

STUDENT HANDBOOK

UNDER 18



ACCREDITATIONS



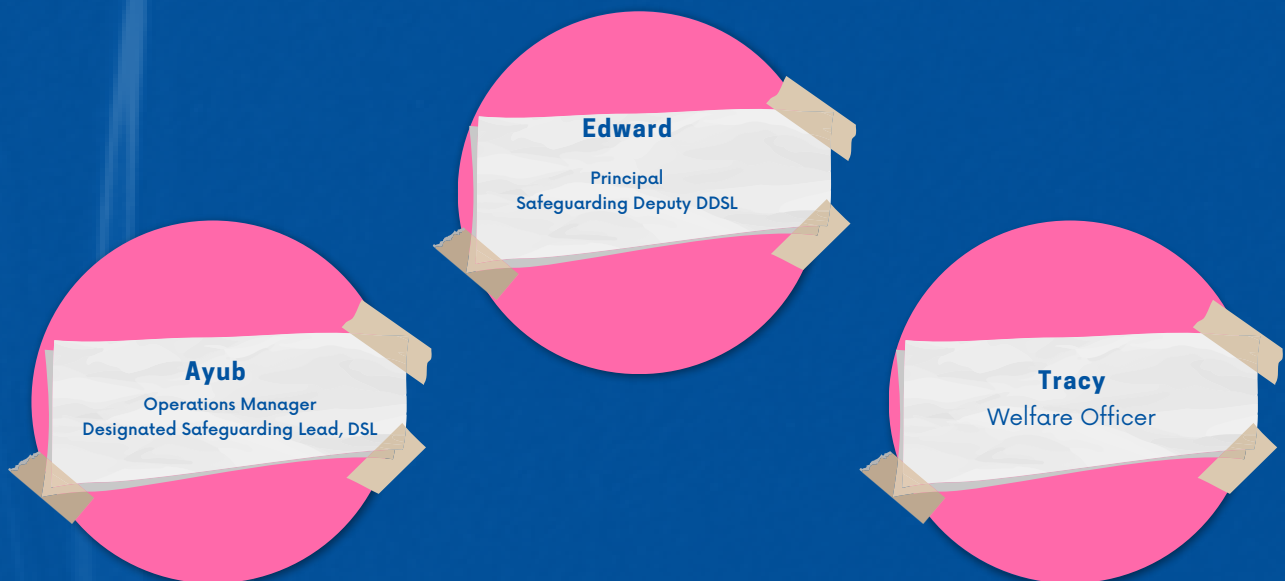
WELCOME

TO EXPRESS ENGLISH COLLEGE

Express English College is a Manchester-based private college that aims to offer quality English Language education to international students who want to study English in the UK. We give students an engaging, motivational and memorable learning experience; we endeavour to not only improve our students English language skills but also boost their confidence.

Both in school and online, we take the welfare of all our students very seriously. We want you as students of the school to remain safe, secure, and happy whilst you spend time studying with us.

FIRST OF ALL WE WOULD LIKE TO INTRODUCE OUR STAFF



WELFARE FOR UNDER 18 STATEMENT

The Children Act of 1989 categorizes anyone under the age of 18 as a 'child'. Similarly, The Management of Health and Safety Regulations 1999 define a 'child' as an individual below the minimum school leaving age, and a 'young person' as someone who has yet to reach 18 years old.

Express English College is dedicated to fulfilling, and when feasible, surpassing our 'Duty of Care' towards all our students.

For individuals under 18, this duty often means providing the level of care one might expect from a reasonably attentive parent under the same circumstances.

We recognize that students under 18 from outside the UK might not be as familiar with the local environment as their UK counterparts, potentially placing them at greater risk. Every young person deserves to be protected from abuse, to be safe from injury, and to live in a healthy environment while they are with us.

WELFARE FOR UNDER 18 STATEMENT

To the best of our ability, Express English College commits to creating a safe space for those under 18, involving:

- Adapting best practices from accreditation bodies and official guidelines into our current processes;
- Providing parents with essential information so they can make well-informed decisions about the programs their children participate in at our college;
- Implementing systems to ensure our facilities, activities, and processes meet our students' health, safety, and welfare needs;
- Putting measures in place to safeguard students during activities outside our premises;
- Establishing clear guidelines suitable for student ages regarding permissible activities outside scheduled programming;
- Adopting safer recruitment strategies to assess the suitability of staff working with minors;
- Setting clear behavior expectations for students, staff, and any other adults interacting with minors;
- Entering into agreements with host facilities, subcontractors, and service providers that align with our health, safety, and welfare standards for minors;
- Ensuring all accommodations are secure and appropriate for young international students;
- Offering staff training, guidance, and procedures tailored to the academic and personal needs of young international students;
- Providing support and information to students under 18 where a responsible adult's involvement is necessary;
- Establishing effective supervision, management, and control systems to prevent physical, emotional, sexual abuse, and neglect;
- Maintaining transparent procedures and sharing necessary information with external safeguarding bodies as outlined by "Working Together to Safeguard Children" and "Keeping Children Safe In Education";
- Encouraging staff to confidentially report any concerns about colleague behavior to a designated individual;
- Conducting regular monitoring and reviews of all operations to ensure compliance with our policies and legal obligations;
- Addressing breaches of this policy or any allegations of misconduct involving children or young persons with appropriate disciplinary action.

HOW WE CAN HELP YOU



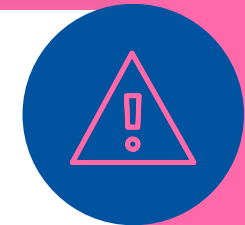
1 The staff at Express English College are here to help you 24 hours a day, 7 days a week.



2 We will talk to you about your wellbeing during your induction on your first day.



3 If you have a problem or a concern of any sort during your stay, please do speak to any member of the team. All conversations will be treated confidentially and no problem is too big or too small. If you are not sure who to see, you can go to Welfare Officer.



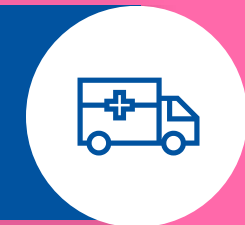
4 Please note that we want you to feel comfortable and happy during your time in Manchester. If you experience any problems – whether in class or in your accommodation – do not hesitate to speak to us. We are committed to making sure that everyone is treated with respect.



5 Outside school, if you have a serious problem or emergency, please call the emergency number on your student card:
☎ [07483911770](tel:07483911770)



6 If you need to contact the police, or get an ambulance, or call the fire service, call the UK emergency number:
☎ [999](tel:999)



7 If you have a problem and you do not want to tell anyone you know, you can call ChildLine on. ☎ [08001111](tel:08001111)
ChildLine is a counselling service for children and young people.



ARRIVAL AT SCHOOL



On the first day of your course, you will be given a tour of the premises and told about the safety procedures, to use in the event of an emergency.



You will do a placement test , and you will receive a full induction. You will have an Individual learning plan meeting with the academic manager to talk about your learning goals and targets.



You will receive a college ID to wear at all times in the college itself. Please do not take your ID off during college hours or class trips and activities.

Students will be placed in classes according to their placement test results.



SAFETY & WELLBEING VALUABLES



Do not carry large amounts of cash with you.



Keep a copy of your passport with you during your stay.



Take care of your passport, travel documents/tickets, and valuables: keep them in a safe place. Ask your home stay family where you should keep them.



Report any theft or loss immediately to the school (or ask your Group Leader to call us) and we will help you to report this to the police.



Try not to show expensive items in public places such as jewellery, tablets etc.



Be careful in crowded places – and look out for thieves.



Keep your mobile phone charged at all times so that you can contact someone should you get lost or separated from your group.



Keep your phone on at all times except in lessons – we may need to contact you.



Keep the contact information of your group leader or host family on your phone in case you need to contact them

HEALTH



The Welfare officer or your host family can help you to find a doctor, dentist or pharmacy.



If you need to take any medication during your stay, you should bring this with you in correctly-labelled packaging (with the doctors note or letter of prescription) which clearly states doses and times of administration. The only types of medication you can carry yourself during a trip/visit are: EpiPen, Insulin pens and 'reliever' inhalers.




If you have any medical issues or feel unwell, make sure you talk to an adult – your Group Leader, (Welfare Officer), your teacher, the academic manager/Assistant academic manager your home stay family.




No problem is too big or too small to share with one of our experienced and friendly staff. Talk to your teacher but if anything is still worrying you, please let the welfare officer know!



If you need to contact the police, or get an ambulance, or call the fire service, call the UK emergency number:

 999



If you have a problem and you do not want to tell anyone you know, you can call ChildLine on.  08001111
ChildLine is a counselling service for children and young people.

ROAD SAFETY/WHAT WE EXPECT



Cars in the UK drive on the left. Look right, then left and right again, before crossing the road. Always use a zebra crossing (a safe crossing area) if possible, or cross by the traffic lights. We will help you to know what to do.

WHAT WE EXPECT:



Please call the school or send an email if you are going to be late. If you don't call us, we will call you. Please ensure you pick up the phone. If you do not, we will have to call your parents, host family.



Speak English at all times and even try to use your English during break times.



EEC expects all students to be on time for classes. Students arriving more than 15 minutes late for a lesson will be marked as 'late' on the class register. Students who arrive 15 minutes late to any class without notifying EEC in advance will not be allowed to join the first session. Any student who is 10 minutes late after break will not be allowed to enter the class but will be marked as absent on the register. Students who are late on a regular basis will receive a verbal warning followed by a written warning. We may need to talk to your parents or guardian.



Please let us know if you are feeling too ill to come to school. If you are sick and your host family is not going to be at home, we may ask a member of the school team to visit you. EEC insists on punctual timekeeping by all students so that our students benefit fully and do not fall behind in their learning. Every minute of learning time counts. EEC does not tolerate classroom teaching being interrupted by latecomers. This is not acceptable for our students and our teachers. For students who are under 18, your wellbeing is our primary concern. EEC will contact your family/guardians immediately if we are concerned about your wellbeing/timekeeping.



We ask you not to use your mobile phone in class unless your teacher asks you to use it for your studies.



If you go out in the evening or at weekends you should tell your host family where you are going and who you are spending time with. Your host family will have your mobile phone number so keep your phone turned on and the battery charged at all times.



Make sure you let your homestay family know if you are going to be late arriving home. If you do not let your family or the school know that you are late for a good reason, we will inform your parents or guardian.



In general, students younger than 16 should always go out in pairs or groups.

DO'S AND DON'T'S



SMOKING

Smoking is illegal if you are under 18. Smoking is forbidden in any enclosed workplace, public building or public transport vehicle in the United Kingdom. Express English College has a strict 'No Smoking' policy.

DRUGS & ALCOHOL

It is illegal to buy alcohol if you are under 18 years and/or drink it in public. It is illegal to buy alcohol for someone else who is under 18 years. It is illegal to buy, take or supply controlled drugs.

Express English College has a strict zero-tolerance approach to drugs and alcohol misuse. If you have any worries about drugs or alcohol please speak to the Welfare Officer.'

RELIGION

Please speak to the Welfare Officer, if you need information on practising your religion in Manchester.

E-SAFETY

Don't send abusive messages or inappropriate messages or images. If you are under 18, 'sexting' (sending or asking for a sexually explicit image, message or video) of people under 18 – including one of yourself- is against the law in the UK.

ACTIVITIES



EEC provides different activities, trips and visits. You will enjoy these with your friends and teachers.

The aim of such activities is to improve your English outside of the classroom and to make the most of your free time in Manchester. If an activity or trip involves more than one under-18-year-old participant, student to staff ratio of 1:5 must be maintained.

Our weekday social program is offered at no cost, though there may be minimal fees for entry to activities and any associated travel expenses. The majority of our city excursions occur over the weekend, facilitated by Smiles Adventures, with costs ranging from £30 to £40 www.smilesadventure.co.uk.

Please be informed that the school does not hold responsibility for student supervision during unsupervised intervals. Students and their guardians are kindly advised to make necessary arrangements for their welfare and safety during these periods.

YOUR HOMESTAY



You should expect to feel 'at home' in your host family accommodation.



You should speak and interact as much as possible with your family.



There will be an adult present at home throughout your stay.



If there is anything you cannot eat, please tell your host parent(s).



Please be at home in time for meals. If you do not want to eat with your host family so that you can take part in the social programme it is important that you tell your homestay in advance.



Respect your host family's house rules – it is their home they are sharing with you.

CODE OF CONDUCT



Everyone is entitled to feel secure in their school, as well as at home (homestay). This code of conduct has been written to ensure that everyone involved in the school understands and knows their responsibilities to EEC.

This also is to help make EEC a happy, safe and secure environment to learn and work within. We have rules in place that all students must follow to ensure that this is followed through.

WE EXPECT ALL STUDENTS TO FOLLOW THESE RULES:

- Always be aware of your surroundings.
- Behave in a suitable manner, whether outside during an activity or inside learning in a classroom. Loud, abusive, or bad behaviour will not be tolerated.
- Look after your belongings. Do not leave your luggage unattended. This goes for your mobile phone also, or any other electronics brought into the school.
- Please be on time for all lessons. Continuous lateness or disruptive behaviour will not be tolerated. Call the reception in the morning if you are late.
- Your student ID must be visible at all times. If lost, you can get a new one from reception for the cost of £10.
- Present yourself nicely and in a smart, grown up way.
- Students are not allowed to contact staff members outside college. This includes email or social media accounts. *This does not include using the emergency number, if there is a real emergency.
- Bringing alcohol or any unlawful drugs to the college is not allowed. If this happens, it will be dealt with under the disciplinary procedure and lead to your immediate dismissal.
- Don't bring any knives to the college.

FEEDBACK



At the end of the induction day, a questionnaire will be given to you asking to give feedback about your arrival and induction procedure.



- During the first week, an Individual learning plan (ILP) meeting will take place with the Academic Manager/Assistant Academic manager. During this meeting, the academic manager (AM/AAM) will request you to fill in an Early Days' Questionnaire.
- On a monthly basis, you will have a tutorial meeting with the AM/AAM. You will be asked to provide verbal feedback about the course in these meetings. The welfare officer will request your feedback about your homestay
- In the final week, you will have an end of course review meeting with the welfare officer and/ Academic Manager/Assistant Academic Manager. You will also complete a questionnaire about your overall experience in the college.

COMPLAINTS



Express English College aims to listen to all complaints, formal and informal. We always try to solve your problem in the best way.

COMPLAINTS RELATING TO YOUR COURSE

If you are unhappy about any aspect of your course, class, level, teaching materials or books then talk to your teachers about it. If you feel that you cannot talk to your teacher because the complaint is about them, speak to the Academic Manager/Assistant Academic Manager. If the Academic Manager does not deal fully with the problem, you can go to the Principal. They will try to resolve any complaint within 7 working days. If your issue is still not resolved, you can contact: complaints@englishuk.com.

COMPLAINTS RELATING TO NON-ACADEMIC ISSUES

If you are unhappy about any other aspect of your stay such as accommodation, administrative staff, or leisure programmes, talk to the Welfare Officer. They will listen carefully to your complaint and try to resolve your concern as quickly as possible. If They does not deal fully with the problem, you can go to the Principal. They will try to resolve any complaint within 7 working days. If your issue is still not resolved, you can contact: complaints@englishuk.com.

HARASSMENT AND BULLYING



Express English College wants to provide an environment that is free from harassment and bullying. We aim to provide a safe, secure college, where everyone is treated with respect. If you face any form of harassment or bullying by staff, students or visitors, talk to the welfare officer . All complaints of bullying and harassment will be confidential and will be dealt with quickly.

ABUSIVE BEHAVIOUR POLICY



Any behaviour that disturbs the safe environment of the college is unacceptable and will be dealt with seriously. Such behaviour includes direct or indirect discrimination of a person because of their gender, disability, background, race or religion.

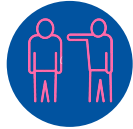
THE FOLLOWING IS A LIST OF UNACCEPTABLE BEHAVIOUR
AT EXPRESS ENGLISH COLLEGE:



Any form of bullying, including verbal and physical.



Nationalistic, religious, and cultural racism, as well as sexism and homophobia.



Swearing and using offensive language.



Sexual harassment.



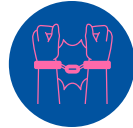
Being violent towards visitors, students, and staff members.



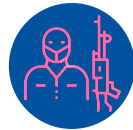
Stealing property from EEC or other people.



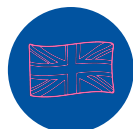
Intentionally damaging property.



Involvement in illegal activities.



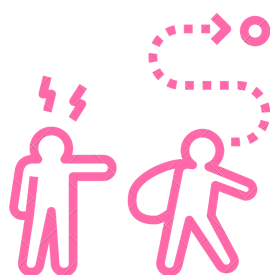
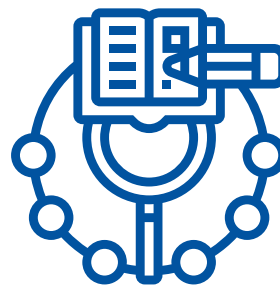
Reading or sharing of extremist materials.



Doing or saying things that oppose British Values (based on the UK government's Prevent Policy).

All academic and non-academic staff are aware of the signs of abusive or bullying behaviour. If any is witnessed, they will contact the DSL, or , the DDSL, who will decide on a course of action. Abusive behaviour by students can result in immediate dismissal of their course without a refund. Remember, the college decides whether student behaviour is acceptable or not.

PROCEDURE



A verbal warning is given by Welfare Officer, followed by a warning letter. If the behaviour happens again, the student will be dismissed from their course with no refund.

In the most extreme cases, the college has the right for an immediate dismissal of the student. The college can involve the police, if a serious incident occurs.

24 HOUR CONTACT



EEC team is trained to deal with all issues involving grievance, emergencies and counselling.

Our 24 Hours Contact number is  [07483911770](tel:07483911770).

SAFEGUARDING UNDER 18S



Our college accepts students aged 16 and over. We have a Duty of Care to those below the age of 18. Our Safeguarding Policy aims to ensure that under 18s are protected against any kind of harm. Students and visitors under the age of 18 are also protected from any abuse. Abuse can include physical, emotional, sexual or psychological abuse, as well as neglect.

DESIGNATED SAFEGUARDING LEADS



The Designated Safeguarding Officer (DSL) for the college is the operations Manager. The deputy designated safeguarding person (DDSL) is Edward (Principal).



THE EMERGENCY CONTACT DETAILS ARE AS FOLLOWS:

EEC WEBSITE:

www.expresenglishcollege.co.uk

EMAIL:

info@expresenglishcollege.co.uk

EEC EMERGENCY NUMBER (24/7):

[0044 \(0\)7483911770](tel:0044(0)7483911770)

Express English College has fully trained first aiders. You will see their names and photos on the noticeboards. First Aid kits are in the reception area. During trips and sports activities, group leaders bring a first aid kit with them.

ONLINE SAFETY FOR STUDENTS



You can use EEC computers. They are in the Computer Area.



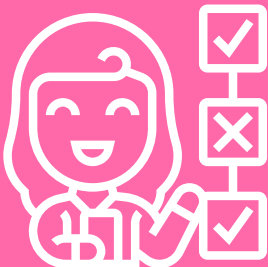
Please **DO NOT** share personal information or upload photographs on the Internet as it can result in online harassment and scams.

Please remember, some adult websites are automatically restricted. Please see our E Safety Policy on our website.

BEHAVIOUR & DISCIPLINE



You must follow the EEC Code of Conduct and behave courteously to staff and students.



Any bad behaviour observed will not be tolerated by staff.

It will be discussed with the relevant individual.

If problems continue, or are safeguarding issues, EEC will investigate further.

Further details are available in the EEC Code of Conduct document on our website.

RADICALISATION AND PREVENT DUTY



EEC takes its Prevent Duty very seriously. We want a happy, safe college, with no extremist opinions or actions. We help students by promoting British values of:



Democracy

Rule of law Individual liberty

Mutual respect and tolerance of those with different faiths and beliefs

For this reason, any intolerant or extremist speaking or actions will not be allowed. Any issues will be reported to the Welfare Officer

If you have questions or queries about any aspect of studying with Express English College or your time in the United Kingdom, please do not hesitate to contact us:



Review: Reviewed Dec 2023 (AA/EC) This document to be reviewed by the management team not less than every year. Next review due June 2024. It may also be subject to any changes based on UK law.



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