

Last updated by: Charlotte Fisher

On: 05/02/2026

To be reviewed and updated: 05/02/2027

Safeguarding and Child Protection Policy – FG Languages Ltd (Brands: IP International Projects / Europa School of English)

Policy renewed at least annually, or as required according to changes in procedures or legislation. The policy is available on the Europa website.

Responsibility for this Document: Charlotte Fisher

Responsibility for implementation: Charlotte Fisher (Director), Stephanie Purle (Operations Manager), Matt Rogers (Operations Manager) Jackie Frampton (Accommodation Officer)

Safeguarding Structure at Europa School of English Ltd

The senior safeguarding team is:

Charlotte Fisher:	Designated Safeguarding Lead (Specialist) charlotte@europa-school.co.uk Tel: 07971 286410
Stephanie Purle:	Safeguarding Team (DSL Substitute – Specialist) stephanie@europa-school.co.uk Tel: 07563 244506
Matt Rogers	Safeguarding Team (Specialist) matt@europa-school.co.uk
Jackie Frampton:	Safeguarding Team (Advanced) jackie@europa-school.co.uk

All members of the senior safeguarding team are either advanced or specialist safeguarding and prevent trained.

During the high season we ensure that in each of our centres there are at least two advanced safeguarding trained members of staff and all members of staff in regulated contact with our young students have, as a minimum, basic safeguarding training.

The safeguarding team is responsible for disseminating safeguarding information appropriately to all stakeholders. The team is responsible for ensuring staff are trained to

the appropriate level, that safeguarding records are managed efficiently to liaise with the appropriate LADOs or MASHs for each of our locations (See Appendices). All members of the team can cover for the DSL and DSL Substitute in case of absence.

Any safeguarding issue will be passed up the chain so the DSL will never be taking decisions independently. The DSL's own DBS certificate will be checked by another member of the safeguarding team annually and the result recorded on the HR platform. All safeguarding team members are made aware of their responsibility to speak out if they are uncomfortable with any safeguarding issues at the school (including to outside agencies) even if it is against the wishes of the DSL.

Statement

The purpose of this policy is:

- to provide protection for the children and young people attending Europa and IP schools
- to provide staff with guidance on procedures they should adopt in the event they suspect a child or young person may be experiencing, or at risk of, harm
- to avoid making ourselves vulnerable to suspicion of any form of abuse.

FG Languages Ltd 'the Company' is committed to carrying out proper Duty of Care for all students aged under 18, and also to safeguarding vulnerable adults aged 18 or above, regardless of race, gender, sexual orientation or disability.

All adults associated with students under 18 at our schools (e.g. staff, homestays, sub-contractors etc) have a responsibility to follow this policy as they carry out their Duty of Care and are given guidance on what is required.

This policy runs alongside our Supervision Policy our Safer Recruitment Policy, our Health and Safety Policy, our AI and Social Media Policy and our Risk Assessments

Communication

FG Languages Ltd operates a year round English Language school (Europa School of English) with 4 summer centres during the summer season (IP International Projects). Students from the ages of 10 – 18 plus are taught EFL in the mornings and partake in various activities and trips in the afternoons and at weekends.

This policy is communicated to stakeholders in the following ways:

Host Family Manual

Host training and family visits

Teaching Co-ordinator and Teacher Training

Operations Staff training and Destination Training

Senior management briefings and external training

Job Descriptions and Job Advertisements

Posters and Notices in all centres

Student welcome talks

Abusive Behaviour Policy

Adult Behaviour Policy

Group leader meetings

Supervision Policy

Risk Assessments

Crisis Management Policy

Leading by example (All Staff)

The levels of supervision offered for all our different types of product and student age groups are shown clearly on our website for clients to view prior to booking and our full supervision policy is published on the website.

Safer Recruitment:

Recruitment practices and procedures will be designed to reduce the risk of recruiting a person who may be a risk to young people or vulnerable adults in line with our Safer Recruitment Policy.

Recruitment materials sent to applicants will mention the Company's commitment to safeguarding and the expectation that everyone working with our students will follow this safeguarding policy.

Applicants will also be informed that all gaps in CVs will be queried and checked if necessary, all staff will be DBS checked (or police checked if not UK residents), 2 forms of ID will be required and all references will be followed up. Referees will all be asked if there is any reason why the applicant should not have responsibility for or access to persons under the age of 18.

DBS checks:

DBS checks or police checks are required for all staff working with roles involving responsibility for or substantial access to under 18s at our Company. A valid DBS check for UK staff at our Company means a DBS check applied for by our Company on behalf of the staff member or host family. Where a staff member is on this update service the update service must be checked for that staff member annually to ensure there has been no changes to their status. The update service does not apply for Host Families.

Delayed criminal record checks: If a criminal record check has been applied for but not yet received by the applicants start date, the applicant will not be allowed to commence employment until the DBS is received.

All other pre-appointment checks must be completed before this candidate starts work or hosting.

Teaching staff and Teaching Co-ordinators will be checked by the Academic Manager or an appropriately trained hiring lead, and all other staff will be checked by a trained hiring lead. The lead name in each host family will be checked by the Accommodation Officer ensuring that the check states the activity will take place within the home (prev. box 66). All DBS records, (the number, date of issue, type of DBS) and police check records for contracted staff will be kept along with the staff personal details on our HR platform or within the records kept by the Accommodation Officer. All documentation will be kept in line with our GDPR policy.

In the event of a DBS check not having arrived before a staff member is due to begin work, the person will be taken out of regulated activity, meaning they will be supervised by other DBS-checked staff and never allowed free access to students under 18 years old. For teachers this will mean no teaching duties with under 18 year old students. Any residential staff will need to sleep away from under 18 students.

No student will ever be placed in a host family where a DBS check has not been undertaken however in the unlikely event that a host family is found to be hosting a student when no DBS check has been undertaken or has yet to be returned, the student will be removed from the family immediately and either placed in an alternative family or in the residential accommodation. A review of systems and procedures will be undertaken.

All staff and hosts will be encouraged to apply for the update service allowing us to check the validity at any time but regardless all DBS / Police Checks will be rechecked after 3 years.

DBS checks for overseas applicants and group leaders

All overseas applicants or group leaders for roles involving regulated activity with minors must provide an original police clearance certificate from any country or countries they have

resided in for more than 12 months during the previous 5 years. The most recent certificate must be from within the last three years.

Where a certificate is in a language that we cannot translate 'in-house', the applicant will be asked to provide a translation of the document(s).

In some cases, the group leaders employer or agency will confirm to us in writing that the group leader has a clear police check in these cases we do not need to see the original Police Check.

Where an applicant is unable to provide the police checks necessary (e.g. not resident in the country for long enough) FG Languages Ltd will perform further checks as follows:

Two further verbal or written references will be requested.

A letter of good conduct will be requested from the candidates most recent employer.

Prohibited List and Barred List

The standalone Barred List is now managed by the Teaching Regulation Agency. They have reviewed who has access in accordance with guidance and, as a result, private language centres are no longer able to hold a licence for direct access to the standalone Barred List check. The Company must therefore wait for sight of the DBS certificate before allowing a member of staff to have unsupervised access to under 18s.

All teaching staff undergo the organisation's safer recruitment procedures, including identity checks, verification of qualifications, employment history checks, references, criminal record checks and right to work checks, as appropriate to the role and individual circumstances.

In addition, a Prohibition from Teaching check is completed for all teaching staff where such a check is available through the Teaching Regulation Agency. Where a Prohibition from Teaching check is not available (for example, for some overseas teachers without a Teacher Reference Number), this is recorded and the individual remains subject to all other safer recruitment checks. If any prospective staff have worked in the EEA recently the Company will confirm that no sanctions are in place. The best way to do this is to obtain a letter from the professional regulating authority in the relevant country. If this isn't possible, additional references will be taken.

Staffing Levels:

There will always be at least two safeguarding officers with advanced training (Level 2) in all centres and two based at the Bournemouth school.

Each advanced safeguarding trained staff member will be clearly identified and known to all staff and students; via a poster on noticeboards with an out of hours contact phone number and where they are usually located in the centre.

Recognising Abuse

Definitions of abuse:

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those close to them or, more rarely, by a stranger. They may be abused by an adult or a child.

There are four types of abuse: physical, emotional, sexual and neglect.

Beyond these four types of abuse there is also

Child Sexual Exploitation (CSE),

Honour Based Violence (HBV), where family honour is considered more important than UK law (e.g. forced marriage), and including Female Genital Mutilation (FGM); it is illegal in UK and must also be reported to Police as well as designated staff.

Peer-on-peer abuse (i.e. abuse is not just adult to child);

Bullying, especially cyber-bullying, is often a sub-section of peer-on-peer abuse

Sexual Violence and Sexual Harassment; usually male-to-female e.g. skirt raising, up-skirting, touching breasts, etc are not just 'a bit of teenage fun' but unacceptable

Identifying abuse:

It can be difficult to identify abuse as it has various forms but indicators of abuse may include the following:

unexplained injuries

a student describing an abusive act that has happened to them another student telling you of their concern about a fellow student serious distrust of adults or other students

sexually explicit behaviour in games / activities difficulty in making friends with other students personality or behavioural changes

changes in dress which may be covering up bruises

How to react if you suspect abuse:

remain calm, accessible and receptive,
listen carefully without interrupting,
communicate with the student in a way that is appropriate to their age and understanding,
do not interview them and keep questions to a minimum,
encourage them to use their own words and try to avoid asking leading questions,
be aware of the non-verbal messages you are giving,
make it clear that you are taking them seriously,
acknowledge their courage and reassure them that they are right to tell,
reassure them that they should not feel guilty, let them know that you are going to do everything you can to help them and what may happen as a result,
do not promise to keep the information a secret.

Procedure to follow if abuse is suspected:

inform one of the designated Level 2 staff members if you notice any significant physical and behavioural changes,

if you suspect that an adult is a threat to a student in some way inform one of the level 2 team and continue to monitor the situation

if a student makes any comment that gives cause for concern or there is any deterioration in the student's general well-being, react calmly as described in the guidelines above and inform one of the designated level 2 team

make a note of what was said and who was present and report this information immediately to one of the designated level 2 team

The designated level 2 team will take appropriate actions, including informing the DSL, and action may involve external agencies and contacting parents/guardians.

If an under 18 is accused of carrying out abuse on another under 18, both will be supported by level 2 members of staff unless their parents are present.

The local safeguarding of children partnership telephone numbers will be displayed at each centre and the Level 3 staff will contact them where necessary as in line with their training.

Safeguarding Training:

All employees will complete basic safeguarding training online annually. Bespoke advanced (Level 2) training will be delivered to most staff annually at our training week or online via video link. All relevant staff are encouraged to attend. Specialised training is delivered to all members of the safeguarding team at least once every 2 years. Staff inductions and destination training will include relevant local safeguarding information. Records of all training are kept alongside staff data on our HR platform.

Safeguarding in other areas of school life:

Excursions and Activities – Adult School

Occasionally teachers at the adult school may wish to take their class out on an excursion or do an activity with them after their classes. We are happy to support teachers who wish to do this; the following must be taken into account:

A risk assessment must be carried out

Full agreement from the School Manager must be sought

There will be no more than ten 16 and 17 year old students to 1 teacher

You must have all mobile numbers for 16 and 17 year old students before departure

You must give all 16 and 17 year old students advice about their journey home

You must ensure that they are complying with UK laws (no alcohol)

You must ensure all 16 and 17 year old students have the schools emergency number

All activities and excursions for our junior students or 16 plus students studying on our junior programmes run under our full supervision policy.

Centre Specific Information:

Each of our centres represents a different level of risk due to the difference in type of campus, the profile of the students and the type of accommodation offered. These centre specific issues are highlighted to staff during their full and destination training and can be seen clearly in the Destination Specific Risk Assessment document.

Staff are encouraged to think about the different levels of risk at each centre according to the centre set up and the student profile.

The contact number for the local LSCP for each centre will be displayed in each centre for all staff and students to see and are listed in the appendices here and are also in the centre specific risk assessment documents.

Contact details will be checked and updated annually.

The centre specific risk assessment also includes information about local doctors, hospitals, walk in centres and other useful information.

Transfers/ Taxi Companies / Driving Students in Personal Vehicles

All students booked on a junior course (including 16 and 17 year olds) must pre-book their transfer with Europa School of English.

16 and 17 year olds who have booked the young adult product and 16 and 17 year olds who are studying at the year round school with adults will be encouraged to pre-book their transfer with Europa School of English. However these students may, with the written consent of their parents, arrange their own independent transfers.

When using taxi/coach companies, school gets annual written confirmation that all drivers used for school work will have full DBS checks.

Staff are not encouraged to use their own vehicles to transport U18s, but where it is necessary there should preferably be another adult in the car, or the U18 should sit in the back (unless there are 3 students in which case one sits in front and is first to get out)

Welfare provision

All staff and homestays are expected to look after students with the same level of care as a responsible parent. All adults are involved in the welfare of our students and are made aware of this responsibility. Students are told they may talk to anyone about a problem

Responsibility for ensuring that welfare matters are satisfactorily resolved and recorded lies with the Centre Manager at each centre. If the CM is absent, the responsibility lies with the UK Operations Manager who may nominate another suitable senior staff member for the role

First Aid and Medical

There are two First Aid trained staff members in each centre, and every centre has at least 3 First Aid boxes. These are checked prior to each summer season to ensure they contain the correct items. Staff are trained to take a first aid kit on each trip or activity.

Notices around the school give information about:

location of the First Aid box(es)

local A&E contact details and a location map

contact details for a local health centre ready to accept our students

Online Safety

There are E-Safety and cyber bullying notices displayed around the schools. All centres have internet locked down so inappropriate materials are less likely to be accessed. We do sanction the use of WhatsApp for ease of communication but there is full training provided as to the way the groups should be set up and used. Our full policy on the use of Social Media and AI covers this area.

Private Fostering

Relevant staff are aware that a private fostering arrangement begins if a child under 16 (or under 18 if disabled) stays with a homestay for more than 27 nights. Where this situation occurs the Company will ensure that the rules and regulations regarding host placement will be adhered to.

Prevent

All hosts are made aware of the expectations on them as regards to Prevent and are talked through those at their home inspection meeting. Prevent posters and the key messages are displayed on posters around the centres. Teaching staff are made aware of their obligations under the Prevent policy during their induction particularly in relation to tolerance and respect.

The Company aware of their legal obligations regarding Prevent and these are also covered by the our Prevent Policy.

Over 18 year old students and under 16s

In normal circumstances no student aged over 18 will be studying on a course with under 16 year old students. The only time that this situation should occur is when the sending agent has sent a coherent rationale and explanatory authorisation letter and the Safeguarding Lead has reviewed and accepted this as an appropriate reason. For example in the case of siblings. In these cases staff will be informed and be trained to carefully manage the situation and to be aware of the potential safeguarding implications.

All publicity has been amended to take this possibility into account so all parties are aware this is a possibility prior to booking. The rules regarding the accommodation of these students remain the same (no 18+ students will be accommodated with those below the age of 18 unless a clear rationale and request has been sent by the parents in advance). A separate risk assessment has been written and circulated to take into account this scenario.

In some circumstances an 18 plus student may be studying alongside a 16+ student for example at our adult school where a parent/student has chosen this product.

These students are clearly known by all staff so they can be monitored and supported more closely. They can also choose to study on our junior programmes and will fall into our supervision policy under the 16 and 17 year old section.

Where a student aged over 18 is found to have been enrolled on a course with under 16 year old students in error this student will be removed from the course and taught in a separate closed group where possible. They will not be allowed to join afternoon or evening activities with under 16 year old students. In the event that this is not possible due to space or teacher numbers we reserve the right to ask the student to leave the school.

All staff will be made aware during their staff training and our safeguarding training of the importance of not enrolling over 18 year old students on our junior programmes without referring to the Safeguarding lead for advice and the serious implications of this.

Students aged 16plus studying on the adult programme may be accommodated in the same flat in our residential accommodation as students aged 18plus although we try to avoid this. All rooms are en-suite. Students aged 16 plus who have chosen the junior product will never be housed in the same flat as students aged 18 plus.

Sign Out and Free Time in Town*

Students aged 13 to 15 will be given the option to 'sign out' twice per week if their parents have given prior agreement in most of our centres. In 2026 we have removed this option in Southend on Sea.

Students aged 16 and 17 have the option to sign out every afternoon if they have been given prior agreement from their parents and this is extended also to two evenings per week in most centres. In 2026 we have removed this evening sign out option in Southend on Sea. Staff are trained in how to manage this 'sign out' activity and there are various rules that students must adhere to in order to retain their sign out privileges.

Students aged 13–15 and 16-17 years also have the option to sign up to an activity called 'Free Time in Town' which will be offered twice per week as a minimum. This is where a supervisor accompanies the students to a central meeting point in the town and then students are given a set amount of time (normally not longer than 2 hours) to explore the town centre in pairs or small groups and then they can meet back at the meeting point to be accompanied back to the centre. The school retains the right to remove this privilege for any reason even if the parents have given permission.

Risk Assessments

The Company completes risk assessments for all activities and excursions offered. All residential accommodation and external sites used are risk assessed by us. All risk assessments are updated annually, regularly reviewed, and supervisors are trained to consult them prior to undertaking any activity with their students.

Closed Groups and Group Leaders

Group Leaders are asked to provide us with a clear DBS or a police clearance certificate from their home country prior to arrival. Some agents collect and store these documents themselves and we ask those agents to sign and confirm they have collected them.

All Group Leaders are given a welcome meeting at the school on their first day where they are talked through our safeguarding expectations. They are provided with our full safeguarding policy, our supervision policy for closed groups, and our 'Safeguarding – what we expect from you' letter, which is explained to them and they are asked to sign.

Record Keeping

Each centre maintains a safeguarding record (Excel log) stored securely on Microsoft Teams. This is used to record all safeguarding, welfare, and operational issues (e.g. concerns, academic issues, complaints, feedback/TTT input, minor incidents or accidents, disciplinary actions, site issues). Entries are made by the centre management team or TECO.

Access is restricted to the centre team (management and TECO) and relevant senior staff. In addition, TTT (Time to Talk) Diaries are completed daily by supervisors and reviewed by the SSC, who escalates and records any concerns in the centre safeguarding log, including issues identified through weekly or departure feedback.

Staff can also report safeguarding concerns via a standardised Microsoft Form. These submissions are reviewed by the Designated Safeguarding Leads (DSLs), Operations Managers, Academic Director, and Accommodation Officer, who decide how to handle the concern and where it should be formally recorded.

The safeguarding team also maintains a separate central safeguarding log (Excel) for more serious or cross-centre concerns, where issues and actions taken are recorded. This log has restricted access limited to senior safeguarding staff only.

All follow-up actions are recorded consistently, and all records are handled confidentially on a need-to-know basis.

To confirm I have read and understood the above safeguarding policy. I agree to act in line with its contents and support FG Languages and its brands Europa School of English and IP International Projects in protecting all students and staff from harm.

Full Name: _____

Date: _____

Signed: _____

Appendix A - Bournemouth

Local Safeguarding Contacts:

Multi Agency Safeguarding Hub (MASH)

Staff should contact the Bournemouth MASH if they have a concern about the safety and wellbeing of a child or young person.

BCP MASH – MASH@bcpcouncil.gov.uk 01202 735046

Dorset MASH- For families and the general public – 01202 228866

The Local Authority Designated Officer (LADO) service should be contacted when there is concern raised, or an allegation made, against an individual who works or volunteers with children.

LADO Telephone: 01202 456744 (LADO Main Telephone line)

Email:

Direct Dial: Laura Baldwin (01202 456708) and John McLaughlin (01202 453992)

Where there is an immediate threat to a child, please contact the Police via 999, or contact Children's Social Care on 01202 735046. If the enquiry is outside of normal office hours (Mon-Fri 8.30am – 5.15pm), please contact the 'Children's Out of Hours Service' on: 01202 738256

Medical Attention:

If a student is unwell or injured during their time with us staff should follow this advice:

If staff feel they need an ambulance they must call 999 from any UK phone – this is for emergencies only.

Staff may also call 111 to get some advice and information if they are unsure as to how to proceed.

The A and E unit in Bournemouth is at

For non-urgent injuries or illnesses homestay students are assisted in making a GP appointment with the GP for the family. Students in residential accommodation will be taken to the nearest medical centre. In Bournemouth it is the in Wallisdown (01202 574100) or Northbourne Surgery near Kinson (01202574100).

At weekends there is also the - open 8am-7.45pm on Saturday and Sunday only, call 01202 720174.

Appendix B - Winchester

Local Safeguarding Contacts:

Multi Agency Safeguarding Hub (MASH)

Staff should contact the Winchester MASH if they have a concern about the safety and wellbeing of a child or young person.

Phone: 0300 555 1384 during office hours

Phone: 0300 555 1373 Out of Hours service

Email: childrens.services@hants.gov.uk

Local Authority Designated Officer (LADO)

The Local Authority Designated Officer (LADO) service should be contacted when there is concern raised, or an allegation made, against an individual who works or volunteers with children.

Phone: 01962 876364

Email:

Medical Attention:

If a student is unwell or injured during their time with us staff should follow this advice:

If staff feel they need an ambulance they must call 999 from any UK phone this is for emergencies only.

Staff may get advice on how to proceed with non-urgent health and medical issues by calling 111.

The A and E unit in Winchester is at Royal Hampshire County Hospital, Romsey Road, Winchester, Hampshire, SO22 5DG – THIS IS RIGHT NEXT TO THE CAMPUS.

In Winchester there is also a walk-in minor injuries unit in Andover (Andover War Memorial Hospital, Charlton Road, Andover, Hampshire, SP10 3LB. No appointment is necessary. Further details .

Appendix C - Exeter

Local Safeguarding Contacts:

Exeter MASH

Staff should contact the Exeter MASH if they have a concern about the safety and wellbeing of a child or young person.

Phone: 0345 155 1071

Local Authority Designated Officer (LADO)

The Local Authority Designated Officer (LADO) service should be contacted when there is concern raised, or an allegation made, against an individual who works or volunteers with children.

Phone: 01392 384964

Medical Attention:

If a student is unwell or injured during their time with us staff should follow this advice:

If staff feel they need an ambulance they must call 999 from any UK phone this is for emergencies only.

Staff may also call 111 to get some advice and information if they are unsure as to how to proceed.

The A and E unit in Exeter is at the , Barrack Road , Exeter, Devon, EX2 5DW

In Exeter there is a at Unit 4, 31 Sidwell Street, Exeter, Devon, EX4 6NN No appointment is necessary. For other minor illnesses that are not covered by the walk-in clinic, staff must call 111 to get an appointment with an out of hours GP service.

Appendix D - Southend on Sea

Local Safeguarding Contacts:

Southend on Sea Safeguarding Partnership

Staff should contact the Southend on Sea safeguarding partnership if they have a concern about the safety and wellbeing of a child or young person.

Phone: 01702 534706

Local Authority Designated Officer (LADO)

The Local Authority Designated Officer (LADO) service should be contacted when there is concern raised, or an allegation made, against an individual who works or volunteers with children.

Medical Attention:

If a student is unwell or injured during their time with us staff should follow this advice:

If staff feel they need an ambulance they must call 999 from any UK phone this is for emergencies only.

Staff may also call 111 to get some advice and information if they are unsure as to how to proceed.

Students in residential accommodation will be taken to the nearest walk in medical centre or Urgent Treatment Centre.

In Southend there is an Urgent Treatment Centre at Southend University Hospital, Prittlewell Chase, Westcliff-on-Sea, Essex, SS0 0RY

For other minor illnesses that are not covered by the walk-in clinic, staff must call 111 to get an appointment with an out of hours GP service.

Appendix - F

Safeguarding Reporting Form

This form should be used to record safeguarding concerns relating to Children and/or Vulnerable persons.

In an emergency please do not delay in informing the police or social services. All the information must be treated as confidential and reported to the Designated Safeguarding Officer (Charlotte Fisher, General Manager - 07971 286410) within 24 hours.

The form should be completed at the time or immediately following disclosure, but after all necessary emergency actions have been taken. Please complete the form as fully as possible. Please use additional sheets as necessary.

Your details – the person completing the form

Name:

Position:

Telephone:

Email:

Details of the person affected

Name:

Address:

Telephone:

Email:

Details of the incident (please describe in detail using only the facts).

Other present or potential witnesses

Name:

Address:

Telephone number:

Email:

Additional relevant information (please detail anything else that you believe to be helpful or important)

I have completed this form and provided information that is factual and does not contain my own views or opinions on the matter.

Signature:

Name:

Date: