

Last updated by: Charlotte Fisher

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### **Student Supervision Policy – Junior Centres**

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:

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All UK Centre Managers

The level of supervision offered to all our students is made clear via our website (our only marketing channel) and through our marketing and sales team who are kept well informed of the levels of supervision on each product and can confidently talk about it with clients / parents before they book. Before arrival students are all sent our pre-arrival information which includes a cut out and keep card with our 24/7 emergency number on it.

#### **1. Compulsory Activity Programme**

Our supervision concept for junior students below the age of 16 years is based on a compulsory activity programme with a variety of options for students to choose from. Our activity programme is created to be as engaging and fun as possible so students are happy to join in and in this way we are more able to supervise them safely. 16 and 17 year old students booked on our junior programme have the option to sign-out in the afternoons in order to explore the town on their own (in pairs or small groups), and have some special supervised activities eg Town by Night or cinema offered in the evenings more aimed at this older age group. 16 and 17 year old students who would like more independence, can also join our adult programme at the year round school in Bournemouth if they wish – this product is unsupervised and parents are advised of this at the time of booking and via our marketing materials.

#### **2. Welcome Meetings**

Welcome meetings are an excellent opportunity for us to not only welcome the students to the school but to set some expectations on how they will be supervised during their stay. Students are introduced to our activity sign up App and asked to download it on to their phones. Students who come without a phone can sign up on a supervisors phone.

At the welcome meeting students are provided with a QR code which when they scan will provide them with:

- A welcome letter including **school emergency contact details** and address

- A copy of our Rules & Regulations
- Complaint's procedure

In addition supervisors ask all students to enter the emergency telephone number for the school in their phone at the Welcome Meeting and this is spot checked throughout the week. Students are reminded of the rules and regulations and talked through the expectations around supervision (what time they need to be home / back at residences etc )

### 3. Time to Talk

The cornerstone of our supervision procedure is the TTT (Time to Talk) session that takes place at least once a day in every centre in the UK, each student will be part of a TTT group for which one particular supervisor is responsible, and makes sure that all students know what to do and are provided with all the information they need for a safe and rewarding holiday.

There should be a strong link between the supervisor and his/her TTT group. The TTT groups are created on a weekly basis. TTT diaries are kept by the supervisors. These diaries contain 2 pages per day to record:

- Notes
- Complaints/Incidents
- Action taken
- By whom/when
- Follow up
- Issued solved/when

Supervisors are trained to ask specifically about the students' general wellbeing, and if they are happy and cared for in their host family and in their residences especially within the first few days of arrival. Any concerns, complaints or problems are noted in the TTT diary and followed up on with the relevant parties.

### 4. Student Feedback

Students will be asked twice for their feedback during their stay.

- Tuesday feedback – after arrival, during the Lunch TTT, students will be provided with a QR code and asked to fill a 5mns feedback form where they'll be asked to rate their accommodation, lessons, teachers, food, activity programme, IP team, etc. Results to be checked by the Lead Teacher and Centre Manager and taken to the team meeting that day with all staff members. Minutes to be taken of the problems and how they have been resolved and saved in the Teams Channel.
- Friday feedback – anonymous, for students leaving. Teachers will provide students with a QR code after the 3rd lessons (for General Course) students and 4th lesson (for Intensive Course) with this 15mns form. In this form, students will be able to rate in detail all aspects of their stay. Results to be checked by Centre Manager and Lead Teacher.

All feedback forms are done by Microsoft Forms. The results are automatically saved and will also be reviewed and discussed during the weekly All Hands Meeting by the Senior Management team. Hard copies of the form will be available for students who need it.

## 5. Residences

All residences have been risk assessed by Europa School of English and the risk assessments form part of the supervisor and Centre Management team training.

Supervisors live in the same residences as students. Depending on the particular residence a supervisor may be living in the same flat or at least on the same floor as the students.

Male and female students are always housed in separate flats or on different floors in a residence and under 18 year olds don't normally share the same flat or floor with any over 18 year old students. Please note in Bournemouth where 16/17 year old students book our Adult School or our Young Adult programme they may be housed on the same floor as a student 18+ in an en-suite room but they will not ever be housed in the same flat.

## 6. Host Families

All our host families are checked every other year in line with our safeguarding policy and all our hosts are carefully selected to provide the best experience possible for our students. Hosts are provided with safeguarding training by our Accommodation Officer when they join us and this training is updated at each visit. Safeguarding information is reinforced to host families every year with a short talk being given at our annual host family social event and regular training emails and flyers being handed out to hosts prior to collection of their students.

Students are carefully placed in host families according to their preferences and their age. The younger students are placed closer to the school (preferably on a direct bus route or within walking distance). We do have some hosts who are happy to accompany students to and from school so in some rare cases for an extra cost we can arrange for this service. Students are advised to travel in pairs of threes wherever possible and accommodation officers ask hosts to encourage students to do this.

All hosted students are brought to the school by their hosts on their first morning and departure day (if between 6am and 10pm) and the hosts are trained to provide full information about travelling to and from the school to their student. Students are provided with the full address, phone number of their host and the emergency number for the school in their pre-arrival documentation. Supervisors check that all students have their host family telephone number and address details with them during their welcome meeting.

Where a student does not want to attend the evening activity then we will ask their host family if they are happy for them to stay at home with the family for the evening. Prior approval is required and if hosts are not happy about this or are planning on being out then the student must attend the evening event. Students should never remain in the hosts home alone.

## 7. Curfews

All our students have different curfews depending on their age and the product chosen. Our curfews have been carefully thought about taking into account evening activities and bus timetables. Host families are trained to contact the emergency number if they are concerned about a student arriving late home from school. Some host families are happy to provide older students with their own keys, we do not encourage this but recognise that in some cases this is the most practical solution.

Product Name	Age Range	Ratio	Back to accommodation by:	Bracelet colour
Junior Programme	8-12 yrs	1:10	21:30 (fully supervised)	Red
Junior Programme	13-15 yrs	1:15	23:00 (after evening activity)	Yellow
Junior Programme	16-17 yrs	1:20	23:00 (after evening activity)	Green
Young Adult (16-20yrs)	16-17 yrs	1:25	23:00	Blue
Adult School (16-17yrs)	16-17 yrs	N/A	23:00	Blue
18plus	18 plus	N/A	Agreed between host and student	None

## 8. Travelling to and from the school

All students (13+) in hosted accommodation travel to and from school independently. They are only accompanied on their first morning by their host families. After evening activities in some centres, supervisors may accompany students to the bus stop and wait until the bus arrives for them but generally students will be making their own way home.

Junior students in residences where the residence is not on the same campus as the catering and teaching site will be accompanied to and from the school. On a closed campus where there are no roads between the residence and the teaching block, students will be allowed to make their own way to the teaching and catering sites.

Students aged 16 and 17 year old on our Young Adult Programme are permitted to travel to and from the residence on their own. They are encouraged to stay in pairs or small groups.

Where a student has been on a town walk and wishes to return direct to their host family from the town rather than from the school our supervisors are trained to check the student knows which bus to get on and in some cases to accompany the student to the 'new' bus stop. Where there is any doubt the supervisor will bring the student back to the school and the student can return home from the school on their usual route.

## 9. Students not feeling well

If a student is not feeling well and they don't want to take part in either classes or the afternoon or evening activities the course of action depends on if the student is staying with a host family or in a residence.

If a student is with a host family we can ask the host if they are happy for the student to remain at home with the family (the student cannot remain in the home on their own). If a host family can't stay with the student then the student will come to the school and can rest in the 'IP Ocean Lounge' in the centre with a supervisor.

If a student is staying in a residence then a supervisor will remain in the residence with the student or the student can also come to the centre and rest in the 'IP Ocean Lounge' with a supervisor. At no time should students who are feeling unwell be left alone.

## 10. Age-appropriate Supervision

On our junior courses the level of supervision and support depends on the age of the student.

### a) 9 to 12 year olds:

Our youngest students are supervised more closely. The supervision ratio for this age-group is 1:10 to guarantee the safety and well-being of our younger students. The activity programme is mandatory for these students. Supervisors make sure that students take part in the offered activities via our activity App.

Students of this age are not allowed to leave the campus without supervision but will be offered town walks as an activity every day. It is not possible for parents to give permission for students to leave the campus without supervision. During excursions and town walks, these students will be at all times accompanied by a supervisor.

These students will be in a separate TTT group of up to 15 students per group. In the lunchtime TTT these students tell their supervisor what they want to do in the afternoon and the supervisor will help these students to sign up for the activity they want to do on the app. The app is always checked when the programme starts. The same happens at the dinnertime TTT for the evening event (if several evening events are offered). These students can be easily identified around the school because they wear a red bracelet.

Daily checks include: wake-up, breakfast, class check, lunch, assembly, lunchtime TTT, programme attendance check with the app, dinner, dinner-time TTT, night check.

Note: From the wake-up until the night check, those so called red bracelet students are with members of staff (supervisors or teachers) at all times.

### b) 13 to 15 year olds:

Students in this age group take part in a compulsory programme with a wide range of activities. Students are not allowed to leave the campus without a staff member - even if the parents give them permission. Students do have the opportunity to explore the city centre with their friends in pairs or larger groups for a certain amount of time during the Town Walk activity, offered most afternoons.

Students of this age will be part of a TTT group of up to 20 students. At lunchtime students will choose on the app what they want to do in the afternoon and supervisors will check the attendance when the programme starts. The same happens at the dinner-time for the evening event, if several evening events are offered.

Daily checks include: wake-up, breakfast, class check, lunch, assembly, lunchtime TTT, programme check with sign-up app, dinner, dinner-time TTT, night check

Homestay students only have one TTT around lunchtime where they need to inform their supervisor about their plans for the day. They also need during lunchtime to sign up for the activity they want to do in the afternoon. In the evenings the students can either take part in the activity programme or stay in their private homes. The families are in contact with the team and let them know if a student is missing.



c) 16 to 17 year olds on our Junior Programme:

Teenagers aged 16 or older should be free to experience and explore things with their friends on and off campus. Our supervisors provide a good mix of supervision and personal freedom for this age group. Participation in the afternoon activity programme is usually voluntary for students over the age of 16.

They can choose between taking part in the offered programme activities or exploring the town with their friends in the afternoon after informing our staff members and signing out on the app. They can also choose to stay in the residence from time to time where a supervisor will be around. They will not be allowed to leave the campus without supervision after dinner, but there can be special supervised programme activities off the campus for them. The supervision ratio for this age group is usually 1:15, i.e. one staff member per 15 students.

Students of this age will be part of a TTT group of up to 20 students. The TTT is mandatory for 16/17 year old students who have chosen this product. 16 and 17 year old students will also need to sign up for the afternoon and evening events they want to join on the app. If they decide to explore the town on their own in the afternoon, only this age group will be able to see on the app and sign up for a special slot for that purpose. The “green bracelets” will also be the only students offered on the app the younger students evening event options, and the daily “Town by Night” they can sign up for.

Homestay students only have one TTT at lunchtime where they need to inform their supervisor about their plans for the day. In the evenings the students can either take part in the activity programme or stay in their private homes. If the student chooses to stay with their family in the evening the supervisor will call the family to check if this is OK and get agreement. The families are asked to contact the school and let them know if a student is not at home when they have previously agreed.

Our supervisors may restrict the level of freedom if necessary, for example if students don't follow our centre rules!

## 11. Town Walks

Students are taken on a town walk as one of the first activities they do on arrival. They are given a tour and shown the main high street and safe areas to enjoy a café visit or a browse around the shops.

Town walks are also offered as an activity choice every day for students. Students are walked from the school to the town centre by supervisors in the correct ratios. Supervisors are trained on how to accompany a group safely and to ensure supervisors are stationed throughout the crocodile as it moves towards the town centre.

On arrival in the town centre students are shown the check point position and told that they can return here at any time if they need any help. They are reminded of the safe areas that they can visit during their free time and are asked to check they have the school emergency number. Students are then allowed to leave for 1.5 to 2hrs of time and explore in pairs or small groups. Students are not allowed to go alone. In case a student doesn't have a partner, supervisors will encourage them to join a group or will partner up with them.

During this managed free time supervisors will be placed around the town at various locations area so they can keep an eye on the students as they explore the town. Two supervisors will remain at a check in point during the whole managed free time session so students know where they can return to if they have a problem and to check-in with the supervisors half-way through their free time.

Students will be asked to meet back at the check point at a certain time. When all students have returned the group will be escorted back to the school.

## 12. Free Time on Excursions

During our excursions, students 13 + are permitted to spend some managed free time with their friends. A typical excursion visit would involve arrival in the location, a circular walking tour pointing out some points of interest then the supervisors will set up a check-in location (pre-arranged) and the managed free time will operate in the same way as it does for the town walk. All supervisors will have access to the local map before the trip and the risk assessments all mention ideas for safer areas the students may want to explore.

A trip to London is a more challenging proposition for our supervisors so there is a separate training module for London trips during their training.

## 13. Staff Training

As we are a specialist tour operator for junior language courses, student's safety and supervision are of major importance to us. This is why we spend a lot of time and money on the selection and training of our staff. The applicants go through several stages of our recruitment process and are assessed for their general suitability, their experience in working with children and teenagers, as well as their commitment.

As part of our recruitment process, our applicants take part in a specially designed training event where they have to demonstrate their abilities as a supervisor. Every year we train up to 300 teachers and supervisors who accompany several trips a year and work between 2 to 10 weeks for us. The (online) training session takes a minimum of two days – depending on the position it can be up to four days. During the training we place special emphasis on different topics according to the specific position applied for, e.g., risk assessments, intercultural competence, tour management, programme organisation etc. Once selected and hired, long term seasonal staff responsible for the centre are asked to come one week in advance to the centre to participate in destination training.

All our staff are subject to our safer recruitment policy. This means that they must all provide us with up-to-date clear police certificates or DBS checks, two references which will be followed up. Our staff will also need to be as a minimum Basic safeguarding trained and in some cases; Advanced.

Training will cover our full safeguarding policy including the safeguarding structure and all our risk assessments.

## 14. Closed groups summer

During the summer season, we receive closed groups of students. Most of these clients only stay for 6-7 nights in the centre. These summer closed groups are fully integrated in our summer camp, with individual students, unless requested otherwise.

As fully part of our summer product, all the above will be relevant for those groups. We expect the group leaders to be involved in running the activities, ask them to be present in the morning to look for their students if some do not show up at school, to attend all excursions, and to participate in the supervision and safeguarding of their students. We do count those Group leaders in our supervision ratio.

Group leaders will have on arrival a welcome meeting with the Operations Manager or Centre Manager. They will have an induction talk on what we expect from them, and they will be provided with some guidelines on how to safely take care of their students during their free time with them. They will be offered a daily meeting with the Operations Manager or the Centre Manager to go through any questions, planning or concerns.

Group leaders will also have the opportunity to take their students out for activities or dinner, after being reminded of some supervision and safeguarding rules, informing the Operations Manager at least 24hrs prior to the event, and signing a disclaimer.

As part of our summer camp, closed group students will: have the same coloured bracelet system as for individual students, will be mixed in the classrooms with other students, will have the opportunity to sign up for activities on the app, will be part of TTTs, etc.

## 15. Ministay – low season

In the low season Europa School of English deals with a lot of closed junior groups, our so-called 'mini-stays'. Most of these clients only stay for 6-7 nights in the centre.

For these closed groups the supervision concept is slightly different than the one for our junior summer centres. First of all, on some occasions closed junior groups can consist of under aged and 18+ students which happens with some of these groups as they all come from the same school and are in the same class in their home country. They are treated completely as a closed group and are not mixed with others, both during lessons and during the activities and excursions they might have booked.

They have got a different bracelet system as each closed group gets the same coloured bracelet and they are all following the same (junior) rules. In addition to that, the 18+ students within a closed group receive a yellow lanyard to identify them as 18+ students.

Usually, all mini-stay groups during the low season are homestay. There might be some exceptions of hotel groups on enquiry for whose we would then need to work out a different risk assessment depending on the hotel they are staying in. 18+ students are accommodated together, but there could be exceptions, if the under 18 years student parents give written authorisation and a risk assessment has been undertaken.

Depending on the programme booked, there will be compulsory afternoon and evening activities and excursions during the stay. The booked programme activities are run by our Europa School of English activity staff and the group leaders will have a daily meeting with the Operations Manager on site.



During times when there are no programmed activities and there is free time for the group, group leaders will be informed during their induction meeting on arrival, on how to ensure the supervision and safeguarding of their students. We strongly advise Group leaders during their free time with their students to agree on a meeting point, make sure they know in which groups students are walking around alone in a specified area and make sure they have got all phone numbers of the students and that the students know whom they can contact in case they face any difficulties. If group leaders decide to change the booked programme to take their students on their own for a different activity, they need to inform the Operations Manager at least 24hrs in advance and will be asked to sign a disclaimer.

As the students are staying in homestay, they will make their way independently to the campus and back to their hosts. We also advise group leaders to meet the students at the bus stop and help them to make their way back home. Host families have the students schedule of the week and are informed of any change. Therefore, they do know when their students should be back home. In the event of a student not being back at home on time, a clear communication procedure is set - at first host families try to get in touch with the students. If they cannot, they inform the Accommodation Officer, who informs the Operations Manager. The Operations Manager contact the group leaders and look together for the missing students.

Prior to arrival, groups can decide whether they want to allow free time in the evenings for their students (in which case the Operations Manager will give them advice on how to supervise their students and make sure they have a safe time), or if they want their students to stay in their host families after dinner, if there are no organised activities by the school.

If they decide to give free time to the students in the evenings, students can leave their homestays and go to town in small groups or pairs after dinner. They have to adhere to a curfew (different for each age group) which is communicated to both the students and the hosts on arrival.

On the other hand, if the group leaders decide not to give any free time to their students in the evening, host families will be informed and students will only be allowed to go out in the evenings if it is for a programmed activity or if their group leaders take them out as a group.

The homestays are in contact with the Operations Manager and will let him/her know if a student is missing. For the year-round mini-stays the Operations Manager works closely together with the group leaders and the homestays to secure the supervision of under aged junior students as there are no separate supervisors to ensure the supervision of these groups. Both the Accommodation

Officer and the Operations Manager are always available for homestays, group leaders and students so that there is always help and advice for any problem.

The accommodation officer makes sure that all homestay hosts are aware of the rules. Closed junior groups all have to adhere to the junior rules – even the students who are 18+ within this groups. There are no exceptions to those students as they are booked as part of this junior group.

A responsible adult in the homestay is always present overnight and is present when students under 16 are at home. All homestay students have to return to their homestays for dinner. If the whole group has got different plans for dinner to go out together the homestays need to be informed beforehand by the Accommodation Officer or the Operations Manager. The group leaders will be

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asked during their welcome meeting, to inform the Operations Manager at least 24hrs in advance in order to give enough time to the Accommodation Officer to inform all homestays.

The rules and regulations for these closed groups are made clear to the groups in the pre-arrival documentation and handed out and repeated again in the Welcome Meeting upon arrival in the centre.

## 16. Covid-19

Following the Covid-19 pandemic the school implemented a variety of different procedures in order to limit the spread of the virus, these have all now been lifted. All centres will operate to the standards and legal expectations laid out by the UK government at the time of the course commencement date. Our covid risk assessment is focussed on what will be done on site in terms of increased hygiene, ventilation etc. Each activity also has its own risk assessment and each of those contained a section regarding how to make the activity more covid secure (recently removed).