

	Health And Safety Policy
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Policy Statement

ILS English has established this Health and Safety Policy to ensure the Health, Safety and Welfare at work of all employees, students and others who may be affected by its activities. This policy will be implemented in all premises owned or controlled by the school, and is applicable to all staff and visitors at our sites. This policy also applies to our staff working away from school sites.

In pursuance of this policy, the school will take action to:

- Identify, assess and manage the health and safety risks arising from our work activities;
- Consult with our employees and seek their cooperation on matters affecting their health and safety;
- Provide and maintain safe plant and equipment;
- Ensure safe handling and use of substances;
- Provide information, instruction, and supervision for employees as required;
- Ensure all employees are competent to do their tasks and to give them adequate training;
- Prevent accidents and cases of work-related ill health, so far as this is reasonably practicable, maintain safe and healthy working conditions;
- Oversee the implementation and function of the safety management system and monitor and review this policy on an annual basis;
- Take disciplinary action as appropriate for any breach of the school's health and safety policies.

Responsibilities

- Overall and final responsibility for health and safety rests with the Managing Director.
- To ensure health and safety standards are improved, those listed below have responsibility in the following areas:

Name	Responsibility
Taal Millard / Ashley Osborne	Academic Areas
Anna Dragun / Julie Wike	Administration areas
Julie Wike / Marta Wisniewska	Other areas

Line Management Responsibility

All line managers must ensure that this policy is followed and that staff are managed and supervised in accordance with it. Breaches of school safety rules and procedures will be subject to disciplinary action.

All employees are required to:

- Co-operate with line managers and colleagues on health and safety matters;
- Not interfere with anything provided to safeguard their health and safety;
- Take reasonable care of their own health and safety;
- Take reasonable care for the health and safety of others such as students and visitors;
- Report all health and safety concerns to an appropriate person (as detailed in this policy document).

Health and safety risks arising from work activities

- The school will carry out and review annually work-related risk assessments for the 3 main types of activity in the school: teaching, administration and cleaning.
- Risk assessments relating to excursions outside the school will be undertaken by the Student Services in conjunction with the teachers/group leaders as appropriate and reviewed annually.
- The findings of all risk assessments will be reported to the Managing Director and will be communicated to the relevant staff in the form of an action plan.
- Action to remove/control risks will be approved by the Managing Director.

Safe Equipment

- The Director of Studies will be responsible for identifying all classroom equipment needing maintenance. The Managing Director will be responsible for identifying all other equipment needing maintenance.
- The Managing Director will be responsible for ensuring that all identified maintenance is implemented.
- Any problems found with equipment should be reported to the relevant person listed above.
- All portable electrical equipment used in the school is subject to annual portable appliance testing (PAT).

Information instruction and supervision

- The Health and Safety Law posters are displayed at 3:3 and 2:1 Clarendon Park
- Health and safety advice is available from the Managing Director
- The Managing Director is responsible for ensuring that employees working at locations under the control of other organisations are given relevant health and safety information.

Competency for tasks and training

- Training will be identified, arranged and monitored by the relevant manager (see above)

Accidents, first aid and work related health

- The school has a first aid policy which is detailed elsewhere
- The appointed first aiders are Julie Wike, Ashley Osborne and Simon Jones
- All accidents and cases of work related illness are to be recorded in the accident book. The book is kept in the main office Reception
- The Managing Director is responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority.

Monitoring

- To check working conditions and ensure safe working practices are being followed we will carry out regular spot checks around the school and during teaching observation
- The Managing Director is responsible for investigating accidents and any work-related causes of sickness absence

Fire Risk

- The Managing Director is responsible for ensuring a fire risk assessment is undertaken and implemented
- Escape routes and emergency lighting are checked annually
- Fire extinguishers and fire alarm systems are maintained and checked by Nottingham Fire Protection
- Fire drills of both buildings are held once a month and recorded.

Policy Statement

It is school policy that there are appropriate First Aid arrangements in place for all staff and students and to ensure that the School complies with the Health and Safety (First Aid) Regulations 1981. During school hours an appointed trained First Aider is able to attend to any incident within the School immediately. A periodic review of the adequacy and effectiveness of first aid arrangements is part of the health and safety management process.

First Aiders

Basic first Aiders are able to recognise and give immediate help for any treatment of minor injuries or illness. If the condition requires medical intervention, the First Aider will ensure that an ambulance or other professional help is called.

All First Aiders have attended an approved course in emergency basic first aid and hold Emergency First Aid at Work certificates. All first aiders have to do a First Aiders refresher course every three years.

The names of the designated First Aiders are displayed on First Aid posters on each floor of the building. First Aid posters are recognisable by the First Aid symbol (red cross on a white background) or the British Red Cross symbol. All posters are updated and checked regularly.

Equipment

First Aid boxes There is one First Aid kit in each building. The First Aid boxes contain equipment in line with the appendix attached.

The school vehicle (a people carrier) carries a First Aid box.

The Student Services/ Welfare Officers are responsible for regularly checking and replenishing First Aid boxes.

Procedure for obtaining First Aid

If someone has an accident or becomes unwell the nearest First Aider is contacted. (Posters of the First Aiders are clearly displayed in each building.) The First Aider will assess the situation and stay with the casualty until recovered or make arrangements for further care if needed.

Medical support: If a casualty needs urgent medical treatment, an ambulance will be called and the casualty taken to the nearest hospital Accident and Emergency Department. The First Aider will remain with the casualty until the ambulance arrives and in the case of a 16/17 year old the First Aider or other appropriate person will accompany them to the hospital.

In the event of hospital treatment being required the parents of the 16/17 year old will immediately be notified by contacting them on all known phone numbers, e-mails and via agents.

Records

Each incident is reported in the Accident and Emergency book kept in the cupboard behind the Accommodation and Welfare Officer.

The report includes details of the person giving First Aid and full details of the person receiving treatment, and summary details of the treatment given. All incidents must be reported even if minor.

First Aid Equipment

- Guidance Leaflet
- Sterile plasters
- Sterile eye pads
- Triangular bandages
- Safety pins
- Medium sized wound dressings
- Large wound dressings
- Disposable gloves

These are minimum recommendation contents and most commercial first aid boxes may have some additional equipment e.g adhesive tape, scissors etc.

All boxes are regularly checked and replenished.

	Admissions Policy
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ILS English strives to ensure that the Admissions Procedure is as smooth and informative as possible. All the Admissions Staff are ready to respond to an enquiry either by telephone, email or face to face.

Enrolment Procedure at ILS English

Return the Registration Form to ILS English

ILS English will send you the student booking confirmation and invoice

Email any questions you have to the Admissions Team and they will reply as soon as possible

Arrange for full payment to ILS English (bank details below)

When payment has been received ILS English will send details of the accommodation and visa letter/CAS number (if necessary)

Apply for your visa if necessary

Book your flight and send details to ILS English

ILS English will send you confirmation of your airport transfer and let your accommodation know your arrival time

ILS English Bank Account Details:-

Please pay all fees by bank transfer to:

Account Name: ILS English Ltd
Account Number: 34009002
Sort Code: 40-35-18
Bank Address: HSBC Bank Ltd
26 Clumber Street, Nottingham, England
IBAN: GB91MIDL40351834009002

Your First Day at ILS English

- Arrive at ILS English at 9.00am on Monday morning for enrolment
- Bring your original passport or identity card
- Bring English money to buy your Easy Rider bus pass (if required)

Testing and Induction on your First Day

- After registration you will undertake a placement test to find out your level of English
- Following the test we provide a full induction from our Welfare Officer, Admissions Administrator and Director of Studies
- We will give you our student welcome pack with maps and information on ILS English and Nottingham
- Our Welfare Officer will give you a local tour then take all new students to the city centre

Policy Statement

ILS English has a disciplinary procedure for students and this provides a framework for students to be disciplined for breaches of the School rules.

Part A

Where students fail to meet their obligations on their programme of study, then action will be taken by the Director of Studies or Director.

The following are examples of unacceptable behaviour within the programme of study:

- Persistent lateness or unexplained absence from lessons and tutorials
- Persistent failure to hand in written work
- Disruptive behaviour in class
- Disobeying safety instructions
- Disobeying reasonable requests from staff

Any of these will result in:

Stage 1: A verbal warning from our Director of Studies / Director
If there is no improvement – Go to Stage 2

Stage 2: A written warning from the Director of Studies / Director
If there is no improvement – Go to Stage 3

Stage 3: A formal review by the Senior Management Team which may lead to either:

- A recommendation for a change in, or withdrawal from the programme
- Formal disciplinary action

If you are having difficulties with any aspect of your course for personal reasons, then speak to the Director of Studies or a Welfare Officer

Part B

Where students are involved in criminal activities or are suspected of having broken the law, the police may be involved. For international students the consequences of illegal activity can be very serious and they may be deported back to their home country.

The following are examples of gross misconduct which could mean you being involved in disciplinary procedures which could result in permanent exclusion from the school and / or criminal proceedings.

- Physical violence against another person
- Deliberate damage to school property
- Theft
- Personal harassment (e.g. racial, sexual)
- Drug or alcohol abuse
- Threatening behaviour

If you find yourself involved in a disciplinary procedure, you are strongly advised to arrange for someone to support you at any disciplinary hearing you may be invited to attend.

All allegations will be investigated before any disciplinary action is taken. You will be told clearly what is being alleged. You will have the opportunity to answer any allegations.

DISCIPLINARY ACTION - STUDENTS

- Stage 1: If you behave irresponsibly you will receive a verbal warning from the Director of Studies.
- Stage 2: If you re-offend or commit a serious offence then you will receive a written warning from the Director of Studies. You may also be given a short-term suspension at the discretion of the Director or the appointed representative.
- Stage 3: If you offend yet again or commit a very serious offence, after investigation the Director or appointed representative may recommend your suspension or exclusion from the School.

ALTERNATIVE PROCEDURE IN CASE OF SERIOUS MISCONDUCT

Students are not automatically entitled to two warnings. If the offence is deemed serious then action to suspend or exclude may be taken immediately.

In cases of serious misconduct a member of the Management team or a delegated representative may tell a student to leave the premises immediately pending further enquiries. The student must be told when to return to school, and to whom and where they should report. This will be confirmed by letter (a copy sent to parents, guardians or appointed agent in the case of students under the age of 18).

The member of the Management team involved must report this action to the Director who will make arrangements for an investigation to take place.

Statements will be taken from witnesses as soon as possible after the incident

Policy and Procedure

ILS English is continually looking to improve, and it is only by listening to members of the school about their criticisms or suggestions that we can hope to improve. Everyone has the right to express their views as long as the equal rights of others are respected. If you are unhappy or are having any problems please tell us immediately.

Introduction

These procedures are here to help you resolve any problems or complaints you may wish to raise. The main aim is to achieve a satisfactory outcome. All staff members are responsible for the effective operation and implementation of this policy and procedure.

Helpful Hints

- Contact the ILS English Office if you are not sure how to tackle the problem.
- When following this procedure, you may choose to take someone with you for support and to act as a witness if necessary.
- Keep a note of the discussion you have at each stage along with the dates.
- Keep copies of any relevant documents.

Procedures

- Any problems relating to your English course will be dealt with by your academic teacher or the Director of Studies or Assistant Director of Studies. They will listen, discuss your problem and try to resolve the issue fairly. If you would like to take further action, the DOS/ADOS will write down your concerns, discuss the matter with the Senior Management Team and come back to you with an answer as soon as possible (usually within 24 hours).
- If there are any problems with your accommodation, please speak to the Accommodation Officer or Student Services/Welfare Officer in the office. They will listen, discuss your problem and try to resolve the issue as soon as possible. If there is no immediate answer they will write down your concerns and come back to you with an answer as soon as possible (usually within 24 hours).
- If you would like to make a complaint about any other issue, please speak to the staff in the office who will write it down and pass it onto the most appropriate person to deal with it.
- You will also have the opportunity to give us feedback at the end of your course.

If you are still not satisfied, you can approach English UK or the British Council.

Contact Details for English UK are: info@englishuk.com

Contact details for the British Council are: general.enquiries@britishcouncil.org

	How To Complain
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How to complain

ILS English is a member of English UK, the national association of accredited English language centres. Formed in 2004 from two previous associations (the Association of Recognised English Language Services, ARELS, and the British Association of State English Language Services, BASELS), they have around 450 member centres in private schools, educational trusts and charities, further education colleges and universities. All their members are accredited under the Accreditation UK scheme, which they manage in partnership with the British Council. They are the world's leading language association. **ILS English is a member of English UK.**

Complaints against English UK language centres are rare. But, if you are experiencing problems, this is what you should do:

The first step

For academic issues speak to the Director of Studies; for non-academic issues, speak to the Student Services Officer. See the section on complaints in your handbook.

Making a complaint through English UK

If you are not satisfied with the response from us here at ILS English, you can contact English UK for further advice. See the Student Complaints Procedure Information sheet produced by English UK.