupstaysafe/>

<http://www.hse.gov.uk/youngpeople/index.htm>

Online Protection

<http://www.google.com/goodtoknow/familysafety/>

<http://www.homeeddirectory.com/blog/recognizing-and-preventing-cyberbullying>

Teen Depression

http://www.helpguide.org/mental/depression_teen.htm

Action if bullying is suspected

Bullying is a totally unacceptable form of behaviour at TEG. If you feel that you are the victim of any form of bullying you must talk to a member of staff as soon as possible. If you think that someone else is being bullied then you should also tell someone immediately so that action is taken. Your actions may well help other people who might be suffering.

- Encourage/ educate all children to speak and share their concerns. (Please see the handbook for students)
- Help the victim to speak out and the person in charge or someone in authority, parents, group leader or guardian

Action to be taken by the Welfare Officer/Manager/DOS

- Investigate and take action to ensure that the victim is safe.
- Reassure the victim that you can be trusted and will help them, although you cannot promise to tell no one else.
- Speak to the victim and the bully(ies) separately.
- Keep records of what is said; what happened; by whom and when.
- The Welfare Officer or member of staff should seek professional help in case of suicide threats from victim.
- Meeting will be arranged with the bully(ies) to explain the situation and seek apology for the victim with a staff member be present. A record will be kept of that.
- Try to get the bully(ies) to understand the consequences of their unacceptable behaviour.
- Monitor the situations, talk to the teachers and other staff.
- The College will inform the parents/guardian/ group leaders of the victim and the bully(ies).
- The College will give a warning letter which outlines the consequences if their behaviour does not improve.

Concerns outside the immediate environment (e.g. parents/group leaders/guardians)

- Students are asked to report any concerns they may have to the Welfare officer or DOS.
- Social services or the police will be informed

All members of TEG respect each other's rights as individuals and that it is clearly understood by all, and bullying tactics are unacceptable at TEG.

Definitions:

- **A young person** is anyone under 18 and
- **A child** is anyone who has not yet reached the official minimum school leaving age (MSLA). Pupils will reach the MSLA in the school year in which they turn 16.
- **Vulnerable adult** - is defined as someone who is aged 18 or over who has either a dependency upon others in the performance of, a requirement for assistance in the performance of basic functions; a severe impairment in the ability to communicate with others; or has a reduced ability to protect themselves from assault, abuse or neglect.
- The **Disclosure and Barring Service (DBS)** helps employers prevent unsuitable people from working with vulnerable groups, including children (under 18s). It replaced the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).
- **Safeguarding** means 'caring' for children appropriately and protecting them from that which is not in their best interests. This includes health & safety, child protection and pastoral care.
- **Concern**- Implies an anxious sense of interest in something or somebody.
- **Allegation**-A formal accusation against somebody.

Appendix 1 - Further understanding of abuse

Emotional abuse: It is often persistent such as bullying –it is a conscious desire to hurt, distress, embarrass, threaten or frighten someone. This includes calling names, exclusion from the group, intimidation, damage to personal property and unkind notes or messages via social media. This can escalate to physical violence.

Physical abuse: It is when someone deliberately hurts or injures someone. This includes hitting, kicking, hair pulling, throwing and shaking or beating. It is the most dangerous form of abuse as the victim can die.

Sexual abuse: Forcing or enticing a young person to take part in sexual activities, which can happen over the internet so the abuser can be in a different county than the victim. Often the abuser will befriend the victim and then turn on them.

Grooming: It is when someone builds an emotional connection with a child to gain their trust for the purpose of sexual abuse or exploitation. Grooming of adults: make other adults see them as trustworthy, which will therefore give the abuser clearer access to victims often under age/vulnerable.

Neglect: It can happen in all levels of society; however, it is difficult to establish during a short period of time. Can include: leaving young children unattended, physical and medical needs ignored. Self-neglect –often seen in adults.

Controlling, coercive and threatening behaviours: Often seen in teenagers, abusive relationships where one partner dominates the other in a range of ways, such as repeated insults, stopping partners from seeing friends or family, controlling what the partner wears, forcing them to work and taking all the wages, checking on partners all the time [text messages or contacting them via social media]. This can escalate to physical violence/physical abuse.

Abused behaviour:

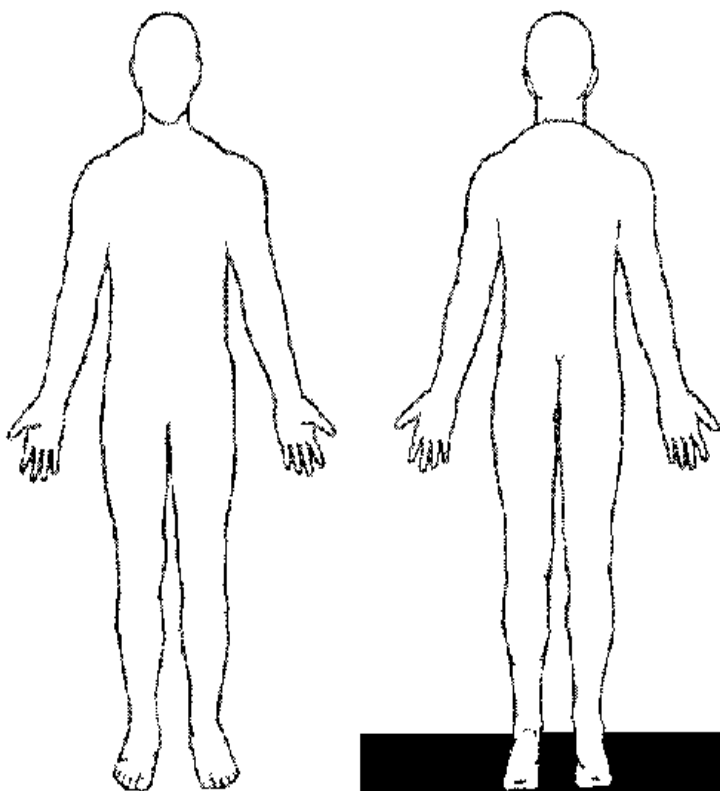
- Any type of eating disorder can be connected with abuse. Conditions such as anorexia or bulimia
- Personality Changes/becoming insecure
- Nightmares/sleeping problems
- Delayed physical and emotional development
- Sudden speech disorder
- Neurotic behaviour such as rocking, hair twisting
- Inappropriate needy attention- seeking
- Self-harm
- Show aggression or withdrawal, two extremes within a short period of time
- Inappropriate sexualised play or awareness e.g. via drawings, promiscuous/inappropriate behaviour
- Sexually transmitted diseases
- Becoming secretive
- Bruises/injuries/burns on both sides of the body, which do not fit the explanation [please see the picture/diagram of 'Where are the bruises/injuries likely to be on the body']
- Wearing clothes to cover the bruises/burns [especially noticeable in hot weather]
- Hungry and may steal food
- Badly dressed
- Poor hygiene, hair not brushed
- Often tired
- Abuse of alcohol or even drugs
- Thrives away from home environment

Appendix 2: Concern (& Disclosure/Allegation) Form

Please complete if you have any (Safeguarding) concern about an under 18 student. You must complete the boxes in bold; the other information can be filled in by DSP later if you do not know.

College name	
Date	
Student first name	
Student family name	
Gender	
Date of birth	
Nationality	
Group/individual	
Student ID	
Name of person noting concern	
Role/Connection with school	
Date and time concern noted	
Location	
Concern <i>(please provide as much detail as possible)</i>	
NB: If reporting a disclosure / allegation made by a student, please use this space to describe verbatim (or as close as you can remember) the conversation. Use the other side to write more.	
Signed	

Appendix 3 - Body Map



Front

Back

Body Maps should be used to document and illustrate visible signs of harm and physical injuries. Always use a black pen (never a pencil) and do not use correction fluid or any other eraser.

- Do not remove clothing for the purpose of the examination unless the injury site is freely available because of treatment
- Staff should not ask or consider taking photographic evidence of any injuries or marks to a student's body, this type of behaviour could lead to the staff member being taken into managing allegations procedures, the body map should be used in accordance with recording guidance.

Any concerns should be reported and recorded without delay to the DSP (unless this is the person in question), who will contact the safeguarding services, such as a LCSB worker or call 999.

When you notice an injury to a child

Try to record the following information in respect of each mark identified eg red areas, swelling, bruising, cuts, lacerations and wounds, scalds and burns:

- Exact site of injury on the body, eg upper, outer, arm/left cheek.
- Size of injury - in appropriate centimetres or inches.
- Approximate shape of injury, eg round/square or straight line.
- Colour of injury - if more than one colour, say so.

Check and/or ask:

- Is the skin broken?
- Is there any swelling at the site of the injury, or elsewhere?
- Is there a scab/any blistering/any bleeding?
- Is the injury clean or is there grit/fluff etc?
- Is mobility restricted as a result of the injury?
- Does the site of the injury feel hot?
- Does the young learner feel hot?
- Does the young learner feel pain?
- Has the body shape changed/
- Is the child holding themselves differently?
 - Importantly the date and time of the recording must be stated as well as the name and designation of the person making the record. Add any further comments as required.

Ensure First Aid is provided where required and record

Off-site Emergency Procedure

In the event of a situation developing or an obvious emergency, this plan of action should be followed.

