



## ELC Framework for Safeguarding, Prevent and Care of Under 18s

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## PURPOSE

The University aims to adopt the highest possible standards and to take all reasonable measures to ensure the risks of harm to the welfare of children, young people and vulnerable adults are minimised. The English Language Centre (ELC) takes its responsibilities to protect and safeguard the welfare of children, young people and vulnerable adults very seriously, whilst recognising that ultimate responsibility rests with parents and UK-based guardians (where nominated). The adoption of the ELC's **Framework for Safeguarding, Prevent and Care of Under 18s** aims to facilitate the management of the risk associated with the duty to protect such individuals, regardless of their race, gender, national origin, color, ethnicity, religion, or disability.

## SCOPE

The ELC does not consider its courses appropriate for people under 17 years of age. In view of the adult academic nature of the courses ELC provide, the ideal enrolment age is considered to be 18 years or above. However, the ELC permits students under the age of 18 to:

- enrol as an individual applicant on its Activate English or Pre-sessional courses;
- enrol as part of a commercial group of students.

We do not accept under 17s on our courses, unless as part of a specially arranged group.

Under 18s who register to take the IELTS test at the University of Liverpool IELTS Centre based in the ELC are administered according to British Council IELTS Test Centre guidelines. This policy does not cover the IELTS Test Centre.

The ELC Safeguarding Framework does **not** pertain to students under the age of 18 participating in In-session English classes and who are registered on a University of Liverpool academic programme. The care of this group is governed by the [University of Liverpool's Policy on the Safeguarding of Children, Young People and Vulnerable Adults](#) as applied by academic departments.

Due to the small number of under 18 enrolments at the ELC, the level of risk is considered to be low; as such, the safeguarding measures adopted by the ELC are reasonable and proportionate. The risk lies primarily with the ELC's Activate provision, when 17-year olds are eligible to be enrolled on a case-by-case basis; commercial courses are generally provided to overseas universities (i.e. students aged 18+) or professionals; Pre-sessional English provision is predominantly at PG level.

Nevertheless, the **ELC Staff Code of Conduct** applies at all times.

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Emma Bentley, Director, English Language Centre



## TERMINOLOGY

**Safeguarding** is an umbrella term; it can apply to children, young people or vulnerable adults. The University's policy considers:

- Children (under the age of 16)
- Young People (aged 16 and 17)
- Vulnerable Adults (adults who have to rely on others for tasks of daily living or may be unable to protect themselves against significant harm or exploitation)

**Safeguarding** refers to looking after such individuals appropriately, helping them to stay safe.

There is a legal **Duty of Care** on adults working with Under 18s and vulnerable adults to protect them from that which is not in their best interests. This includes sexual activity between a person in a **Position of Trust** and a student under the age of 18 (as stipulated in the Sexual Offences Act 2003).

**Practical safeguarding** can include the following: food and eating; medical needs; pastoral care; supervision and security; smoking, alcohol and substance misuse; online safety; visitors/third parties; preventing radicalisation; child protection.

**Child protection** is the need to protect an Under 18 from direct harmful behaviour, i.e. abuse.

**Prevent Duty** is the duty to protect Under 18s and vulnerable adults from involvement in groups which set out to radicalise individuals. Universities have been identified within the government's **Prevent Strategy** as potential sites for radicalisation.

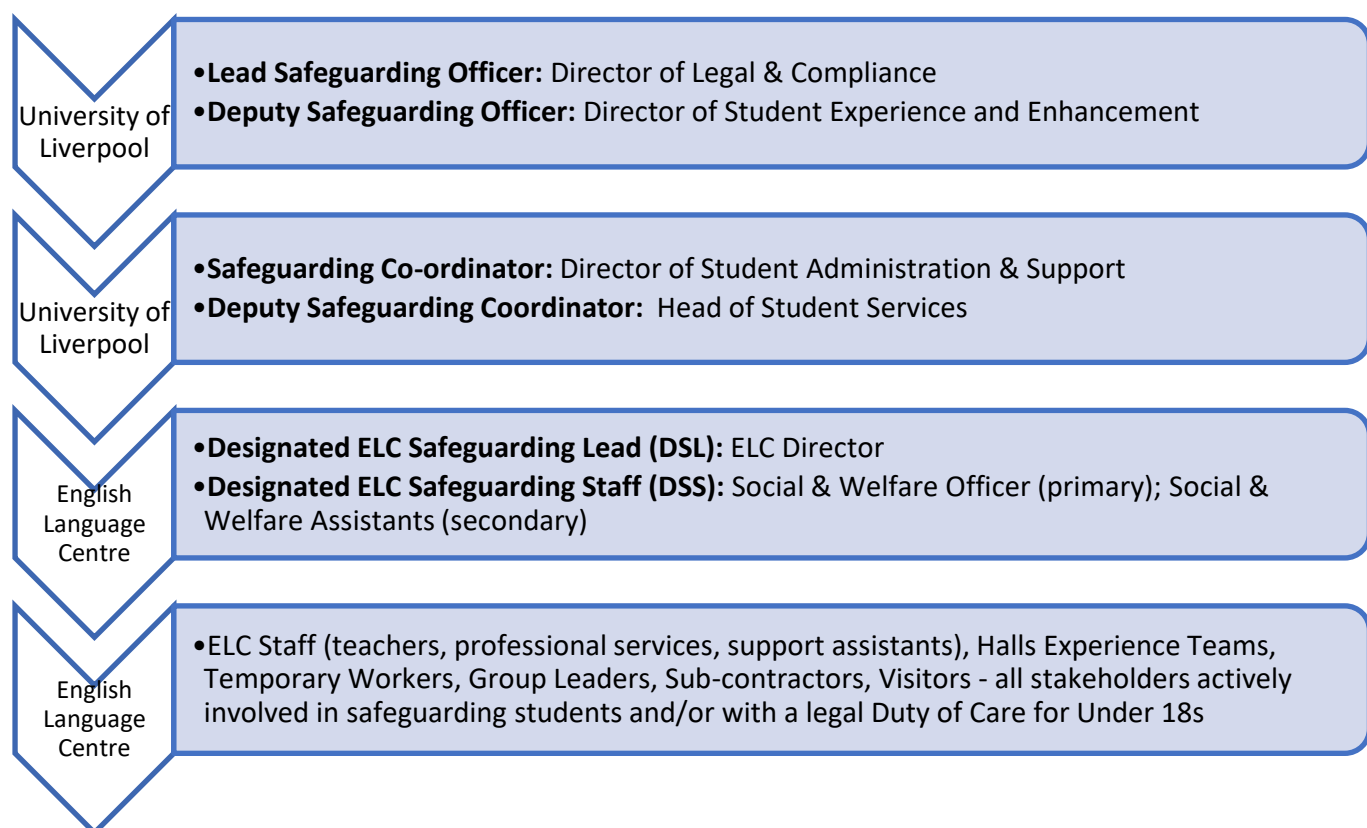
**Radicalisation** refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism.

## ELC STAFF CODE OF CONDUCT

The ELC Staff Code of Conduct ([Appendix A](#)) is written to give clear and formalised guidance to all staff and associated colleagues in the English Language Centre on creating a safe educational environment for all students, including Children, Young People and Vulnerable Adults. This includes protecting both staff and students from behaviours or actions that might be misconstrued, and to ensure that staff do everything reasonable within their power to ensure the safety and well-being of anyone studying at the ELC.



## ELC SAFEGUARDING STRUCTURE



## ROLES & RESPONSIBILITIES

The responsibilities of the institutional roles in the section above are outlined in the [University's Policy on the Safeguarding of Children, Young People and Vulnerable Adults](#).

The **Designated ELC Safeguarding Lead (ELC Director, Emma Bentley)** is responsible for:

- Providing support, advice and guidance to ELC staff and students about the University's Safeguarding Policy, and for ensuring compliance with this and the ELC Framework.
- Referring cases of suspected abuse or allegations to the Safeguarding Coordinator.
- Liaising with the Safeguarding Co-ordinator to inform them of any issues and ongoing investigations.
- Ensuring detailed and accurate written records of referrals/concerns are kept and that they are secure and confidential.
- Ensuring appropriate levels of training are provided to staff within the ELC.
- Assisting in the review of safeguarding policies and procedures.
- Informing the Safeguarding Coordinator of any changes to the Designated Safeguarding Lead role holder in the ELC.

As per the University's overarching policy, an individual with a particular responsibility may devolve the tasks associated with this responsibility to others. On a day-to-day operational basis, the **ELC Social &**



**Welfare Officer (Primary DSS)** is responsible for items i. to iv. above. The overall responsibility remains with the ELC Director.

As **Head of Department, the ELC Director** is also responsible for:

- i. Ensuring appropriate risk assessments are carried out for relevant activities.
- ii. Identifying staff, students and volunteers who will have frequent contact with children and young people and who may require an enhanced DBS check.
- iii. Liaising with HR to ensure that appropriate DBS checks take place.
- iv. Monitoring the welfare of students who are aged under 18.
- v. Ensuring safeguarding concerns are reported to a Designated Safeguarding Staff member (DSS).

The **primary DSS (ELC Social & Welfare Officer, Katie Pearce)** is responsible for:

- i. Ensuring the ***Parental Consent, Accommodation and Guardianship Arrangements for Under 18s*** form ([Appendix B](#)) is completed as required, and undertaking the necessary due diligence checks.
- ii. Briefing parental and nominated guardians on their responsibilities on arrival.
- iii. Following up immediately on any absence of a student who is under 18 and is enrolled on a course at the English Language Centre.
- iv. Pastoral care relating to all under 18s who are enrolled on a course at the English Language Centre.

**All staff** are responsible for:

- i. Reporting any concerns about safeguarding individuals to the ELC Director.

**All staff who intend to, or may be put in the position of, working with children, young people or vulnerable adults** are responsible for:

- i. Ensuring that they understand the implications of the University's Safeguarding Policy and ELC Framework before commencing any course, event, visit or other activity.

## STANDARDS: COURSES WHICH HAVE STUDENTS WHO ARE UNDER 18

### PRE-ENROLMENT

- i. Students who will be under the age of 18 when they enrol onto an ELC course **MUST** complete the University's ***Parental Consent, Accommodation and Guardianship Arrangements for Under 18s*** form when requested and before an offer can be made. This form also includes transport arrangements between the point of entry to the UK and the University. The form is included as [Appendix B](#) of this Framework.
- ii. Students who are under 18 when they start their ELC course are required to have a UK-based guardian. This should be either a responsible adult who is resident in the UK or someone appointed through a professional UK guardianship agency. If a student chooses to use a professional UK guardianship agency it is the parent's responsibility to ensure they are happy with the standard of care offered by the guardianship agency. The Association for Education and Guardianship of International Students (AEGIS <http://www.aegisuk.net/>) accredits guardianship agencies and monitors standards; the ELC recommends that parents use an agency approved by AEGIS.



- iii. If the parent chooses to appoint a responsible adult as a UK guardian, the University will call them to confirm their understanding of the role of guardian. The University may withdraw the offer of a place if we are not satisfied that guardianship arrangements provide a sufficient level of care for the individual.
- iv. In the case of students under the age of 18 coming to the ELC as part of a commercial (closed) group, the group must have a named accompanying group leader. Parents must satisfy themselves that the services provided by the group leader(s) will meet their child's needs. All accompanying group leaders must provide a current DBS certificate or equivalent overseas suitability check.
- v. The ELC requires all applicants who will be under 18 years of age on enrolment to their course to either live in a University Hall of Residence, or to make arrangements to live with a UK-based guardian. The University reserves the right to withdraw the offer of a place if we are not satisfied that accommodation arrangements are sufficient for the individual.
- vi. In the case of closed groups which include one or more students under the age of 18, accommodation arrangements will necessarily differ from group to group, whilst still providing a safe environment. Closed groups will be required to provide an accompanying residential group leader. All accompanying group leaders must provide a current DBS certificate or equivalent overseas suitability check. Parents will receive detailed information about accommodation arrangements prior to booking.

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#### DURING THE COURSE

- vii. Within the first week (five days) of the course, the ELC Social & Welfare Officer conducts a risk assessment at their first meeting with any student who is under 18. In the case of closed groups of under 18s, this is a group risk assessment. The Risk Assessment form can be found in Appendix 8 of the [University's Policy on the Safeguarding of Children, Young People and Vulnerable Adults](#).
- viii. The Social and Welfare Officer will meet and brief the guardian/the group leader in the first week of the course, and will arrange at least one follow-up meeting per block of study (approx. every 10 weeks) until the student's 18<sup>th</sup> birthday.
- ix. Under 18s who are registered on a course of study at the English Language Centre (and who are not part of a closed group) are required to attend a Social & Welfare drop-in once a week.
- x. At the initial meeting, Under 18s are given advice/guidance on the suitability of particular trips and social activities on offer. Under 18s are required to let the Social & Welfare team know if they intend to join any social activity so that this can be reflected in the event Risk Assessment.
- xi. Under 18s are given an information booklet ***Being Under 18 at the English Language Centre*** upon their arrival, which includes this guidance as well as practical information about keeping safe and laws in the UK.
- xii. Where Under 18s are among the student body, they will be placed in classes with ELC tutors who have undergone an enhanced DBS check. Where a substitute tutor (i.e. cover) is required for a class attended by an Under 18, a tutor with an enhanced DBS check will be provided wherever possible. If this not operationally possible, the ELC Staff Code of Conduct ensures standards of care are upheld.
- xiii. The General English & Short Courses Director and Activate Coordinator act in a supervisory capacity in the event that an Under 18 is taught by a tutor who has not undergone a DBS check.
- xiv. Any Under 18s in a given class are highlighted to the respective tutors by the Social & Welfare Officer and are indicated on the class register.
- xv. In the event of a closed/bespoke group which is exclusively under 18, all teaching staff involved in the course will be required to hold a valid, enhanced DBS check.





- xvi. Once enrolled on an ELC course, any absence of a student who is under 18 will be followed up immediately by the Social and Welfare Officer.
- xvii. Under 18s are encouraged to wear their purple lanyard (with UoL Student ID card) which helps identify them to ELC staff and other students.

#### SUPERVISION ON TRIPS AND SOCIAL PROGRAMME ACTIVITIES

The ELC's Social Programme is open to all students enrolled on ELC courses and we actively encourage all students to engage with the activities and trips on offer. Family members, children and friends of ELC students are not eligible to take part in ELC trips and activities. All excursions, both in the social programme and as part of timetabled lessons, must adhere to the **ELC Trip Policy** at all times. The ELC Trip Policy outlines the procedures involved at each stage of delivering a trip or activity, and highlights the responsibilities of the staff involved. It also allows staff to familiarise themselves with how to deal with emergency situations if they arise, and ties these procedures into the wider UoL Incident and Accident Reporting framework.

All trips and activities require a Risk Assessment ([Appendix C](#)) to be completed and signed off by both the Departmental Safety Coordinator (Off-campus activity) and the ELC Director (or their nominee) in advance. Where an Under 18 signs up to an activity or trip, they are asked to inform the Social & Welfare Officer so that the correct documentation and safeguards can be put in place. Any Under 18s participating in the activity or trip should be noted on the Risk Assessment, and appropriate age-related precautions should be detailed.

On excursions, the designated Trip Coordinator should ensure that they have the emergency contact details of the under 18 student's UK guardian, in addition to the student's contact details. Where an Under 18 takes part in an ELC activity or trip, the Staff to Student ratio must not exceed 1:15, and at least one of the accompanying staff members should be DBS checked (usually the Social & Welfare Assistant). Where possible, staff should offer all students the chance to stay with them for the entire excursion, even during free time so that they are able to enjoy the opportunity to practise their conversational English outside of the classroom.

#### EXPECTATIONS OF STUDENTS (STUDENT CODE OF CONDUCT)

All students are expected to conduct themselves, both on and off the campus, in a manner which demonstrates respect for the University, its staff, fellow students and property, and for other members of the local community in general. The University places great emphasis on the good behaviour of its students and has a formal procedure for dealing with serious cases of misconduct. The University has outlined what it regards to be misconduct, along with guidance notes on disciplinary procedures in its [Policy on Student Conduct and Discipline](#) and appendices: <https://www.liverpool.ac.uk/student-administration/student-administration-centre/policies-procedures/conduct-discipline/>.

The University of Liverpool also has a [Student Charter](#), jointly created by the University and the Liverpool Guild of Students, which represents a shared commitment to the values of the University. This Charter encourages the commitment of all staff and students to their rights and responsibilities, and lays out the basis on which the partnership between the University and students works.





As part of a student's online registration through Liverpool Life, students are required to submit their personal and academic information. By completing this part of the registration, the student agrees to comply with the University's Statutes, Ordinances, Regulations and Rules.

In addition to the University guidelines outlined above, the ELC has a **Student Conduct Agreement (Appendix D)** which all ELC students are required to sign at enrolment. This agreement sets out the ELC's expectations of students with regard to their attendance and academic engagement at the University of Liverpool, and their general behaviour. Students must also obey UK legislation with regard to age. It is illegal for someone who is under 18 to buy or attempt to buy alcohol or tobacco. Similarly it is illegal for an adult to buy or attempt to buy alcohol or tobacco for anyone under 18. While under 18s are permitted to enter a pub in the UK provided they do not drink alcohol, they are prohibited from entering nightclubs as these are strictly for over 18s only.

The ELC strives to provide a positive, professional and safe environment with a culture of tolerance and respect. The ELC and the University will take action against anyone who bullies or harasses another person. Students are expected to help to create and maintain an atmosphere where people can learn and an environment which encourages equality of treatment. More information can be found in the [ELC Summary: Bullying and Harassment Policy](#) and [ELC Summary: Diversity and Equality of Opportunity Policy](#).

## STAFF RECRUITMENT, TRAINING AND AWARENESS-RAISING

### DISCLOSURE AND BARRING SERVICE (DBS) CHECKS

The approach outlined below follows guidance from the UK Government on eligibility for DBS checks<sup>1</sup>:

- [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/519060/Guide\\_to\\_eligibility\\_v8.1.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/519060/Guide_to_eligibility_v8.1.pdf)
- [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/550197/Regulated\\_activity\\_in\\_relation\\_to\\_children.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/550197/Regulated_activity_in_relation_to_children.pdf)
- [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/280881/supervision\\_of\\_activity\\_with\\_children\\_which\\_is\\_regulated\\_activity\\_when\\_unsupervised.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/280881/supervision_of_activity_with_children_which_is_regulated_activity_when_unsupervised.pdf)

The relevant parts of the guidance are:

- **Regulated activity** is work that a barred person must not do.
- Regulated activity in relation to children includes **unsupervised activity** such as **teaching** or **providing advice/guidance**.
- It is considered regulated activity if the teaching of children or provision of advice/guidance is carried out by the same person **frequently** (once a week or more often), or on 4 or more days in a 30-day period, or overnight (between 2am and 6am).
- Exceptions to this are: 1) Activity merely incidental to activity with adults; 2) If the activity is supervised activity, i.e. under reasonable day-to-day supervision by another person engaging in regulated activity.
- A person whose role includes the day-to-day management or supervision of any person who is engaging in regulated activity, is also in regulated activity.

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<sup>1</sup> Last accessed 10/01/18



Following the **UK Government's statutory guidance on Regulated Activity (children) – supervision of activity with children which is regulated activity when unsupervised**, provision is made for local managers to determine what is reasonable for their circumstances, with consideration of:

- the age of the children, and whether ages differ widely;
- the number of children;
- the nature of the work and the individual's opportunity for contact;
- how vulnerable the children are.

On the basis of this guidance, and on assessing the risk, the following post-holders are subject to an enhanced DBS check every three years:

- ELC Director
- General English & Short Courses Director
- Activate Coordinator
- Resources Coordinator
- Activate Teachers (12-month contract<sup>2</sup> or longer)
- Operations Director
- Social & Welfare Officer
- Social & Welfare Assistants
- Summer Support Assistants (fixed term)

This is considered to be reasonable and proportionate. For all new post-holders, the requirement for an enhanced DBS check is stated in the job particulars at the point of advert and at appointment. When a 12-month fixed term or permanent appointment is made and the applicant's CV indicates a period of 12 months or more working overseas in the last three years, the appropriate suitability check will also be made. In the event that a required DBS/suitability check is delayed (i.e. not received before employment commences), the post-holder will not be scheduled to teach or provide advice/guidance to Under 18s until the check is complete. This same provision is made for colleagues on short-term contracts who are not required to undergo an enhanced DBS check.

In the case of commercial closed groups with one or more students under the age of 18, all accompanying course leaders will need to provide a current enhanced DBS certificate or equivalent overseas suitability check. In the event that the majority of the group are under 18, all ELC colleagues involved in the course will undergo an enhanced DBS check (including fixed term and temporary staff).

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## TRAINING & AWARENESS RAISING

All permanent and 12-month fixed-term ELC colleagues are required to undertake Basic Safeguarding Awareness Training (including the Prevent Duty); the online module at <https://galleryteachers.com/service/safeguarding-basic-awareness-course/> is used for this purpose. This training must be refreshed at least every three years.

Colleagues on shorter fixed-term or temporary contracts, including Support Assistants and student volunteers, are briefed on this policy and their responsibilities at induction. Colleagues who are primarily involved with the Activate course (academic or social and welfare related) are required to complete the

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<sup>2</sup> It is not practical to engage in DBS-checking for colleagues employed on short-term contracts (typically 10 weeks in duration); however, it is likely that many of these colleagues hold their own DBS certificates. On the summer Pre-sessionals the risk is considered minimal (maximum 1-2 students from a cohort of 550).

online training referred to above. Face-to-face in-house awareness raising is held at least once annually, or sooner if there are changes to legislation/policy or a serious incident occurs.

In addition, all staff (permanent, fixed-term, temporary (casual), volunteer) must adhere to the [ELC Staff Code of Conduct](#) at all times and sign a declaration agreeing to do so.

The following ELC colleagues have undergone additional certified safeguarding training:

- ELC Director, Specialist Safeguarding Training (formerly Level 3)
- Social & Welfare Officer, Specialist Safeguarding Training (formerly Level 3)
- Social & Welfare Assistant, Advanced Safeguarding Training (formerly Level 2)

Refresher training takes place at least every two years.

## RECOGNISING ABUSE

Staff have a responsibility to be aware of groups of students who could be vulnerable, and to help identify individuals. Some vulnerable groups include:

- Babies up to 18 months, and unborn babies
- Students with Special Educational Needs and Disability (SEND)
- Students with existing emotional, behavioural or mental health difficulties
- Students from homes with ongoing domestic violence or alcohol/drug abuse.

Concerns for the safety and wellbeing of children, young persons or vulnerable adults could arise in a variety of ways and in a range of different settings which may not necessarily be linked to the University, for example:

- A child may report or display signs of abuse.
- Someone may hint that a child is a risk (this might include the child of an ELC student).
- Someone may hint that a colleague or student is an abuser.
- An individual may witness or hear about abuse in another organisation.
- An individual may be supporting an adult who indicates that other children and young people may be being abused by someone who abused them as a child.

Those who abuse children, young people and vulnerable adults can be of any age (even other children and vulnerable adults), gender, ethnic background or class, and it is important not to allow personal preconceptions about people to prevent appropriate action taking place.

Four main types of abuse are identified as: **physical**, **emotional**, **sexual abuse**, and **neglect**. Bullying, including cyber-bullying, is sometimes identified as a fifth main form of abuse. A person may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm.

Staff are in a good position, seeing students regularly and building strong relationships with them, to notice signs of a safeguarding concern at an early stage.

The following guidance on recognising abuse is taken from HM Government (2015) *What to do if you're worried a child is being abused: Advice for practitioners*.

### Physical abuse



- Physical abuse is deliberately physically hurting a child. It might take a variety of different forms, including hitting, pinching, shaking, throwing, poisoning, burning or scalding, drowning or suffocating a child.
- Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child. Physical abuse can also occur outside of the family environment.
- **Some of the following signs may be indicators of physical abuse:**
  - Children with frequent injuries.
  - Children with unexplained or unusual fractures or broken bones; and
  - Children with unexplained bruises or cuts; burns or scalds; or bite marks.

#### Emotional abuse

- **Emotional abuse** is the persistent emotional maltreatment of a child.
- Although the effects of emotional abuse might take a long time to be recognisable, practitioners will be in a position to observe it, for example, in the way that a parent interacts with their child. Emotional abuse may involve deliberately telling a child that they are worthless, or unloved and inadequate. It may include not giving a child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate.
- Emotional abuse may involve serious bullying – including online bullying through social networks, online games or mobile phones – by a child's peers.
- **Some of the following signs may be indicators of emotional abuse:**
  - Children who are excessively withdrawn, fearful, or anxious about doing something wrong.
  - Parents or carers who withdraw their attention from their child, giving the child the 'cold shoulder'.
  - Parents or carers blaming their problems on their child; and
  - Parents or carers who humiliate their child, for example, by name-calling or making negative comparisons.

#### Sexual abuse

- **Sexual abuse** is any sexual activity with a child.
- Many children and young people who are victims of sexual abuse do not recognise themselves as such. A child may not understand what is happening and may not even understand that it is wrong.
- Sexual abuse may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside clothing. It may include non-contact activities, such as involving children in the production of sexual images, forcing children to look at sexual images or watch sexual activities, encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can commit acts of sexual abuse, as can other children.
- **Some of the following signs may be indicators of sexual abuse:**
  - Children who display knowledge or interest in sexual acts inappropriate to their age.
  - Children who use sexual language or have sexual knowledge that you wouldn't expect them to have.
  - Children who ask others to behave sexually or play sexual games; and
  - Children with physical sexual health problems, including soreness in the genital and anal areas, sexually transmitted infections or underage pregnancy.
- **Child sexual exploitation** is a form of sexual abuse where children are sexually exploited for money, power or status. It can involve violent, humiliating and degrading sexual assaults. In some cases, young people are persuaded or forced into exchanging sexual activity for money, drugs, gifts, affection or status. Consent cannot be given, even where a child may believe they



are voluntarily engaging in sexual activity with the person who is exploiting them. Child sexual exploitation doesn't always involve physical contact and can happen online. A significant number of children who are victims of sexual exploitation go missing from home, care and education at some point.

- **Some of the following signs may be indicators of sexual exploitation:**
  - Children who appear with unexplained gifts or new possessions.
  - Children who have older boyfriends or girlfriends.
  - Children who suffer from sexually transmitted infections or become pregnant.
  - Children who suffer from changes in emotional well-being.
  - Children who misuse drugs and alcohol; and
  - Children who regularly miss class or do not engage in education.

Staff should also remain vigilant of:

- Honour-based violence
- Female Genital Mutilation – this is illegal in the UK and must also be reported to the Police.

### Neglect

- **Neglect** is a pattern of failing to provide for a child's basic needs, whether it be adequate food, clothing, hygiene, supervision or shelter.
- Children who are neglected often also suffer from other types of abuse.
- Neglect may occur if a parent becomes physically or mentally unable to care for a child. A parent may also have an addiction to alcohol or drugs, which could impair their ability to keep a child safe or result in them prioritising buying drugs, or alcohol, over food, clothing or warmth for the child. Neglect may occur during pregnancy as a result of maternal drug or alcohol abuse.
- **Some of the following signs may be indicators of neglect:**
  - Children who are living in a home that is indisputably dirty or unsafe.
  - Children who are left hungry or dirty.
  - Children who are left without adequate clothing, e.g. not having a winter coat.
  - Children who are living in dangerous conditions, i.e. around drugs, alcohol or violence.
  - Children who are often angry, aggressive or self-harm.
  - Children who fail to receive basic health care; and
  - Parents who fail to seek medical treatment when their children are ill or are injured.

## DEALING WITH SUSPICIONS OR ALLEGATIONS OF ABUSE

Concerns for the safety and well-being of children, young persons or vulnerable adults could arise in a variety of ways and in a range of different settings, which may not necessarily be linked to the University.

If a student comes to a staff member with a problem, the most important thing is to listen and to find out what it is that the student needs. Staff should be careful not to assume anything about the student, or the situation, and should remain calm and non-judgemental. Staff are not expected to act as counsellors, or to deal with serious issues. The ELC Social & Welfare Officer works closely with the specialist support teams in Student Support to ensure that students who have difficulties are provided with a comprehensive support package.

Some kinds of specialist advice can only be offered by university specialist, accredited practitioners. The University's guide [When to Refer](#) can help to clarify the boundaries between an ELC colleague's role in supporting students and prevent colleagues inadvertently straying into offering the types of advice that



should be coming from the central specialist teams. Sometimes it can be difficult to distinguish a general welfare concern and a safeguarding concern; if in doubt, staff should always report their concerns to the ELC's Designated Safeguarding Staff.

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## MAINTAINING CONFIDENTIALITY

Students who share information with staff should be secure in the knowledge that any information disclosed will be handled in a respectful and appropriate manner; this is often key to encouraging students to seek help and support.

There may be times when a student asks a staff member to keep a conversation they have private. It is important to be clear from the outset that we cannot always guarantee confidentiality, even if it seems that the current presenting problem is not particularly serious. Sometimes students may initially disclose a small personal problem that may be masking, or lead, to a much more serious issue. It is better to be clear that in some exceptional circumstances staff may have to break confidentiality, but that these circumstances are rare and would arise only:

- where there is risk of harm to a staff member or others, including safeguarding issues e.g. child protection or where disclosure is required by law e.g. a court subpoenas records required in court or under prevention of terrorism legislation.
- If we are legally obliged to provide information to outside agencies we will do this in line with the Data Protection Act.

Staff should explain at the beginning of the conversation that if they have serious concerns about the safety of the student or the safety of others, that they will have to pass this information on in order to be able to provide the best support available. Where possible, staff should always discuss this with the student first and encourage them to speak with the Social & Welfare Officer him/herself, or to consent to the sharing of relevant information. Colleagues must be clear that even without consent, some concerns must be passed on to the relevant staff who can help.

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## PROCEDURE

It is essential to act quickly and professionally in all cases of suspected abuse. If a student accuses another student or member of staff of abuse or inappropriate behaviour, you should report this immediately to the **ELC Director** (the **designated ELC Safeguarding Lead**).

1. The duty to report applies equally to complaints or accusations of historic, and not just recent, abuse/inappropriate behaviour.
2. If you are the recipient of any complaint or accusation from a student, it is important to listen without making or implying any judgement as to the truth of the complaint or accusation.
3. If a student makes a complaint, or if there are other reasons for suspecting abuse, you should not attempt to investigate this yourself, but should report your concerns to the ELC Director.
4. Those dealing with any allegations of abuse or misconduct should adhere to the principles set out in the University's [Dignity at Work & Study Policy](#). Any information received should be acted upon sensitively, effectively and efficiently. Wherever possible, those making allegations should be given information about the outcome.





5. If you feel you need counselling or other appropriate support from the University as a recipient of an allegation, as the individual making the allegation, or as the arbitrator, you are encouraged to make use of the University's [Employee Assistance Programme](#).

The course of action taken will depend on the specifics of the situation. The ELC follows the guidance set out in **Section 10** of the [University's Policy on the Safeguarding of Children, Young People and Vulnerable Adults](#). Any allegations or suspicions of abuse or concerns about the welfare of a child, young person or vulnerable adult should be reported using the procedures as shown in the Guidelines in **Appendix 2** of the University policy. Members of staff must discuss concerns, suspicions or allegations with the ELC Designated Safeguarding Lead (ELC Director) or other University Designated Safeguarding Contact (see **Appendix 5** of the Policy). The ELC Director is responsible for referring cases to the Safeguarding Coordinator.

If the ELC's Safeguarding Lead or Designated Staff member is unavailable, for example during a weekend Social Programme trip, and there is an urgent safeguarding concern, the staff member should contact the University's Campus Support telephone number (0151 794 2222) who will coordinate the response. If you are not on campus and feel there is an immediate risk to you, the student or others, you should contact the emergency services.

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## REPORTING AND RECORDING

In all cases it is vital that accurate records are maintained of allegations, concerns, decisions and reasons for actions. The [Reporting Safeguarding Concerns Form](#) in **Appendix 4** of the University Policy should be used to record initial concerns. Records of subsequent actions should be maintained in a secure file.

Records should differentiate between known facts, reported events, observations and opinion.

It is important that records clearly differentiate between known facts, information reported by the student, and the opinion of the person making the record.

**Known facts** include information which can be verified by the person making the record e.g. the time a meeting took place, information previously disclosed or independently documented e.g. a medical condition, immigration status. These can be recorded as statements.

### *Examples*

- Student has disclosed a disability to the University.
- Student is enrolled on Activate until 16<sup>th</sup> March 2018.

**Reported events** include information provided by the student or a third party that has not been independently verified. This type of information should be differentiated from known facts. This can be recorded as statement prefaced by wording that indicates the information has been reported by the student.

### *Examples*

- Student told me that she has been in hospital.
- Student told me that he had returned to his room at 11.45pm.



**Observations** are a way of recording subjective information about a student. The language used to record observations should be factual and as neutral as possible. Observations should not include opinion.

#### *Examples*

- Student appeared unkempt and there was a noticeable smell when she entered the room. **Not:** Student looked a mess and hadn't washed for a week.
- Student repeatedly looked around the room and appeared distracted. **Not:** Student behaved strangely in the meeting.

**Opinion** can be recorded in notes but should be clearly indicated as such. You should consider whether the opinion adds value to the notes and wherever possible reasons for the opinion should be included. You should only record opinions on matters on which you are qualified or have appropriate experience to do so. You should use terminology which reflects your qualifications and position.

#### *Examples*

- In my view the student appears to be displaying low mood and limited interaction with others.  
**Not:** In my view the student is depressed.

#### **Records should record actions and reasons for those actions**

It is important to document actions and also the reason for actions as the reason for actions may be queried at a later date. You should also document when a decision has been made not to take a particular course of action and why.

#### *Examples*

- Student had minor injuries to arm which were dressed. Asked student if she wished to attend hospital; she refused. Student appeared fully able to make decisions so no further action taken.

#### **Records should be dated and written personally as soon after the event as possible**

It should be clear who has made the record and when it was made. Records should be written as soon as possible after the event to ensure that the record is accurate. Records should be written by the individual whose name is on the record. If the record is written on paper you should sign the record. In some instances you may also wish to show the record to the student and ask them to sign a copy. Staff should be mindful that students have the right to access any records held on them under the Data Protection Act 2018. More information on the University's compliance with data protection laws can be found here: [https://www.liverpool.ac.uk/legal/data\\_protection/](https://www.liverpool.ac.uk/legal/data_protection/).

### **PREVENT DUTY**

The duty to protect children, young people and vulnerable adults from harm extends to protecting them from involvement in groups which set out to radicalise individuals. Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism.

The Counter Terrorism Act 2015 imposes a duty on 'specified authorities', when exercising their functions to have due regard to the need to prevent people from being drawn into terrorism. Universities have been



identified within the government's **Prevent Strategy** as potential sites for radicalisation. Whilst children, young people and vulnerable adults may be most at risk of radicalisation, students and staff who do not fall into these categories may also be at risk.

- Prevent aims to reduce the likelihood of people becoming involved in violent extremism and/or in supporting terrorism.
- Prevent applies to all forms of extremism; racism, far-right ideology, religious, homophobia.
- Prevent involves everyone (staff, students) and applies to everyone, not just Under 18s.

Under the Duty, the University and ELC are required to exemplify core British values, which are defined as:

- democracy
- the rule of law
- individual liberty
- mutual respect and tolerance for those with different faiths and beliefs.

The University has policies in place to promote tolerance and respect, and procedures for dealing with any abusive behaviour by staff or students. It is committed to providing a safe campus environment for students, and to challenging extremist views. Policies to note in this regard are the [Dignity at Work and Study Policy and Procedure](#); [Freedom of Speech](#); [Diversity and Equality of Opportunity](#) and the [Health & Safety Codes of Practice](#).

The English Language Centre follows the University's protocol for dealing with concerns about radicalisation as detailed in Section 11 of [the University's Policy on the Safeguarding of Children, Young People and Vulnerable Adults](#)'.

Staff or students may be concerned about someone due to changes in behaviour or appearance. For example:

- An individual may stop contact with peers and only be interested in contact with members of a particular ideological group.
- An individual may change their habitual style of dress.
- An individual may condone violence in support of their espoused ideology.

There may be many reasons for such changes which is why a safeguarding approach should be adopted as this enables relevant services within and outside the University to identify an individual's needs and vulnerabilities. Concerns about radicalisation and reported in the same way as suspicions or allegations of abuse (as detailed above).

Further training for ELC colleagues is available on the University's VLE:

1. **A Brief Guide to the Prevent Duty at the University of Liverpool**  
*This short course is for all University of Liverpool staff. We talk about the 'The Counter Terrorism and Security Act' and the Prevent Duty. We define what Radicalisation, Extremism and Terrorism are and provide information about who to contact in the University for further information and advice.*
2. **The Prevent Duty in Higher Education**  
This e-learning module is intended for any staff who needs to understand the nature of the Prevent statutory duty as it affects higher education.



UNIVERSITY OF  
LIVERPOOL

English Language  
Centre



## APPENDIX A: ENGLISH LANGUAGE CENTRE STAFF CODE OF CONDUCT

### SCOPE OF THE CODE

This Code of Conduct is written to give clear and formalised guidance to all staff and associated colleagues in the English Language Centre (ELC) on creating a safe educational environment for all students, including Children, Young People and Vulnerable Adults. This includes protecting both staff and students from behaviours or actions that might be misconstrued, and to ensure that staff do everything reasonable within their power to ensure the safety and well-being of anyone studying at the ELC.

This Code of Conduct should be read in conjunction with the **ELC Framework For Safeguarding, Prevent And Care Of Under 18s**.

### LEGAL CONTEXT

**Duty of Care:** a duty of care is a legal obligation imposed on an individual when undertaking any act that could harm others, requiring the individual to adhere to a standard of reasonable care. You are responsible for, and have a duty of care to ensure that your conduct does not fall below the standards detailed in this Code.

**Position of Trust:** the Sexual Offences Act 2003 sets out the law on sexual offences committed by those in positions of trust, responsibility or authority. Although the offences cover all children under 18, they are principally designed to protect young people aged 16 and 17 who, even though they are over the age of consent for sexual activity, are considered vulnerable to sexual abuse and exploitation. The 2003 Act's provisions on 'abuse of position of trust' refers to educational contexts and teaching roles.

### INTERACTIONS WITH STUDENTS

The ELC expects staff to behave with common sense to ensure the safety and well-being of all students. You should note the following:

1. The ELC dress-code is business casual. Clothing with slogan or inflammatory messaging is not permitted.
2. Do not make unnecessary physical contact.
3. Unless circumstances make it impossible to comply, do not take a student to the toilet unless either (a) another adult is present or (b) another adult is aware.
4. If you find you are in a situation where you are alone with a student, particularly if the student is a child, young person or vulnerable adult, wherever practicable make sure that others can clearly observe you.
5. In 1:1 situations (e.g. tutorials), wherever practicable make sure that others can clearly observe you. If this is not possible, you should leave the door of room ajar.
6. Do not form close personal relationships with students.



7. Do not make suggestive or inappropriate remarks to or about a student even in jest, as this could be misinterpreted.
8. You should be as positive and even-handed as possible with all students, using praise where appropriate and ensuring that all students are treated equally and fairly.
9. Good practice includes valuing students as individuals, respecting their cultural backgrounds, and the adult modelling of appropriate conduct – which would exclude bullying, aggressive behaviour and discrimination in any form.
10. You should be especially careful in any social settings outside the English Language Centre, particularly when alone with students. These could cause discomfort or be misconstrued by the student or by others.
11. On excursions and activities organised by the English Language Centre, due regard should be given to the Risk Assessment document. A relevant document should be prepared, and signed by the ELC Director (or nominated representative) prior to each trip and it should be made available to all staff accompanying the trip, whether regular ELC staff or casual employees.
12. You may accept gifts from students only in accordance with the [University's Anti-Corruption and Bribery policy](#). In short, this policy does not prohibit the giving of gifts that are of an appropriate type and value, and given at an appropriate time.

#### IT, THE INTERNET AND TECHNOLOGY

1. You should not give out your personal mobile number, email address, Facebook or other social media contact details to students. You should only email students from your UoL staff email account, and to the student's University email address.
2. Any contact with students through messaging services such as WhatsApp, WeChat etc. should be channelled through the Social & Welfare team, who use a work device and contact number for this purpose.
3. Inappropriate access to websites will be reported by IT to Senior Management.
4. All students should be made aware of the University's IT policies at induction. These can be found in the Student Handbooks and on the [University website](#).

#### PHOTOGRAPHY AND USE OF VIDEO CONTENT

1. GDPR<sup>3</sup> requires students to give informed and explicit consent for their image to be used by the English Language Centre and the University of Liverpool. The legal age of consent is 13 years old; therefore, U18s are required to consent to this themselves. You should not take images of students, nor distribute or share such images unless from an approved ELC social media account.

#### ACCOMMODATION

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<sup>3</sup> General Data Protection Guidelines



1. You should not invite students to your home or provide any type of accommodation to English Language Centre students.
2. Under most circumstances, you are not permitted to visit individual students at their accommodation. The only exceptions to this are:
  - a. When the visit is at the invitation of a group of students (none of whom are Under 18) to share a meal on an occasion such as at the end of a stage or course of study at the ELC. In this circumstance, staff members should notify the ELC Director of their intention to accept such an invitation, they should remain in the communal areas of the flat at all times and they should not enter individual rooms.
  - b. When the staff member is assigned to settling new students into their accommodation. In this circumstance, it may be necessary for the member of staff to enter individual rooms to respond to a request to check the functionality of equipment in individual rooms. In these cases it is permitted to go into individual student rooms as long as the doors to individual rooms which are entered are kept open at all times or the staff member is accompanied into the individual room by a third person.
  - c. When a staff member is assigned to carrying out flat inspections. In this circumstance, it may be necessary for the member of staff to enter individual rooms to check the functionality of equipment in individual rooms. In these cases it is permitted to go into individual student rooms as long as the doors to individual rooms which are entered are kept open at all times or the staff member is accompanied into the individual room by a third person.
  - d. In extreme cases of student absence and when all other avenues of communication have been exhausted. In this circumstance, it may be necessary for a member of staff to enter an individual room to check on the wellbeing of the occupant. In these cases it is permitted to go into individual student rooms as long as the doors to individual rooms which are entered are kept open at all times or the staff member is accompanied into the individual room by a third person, preferably another member of ELC staff or an appropriate person representing the accommodation provider. Other students should not be asked to accompany ELC staff in these circumstances.

## TRANSPORT

1. You are not permitted to take students in your private car. If an emergency situation presents itself in which using private transport is unavoidable, the student should use a rear seat, not the passenger seat. You must also let another ELC colleague know that this course have action has been necessary.
2. On coach or mini-bus journeys, you should not sit next to any student. You should occupy a seat on the front row.



#### ALCOHOL, SMOKING, USE OF DRUGS

1. The University is under a legal duty to ensure that the workplace is smoke-free, and it looks to colleagues to observe and to enforce this rule. Staff and students are asked not to smoke near entrances into buildings. "e-cigarettes" are treated as cigarettes. The University [Policy and Code of Practice on Smoking](#) provides full details.
2. You must ensure that you comply with appropriate licensing laws and neither explicitly nor implicitly condone the breaking of the law, particularly in regard to drinking alcohol, smoking tobacco, taking drugs or sexual activity.
3. You should not buy alcohol for any ELC students.
4. At any event organised by the ELC at which alcohol is served to students, if you are attending the event, whether engaged to work on the event or attending of your own volition, you should limit your own alcohol intake to two units of alcohol. This normally equates to one pint of beer, lager or cider, one medium (175ml) small glass of wine or two single measures of spirits (see: <https://www.drinkaware.co.uk/>).
5. UK law with regard to recreational use of drugs applies at all times. If you suspect a student is using an illegal substance or mis-using a prescription drug (or a staff member, and this is impacting on their duty of care and professionalism), you should report your concern to the Social & Welfare Officer immediately (student) or ELC Director (staff member).

#### WHISTLEBLOWING

1. The University of Liverpool is committed to conducting its affairs in accordance with the highest standards of integrity. The University's [Public Interest Disclosure \(Whistleblowing\) Policy](#) enables concerns to be raised regarding malpractice, corruption, wrongdoing and any form of impropriety. All colleagues have a legal duty to voice concerns about another colleague's behaviour without fear of repercussions.

#### ELC FRAMEWORK FOR SAFEGUARDING, PREVENT AND CARE OF UNDER 18S

1. You are required to read and understand the **ELC Framework For Safeguarding, Prevent And Care Of Under 18s**.
2. You must participate in the training available to you to support you in your work with students, in particular with children, young people and vulnerable adults.





APPENDIX B: PARENTAL CONSENT, ACCOMMODATION AND GUARDIANSHIP FORM



UNIVERSITY OF  
LIVERPOOL

**Parental Consent, Accommodation and  
Guardianship Arrangements for Under 18s  
Form (English Language Centre)**

These arrangements are for applicants who are under 18 years of age at the start of their course at the English Language Centre, University of Liverpool.

You must return this form to Activate Admissions at the University of Liverpool within 7 working days. You can return the form by email to [acteng@liverpool.ac.uk](mailto:acteng@liverpool.ac.uk).

The University of Liverpool takes its responsibilities to students who are under the age of 18 very seriously.

Please read the information in this form and the accompanying 'Notes for Completion' carefully before completing this form. Each section needs the signature of your parent/legal guardian and the final section needs both the signature of you (the student) and your parent/legal guardian. Where we refer to parent, we are referring to the parent or legal guardian of the applicant – the adult who has legal responsibility for you.

Please note: The University needs to check and approve that the arrangements for Guardianship and Accommodation are appropriate for an Under-18 student before the place on your course can be confirmed.

This form has FIVE sections:

1. Parental Consent (page 2)
2. Declaration of Guardianship Arrangements (pages 3-4)
3. Declaration of Accommodation Arrangements (pages 5-6)
4. Confirmation of Travel Arrangements - International students only (page 7)
5. Signatures and Final Checklist (page 8-9)

You (the student) and your parent/legal guardian **MUST** complete sections 1-3 and 5; if you are an international student, you also need to complete section 4.



## 1. Parental Consent

### 1.1. Applicant Information

*Please complete the information below. Please write clearly or type your answers.*

<b>Applicant name</b>	
<b>Title of course</b>	
<b>Start date (Month/Year)</b>	
<b>Date of birth</b>	
<b>Age upon registration at the English Language Centre</b>	

### 1.2. Parent Details

*Please complete the information below. Please write clearly or type your answers.*

<b>Name</b>	
<b>Relationship to student</b>	
<b>Telephone number(s)</b> e.g. home/work/mobile Please include the country code if the number is outside the UK e.g. +86	
<b>Email address</b>	

### 1.3. Parental Consent – Permission to Attend

The University of Liverpool requires students who will be under the age of 18 years at the start of a programme or course of study to have the written permission of their parent or legal guardian to attend the programme or course.

Where we refer to parent/legal guardian, we are referring to the adult who has legal responsibility for the student.

#### Parent/Legal Guardian

I consent to my child attending the University of Liverpool and confirm that I understand that the University of Liverpool cannot be held responsible for student welfare whilst off-campus. I confirm that I have been advised to make appropriate arrangements to ensure the safety of my child during such periods.

**Signed (Parent/Legal Guardian):**

.....

**Date:** .....

**Print Name:** .....



## 2. Declaration of Guardianship Arrangements

Any student who is under 18 at the start of their programme or course **MUST** have a UK-based parent or guardian. A UK-based guardian is different to a legal guardian. Please note that the age of a student does not affect the University's confidentiality policy. This means that we cannot share information with parents or guardians without the student's consent.

*Please tick (✓) your guardianship arrangement:*

<b>A</b>	I have a UK-based parent(s)	<input type="checkbox"/>	If ✓ Please go to section A
<b>B</b>	I have a UK-based guardian	<input type="checkbox"/>	If ✓ Please go to section B
<b>C</b>	I am using a guardianship company	<input type="checkbox"/>	If ✓ Please go to section C

### A. If you have a parent(s) who will be based in the UK during your studies:

*Please complete the information below about your parent(s). Please type or write clearly.*

<b>Parents name</b>	
<b>Relationship to you (student)</b>	
<b>Parent's UK address</b>	
<b>Parent's UK telephone number(s)</b> e.g. home/work/mobile	
<b>Parent's email address</b>	

### B. If you have a UK-based guardian:

*Please read the following information carefully:*

If the parent chooses to appoint a UK-based guardian, the University will contact them to confirm their understanding of the role of guardian. We would expect any UK-based Guardian to have a minimum of 2 years' experience living and working/studying in the UK as an adult. The University may withdraw the offer of a place at any time if we are not satisfied that guardianship arrangements provide a sufficient level of care for the student.

#### **We expect a UK-based guardian to fulfil the following criteria:**

- To meet with you during your first week in the UK
- To arrange additional meetings twice each term
- To be in regular email and telephone contact with your parents
- To be available 24 hours in case of an emergency
- To be approved by your parent or guardian



- To have the contact details of your Homestay provider (where applicable)
- To have a sufficient standard of English to be able to communicate with relevant agencies on behalf of the student if required
- To be able to meet these responsibilities until your 18<sup>th</sup> birthday

**If you have a UK-based guardian who can fulfil the duties above (page 3), please provide their details below.**

*Please type or write clearly.*

<b>Guardian's name</b>	
<b>Relationship to you (student)</b>	
<b>Guardian's UK address</b>	
<b>Guardian's UK telephone number(s)</b> e.g. home/work/mobile	
<b>Guardian's email address</b>	

**C. If you do not have a UK-based Guardian or UK-based Parent:**

*Please read the following information carefully:*

You can use a guardianship company to provide you with a guardian in the UK. We recommend that you enrol with an AEGIS registered UK guardianship company (AEGIS <http://www.aegisuk.net/>).

The University is unable to take responsibility for the standard of care provided by external guardianship agencies. Parents must satisfy themselves that the services provided by the agency will meet their child's needs. The University may withdraw the offer of a place at any time if we are not satisfied that guardianship arrangements provide a sufficient level of care for the individual. **Please ensure that your guardianship arrangement lasts until your 18<sup>th</sup> birthday.**

**We expect a guardianship arrangement to fulfil the following criteria:**

- To meet with you during your first week in the UK
- To arrange additional meetings twice each term
- To be in regular email and telephone contact with your parents
- To be available 24 hours in case of an emergency
- To be approved by your parent or guardian
- To have the contact details of your Homestay provider (where applicable)
- To have a sufficient standard of English to be able to communicate with relevant agencies on behalf of the student if required
- To be able to meet these responsibilities until your 18<sup>th</sup> birthday

<b>Name of Guardianship company</b>	
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<b>Guardianship company address</b>	
<b>Guardianship company telephone number(s)</b>	
<b>Guardianship company email address</b>	

- Please tick (✓):

I have enclosed a copy of my contract with the Guardianship Company which covers the full period until my 18<sup>th</sup> Birthday:

☐ Yes      ☐ No

The package/level of cover arranged with the Guardianship Company meets the criteria listed above (page 4).

☐ Yes      ☐ No

<b>Section 2</b>	<b>Parent's Signature</b>		<b>Date</b>	
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### 3. Declaration of Accommodation Arrangements

*Please read the following information carefully:*

**Students who are aged 17 at the start of their programme** or course can choose to live in University-owned accommodation (Halls of Residence) OR with a responsible adult who is well-established in the UK and who is known to them. You can view the University's halls of residence at: <https://www.liverpool.ac.uk/accommodation/about-us/undergraduate/which-halls/>

The 'Notes for Completion' document has more information about accommodation.

**We expect any responsible adult to provide the following level of care:**

- The responsible adult **MUST ALWAYS** be present overnight when the student is in the home
- The responsible adult **MUST NOT** accommodate any person(s) over the age of 18 who is not related either to them or the student, for the duration of the student's residence
- The responsible adult **MUST** take reasonable care that the student does not engage in any activity which is dangerous or illegal and **MUST** undertake to inform your UK-based guardian if he or she suspects this is happening.

***Applicant – please complete the following information about your accommodation***

#### **Accommodation Type**

*Please tick (✓) which accommodation type you will be staying in:*

<b>A</b>	University Accommodation (Halls)	<input type="checkbox"/>	If ✓ Please go to section A
<b>B</b>	Living with a Responsible Adult	<input type="checkbox"/>	If ✓ Please go to section B
<b>C</b>	Other (please specify)	<input type="checkbox"/>	If ✓ Please go to section C

#### **A. If you have decided to live in University Accommodation (Halls):**

- *Please tick (✓):*

I have applied for University Accommodation (Halls)

☐ Yes      ☐ No

I have attached a copy of the email confirming my Accommodation booking

☐ Yes      ☐ No

If you have selected 'No', please be aware we will need these to progress checks.



**B. If you have decided to live with a responsible adult who can fulfil the duties above (page 6)**

*Please complete the information below about your responsible adult. Please type or write clearly.*

<b>Responsible adult's full name</b>	
<b>Relationship to you (student)</b>	
<b>Full address in Liverpool</b>	
<b>Responsible adult's telephone number(s)</b> e.g. home/work/mobile	
<b>Responsible adult's email address</b>	

**C. If you have made other accommodation arrangements**

**If you are considering this option you must read the Notes for Completion carefully.**

Before you sign a contract for accommodation other than University-owned Accommodation (Halls), or make alternative arrangements such as Homestay, you must contact the ELC Social and Welfare Officer via [elcwelfare@liverpool.ac.uk](mailto:elcwelfare@liverpool.ac.uk) to discuss the suitability of your preferred option.

**You should not sign a contract until you have agreement from the Social and Welfare Officer that the accommodation is suitable.**

Once you have received confirmation from the Social and Welfare Officer that the accommodation is considered suitable, you must enclose a copy of your accommodation contract with this form.

<b>Name of accommodation provider</b>	
<b>Full postal address</b>	
<b>Telephone Number</b>	
<b>Email Address</b>	

- Please tick (✓):

I have discussed my accommodation arrangements with the ELC Social and Welfare Officer:

☐ Yes

☐ No





I have enclosed a copy of my accommodation contract:

☐ Yes      ☐ No

*If you have selected no, you should contact [elcwelfare@liverpool.ac.uk](mailto:elcwelfare@liverpool.ac.uk) as soon as possible to discuss the suitability of your proposed accommodation.*

If you have selected 'yes' above: I have enclosed a copy of my accommodation contract:

☐ Yes      ☐ No

Section 3	Parent's Signature		Date	
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#### 4. Confirmation of Travel Arrangements

At the University of Liverpool, we take our responsibility for Under 18s seriously and we want to ensure that your parents have consented to your travel arrangements to the UK. We appreciate that you may not have exact travel plans in place yet, however we need to know how you intend to get to the University.

- Please tick (✓) which arrangements you will be making

☐ I will be travelling with my guardian or other responsible adult.

☐ I will be met on arrival in the UK by my guardian or other responsible adult.

Section 4	Parent's Signature		Date	
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## 5. Signatures and Checklist

### 5.1. Student

I confirm that the information provided in this form is accurate and that I will inform the University of any changes to this information until my 18<sup>th</sup> birthday.

**Signed (Student):** .....

**Date:** .....

**Print Name:** .....

### 5.2. Parent/Legal Guardian

I confirm that the information provided in this form is accurate. I consent to my child attending the University of Liverpool and to the accommodation, guardianship and travel (if applicable) arrangements made as listed in this form.

**Signed (Parent/Legal Guardian):**  
.....

**Date:** .....

**Print Name:** .....



### 5.3. Checklist

Please read through the checklist below and make sure that this is complete before returning the form to the University.

	Please Tick
<b>Section 1</b>	
I have checked that parts 1.1, 1.2 and 1.3 are fully complete and signed by my parent	
<b>Section 2</b>	
I have checked that I have only ticked one Guardianship arrangement and I have checked that I have fully completed the relevant lettered section (A, B or C)	
<i>If you have ticked option C</i> I have included a copy of the contract with the Guardianship company, covering the full period to my 18 <sup>th</sup> Birthday	
I have checked that this section has been signed by my parent	
<b>Section 3</b>	
I have checked that I have ticked one accommodation type and I have fully completed the relevant lettered section (A, B or C)	
<i>If you have ticked option C</i> I have spoken to the Social and Welfare Officer about the suitability of the accommodation	
<i>If you have ticked option C</i> I have included a copy of the tenancy agreement with this form agreed with the Social and Welfare Officer	
I have checked that this section has been signed by my parent	
<b>Section 4</b>	
I have checked that this section is fully complete and signed by my parent	
<b>Section 5</b>	
I have signed and dated this form	
My parent has signed and dated this form	



## APPENDIX C: ELC RISK ASSESSMENT

The University has general duties under the Health & Safety at Work Act to ensure, so far as is reasonably practicable, the health, safety and welfare of staff, students and others who may be affected. This will include all activities carried out away from University premises. All staff involved in these activities have a legal responsibility to look after themselves and others, not to misuse or interfere with anything provided for safety reasons and to report any defects or shortcomings in the safety arrangements.

**THIS FORM MUST BE COMPLETED IN ADVANCE OF ALL ACTIVITIES, TRIPS AND VISITS ARRANGED BY THE ENGLISH LANGUAGE CENTRE AND WHICH TAKE PLACE AWAY FROM UNIVERSITY PREMISES.**

- This form **MUST** be completed by the Lead Supervisor designated in charge of the activity or trip. It must be signed by the supervisor and counter-signed by the ELC Director (or nominated deputy) and the Departmental Safety Coordinator (off-campus activity): **BEFORE** the activity or trip is undertaken. Please refer to the **ELC Trip Policy** for guidance on how to complete this form<sup>4</sup>.
- In completing a risk assessment due consideration **MUST** be given to the potential hazards with regard to People, Equipment, Materials and Environment. You may wish to refer to the Principles of Prevention and Hierarchy of Control advice on the University Health & Safety Intranet in establishing what control mechanisms to adopt. Controls may be physical, procedural or behavioural.
- All ELC colleagues accompanying the activity or trip **MUST** have been fully briefed in advance of the event and carry on their person the completed Risk Assessment for the duration of the event.

<b>Proposed Activity/Trip:</b>			
<b>Rationale/ Brief Description:</b>			
<b>Date of Trip:</b>		<b>Approximate Times:</b>	
<b>Number of Students:</b>			
<b>Number of Supervisors:</b> <i>(List full names of all accompanying staff, indicating Lead Supervisor)</i>			<b>Supervisor to Student Ratio:</b>
Complete <b>ALL</b> of the following sections:			
<b>EVENT INFORMATION</b>		<b>PLEASE PROVIDE DETAILS/LOCATION OF REQUIRED INFORMATION:</b>	
<b>Itinerary</b> <i>(incl. departure points, times etc.)</i>			
<b>Travel Arrangements</b>			
<b>Record Held of Participants &amp; Contact Details</b> <i>(Note any relevant information about specific participants, e.g. any U18s, students taking regular medication, disabled students etc. if known)</i>			

<sup>4</sup> ELC Trip Policy, incl. guidance notes is currently being revised.



Contact No.(s) Provided to Participants	
Address & Tel No. of Nearest A&E Facility	
Emergency Contact No.(s) <i>(For Lead Supervisor to draw on if required)</i>	0151 794 2222 (Campus Security)

- List any particular risks associated with the trip or activity and measures taken to mitigate them:

RISK	ACTION TAKEN

- Have arrangements been checked and found satisfactory in the following respects?

	Y E S	N O	N A	DETAILS
Contact made with venue <i>(if applicable)</i> with regard to local risk assessment?*				
Meeting point near venue identified in case of emergency?*				
Time at transport hubs/places where large numbers of people gather limited?				
Any public activity/events in the area to be aware of?				
Trip Policy circulated to all accompanying staff?				
Pre-event briefing of team, incl. circulation of this Risk Assessment?				

\*ELC will defer to any arrangements made by the venue and instructions given by the venue in case of an emergency.

- Please record any further relevant information in the box below:

THE EVENT MAY PROCEED SUBJECT TO THE CONDITIONS STATED IN THIS ASSESSMENT

I confirm that the activity/trip has been assessed and appropriate control measures introduced.

RISK ASSESSMENT COMPLETED BY:

SIGNED:

DATE:

COUNTERSIGNED BY



DEPARTMENTAL SAFETY COORDINATOR (OFF-CAMPUS ACTIVITY):		SIGNATURE:	
		DATE:	
ELC DIRECTOR (OR NOMINATED DEPUTY)		SIGNATURE:	
		DATE:	

Please forward the signed form to [swt@liverpool.ac.uk](mailto:swt@liverpool.ac.uk) to be filed accordingly.





## APPENDIX D: ELC STUDENT CONDUCT AGREEMENT

As part of your online enrolment at the University of Liverpool you are required to agree to the responsibilities of students as set out in the University's Student Charter. This document sets out the expectations that the English Language Centre has of you as a student.

There is also a section which we ask you to sign if you consent to your image (e.g. photograph, video content) and/or words being used for marketing purposes (e.g. ELC webpage, ELC social media accounts, ELC brochures).

### GENERAL

You understand that on arrival you will receive a Student Handbook for your course (in hard copy and/or through VITAL, the University's Virtual Learning Environment). You must read this handbook and any additional information and follow the instructions contained within it. This includes information on UK laws.

You understand that normal working hours for University staff are Monday to Friday 9am to 5pm and that it will not normally be possible to contact staff members *other than* Security or University Accommodation 24-hour Reception outside of these hours. You will be given the appropriate telephone numbers on arrival.

### ATTENDANCE AND PUNCTUALITY

**By signing the ELC Student Conduct Agreement, you agree to attend 100% of classes, and to arrive on time.**

You understand that your tutors will record your attendance on the register for every lesson throughout your course. Your tutor will also record on the register if you arrive late.

You understand that if you arrive more than 10 minutes late you will not be allowed to join the class for that lesson. You will be marked absent (unauthorised absence) for that lesson.

You understand that it is your responsibility to let the Social & Welfare team know if you are going to be absent from class by completing the online absence form.

### ACADEMIC & ENGAGEMENT

**By signing the ELC Student Conduct Agreement, you agree to engage with your studies.** This means:

1. Taking part in all your lessons.
2. Handing in all pieces of work requested by your teacher. This includes classwork, homework, coursework and any other pieces of work requested by your teacher.
3. You will not copy from the internet, books or other people, or hand in work which is not your own.

You understand that to get maximum benefit from your course and to make progress you will need to complete additional work independently (self-study).



You understand that it is your responsibility to inform the ELC at the earliest opportunity of any disabilities or difficulties that may affect your ability to study, and to take responsibility for seeking the support you need.

You understand that if you wish to withdraw from your course, you must complete a Withdrawal Form otherwise you may still be charged for your course.

You understand that you must update your personal details on Liverpool Life if there are any changes to your address, telephone contact number or next of kin (the person we will contact in an emergency).

You understand that you must return any items you have borrowed from the Library and/or Language Lounge before you leave. If you do not return items you have borrowed, you may be fined or asked to pay for a replacement copy.

## BEHAVIOUR

**By signing the ELC Student Conduct Agreement, you agree to behave appropriately.**

You understand that you are expected to treat all University staff, students and visitors with respect. On any trips or activities organised as part of the ELC Social Programme, you will treat members of the public with respect and remember that you are representing the name of the University.

You understand that you are expected to treat University property with respect.

You understand that smoking is not allowed in many areas of the University campus. You may only smoke in designated areas. You also understand that you may be fined for dropping litter or cigarettes on campus or in any public area.

You understand that you must take care of the health and safety of yourself and others, including following all necessary fire safety procedures.

You understand that there may be students who are under 18 years of age in your class or on your course. You understand that under UK law, persons under the age of 18 are considered children, and may not buy cigarettes and alcohol. It is also an offence if you buy cigarettes or alcohol for a person who is under 18. At the ELC, Under 18s are given a purple lanyard to wear their Student ID card.

You understand that you must not use violent or offensive behaviour or language, engage in any form of bullying or harassment, or disrespect the rights to others' freedom of belief and freedom of speech. You understand that the ELC is committed to the core British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance for those with different faiths and beliefs.

## USEFUL DOCUMENTS

You can access the ELC Department policies on **Health and Safety, Bullying and Harassment, Diversity and Equality of Opportunity**, and the **ELC Suggestions, Compliments and Complaints** policy on the ELC webpages or on your course VITAL page.



## DECLARATION

**By signing the ELC Student Conduct Agreement, you agree to the responsibilities listed in this document. You understand that if you do not follow these guidelines you may be suspended or withdrawn from your studies.**

Name: \_\_\_\_\_

Student Number:

\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## USE OF PHOTOGRAPHS, VIDEO CONTENT AND WORDS [OPTIONAL CONSENT]

Sometimes the University may film or photograph classes or activities that you attend for the purposes of marketing. You may also be asked for a few words about your course (e.g. what you liked best) that we can use *in our publicity*.

***Please tick the statement that applies. You can change your decision at any time by attending a Social & Welfare drop-in.***

### Statement 1

- ☐ I agree to my image being used in photographs or video taken for marketing purposes.
- ☐ I don't agree to my image being used in photographs or video taken for marketing purposes.

### Statement 2

- ☐ I agree to my words being used for marketing purposes.
- ☐ I don't agree to my words being used for marketing purposes

Signature: \_\_\_\_\_

Date: \_\_\_\_\_