

College Welfare Guide

At SBC, the welfare of our students is always our number one priority. SBC will do everything we can to ensure that each student has the best possible experience while staying with us. Throughout our student's college experience, they will be supported by our experienced, friendly, and helpful professional staff, who specialise in the pastoral care of teenagers and international learners. This welfare guide will offer you information on some of the common questions asked or issues that may arise.

First Aid & Medical Guidelines

We have a high proportion of First Aid qualified staff at each college, including our College Mentors and Management team. This ensures that if a student has an accident or feels unwell, there are always staff members available to help right away. Additionally, we have school nurses available for phone consultations or, at some sites, in-person consultations. Our nurses are trained professionals who are an excellent first step before seeking a doctor's appointment. They will guide us in the next steps and can assist in arranging a visit to a local medical centre if necessary. In cases where the care needed exceeds the scope of the school nurse or pharmacy, UK doctors will see children to provide the appropriate care. Any medical bills arising from doctor visits will be billed directly to parents. It is the responsibility of parents to ensure that their child has adequate medical insurance for their time abroad. Please review our insurance policy for details on what is covered in your booking. If your child is exempt from paying for health services in the UK, please make sure they bring the necessary documentation confirming their entitlement to free treatment through the National Health Service, should the need arise. For any emergency care, all our school staff are equipped with the necessary information to seek immediate medical attention from the local Accident and Emergency hospital, ensuring that students are supported in any urgent situations.

Summer Boarding Courses require a completed Medical Form and Consent Form to ensure that we can support the needs of each student in our care. The form requests permission to administer both prescription and non-prescription medication and first aid in cases of illness or minor injury. It also asks you to make us aware of any information that may affect your child's well-being, safety, or academic progress during their time with us. SBC will not disclose confidential information unless required to do so for medical or welfare reasons. If the medical condition of your child changes after completing the Medical Form, please call our Student Experience team to update their record.

Please ensure that students travel with medication that matches the details included in the Medical Form. All medication sent with students must be in English, with dosage and instructions clearly labelled to match the Medical Form. If your child arrived with Medicine which is not included in the Medical Form, our staff will be unable to administer this until we have been in contact with you to ensure that this is safe.



All student medication will be collected and stored in the Summer Office upon arrival. This includes both prescribed medications, and over the counter medication. This is so that we can monitor the administration of medicine, so that we can ensure that medicine is administered in line with advised dosages. The only exception to this is emergency medication that would need to be carried, such as inhalers and auto-adrenaline injectors.

If your child arrives with or develops a condition not listed on their Medical Form, SBC will contact you to discuss the support needed and create an Individual Health Care Plan. If your child's needs cannot be safely met, the Summer School Manager will assess whether they are fit to continue the course.

Homesickness Guidelines

Summer school is an exciting experience for any student to undertake. Most students will settle quickly into life at the college, but some students may feel anxious about their new surroundings and being away from home. For most students any anxiety is short-lived, and they very quickly make new friends from all over the world and settle into life at college. However, for some students this adjustment can take longer. Staff at the college will do everything that they can to ensure that every student can enjoy their college experience. We encourage both students and parents to speak to us if there are any concerns regarding homesickness so that we can put strategies in place to ensure that students enjoy the experience to the fullest. For an in-depth guide on how homesickness can present itself, and how Summer Boarding Courses supports homesick students, please read our Guide to Homesickness found in your Parent Welcome Pack.

Behaviour Management Guidelines

For us to be able to best support your child and pre-empt any potential issues, it is important to inform us of any known situations your child may find challenging or difficult. Any disclosure to us about your child's behavioural or social needs will be dealt with sensitively and in strict confidence.

We want every student to have a fantastic experience, learning and growing alongside peers from around the world. For some students though, being in an unfamiliar environment can sometimes be challenging, especially in their first few days away from home. We completely understand this and so our staff will offer support to any student who needs it.

To make the experience as positive as possible for all our students, everyone present at our colleges are expected to act in accordance with the Code of Conduct outlined in your Parent Welcome Pack. If a student is unable to meet our behaviour expectations, the following information is provided as a guideline for how the college will address the situation.

Summer Boarding Courses is committed to building and encouraging positive behaviours within SBC Programmes. Staff are trained to model and display expected behaviours, to



create a community of respect between students and staff. We recognise that consistent positive student behaviour is embedded through strong working relationships between staff and students, and as such the following consistencies can be expected from staff.

- Our staff will build open and trusting relationships with students in order to help students recognise the benefits of participating in the school or college community.
- Our staff will give consistent respect to students and approach them with empathy, kindness, and curiosity.
- Our staff will recognise, affirm, and celebrate positive behaviour from all students.
- To better understand the student's perspective and experience of events, our staff will always give students the opportunity to talk through any issues relating to their behaviour.
- Our staff will always continue to support students after conversations regarding their behaviour – every day is an opportunity for a fresh start and positive change.

Summer Boarding Courses staff and Management are very experienced at supporting students through difficult times, and in our experience, behavioural problems will be resolved quicker if parents and staff are working together. In line with our Code of Conduct and Student Behaviour Management policy, parents may be contacted to support with behaviour, in order to put strategies in place to help students to succeed.

SBC will always intervene in behavioural incidents in a way in which is supportive to students. This can range from brief reminders and redirections, to asking students to explain their thoughts on their behaviour, and more formal action plans to support. In the event of poor persistent behaviour or a serious incident involving a breach of the Code of Conduct, a student may be removed from their course. This decision is always made by the SBC Director in discussion with the Summer School Director/College Principal.

Safeguarding and Child Protection Policy Statement

Summer Boarding Courses is committed to Safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. We have a comprehensive Safeguarding and Child Protection Policy and procedures in place which all employees, volunteers and contractors are expected to adhere to.

Safeguarding and Child Protection is everybody's responsibility. We recognise that we have a fundamental duty of care towards all children we engage with including a duty to protect them from abuse. We aim to achieve this through compliance with child protection laws and best practice guidelines. This is facilitated through a comprehensive staffing structure and dedicated welfare staff.

SBC takes a 'whole company' approach to safeguarding, staff should respond to all signs, reports and concerns of abuse, and staff are advised to maintain an attitude that 'it could happen here'.

We recognise that:



- The welfare of children is paramount.
- All children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse.
- Working in partnership with children, young people, their parents, carers and protection agencies is essential in promoting young people's welfare.

The purpose of the policy is:

- To help make sure that children who engage in Summer Boarding Courses programmes are safe and protected;
- To provide a common understanding of child protection issues and inform staff of best practice;
- To provide step by step guidance to staff on what action to take if there is an allegation of or concern about actual or suspected situations of abuse.

This policy is mandatory for all Summer Boarding Courses staff. This includes anyone who works for Summer Boarding Courses, either in a paid or unpaid, full- or part-time capacity. This includes directly employed staff, contractors, and partner agencies.

SBC will seek to protect children by:

- Valuing them, listening to and respecting them.
- Adopting child protection systems and procedures for staff.
- Recruiting staff safely, ensuring all necessary checks are made.
- Sharing information about child protection and good practice with staff, children and parents/carers
- Reinforcing clear and easy systems to ensure anyone can report concerns
- Sharing information about concerns with agencies who need to know and involving parents and children appropriately.
- Providing effective systems and daily routines to ensure that children are thoroughly supervised.
- Providing effective management for staff through supervision, support and training.

SBC will provide adequate and appropriate resources to implement this policy and will ensure it is communicated and understood.

Our policy will be reviewed (as a minimum) and updated if needed, so that it is kept up to date with safeguarding issues as they emerge and evolve, including lessons learnt. This will also be in keeping with any changes in advice issued by our accrediting body. and is available publicly either via the school or college website or by other means.



This statement provides a summary of our commitment to the Safeguarding and protection of children in the care of Summer Boarding Courses. Our full Safeguarding and Child Protection Policy is available on our website, in all summer school offices and at our Head Office.