



# Group Leaders Handbook

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## **Introduction**

Welcome to Burlington School: we look forward to meeting you and your students in the next few weeks. The Group Leader Handbook is designed to help you understand your role as a group leader with Burlington School. It has 2 sections: the first section covers your (and the school's) responsibilities under safeguarding legislation relating to the care of students under the age of 18; the second gives you more information about your everyday responsibilities while acting as a group leader, and what Burlington School will do to support you in these.

In addition to the terms and conditions set out in this handbook, you are also bound to follow (and be protected by) the conditions laid down in the following School Policy documents, available upon request, or on our website at:

<http://burlingtonschool.co.uk/downloads>:

- Burlington School Anti-Bullying Policy
- Burlington School Attendance Monitoring - Guidelines and Procedures
- Burlington School Complaint Procedure
- Burlington School Health and Safety Policy
- Burlington School Monitoring Student Progress - Guidelines and Procedures
- Burlington School Prevent Duty Policy
- Burlington School Safeguarding and Welfare Policy
- Burlington School Student Discipline and Exclusion Policy
- Burlington School Student Handbook
- Burlington School Group Terms and Conditions
- Burlington School Emergency Protocol

It is your duty to help the school ensure that your students are familiar with the content and spirit of the documents, and follow the conditions accordingly.

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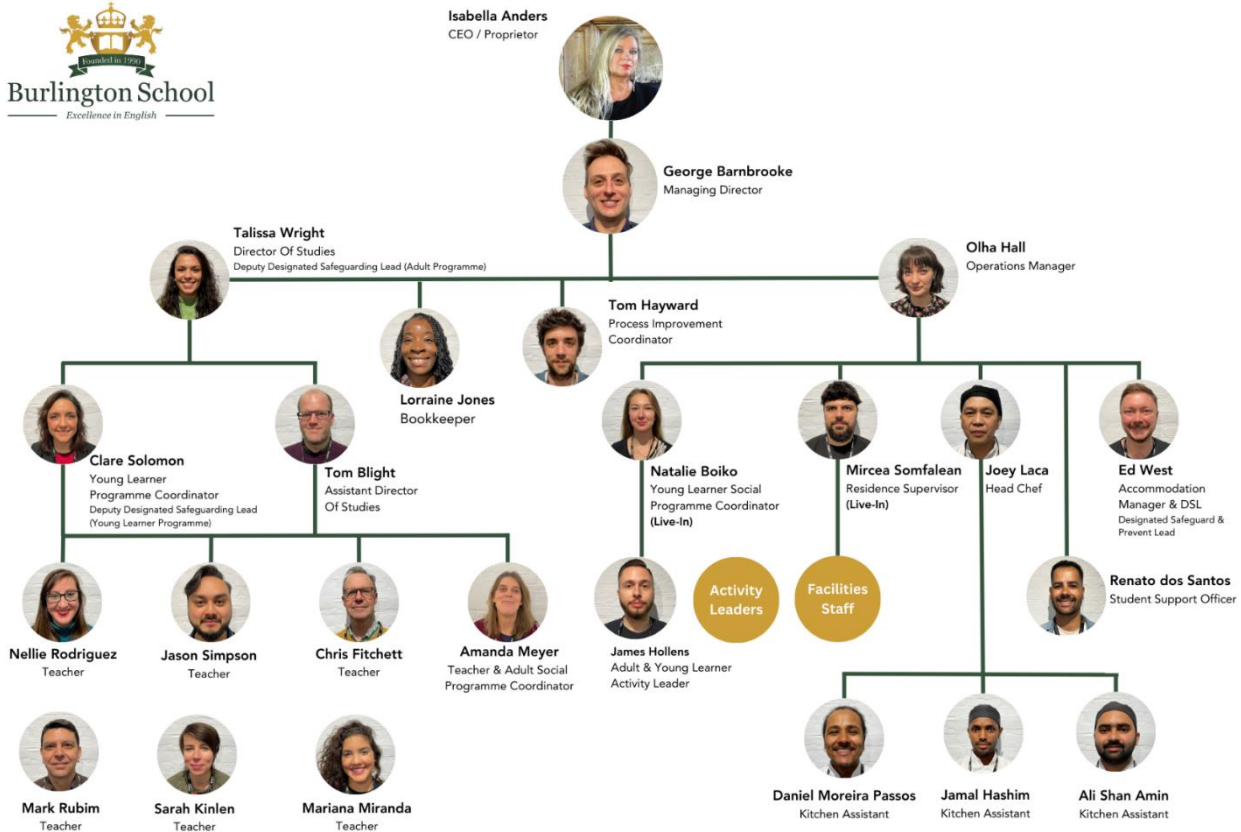
## **About Burlington School**

Since 1990, we have helped students from around the globe become more confident communicators in English. The Burlington School of English has made its unique mark in the EFL industry as one of the leading independent language schools in London.

We take the greatest pride in the reputation we have built over the years for excellence in our academic programmes for Adults and Young Learners, personalised customer service support, and our family-oriented atmosphere – and we are delighted to announce, as a result of our growth and with the aim of providing an ever better student experience, that we have expanded to a brand-new school site to match.

Our new multi-million pound centre, complete with updated in-classroom interactive technology and over 80 on-site residential beds, is nestled in a popular and well-connected South London neighbourhood which offers excellent transport links as well as the green space and local community feel that our students have come to know and love.

As always, our students are offered the full package: a truly creative, community space where they can eat, sleep, socialise and study – all under one roof – as well as get to know the city in greater depth through authentic interaction with the surrounding area, shared by a diverse population of Londoners and a range of vibrant local businesses.



## Our Mission, Our Vision, Our Values

### Our Mission

All staff strive to provide every student with a meaningful experience of the diverse British culture and English language as a global means of communication.

We continue to invest in training, resources and our premises to **give you the best opportunities for your future.**

In all we do, we aim to:

- offer **good value English courses** and an enjoyable learning experience in London.
- provide courses which **promote communication and understanding** between students from all backgrounds and cultures.
- equip our students with the language and skills needed to communicate **outside the classroom.**
- develop all staff by providing ongoing training opportunities.

### Our Vision

Our vision is to provide our students with an accessible, all-inclusive, affordable English language education programme.

We aim to ensure that your access to a UK education is smooth and trouble-free, so you can focus on your studies and achieve your goals.

### Our Values

#### Belonging

Passionate about our community



#### Supportive

...to staff and students



#### Excellence

...in English



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## Who's Who at Burlington School

The key staff at Burlington School are:



## Who's Who at Burlington School & Residence Office Staff



**Isobel Anders**  
CEO / Proprietor  
info@burlingtonschool.co.uk  
+44 (0)20 7736 9621

"Since 1990 we have been welcoming students from all over the world, we wish you an enjoyable, memorable and educational experience"



**George Barnbrooke**  
Managing Director  
marketing@burlingtonschool.co.uk  
+44 (0)7494 691715

See me about  
the school, your accommodation,  
course & payments

Message me  
on WhatsApp




**Olha Hall**  
Operations Manager  
operations@burlingtonschool.co.uk  
+44 (0)7494 428797

See me about  
the school, your course & your  
group schedule

Message me  
on WhatsApp




**Ed West**  
Accommodation Manager & DSL  
Designated Safeguard &  
Prevent Lead  
accommodation@burlingtonschool.co.uk  
+44 (0)7539 156567

See me about  
your accommodation & welfare


Message me  
on WhatsApp




**Natalie Boiko**  
Young Learner Social Programme  
Coordinator  
(Live-In)  
social@burlingtonschool.co.uk  
+44 (0)7377 449538

See me about  
Young Learner Social Programme


Message me  
on WhatsApp

**Mircea Somfalen**  
Residence Supervisor  
(Live-In)  
+44 (0)7539 156567

See me about  
your accommodation, maintenance  
& cleaning

Message me  
on WhatsApp




**Tom Hayward**  
Process Improvement  
Coordinator  
projects@burlingtonschool.co.uk  
+44 (0)20 7736 9621

See me about  
feedback & suggestions



**Lorraine Jones**  
Bookkeeper  
accounts@burlingtonschool.co.uk  
+44 (0)20 7736 9621

See me about  
your payments



**Renato dos Santos**  
Student Support Officer  
reception@burlingtonschool.co.uk  
+44 (0)7300 206910

See me about  
any questions you have

Message me  
on WhatsApp



www.burlingtonschool.co.uk  
info@burlingtonschool.co.uk  
+44 (0) 20 7736 9621

**TRINITY**  
COLLEGE LONDON  
Registered Education Centre 46190



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for the teaching  
of English in the UK



## Who's Who at Burlington School & Residence Academic Staff



**Talissa Wright**  
Director Of Studies  
Deputy Designated Safeguarding Lead  
(Adult Programme)  
dos@burlingtonschool.co.uk

See me about  
the school, your course & welfare



**Tom Blight**  
Assistant Director Of Studies  
ados@burlingtonschool.co.uk

See me about  
the school & your course



**Clare Solomon**  
Young Learner Programme  
Coordinator  
Deputy Designated Safeguarding Lead  
(Young Learner Programme)  
younglearners@burlingtonschool.co.uk

See me about  
Young Learner Programme &  
Welfare



**Amanda Meyer**  
Teacher and Adult Social  
Programme Coordinator

See me about  
the school, your course & welfare



**Chris Fitchett**  
Teacher

See me about  
your classes



**Jason Simpson**  
Teacher

See me about  
your classes



**Mark Rubim**  
Teacher

See me about  
your classes



**Mariana Costa**  
Teacher

See me about  
your classes



**Nellie Rodriguez**  
Teacher

See me about  
your classes



**Sarah Kinlen**  
Teacher

See me about  
your classes

www.burlingtonschool.co.uk  
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## Who to speak to

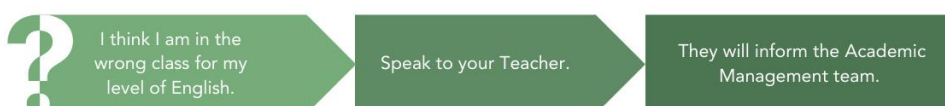
Where it is appropriate for them to do so, we encourage your students to speak to you about any issues they may have. We then ask you to follow the school's standard reporting procedures. If you have any questions or issues, please speak to the following people:



Lord Annaly House  
146A Bedford Hill  
London  
SW12 9HW

## Questions and Problems

We want you to have the best time possible at Burlington School. If you have any problems while you are here, please talk to us, and we will try and help you.



If you are not happy with the decision, speak to the Director of Studies, Assistant Director of Studies or Young Learner Programme Coordinator.



If we cannot solve your problem in this way, you can complete a complaints form which is available on our website or write to the Managing Director, George Barnbrooke. He will investigate your problem and reply within 5 working days. You can contact him at [marketing@burlingtonschool.co.uk](mailto:marketing@burlingtonschool.co.uk)



If this does not solve your problem, you can write to the Proprietor, Isabella Anders, within 5 working days of receiving the above reply. She will investigate your problem and reply within 15 working days.

You can contact her at [principal@burlingtonschool.co.uk](mailto:principal@burlingtonschool.co.uk)

If you are not satisfied with our response, you should contact our accrediting body English UK at:  
47 Brunswick Court  
Tanner Street  
London  
SE1 3LH  
UK  
[enquiries@englishuk.com](mailto:enquiries@englishuk.com)



[www.burlingtonschool.co.uk](http://www.burlingtonschool.co.uk)  
[info@burlingtonschool.co.uk](mailto:info@burlingtonschool.co.uk)  
+44 (0) 20 7736 9621



See [Appendix XII](#) for information regarding the above people.

If you have a complaint about anything during your time at the school, please follow the school's complaints procedure ([Appendix XIII](#) & [Appendix XIV](#)). The Complaints Procedure can also be found on the school website<sup>i</sup>, and in the student handbook.

This information is also available to students, and we are happy for them to approach us directly if they feel they do not wish to speak to you about their issues.

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## Safeguarding

At Burlington School, we take our responsibility for the safeguarding and health and safety of all our students, staff and representatives extremely seriously, and are committed to complying with all legal frameworks relating to these areas. This section sets out your responsibilities and rights as a representative of Burlington School.

British Council inspection criterion C4<sup>ii</sup> states:

*Recruitment procedures for all roles involving responsibility for or substantial access to under 18s will be in line with safer recruitment best practice and the organisation's safeguarding policy (including suitability checks).*

As a result of this and related legislation, Burlington School will take the following steps:

### Background Checks

In line with current legislation, Burlington School requires all its staff, sub-contractors and representatives to undergo a series of background checks before joining the school. We will need documentation that confirms you are a suitable person to supervise and/or have access to children (in the United Kingdom, a child is classed as anybody under the age of 18 years).

We therefore request that all Group Leaders and other adults accompanying groups including students under the age of 18 supply us with the following documents:

- A Police "Certificate of Good Conduct" or "Certificate of Criminal Record" from their country of residence.  
Information on how to access police checks from your country can be found on the British Council website<sup>iii</sup>.
- A completed copy of the Group Leader Suitability Declaration.  
See [Appendix X](#) for a copy of this declaration.
- A reference from a suitable adult stating that the Group Leader is a fit and proper person to supervise and have access to people under the age of 18 years.  
A "suitable adult" is somebody who:
  - has known you in a professional context for at least 1 year;
  - has responsibility for the children in the group on a regular basis (such as a school principal)
 See [Appendix XI](#) for a template for this letter.

Please email these documents to the Operations Manager of Burlington School ([operations@burlingtonschool.co.uk](mailto:operations@burlingtonschool.co.uk)) at least **2 weeks** before your arrival at Burlington School. If you do not provide these documents, you will only be allowed limited access to and responsibility for your students. Activities you will not be allowed to do include but are not limited to:

- unsupervised teaching, training or instruction of children or vulnerable adults.
- unsupervised care or supervision of children or vulnerable adults.
- provision of advice or guidance on well-being to children or vulnerable adults.

This will result in Burlington School arranging additional supervision in the school, on activities, and in accommodation. This will result in extra costs, which will be charged to your group.

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## Training

Prior to arrival at Burlington School, you must complete online training modules on Safeguarding of Children, and on the UK Government Prevent Duty, part of the UK Government's anti-terrorism strategy. You can access the training modules at:

- Safeguarding  
<https://accreditation-uk.english.britishcouncil.org/>
- Anti-Bulling  
<https://learning.anti-bullyingalliance.org.uk/>
- Prevent Duty  
<https://www.support-people-vulnerable-to-radicalisation.service.gov.uk/prevent-duty-training-learn-how-support-people-susceptible-radicalisation>

See Appendix VIII for instructions about how to complete these modules.

When you have completed them, you will receive a certificate of completion. Please email your certificate to the Operations Manager ([operations@burlingtonschool.co.uk](mailto:operations@burlingtonschool.co.uk)) at least **2 weeks** before your arrival at Burlington School.

If you do not provide these certificates, you will only be allowed limited access to and responsibility for your students. Activities you will not be allowed to do include but are not limited to:

- unsupervised teaching, training or instruction of children or vulnerable adults.
- unsupervised care or supervision of children or vulnerable adults.
- provision of advice or guidance on well-being to children or vulnerable adults.

This will result in Burlington School arranging additional supervision in the school, on activities, and in accommodation. This will result in extra costs, which will be charged to your group.

## Induction

You and your students will receive a full induction on your first day in the school. The induction gives information about classes, social activities and life in London, as well as information on health and safety (including fire and evacuation procedures), first aid, and safeguarding.

You and your students will also receive a copy of the student handbook (which is also available on our website<sup>iv</sup>).

We will give you a full tour of the school premises, and introduce you to key members of staff, and point out fire escapes and first aid points.

## Group Leader Meetings

You will need to attend the following meetings when you are at the school.

Group Leader Meetings		
Type of meeting	When it is held	Who is involved
New Group Leaders' meeting	Monday at 14.45	Operations Manager, YL Coordinator, Social Programme Coordinator and all new group leaders.
Group Leaders Follow-up meeting	Every Monday at 14:45	Operations Manager, YL Coordinator, Social Programme Coordinator and all group leaders who are staying with us for longer than 1 week.

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The group's schedule, social programme, lessons, accommodation, rules and any updates will be discussed at these meetings. Should you have any questions or special requests, please feel free to speak about them during the meetings. If you have an urgent request, please speak to the Operations Manager or relevant staff member to deal with the matter.

Additionally, there will be informal meetings or group leader socials that you can join if you wish to. You will be informed about this during the Group Leaders' meetings.

## Monitoring

During your time at the school, we will monitor you to ensure there are no breaches of our guidelines. Such breaches include but are not limited to:

- failing to supervise your students in line with expectations.
- acting in a way that jeopardises the welfare or health and safety of students, staff, sub-contractors or representatives.
- attempting to take responsibility for students not in your care.

Such actions will be regarded as in breach of our agreement, and we will take action as necessary to ensure the continued welfare and health and safety of our students, staff, sub-contractors or representatives.

If at any time we believe that you are in breach of your responsibilities under the school's health and safety and/or safeguarding and welfare policies, we will take one or more of the following actions:

- We will speak to you about our concerns, and attempt to find a solution to the issues.
- We will inform the agent/school/organisation through which the group booking was made of our concerns.
- You will not be allowed to supervise or have access to your students. In such cases, Burlington School will provide alternative supervision, and the costs of this will be charged to your group.
- In extreme cases, we may inform the police and/or local Safeguarding Children Board<sup>v</sup> of our concerns.

If at any time you believe that we are in breach of our responsibilities under the school's health and safety and/or safeguarding and welfare policies, we encourage you to:

- speak to the Accommodation Manager, who is also the Designated Safeguarding Lead. He will work with you to try and find a solution to the issues.
- if you do not wish to do this, please contact the agent/school/organisation through which the group booking was made.
- in extreme cases, inform the police and/or local Safeguarding Children Board<sup>vi</sup> of your concerns.

Please be assured that such circumstances are extremely rare, and that we are confident that we will have a good working relationship, and that your students will have a positive experience at Burlington School.

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## Your Responsibilities

We will work with you and the agent/school/organisation through which the group booking was made to ensure that your students receive the best service possible at the school. Although Burlington School is ultimately responsible for the education, accommodation and social activities (as appropriate) of your students, as well as their health and safety and safeguarding, we ask that you help in this.

The following points outline the typical responsibilities and duties of Group Leaders and other adults travelling with groups including students aged under 18. Burlington School and/or the agent/school/organisation through which the group booking was made will inform you of any changes to these responsibilities specific to your group.

## Supervision

- You are expected to supervise your students during breaks, meal times and activity sessions, as well as outside school hours. For large groups, Burlington School will provide additional support as necessary. We regard suitable adult to child ratios as follows<sup>vii</sup>:
  - Students aged 11 and above: at least 1 supervisor per 15-20 students  
All our teachers and other staff have enhanced DBS checks<sup>viii</sup> and other background checks to ensure they are suitable to work with children.
- If the fire alarm sounds at the school, the following will happen:
  - During class time, the students will leave the school with their teacher, who will ensure they are out of the building
  - During break times or meal times, you should bring your students out of the school and ensure they are all present.
  - If any of your students are missing, do not re-enter the building, as the school's Fire Marshalls will look for them.
  - Fire and other emergency procedures are outlined in the student handbook and explained in more detail during induction on the first day.

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## Travel to and from School

- Children under the age of 14 may not travel alone to and from school. Burlington School will arrange a chaperone service for any such children, but in certain cases we may ask you to assist with bringing children to and from school.

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## Accommodation

- Students under 18 will not be lodged with students of 18 years or older, unless that person is an appointed guardian. Under no circumstances will we allow students under the age of 18 to share a room with a person aged 18 or over. Please do not make requests for such arrangements.
- For students aged 15 years or under, accommodation will be full board, unless specifically requested in writing by the parent(s)/guardian(s). In such cases it is your responsibility to ensure the children are eating properly.
- It is your responsibility to ensure your students keep to the following curfew times:



- Students under 14 years of age cannot leave the school unaccompanied. They must be accompanied by a parent or guardian, or participating in a social and leisure activity organised by or through Burlington School.
- Students aged 14 and 15 years of age must return to their accommodation by 18:00 every day, unless they are accompanied by a parent or guardian, or participating in a social and leisure activity organised by or through Burlington School. Permission for this must be granted by way of the appropriate Consent Form.
- Students aged 16 and 17 years of age must return to their accommodation by 22:00 every day, unless they are accompanied by a parent or guardian, or participating in a social and leisure activity organised by or through Burlington School. Permission for this must be granted by way of the appropriate Consent Form.

Failure to ensure students keep to their curfews will be regarded as a breach of your responsibilities, and will be dealt with as outlined above (see [IV. Monitoring](#))

If a student breaks the curfew, the school will call the student's parent/guardian, and notify the police that the student is missing.

If you have any complaints or issues regarding your or your students' accommodation, please speak to the school Accommodation Manager – please do not speak to the accommodation provider direct. We will ask you to play a role in any complaints or disputes that may arise between one of your students and their accommodation provider.

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## Classes

- If there is anything you would like your group to study, please speak to the Young Learner Programme Coordinator or Director of Studies, who will then speak to the teacher. Please do not speak to the teacher yourself. We will do our best to meet your needs, but please bear in mind the following:
  - If your students are being integrated into other classes, we cannot make special arrangements for them, and they must follow the existing school syllabus.
  - Where your group requires a special syllabus, this must be requested at the time of booking. We are unable to offer a specific syllabus if it is requested after the group has started the school.
- Students are placed into class based on their language proficiency (and age considerations in the case of junior groups). We are unable to place students into classes for any other consideration. Where there are several classes running at the same level, we will try and mix nationalities and native languages as much as possible.
- You may not enter classes without the permission of the Young Learner Programme Coordinator or Director of Studies. Any unauthorised attempts to enter classes or otherwise interfere in the teaching of the school will be regarded as a breach of your responsibilities, and will be dealt with as outlined above (see [IV. Monitoring](#)).
- Depending on your ratio you may be able to study in one of our adult (16 years and above) classes during your time at the school. You will not be allowed to study in a class of junior students (below 16 years).

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## Lateness and Absence

During induction, as well as in the student handbook, students are informed of the procedures if they are running late or if they will be absent from school. You are the students' main point of contact in the school, and they should contact you if they are going to be late or absent from school. You should then inform the Operations Manager and the Designated Safeguarding Lead if needed. If a student under the age of 16 reports as absent, they must not be left alone. Either you or a member of Burlington School staff (or one of the school's representatives) will supervise them during their absence.

- If a student requires a doctor, please speak to the Designated Safeguarding Lead, and they will advise you of what to do. If a student is ill outside of school hours, please call the school emergency number.
- In case of emergency, call 999 from any phone to call the police, fire brigade or ambulance.

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## Living in London and the UK

The British climate, food and culture can be very different from what you are used to. Please be patient. It may take a while to adjust. Other students will be interested in your culture – encourage your students to tell them about life in your country.

If you or your students have problems adjusting to life in England, talk to a member of the school's Safeguarding and Welfare team (see [Appendix X](#)).

For more information about living in London and the UK, please check the Student Handbook (Adult Programme 16+) and the Young Learner Programme Handbook depending on your students age and programme.

## Other

All students in your group will be given an identity card on a lanyard, which includes several bits of important information.

- Their name and student's ID number
- The telephone number and the address of Burlington School
- The 24-hour emergency telephone number of Burlington School
- Group name

Please ensure that students wear their lanyards at all times in school and on school activities. We would also encourage them to wear them at other times to help them in case they get lost or other emergencies.

All students under 18 years of age must sign into/out of the school using the signing-in list at Reception.

Please ensure that your students sign out when leaving the school if they do not live in the school residence.

Please ensure that your students sign in when arriving in the school after outside activities or before lights out (22:00) if they live in the school residence.

If you require access to a laptop, please request it from the office and Burlington School staff will be happy to provide it for you.

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## **Appendix I: Rights and Responsibilities - Health and Safety**

Under the Health and Safety at Work etc Act 1974<sup>ix</sup>, employers have legal responsibilities to ensure a safe and healthy workplace, and all employees, sub-contractors and representatives have rights and have responsibilities for their own and others' wellbeing.

**Your rights** as a representative of the school include, but are not limited to:

- having any risks to your health and safety properly controlled as far as possible;
- being provided with any personal protective and safety equipment free of charge;
- telling the school about any health and safety concerns you have;
- not being disciplined if you contact the Designated <sup>x</sup> or the local authority<sup>xi</sup> if the school does not listen to your concerns.

**Your responsibilities** as a representative of the school include, but are not limited to:

- taking reasonable care of your own health and safety;
- taking reasonable care not to put other people such as colleagues and members of the public at risk by what you do or do not do in the course of your work;
- co-operating with the school to ensure you receive proper training and you understand and follow the school's Health and Safety policies;
- not interfering with or misusing anything that has been provided for your health, safety or welfare;
- reporting any injuries, strains or illnesses you suffer as a result of doing your job;
- telling the school if something happens that might affect your ability to work, such as becoming pregnant or suffering an injury;

See the Burlington School Health and Safety Policy for further information<sup>xii</sup>.

In the event of fire or other emergency, please follow the Emergency and Evacuation Procedures laid out in the Health and Safety Policy.

If you have any questions about any aspect of Health and Safety, please speak to the Managing Director.

A separate list of Health and Safety staff will be issued for residential centres if applicable.



The First Aid, Fire and Safety staff at Burlington School are:

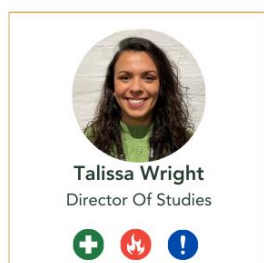


## First Aid, Fire and Health & Safety Staff

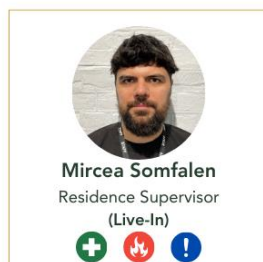
### Office Staff



### Academic Staff



### Live-In Staff



### Facilities Staff



**First Aid**



**Fire Marshall**



**Health & Safety**

## **Appendix II: Rights and Responsibilities - Safeguarding and Welfare**

All staff, representatives, sub-contractors of Burlington School have a responsibility for safeguarding children under 18 and vulnerable adults. These responsibilities are outline below.

- Teachers must report any instances of students under 18 or vulnerable adults being absent from class **10 minutes** after the start of each session to the Young Learner Programme Coordinator or Director of Studies, who will then follow the Attendance Policy procedures;
- Administrative and Marketing staff must ensure that all the necessary documents and data are collected for students under 18 **prior** to arrival;
- The Designated Safeguarding Lead must hold regular meetings with students under 18 and vulnerable adults to monitor their wellbeing.
- The Social Programme Coordinator must ensure all appropriate health and safety risk assessments have been conducted for any trips available to students under 18 or vulnerable adults. A copy of these documents is stored in the young learner/adult social programme folder.
- The Operations Manager must check that all students under 18 have the relevant signed parental consent before they book trips with our representative tour companies, or before they arrange activities.
- Group Leaders and the Social Programme Coordinator must ensure that students under 18 adhere to any curfews, do not drink alcohol and are protected from potential harm.

Please remember:

- You will have regular contact with children and are, therefore, highly likely to notice a change in behaviour suggesting the child is unhappy or troubled.
- You could be the person that the child chooses to confide in, and it may be the only chance a child gets to tell someone what is happening or has happened to them.
- It is, therefore, essential that you follow the school's procedures to ensure the appropriate handling of concerns.

If you have any questions about any aspect of Safeguarding and Welfare, please speak to the Designated Safeguarding Lead.

The Safeguarding and Welfare staff at Burlington School are:



## Safeguarding, Welfare & Prevent Team

If you are worried about anything or unhappy, please speak to a member of the Safeguarding, Welfare & Prevent Team



**Ed West**

Accommodation Manager & DSL  
Designated Safeguard &  
Prevent Lead

accommodation@burlingtonschool.co.uk  
+44 (0)7539 156567

See me about  
your accommodation & welfare  
Message me  
on WhatsApp



### Designated Safeguard & Prevent Lead

See this person when...

- you are feeling unhappy about something
- you are feeling worried about something
- you are being bullied
- you are worried about somebody else
- you have some questions about British culture and values



**Talissa Wright**

Director Of Studies  
Deputy Designated Safeguarding  
Lead (Adult Programme)

dos@burlingtonschool.co.uk

See me about  
the school, your course & welfare

### Deputy Designated Safeguarding Lead (Adult Programme)

See this person when...

- you are feeling unhappy about something
- you are feeling worried about something
- you are being bullied
- you are worried about somebody else



**Clare Solomon**

Young Learner Programme  
Coordinator  
Deputy Designated Safeguarding  
Lead (Young Learner Programme)

younglearners@burlingtonschool.co.uk

See me about  
Young Learner Programme & Welfare

### Deputy Designated Safeguarding Lead (Young Learner Programme)

See this person when...

- you are feeling unhappy about something
- you are feeling worried about something
- you are being bullied
- you are worried about somebody else

## 24-hour emergency number

If you need help at any time, please call the school's 24-hour emergency phone:

- From UK Phones: 07539156567
- From non-UK Phones: +44(0)7539156567

www.burlingtonschool.co.uk  
info@burlingtonschool.co.uk  
+44 (0) 20 7736 9621



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## **Appendix III: Rights and Responsibilities - The Prevent Duty**

In addition to our responsibilities to Safeguarding and Welfare, all staff, representatives and sub-contractors must be aware of their duties under the Prevent Duty.<sup>xiii</sup>

Section 26 of the Counter-Terrorism and Security Act 2015<sup>xiv</sup> places a duty on certain bodies in the exercise of their functions, to have “due regard to the need to prevent people from being drawn into terrorism”. The Prevent Duty (originally the Prevent Strategy)<sup>xv</sup> was published by the Government in 2011 as part of the overall counter-terrorism strategy, CONTEST<sup>xvi</sup>.

The Prevent Duty has three specific strategic objectives which are:

- to respond to the ideological challenge of terrorism and the threat we face from those who promote it;
- to prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support;
- to work with sectors and institutions where there are risks of radicalisation that need to be addressed.<sup>xvii</sup>

Burlington School understands its responsibilities under the Counter Terrorism & Security Act 2015 to prevent people of all ages being radicalised or drawn into terrorism and seeks to meet its obligations in the ways shown below.

Please remember:

- all staff, representatives, sub-contractors and students must report all concerns or incidents at once, however small, to the Prevent Lead Person. Further action is then decided upon by the Prevent Lead Persons.
- the confidentiality of all staff, representatives, sub-contractors and students is assured, and the Prevent Lead Person will carry out their duties in as sensitive and as careful a way as possible.

The Prevent Lead Person at Burlington School is:

<b>Name</b>	<b>Position</b>	<b>Contact</b>
Ed	Accommodation Manager Prevent Lead Person	Email: <a href="mailto:accommodation@burlingtonschool.co.uk">accommodation@burlingtonschool.co.uk</a> Tel: 020 7736 9621 Mobile: 075 3915 6567

If you have any questions about any aspect of the Prevent Duty, please speak to the Prevent Lead Person.

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## **Appendix IV: Code of Conduct for Staff, Sub-Contractors and Representatives**

### **Core Behaviours and Characteristics**

Burlington School has developed a set of Core Behaviours and Characteristics, which illustrate what we hope all our staff, representatives and sub-contractors to be. It is a person who:

- demonstrates openness and honesty;
- is willing to understand others' points of view;
- treats everyone with respect, trust and dignity;
- is transparent and open in communicating information;
- organises, expresses and communicates ideas clearly, verbally and in writing;
- takes responsibility for their own actions and behaviours whilst working in a team;
- understands the contribution their role makes to the overall success of the school;
- understands how their role and others' work together for the good of the school.

### **Conduct**

The conduct of staff, representatives and sub-contractors should enhance the reputation of the school at all times.

All staff, representatives and sub-contractors are expected to:

- behave in a professional manner at all times;
- treat all others equally and fairly in line with our Diversity and Equality Statement ([see Appendix VII](#));
- behave in ways that respect people's age and background.

All staff, representatives and sub-contractors are expected **not** to:

- use obscene or offensive language in front of students or colleagues;
- volunteer details of the company or its finances to students;
- ask or volunteer details of private and personal issues to students.

### **Dress**

Appearance is a part of professionalism, and staff, representatives and sub-contractors should dress appropriately to the role they hold.

All staff, representatives and sub-contractors are expected to:

- dress appropriately for a professional workplace, with no jeans, trainers or old, dirty or damaged clothes;
- dress with consideration to others' feelings and cultures.

### **Media, Social Media and Communications**

Communications on behalf of the school should only be made by senior management. Any communications which may jeopardise the reputation of the school will be treated as a disciplinary matter.

Staff, representatives and sub-contractors are not permitted to:

- make statements to the media as if on behalf of the school: if staff members are asked to make such statements, they should refer the questioner to their line manager;
- use the Burlington School name or brand for personal communication;

- make comments on public fora designed to diminish the reputation of the school, its students or its staff or representatives.

## Relationships

For the protection of students and staff, representatives and sub-contractors, we have guidelines for relationships with students.

All staff, representatives and sub-contractors are encouraged to:

- maintain separate personal and professional profiles on social media;
- encourage communication through the school rather than personally;
- consider at all times the importance of maintaining trust between staff and students.

All staff, representatives and sub-contractors are encouraged **not** to:

- mix with students outside the normal school day or Social Programme;
- not to exchange telephone numbers or email addresses with current students;
- not to befriend current students on social media.

Burlington School regards trust and respect between students and staff, representatives and sub-contractors as key to the success of the school. We recognise therefore that any inappropriate relationship between students and staff, representatives and sub-contractors may seriously damage the educational experience of the student and that of their peers, may generate conflicts of interest, result in inequality of treatment, may damage relationships with other individuals and stakeholders, and may damage the reputation of the school, potentially leading to litigation or prosecution.

In light of this, the school considers it to be a breach of professional ethics for staff, representatives and sub-contractors to have romantic or sexual relationships (even if consensual), with a student for whom they have, or are in the future likely to have, responsibility of any kind. You are expected to make serious efforts to prevent any romantic or sexual relationship from occurring with a student. If such a relationship does arise in spite of such serious efforts, you must immediately advise your line manager of the situation so that all responsibilities for the student may be transferred to an alternative member of staff. Similarly, you should not accept responsibility for a student with whom you have had a previous, or have an existing, relationship.

Failure to immediately report any sexual or romantic relationships to your line manager will be deemed a serious breach of your responsibilities, and will be dealt with as outlined above (see [IV. Monitoring](#)).

It is highly inappropriate to form social relationships with students under the age of 18. Doing so is in breach of the school's Safeguarding and Welfare Policy<sup>xviii</sup>, and will be deemed a serious breach of your responsibilities, and will be dealt with as outlined above (see [IV. Monitoring](#)).

Sexual or romantic relationships with students under the age of 18 will result in the matter being reported to the police and local Safeguarding Children Board.

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## Appendix V: Code of Conduct for Students

It is your responsibility to ensure that your students follow the following code of conduct. The code of conduct is included in the Student Handbook available on our website<sup>xix</sup>.



# Code of Conduct

Lord Annaly House  
146A Bedford Hill  
London  
SW12 9HW

We want all our students to have a positive and rewarding time in London and at Burlington School. Cases of misconduct are very rare at this school, and we ask all our students to follow this Code of Conduct, which is based on mutual respect, tolerance, and on UK law.

For more information, see the Student Handbook.

**If you do not follow this code of conduct you might be asked to leave the school and/or your accommodation, and you might not be given a refund.**

### Punctuality and Attendance

- I will not be late for my classes.
- If I am over 18 and more than 10 minutes late to class, I will not be allowed in.
- I will attend at least 70% of my classes, and I will tell the school if I am ill or on holiday.

### Classes

- I will buy the coursebook for all of my classes, and bring it to school every day.
- I will speak only English in class.
- I will take part in all activities in class.
- I will only use my mobile phone or tablet in class if my teacher has given me permission, and if it is part of my learning (e.g., looking up a word in a dictionary).

### Respect

- I will treat all students, teachers, and staff and representatives of Burlington School with respect.
- I will not use bad or abusive language in the school or online.
- I will not discriminate against anybody based on things like sex, gender identity, sexual orientation, race, religion, nationality, disability or age. All staff and students at Burlington School are equal.

### Smoking, Alcohol and Drugs

- I will not drink or bring alcohol in the school, or in the school residence.
  - I will not use or bring illegal drugs in the school.
- In the UK it is illegal to smoke in any public building or enclosed area, including this school.

### Health and Safety

- I will think about my own and other people's health and safety at all times.
  - I will not interfere with or damage any fire equipment in the school.
  - I will not enter areas of the school that are private or off-limits.
- It is illegal to carry weapons such as guns and knives in the UK. Any students carrying weapons will be excluded from the school and reported to the police.

## **Appendix VI: Diversity and Equality Statement**

Burlington School is committed to eliminating discrimination and encouraging diversity amongst our staff.

To that end we aspire to provide equality and fairness for all in our employment and not to discriminate on grounds of gender, gender reassignment, marital status (including civil partnerships), race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination.

All employees, whether part-time, full-time or temporary, will be treated fairly and with respect. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.

As a provider of international education, we must ensure that all principles of equality are also applied to students, and that such principles are promoted in the school at all times.

Our commitment:

- To create an environment in which individual differences and the contributions of all our staff, representatives and students are recognised and valued.
- Every employee and representative of the school is entitled to a working environment that promotes dignity and respect to all.
- Every student is entitled to a learning environment that promotes dignity and respect to all.
- No form of intimidation, bullying or harassment will be tolerated.
- Training, development and progression opportunities are available to all staff.
- Equality in the workplace is good management practice and makes sound business sense.
- We will review all our employment practices and procedures to ensure fairness.
- Breaches of our equality policy will be regarded as misconduct and could lead to disciplinary proceedings.
- This policy is fully supported by senior management.

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## **Appendix VII: Online Training**

### 1. [Safeguarding](#) – Basic Level

Safeguarding is a term used in the United Kingdom and Ireland to denote measures to protect the health, well-being and human rights of individuals, which allow people (especially children, young people and vulnerable adults) to live free from abuse, harm and neglect. As we have students under the age of 18, it is vital that all staff and representatives are trained in Safeguarding.

To access the free online safeguarding course:

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Go to <https://accreditation-uk.english.britishcouncil.org/>

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Register for a British Council learning account

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From the catalogue, choose the relevant role in which you work/will work with children

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When you have completed the course, email your certificate to [operations@burlingtonschool.co.uk](mailto:operations@burlingtonschool.co.uk)

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### 2. [Anti-Bullying training](#)

Burlington school is completely opposed to bullying and discrimination in all forms. All students, staff, representatives and sub-contractors, and visitors have the right to study, work and live in a secure and caring environment, and anything that threatens this will not be tolerated. They also have a responsibility to contribute, in whatever way they can, to the protection and maintenance of such an environment.

As a mark of this, we expect all staff to complete a number of units of online training in different forms of bullying.

To access the free online anti-bullying course:

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Go to <https://learning.anti-bullyingalliance.org.uk/>

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Create new account

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Complete the following modules:

- Course 1 – What is bullying?
  - Course 4 – Preventing Bullying.
  - Course 5 – Responding to bullying.
- 

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When you have completed the courses, email your certificates to [operations@burlingtonschool.co.uk](mailto:operations@burlingtonschool.co.uk)

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### 3. [Prevent Duty](#) – Awareness Course

The purpose of The Prevent Duty is to stop people from becoming drawn into or supporting extremism or terrorism. It includes countering terrorist ideology and challenging those who promote it, supporting individuals who are especially vulnerable to becoming radicalized, and working with sectors and institutions where the risk of radicalization is assessed to be high. As Burlington School is expected to be compliant with The Prevent Duty as a requirement of British Council accreditation, it is vital that all staff are trained in The Prevent Duty. This online module is designed to give you an introduction to the subject; you will receive further training when you start working for the school.

To access the free online Prevent duty course:

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Go to <https://www.support-people-vulnerable-to-radicalisation.service.gov.uk/prevent-duty-training-learn-how-support-people-susceptible-radicalisation>

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Choose Course 1 – Awareness course

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Save your course reference number if you want to pause the course and continue at a later stage

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When you have completed the course, email your certificate to [operations@burlingtonschool.co.uk](mailto:operations@burlingtonschool.co.uk)

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## **Appendix VIII: Group Leader Suitability Declaration**

**This form is to be completed by all Group Leaders and adults with responsibility for students under the age of 18 years.**

Name of Group Leader \_\_\_\_\_

Name of Group \_\_\_\_\_

Please answer the questions and sign the declaration below

- If there are any aspects of the declaration that you are not able to meet, you should disclose this immediately to the Operations Manager of Burlington School.  
Email Olha Hall [operations@burlingtonschool.co.uk](mailto:operations@burlingtonschool.co.uk)
- If you have any questions regarding this declaration, please contact the Operations Manager of Burlington School.  
Email Olha Hall [operations@burlingtonschool.co.uk](mailto:operations@burlingtonschool.co.uk)

We understand that you may be uncomfortable with the nature of the questions below, but it is part of Burlington School's legal Duty of Care to students under the age of 18 years to collect this information from all school staff and other adults with responsibility for, or access to, students under the age of 18 years.

- |   |  |                              |                             |
|---|--|------------------------------|-----------------------------|
| 1 | Have you been cautioned, subject to a court order, bound over, received a reprimand or warning or found guilty of committing any criminal offence? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 2 | Are you disqualified for caring for children'?   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 3 | Have you committed any offences against a child?   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 4 | Have you committed any offences against an adult (eg rape, murder, indecent assault, actual bodily harm, etc.)?                                    | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 5 | Have you been barred from working with children?   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 6 | Have your own children been taken into care?   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

If you have answered Yes to any of the above, please supply details.

Declaration:

I certify that all information contained in this form is true and correct to the best of my knowledge and realise that deliberately giving false information or making omissions, can result in prosecution.

I understand my responsibility to safeguard children and am aware that I must notify Burlington School of anything that may affect my suitability.

I will ensure I notify Burlington School of any convictions, cautions, court orders, reprimands or warnings I may receive

I give permission for you to contact any previous settings, local authority staff, the police, or any medical professionals to share information about my suitability to care for children

Signed \_\_\_\_\_

Date \_\_\_\_\_

## **Appendix IX: Sample Reference Letter**

**These checks must be carried out for all Group Leaders and adults with responsibility for students under the age of 18 years.**

**Please give this letter to the Principal (or equivalent) of the school or college (or equivalent) the students attend, and ask them to complete it.**

**Return the letter to Burlington School before the students' course begins.**

TO WHOM IT MAY CONCERN:

At Burlington School we take the welfare and safeguarding of students under the age of 18 years very seriously. As part of our legal Duty of Care to students under the age of 18 years, we are required to run background checks on all staff and other adults with responsibility for or access to students under the age of 18 years.

As a result of this, we are asking you to provide a letter attesting to the character and background of all adults with responsibility for your students while they are studying at Burlington School.

Please write the letter on your organisation's headed paper, and sign.

You may use the text below as a template (please complete the sections **in red** as appropriate), but please add any further information you think appropriate.

Sample Text:

TO WHOM IT MAY CONCERN:

*I confirm that I have known [name of adult] for [number] years. I know [name] in the capacity of [how you know the adult(s) - employee, colleague etc]. I am satisfied that [name's] background makes her a suitable person to have access to and responsibility for young people under the age of 18 years, and during the time I have known [him/her/them] I have had no concerns about [his/her/their] continuing suitability.*

*I am happy to recommend that [name] be responsible for and have access to the people under the age of 18, for whom I have responsibility, during their time as students at Burlington School.*

*[Signed]*

*[Your name]*

*[Your position/area of responsibility]*

*[Date of signature]*

*[Name of your school/college/organisation]*

*[Your school/college/organisation email]*

*[Your school/college/organisation telephone number]*

*[Your school/college/organisation address]*

By writing and signing the letter, you certify that all information contained is true and correct to the best of your knowledge. Deliberately giving false information or making omissions can result in prosecution.

If you have any questions regarding these background checks, please contact the Operations Manager of Burlington School.

Email Olha Hall [operations@burlingtonschool.co.uk](mailto:operations@burlingtonschool.co.uk)

## **Appendix X: Key Staff and Contacts**

### **Important Telephone Numbers**

Burlington School (landline)	020 7736 9621 (from UK phones) +44 20 7736 9621 (from non-UK phones)
Burlington School (24-hour emergency line)	075 3915 6567 (from UK phones) +44 75 3915 6567 (from non-UK phones)
If you are worried about the wellbeing of a child, call the Wandsworth Multi-Agency Safeguarding Hub (MASH)	0208 871 6622 (09:00 - 17:00) 020 8871 6000 (other times)
If you need non-emergency medical help, call	111
If you need the Police (non-emergency), call	101
If there is an emergency, call	999 for: <ul style="list-style-type: none"> <li>• The Police</li> <li>• An Ambulance</li> <li>• The Fire Brigade</li> </ul>

## Appendix XII: Complaints Procedure (London Centre)

We want you to have the best time possible at Burlington School. If you have any problems while you are here, please talk to us, and we will try and help you.

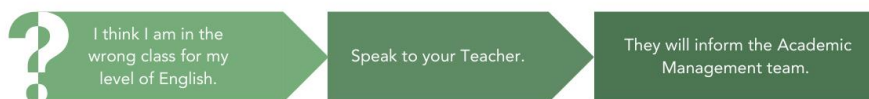
If you want to speak to us, please speak to somebody at Reception, and they will send you to the right person. We will usually ask you to complete a short form to help us solve your problem.



Lord Annaly House  
146A Bedford Hill  
London  
SW12 9HW

### Questions and Problems

We want you to have the best time possible at Burlington School. If you have any problems while you are here, please talk to us, and we will try and help you.



If you are not happy with the decision, speak to the Director of Studies, Assistant Director of Studies or Young Learner Programme Coordinator.



If we cannot solve your problem in this way, you can complete a complaints form which is available on our website or write to the Managing Director, George Barnbrooke. He will investigate your problem and reply within 5 working days. You can contact him at [marketing@burlingtonschool.co.uk](mailto:marketing@burlingtonschool.co.uk)



If this does not solve your problem, you can write to the Proprietor, Isabella Anders, within 5 working days of receiving the above reply. She will investigate your problem and reply within 15 working days.

You can contact her at [principal@burlingtonschool.co.uk](mailto:principal@burlingtonschool.co.uk)

If you are not satisfied with our response, you should contact our accrediting body English UK at:  
47 Brunswick Court  
Tanner Street  
London  
SE1 3LH  
UK  
[enquiries@englishuk.com](mailto:enquiries@englishuk.com)





## **Appendix XIV: References**

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- i <https://burlingtonschool.co.uk/school-policies.html>
- ii Accreditation UK Handbook 2016-2017, page 30 -  
[https://www.britishcouncil.org/sites/default/files/accreditation\\_uk\\_handbook\\_2016-17.pdf](https://www.britishcouncil.org/sites/default/files/accreditation_uk_handbook_2016-17.pdf)
- iii [https://www.britishcouncil.org/sites/default/files/international\\_criminal\\_record\\_checks\\_directory.xls](https://www.britishcouncil.org/sites/default/files/international_criminal_record_checks_directory.xls)
- iv <https://burlingtonschool.co.uk/school-policies.html>
- v <https://fis.wandsworth.gov.uk/kb5/wandsworth/fsd/advice.page?id=dA5qIGs307s>
- vi <https://fis.wandsworth.gov.uk/kb5/wandsworth/fsd/advice.page?id=dA5qIGs307s>
- vii [https://www.britishcouncil.org/sites/default/files/care\\_of\\_under\\_18s\\_guidance\\_2016.doc](https://www.britishcouncil.org/sites/default/files/care_of_under_18s_guidance_2016.doc)
- viii <https://www.gov.uk/disclosure-barring-service-check/dbs-barred-lists>
- ix <http://www.legislation.gov.uk/ukpga/1974/37/contents>
- x <http://www.hse.gov.uk/contact/concerns.htm>
- xi [http://www.lbhf.gov.uk/Directory/Business/Health\\_and\\_safety/Health\\_and\\_safety\\_at\\_work\\_-\\_advice\\_and\\_training/34726\\_Health\\_and\\_safety\\_at\\_work.asp](http://www.lbhf.gov.uk/Directory/Business/Health_and_safety/Health_and_safety_at_work_-_advice_and_training/34726_Health_and_safety_at_work.asp)
- xii <https://burlingtonschool.co.uk/school-policies.html>
- xiii <https://www.gov.uk/government/publications/the-prevent-duty-safeguarding-learners-vulnerable-to-radicalisation>
- xiv <http://www.legislation.gov.uk/ukpga/2015/6/contents/enacted>
- xv <https://www.gov.uk/government/publications/the-prevent-duty-safeguarding-learners-vulnerable-to-radicalisation>
- xvi <https://www.gov.uk/government/publications/counter-terrorism-strategy-contest>
- xvii <https://www.gov.uk/government/publications/prevent-duty-guidance/prevent-duty-guidance-for-england-and-wales-accessible>
- xviii <https://burlingtonschool.co.uk/school-policies.html>
- xix <https://burlingtonschool.co.uk/school-policies.html>

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