**Student Handbook**

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**1 - Key Information and list of useful contacts**

**Jenkins Enterprises**

9 Darwell House Essex Road Basingstoke RG21 7BN, UK

Telephone/Emergency Telephone: +44 (0)754 25 36 256

Email: infoukschools@gmail.com

Office opening hours: 09:30 to 17:30, Monday to Friday for emergency purpose - 24 hours 7 days

**Emergency Numbers in the UK**

999 (or 112) Emergency: Police, Fire Brigade, Ambulance Free

101 Police (Non-Emergency) Free

111 NHS (National Health Service, Non-Emergency) Free

**Links to useful websites**

| www.visitbritain.com | Official Tourist Office site with information about the UK |
| --- | --- |
| www.ukcisa.org.uk | Advice for international students |
| www.bbc.co.uk/news | News in the UK and around the world |
| www.ukstudentlife.com | Information for students coming to study in Britain |
| www.educationuk.org/global/articles/safety | A useful site for safety in the UK |
| <https://www.gov.uk/government/organisations/uk-visas-and-immigration> | Information about visa requirements |
| <https://www.ukcisa.org.uk/Information--Advice/Preparation-and-Arrival/Facing-culture-shock> | Information about British culture |
| [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk/) | For free legal advice you can go to a Citizens’ Advice Bureau |
| https://www.amazon.co.uk/s?k=adapter+plug+uk&crid=2ZTN6T31YDO8A&sprefix=adapter%2Caps%2C508&ref=nb\_sb\_ss\_ts-a-p\_1\_7 | Where to purchase an adaptor for UK versions of electrical appliances |

**2 -Jenkins Enterprises` role as your Guardian and the role of the homestay**

To have a guardian living in the UK is a school and visa requirement for all students whose families live overseas. As a guardian, **Jenkins Enterprises** will act on behalf of your parents, attend school meetings, take responsibility for academic progress and welfare, help you to adapt to new surroundings, and take an active part in school life. **Jenkins Enterprises** will also assist you with things you may need – school uniform, sports equipment, pocket money, phone cards, mobile phone, UK mobile sim card, etc.

**Jenkins Enterprises`** staff will be available for you anytime, particularly if you are worried about school, friends, you feel unhappy or homesick. If you have any personal problem or need some advice or support, you can always contact **Maryna Jenkins** via **email:** [**infoukschools@gmail.com**](mailto:m.jenkins@iqconsultancy.uk)or **telephone +44 (0)754 25 36 256**

**Jenkins Enterprises** staff will help you:

* arrange your travel both in the UK (taxi, train or bus) and back home (flight bookings, transfers);
* deal with immigration in case you have problems with passports (for example, lost or stolen);
* if you get into trouble at school you may be suspended and asked to leave the school for a period, at short notice
* if you need to go to hospital, or away from school.

When schools are closed for half-terms and exeat weekends you will stay with a host family.

**Jenkins Enterprises** has a partner Host International, provider of host families.

We will match you as closely as possible to the family in terms of their experience, interests, and location.

All host families are given guidelines and, where necessary, training on the best practice when hosting an international student, but if you have any concerns whilst you are staying with our host family, please let us know immediately.

While staying with a host family, you will gain insight into the British way of life as hosts are encouraged to include you in family life and to arrange different activities, in return you are expected to respect your host family and their way of life.

During your stay with a host family **Jenkins Enterprises** remains your guardianso you should contact **Maryna Jenkins** if you need to make any changes to the original arrangement or if you have any concerns.

**You must provide your current mobile number and email to Jenkins Enterprises and notify us of any change to your contact details as soon as they are in place.**

**3. - The responsibilities of a student**

**Jenkins Enterprises** expects all of their students to be polite and courteous when staying with a homestay or at school. Students are also expected to respect and follow rules which will be introduced by their school and host family.

Every Host Family has their own house rules which can include the following:

• When you should take a shower

• If you can use the kitchen

• If you can eat in your room

• If you can use the computer and internet

School rules, in general, include the following:

- English Only

- Being Punctual

- Eating and Drinking is Not Allowed in Class

- Mobile Phones Should Be Turned Off in Class

- Good Attendance: having poor attendance may result in expulsion or jeopardize your next visa

application (If you cannot attend school, you must inform us in writing at least 1 week in advance.

Please note, you need to go through rules carefully when given. For additional information please read **Student Behaviour Code of Conduct.**

**4 - Arrival in the UK**

**Student Visas**

You will need a visa to study in the UK.

The most common visas are Student Visa and Child Student Visa. If you do need a visa to study, please visit this website <https://www.gov.uk/browse/visas-immigration/student-visas>

**BRP Cards**

If you are going to stay in the UK for longer than 6 months, you will need a biometric residence permit (BRP). Your visa decision letter will tell you if you need to collect a BRP card and where you can collect it from.

You must collect it before your vignette expires or within 10 days (or more days) of arriving in the UK, whichever is later. Your school should be able to help you with this.

**Registering with the Police**

Some international students will need to register their stay with the police. You must do this in the first week of your arrival in the UK. The stamp in your passport will tell you if you need to register or not. If you are not sure, please ask the school.

**Arriving at the Airport**

If **Jenkins Enterprises** has arranged an airport transfer for you, our designated driver will meet you at the arrivals hall and will be holding a sign so you can find them easily. DO NOT leave the airport alone, until you have found the driver. If you have trouble finding them, please call **Maryna Jenkins tel. +44 (0)754 25 36 256.**

**5.- Living in the UK**

The United Kingdom is made up of four countries, which are united under one monarch and government. These countries are England, Scotland, Wales, and Northern Ireland.

Each country has a distinct culture and feel of its own. While England, Wales, and Scotland are joined on the same island, Northern Ireland is separate; it shares a border with the Republic of Ireland.

**Manners and Customs**

British people are very polite and say “please”, “thank you” and “sorry” rather frequently so make sure you do the same. When you meet someone for the first time, they will usually shake your hand. British people are generally punctual so make sure you always arrive on time. Do not spit, pick your nose, or stare at people in public places – these are all considered to be very rude.

**Culture shock**

Culture shock is common among international students arriving in the UK for the first time. You will notice differences between the way things are done and what you are used to at home. These include almost all aspects of life. For more information about British culture, please visit:<https://www.ukcisa.org.uk/Information--Advice/Preparation-and-Arrival/Facing-culture-shock>

**Weather**

British weather is very changeable. You should bring clothes to suit different weather

conditions. For a weather forecast or more information about the climate, visit: www.metoffice.gov.uk

**Student cards**

You can receive discounts as a student. For example:

Young Persons Railcard for travel on trains

(http://www.16-25railcard.co.uk/using-your-railcard/where-to-buy/)

Oyster Zip Card for travel around London

(https://tfl.gov.uk/fares-and-payments/travel-for-under-18s/zip-oysterphotocards)

International Student Identity Card for student discounts

(<https://www.isic.org/cards/>)

**Phones**

**Jenkins Enterprises** can help you to buy a “Pay as you Go” mobile sim card or phone.

**Bank Account**

To open an account you will need a ‘bank letter’ from the school, your passport/ID and proof of your address. If you open a bank account, keep your account numbers, PIN and cards safe at all times. Do not give this information to anyone. If your bank card is lost or stolen, you must report it to the bank immediately so they can cancel the card and send you a new one.

Remember, if you change your address, you must inform the bank.

**Electrical Appliances**

In England the power plugs and sockets are of type G. The standard voltage is 230 V and the standard frequency is 50 Hz. If the standard voltage in your country is in the range of 100 V - 127 V, you need a voltage converter in England. To be sure, check the label on the appliance. Some appliances never need a converter. If the label states 'INPUT: 100-240V, 50/60 Hz' the appliance can be used in all countries in the world.

You may buy the proper adapter on Amazon

https://www.amazon.co.uk/s?k=adapter+plug+uk&crid=2ZTN6T31YDO8A&sprefix=adapter%2Caps%2C508&ref=nb\_sb\_ss\_ts-a-p\_1\_7

**6.- Personal safety and the care of valuable possessions and cash / credit cards**

**Safety and Security Advice**

- Always put your safety first.

- Make sure your phone always has battery and credit.

- Don’t wear headphones or listen to music whilst you are walking so that you can be alert to any noise

- Make sure you have all of the contact details, addresses or maps that you need.

**Road Safety and Street Awareness**

Only cross at crossings and look both ways. Look for all vehicles, including bicycles. Wait for the traffic to stop – you can press the button on the traffic lights and wait for the green man. Never cross behind a vehicle that is reversing, showing white reversing lights or sounding a warning. Look confident and look as if you know where you are going.

**Walk on well-lit roads and ignore people who are rude or abusive. If you think you are being**

**followed, go into a shop or where there are other people or phone a friend, telling them where you are and why you are worried.**

**If you need some help, approach people directly, or call out to them, don’t shout ‘help’, say what is happening and what help you need.**

**Belongings and Valuables (e.g. mobiles, cameras, money)**

You do not have to carry your passport or ID card with you in the UK.

**Try not to carry more money than you will need, and keep some money in a different pocket/place to use in an emergency.**

**Theft of mobile phones (especially the latest models) is quite common; therefore, pay attention to**

**people around you when using your phone in a public place.**

We recommend that you register your belongings, such as mobile phones and bicycles, with Immobilise. This is free of charge and will help you if your things get stolen. Visit: [www.immobilise.com](http://www.immobilise.com/)

**Pickpockets and bag snatchers**

Pickpockets (people who take things from your pocket or bag) can be in popular tourist areas and crowded places.

**Make sure your bag is always closed and never carry your wallet or purse in a**

**bag on your back. Do not leave your bag on the floor or over the back of a chair in cafes or restaurants. If someone tries to take your bag by force, just give it or throw it down on the ground. If possible, empty the contents onto the floor and tell them to take what they want. Never fight over your possessions; they can be replaced.**

Keep a copy of your address book and your bank card numbers at home. If your bag is stolen, you must call the police. There is a possibility that your bag will be found and the police can then return it to you.

**Insurance**

We strongly recommend that every student takes out a comprehensive insurance which covers

reimbursement of school fees as well as theft, damage and medical costs.

**7. - Information on living with a homestay**

All our host families meet the requirements set out by AEGIS and are inspected at least once a year and, where necessary, trained on the best practice when hosting an international student.

Homestays acknowledge that they have a duty of care to children and young people. As such they must adhere to the various policies, including the safeguarding and child protection policy that outline how we safeguard students in our care.

**Services provided**

**Meals:**

**For breakfast**, you should get toast and cereal, and perhaps a cooked breakfast on occasion. If you are late getting out of bed, you may miss breakfast!

**Lunch** is normally light, perhaps soup, jacket potato, salad, sandwiches, cheese on toast and fruit or yogurt.

Dinner is the main meal, it is generally between 6:00 and 8:00 p.m., and it should include fish, chicken or red meat, with vegetables and a dessert. If there are things you like /dislike to eat, please tell your host and they will try to provide accordingly, but remember the food will be very different from home.

If you are HUNGRY, please don’t help yourself – ask the host family. Your family may be very interested in your own country’s food – offer to cook!

**Your Room:**

You will be provided with a single or twin room (one or two beds), and occasionally, if a room is large

enough, some families have a triple room (three beds).

Clean bedding and a towel are provided.

The room will have some storage facility, a desk and adequate lighting for working. Sometimes host families provide a table in another room (like the Dining Room) for working instead of the bedroom.

Make your bed and keep your room tidy, especially on your departure. Report any damage to the host and apologize for it.

**Shower and Bathroom:**

You will probably need to share the bathroom with your host family and they will tell you the most convenient time for you to use the bathroom and shower in the mornings and evenings.

Remember that hot water may be limited, so you should spend n**o longer than 15 minutes** in the shower. Make sure the shower curtain is on the inside of the shower cubicle to avoid flooding the bathroom.

**Laundry:**

Hosts can help you with any washing you may have. Ask your host if they would mind doing the washing for you (or offer to do it yourself).

**Phone:**

Please use your mobile phone to make calls when you are staying with your host family. If you need to use the host’s phone, you must ask for permission first.

Remember to be courteous when using your phone at the host family or in public places – do not speak too loudly or call someone late at night.

**Internet Access and Host Computers:**

Most families have a wireless broadband connection, and many are happy for you to use this for reasonable access to the Internet from a laptop computer (such as social networking). Please do not use the family’s Internet connection to download or stream songs, TV shows, games, or movies.

You should NOT expect to use the host family’s own computer.

**How to be safe on Internet**

The best way to deal with grooming is to prevent it happening by being sure you are well-informed, use privacy settings on social networks and you can talk to your parents, to me if you feel unsafe or worried.

* Keep personal information private

Private details which could identify them in the real world – name, age, gender, phone number, home address, school name, and photographs – should only ever be shared with people you know.

* Privacy settings

I have got some [**advice on using privacy settings**](https://www.internetmatters.org/advice/social-media-guides-parents/) on the most popular social apps.

* Practice Safe Browsing

You wouldn't choose to walk through a dangerous neighborhood—don't visit dangerous neighborhoods online. Cybercriminals use splashy content as a trap. They know people are sometimes tempted by questionable content and may let their guard down when searching for it. The Dark web is filled with hard-to-see pitfalls, where one careless click could expose personal data or infect your device with malware. By resisting the urge, you don't even give the hackers a chance.

* Make Sure Your Internet Connection is Secure. Use a Secure VPN Connection

When you go online in a public place, for example by using a public Wi-Fi connection, [PCMag](http://www.pcmag.com/slideshow_viewer/0,3253,l=254312&a=254312&po=1,00.asp) notes you have no direct control over its security. Corporate cybersecurity experts worry about "endpoints"—the places where a private network connects to the outside world. Your vulnerable endpoint is your local Internet connection. Make sure your device is secure, and when in doubt, wait for a better time (i.e., until you're able to connect to a secure Wi-Fi network) before providing information such as your bank account number.

To further improve your Internet browsing safety, use [secure VPN connection](https://usa.kaspersky.com/vpn-secure-connection) (virtual private network). VPN enables you to have a secure connection between your device and an Internet server that no one can monitor or access the data that you’re exchanging. Read more about [**What is VPN**](https://usa.kaspersky.com/resource-center/definitions/what-is-vpn-why-use-vpn)

* Be Careful What You Download. Please do not use the family’s Internet connection to download or stream songs, TV shows, games, or movies.

A top goal of cybercriminals is to trick you into downloading malware—programs or apps that carry malware or try to steal information. This malware can be disguised as an app: anything from a popular game to something that checks traffic or the weather. As [PCWorld advises](http://www.pcworld.com/article/243782/five_tips_to_avoid_malware_in_mobile_apps.html), don't download apps that look suspicious or come from a site you don't trust.

* Choose Strong Passwords

Passwords are one of the biggest weak spots in the whole Internet security structure, but there's currently no way around them. And the problem with passwords is that people tend to choose easy ones to remember (such as "password" and "123456"), which are also easy for cyber thieves to guess. Select strong passwords that are harder for cybercriminals to demystify. [Password manager software](https://usa.kaspersky.com/password-manager) can help you to manage multiple passwords so that you don't forget them. A strong password is one that is unique and complex—at least 15 characters long, mixing letters, numbers and special characters.

* Make Online Purchases From Secure Sites

Any time you make a purchase online, you need to provide credit card or bank account information—just what cybercriminals are most eager to get their hands on. Only supply this information to sites that provide secure, encrypted connections.

* Be Careful What You Post

The Internet does not have a delete key. Don't put anything online that you wouldn't want your mom or a prospective employer to see.

* Be Careful Who You Meet Online

People you meet online are not always who they claim to be. Indeed, they may not even be real. As [InfoWorld](http://www.infoworld.com/article/2991532/security/fake-linkedin-profiles-lure-unsuspecting-users.html) reports, fake social media profiles are a popular way for hackers to cozy up to unwary Web users and pick their cyber pockets. Be as cautious and sensible in your online social life as you are in your in-person social life.

* Keep Your Antivirus Program Up To Date

Internet security software cannot protect against every threat, but it will detect and remove most malware—though you should make sure it's to date. Be sure to stay current with your operating system's updates and updates to applications you use. They provide a vital layer of security.

Keep these 10 basic Internet safety rules in mind and you'll avoid many of the nasty surprises that lurk online for the careless.

**8. - Curfews/ bedtime**

If you go out, you must tell your host family where you are going and when you will be home. Make sure you have the telephone number of the host family and **Jenkins Enterprises`** emergency phone number **+44 (0)754 25 36 256** with you and that the family has your mobile number.

Your phone should have enough battery and be switched on at all times. If you are delayed, you must phone the host family to let them know.

**15 and under Must be accompanied by an adult member of the host family**

**16 & 17 10 pm at the latest**

**18 and over 11 pm at the latest**

**Bedtime**

Try to think about the time that everyone in your home goes to bed, as they may have work or college the next day. Please be considerate and be QUIET!!

You are not allowed:

* to play loud music or games or make noisy phone calls during the night;
* to stay out all night unless **Jenkins Enterprises** has already received specific permission, in writing, from your parents.
* to have friends to stay overnight unless agreed by **Jenkins Enterprises** and the host family in advance.

Permission For Visiting The Local Area / Shops/ Travelling Further Afield / Excursions

Students aged 16 and over are aware that they need to inform their hosts and Jenkins Enterprises if they would like to go out by themselves or with friends to visit the local area. If they would like to travel further afield (e.g. to another city), Jenkins Enterprises must be informed in advance and we will seek permission from the student’s parents.

All students who are permitted to go out unaccompanied by their homestay must take their mobile phone (fully charged) with them and keep this switched on. It is important that if students do go out unaccompanied, that they let the homestay know where they are going and roughly know how long they will be out. If for any reason they are delayed, students must contact the homestay to inform them.

If students have weeknight activities or work commitments, later weeknight home times can be negotiated, however it is expected that homestay students will usually eat dinner with their homestay families, and focus on their studies in the evenings.

Students should be reminded of the following for their own safety:

• It is advisable not to carry too much cash.

• It is best to travel in a group whenever possible.

• Avoid catching public transport late at night (i.e. after 8pm).

• Avoid “unsafe” areas at night.

**Staying elsewhere overnight**

Students often wish to make alternative arrangements for one or more nights’ accommodation during Half Terms and Exeat Weekends.

**IMPORTANT – It is a compulsory UK law and VISA requirement that suitable living arrangements are in place for overseas students attending boarding schools. Jenkins Enterprises has a duty of care to schools and contracts with parents to protect the students and to provide safe host family accommodation.**

The following rules have been introduced to clarify what is needed from students and parents when **Jenkins Enterprises** staff are considering a request from a student (or parent) regarding alternative HalfTerm / Exeat care arrangements.

HOST FAMILIES must refer a request to **Jenkins Enterprises** .

**Students Aged 17 and 18 or over on start date of Exeat or Half Term**

Parents need to give us a notice written by fax or verified email. The full address must be provided to comply with the rules for a UK Student (Child) VISA.

**Students Aged 16 on start date of Exeat or Half Term**

As above PLUS we require a named adult, residing in the UK and over 25 years old, who will take

responsibility for the student during the stay.

**Students Aged 15 or under on start date of Exeat or Half Term**

As above PLUS we require full contact with the named adult and arrangement confirmed in writing. The adult will need to confirm that they will be taking full responsibility for the student during the break.

**An arrangement to stay away is subject to Jenkins Enterprises and/or school staff being satisfied that a child will be safe. We reserve the right to veto any arrangement if we feel it is unsatisfactory in any way.**

**9. - Homesickness – symptoms and how to cope with it.**

Homesickness is a feeling of stress caused by separation from people and places that you know, it occurs most frequently at the start of the academic year and in the weeks following the Christmas holidays. Fortunately, it is usually a short-term issue, most students' symptoms fade after their third week at university.

**Symptoms of homesickness may include:**

* a disturbed sleeping pattern;
* feeling angry, nauseous, nervous or sad;
* feeling isolated, lonely or withdrawn;
* feeling overwhelmed, insecure, anxious or panicky;
* feelings of low self-esteem or self-worth;
* headaches;
* a lack of appetite or concentration.

**How to cope with homesickness**

* Realizing homesickness is a normal feeling and allows time to get used to your new home environment.
* Talk about your feelings with friends, members of your hosting family, or a member of **Jenkins Enterprises** staff.
* Post pictures and things from home in your room. Make plans to visit home, keeping in mind that you will be returning to school.
* Get involved in campus activities.
* Be realistic when it comes to your expectations about your life in the UK. Remember that you must relax and play a bit in addition to studying, or you'll burn out. Structure your time and work toward finding a healthy balance.

**10.- Laws in the UK**

**Smoking:** is banned in all public buildings in the UK, including bars, restaurants, shops, cinemas, stations and on public transport. It is illegal to sell tobacco products to anyone under 18 years old.

**Drinking:** You must be 18 years old or over to buy or drink alcohol in public places. Some bars and nightclubs have a 21 years old and over policy.

- It is illegal to buy alcohol for anyone under 18 years old.

- In some outdoor places, the police can confiscate (take away) alcohol.

- Alcohol is not allowed at school or with host families.

**Drugs:** The possession and use of recreational (leisure) drugs is illegal. Penalties can include up to 7 years in prison and/or an unlimited fine. You are strongly advised not to use illegal drugs during your stay.

**Shoplifting**: People who are caught stealing from shops will probably have to go to court and may have to pay a fine (money).

**Weapons:** It is illegal to carry any weapon for defense, including gas and sprays. You will be arrested if the police stop you and you have a knife.

**Cycling:** You cannot ride a bike on a pavement/footpath. You can only ride a bike on designated bicycle paths or on the road. You must have lights if you cycle at night. A helmet is not compulsory but is strongly recommended.

**What to do in case of an arrest**

1. If you are arrested, the police will usually take you to a police station, hold you in a custody cell then question you. The police will search you and take away your possessions while you are in the cell.

2. The police can hold you in custody for up to 24 hours. After 24 hours, the police must either charge you with a crime or release you.

3. The police must explain your rights which include: free legal advice, telling someone where you are, medical attention if required, a written notice of your rights (e.g. food and toilet breaks) in your language or provide you with an interpreter.

4. If the police ask you questions, you can choose to answer or not. However, please note that you may

harm (damage) your defense if you do not answer their questions.

5. The police do not need your permission to take photographs of you, finger prints, a DNA sample (mouth swab or hair root), or a skin swab from your hands/arms.

6. The police do need your permission to take a blood or urine sample from you (unless you are suspected of drink or drug driving).

7. If you are under 18, the police must try to contact your parent or guardian and find an adult to help you.

For free legal advice, you can go to a Citizens’ Advice Bureau -[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk/)

**11. - Health. What to do in a medical emergency**

There will be a School Doctor and Nurse in the school who will look after your health. When you are staying with your host family, they will look after you if you are unwell or have an accident. They will usually contact their GP (doctor) and book an appointment for you (your school doctor will have already registered you with the NHS). If the illness is more serious and/or you need to go to hospital, the host family will contact **Jenkins Enterprises** and we will liaise with parents, agents, colleges and schools on the most appropriate course of action.

**Call 999 in a medical emergency. This is when you are seriously ill or injured and your life is at risk.** Medical emergencies can include:

* loss of consciousness
* an acute confused state
* fits that aren't stopping
* [chest pain](https://www.nhs.uk/conditions/chest-pain/)
* [breathing difficulties](https://www.nhs.uk/conditions/shortness-of-breath/)
* severe bleeding that can't be stopped
* [severe allergic reactions](https://www.nhs.uk/conditions/anaphylaxis/)
* severe burns and scald

**12.- Safeguarding and Child Protection Policy**

The following principles underpin our provisions and practices in relation to safeguarding and child protection:

• **Jenkins Enterprises** will provide a safe and secure environment for you;

• Homestays and transfer companies provide a safe and secure environment for you;

• You feel safe, secure and protected from harm;

• If you are feeling unsafe or need help, advice or support, you can contact me 24 hours a day on 07542536256 or Childline 0800 1111;

• The Director of the company Maryna Jenkinshas overall responsibility and accountability for the safeguarding and welfare of you;

• All staff share in the responsibility to protect you from harm, remain vigilant in identifying safeguarding and child protection issues and to follow policies and procedures relating to safeguarding and child protection;

• Students and staff have effective means by which they can raise child protection concerns or report issues;

• Staff have at least one reliable means to contact you quickly and directly;

• Staff are aware of the medical or learning needs of you via the Student Record;

• In cases where the whereabouts of you under **Jenkins Enterprises** is not known or you are believed to be at risk of harm, procedures to locate you by the safest and quickest means possible, or secure the safety of you will be invoked immediately by following the Missing Student policy;

• The company has procedures in place that enable child protection concerns and incidents to be dealt with promptly and effectively and in line with relevant legislation.

**13.- Bullying / cyberbullying**

**Bullying** is repeated over time behaviour that hurts a student or group physically or emotionally and is often motivated by prejudice against particular groups, for example, on grounds of race, religion, culture, sex, gender, homophobia, special educational needs and disability, or because a child is adopted or is a carer.

**Cyberbullying** is bullying that takes place using technology including social media sites, mobile phones, gaming sites. Unlike bullying in the real world, online bullying can follow the child wherever they go, via social networks, gaming and mobile phones.

Bullying and Cyberbullying can take different forms and no single sign will indicate for certain that a child is being bullied. To do our best to indicate any forms of bullying, and protect from it students in our care we follow recommendations given by NSPCC.

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/bullying-and-cyberbullying/>

**Jenkins Enterprises** will take every opportunity to help homestays understand the issues by providing them regular safeguarding updates and training to an appropriate basic awareness level.

If you have any concerns regarding bullying or cyberbullying, please call **Maryna Jenkins tel. +44 (0)754 25 36 256.**

**14.- Prevent / anti-radicalisation**

As radicalisation and extremism are forms of child abuse, **Jenkins Enterprises** is aware of the duty to report cases or concerns in line with the company’s Safeguarding and Child Protection Policy.

**Jenkins Enterprises** understands that the Prevent duty builds on existing partnerships for example with schools, parents and Local Safeguarding Partnerships.

**Jenkins Enterprises**  has a Prevent Lead who is responsible for dealing with any concerns in relation to radicalisation:

**Prevent Lead Contact Details**

| **Role** | **Name** | **Telephone Number/s** | **Email** |
| --- | --- | --- | --- |
| *Prevent Lead* | Maryna Jenkins | *+44 (0)754 25 36 256* | infoukschools@gmail.com |
| *24-hour emergency contact* | Maryna Jenkins | *+44 (0)754 25 36 256* | infoukschools@gmail.com |

**Jenkins Enterprises** understands the importance of awareness training for staff and homestays to identify you at risk of being drawn into terrorism and to challenge extremist ideas (i.e. extreme political or religious views). Staff and homestay training needs are assessed internally with the Prevent Lead and DSL being the point of advice and support for staff, with regular safeguarding updates being circulated.

**Jenkins Enterprises** ensures that staff and homestays have an awareness of the advice offered to schools by the Department for Education on the Prevent duty. The Government has launched the ‘educate against hate’ website which provides information, tools and resources needed to recognise and address extremism and radicalisation in children and young people.

**Jenkins Enterprises** will assess the specific risks of radicalisation for the students in our care and review this risk assessment at least annually.

The Prevent Lead will make a report to the police or the anti-terrorist hotline on 0800 789 321 for potential terrorist or extremist activity.

Non-urgent concerns will be reported by the Prevent Lead to the Prevent Single Point of Contact within the relevant police force.

Please, follow the link to [Prevent/Anti-Radicalization Policy](https://www.marynajenkins.co.uk).

**15.- Equal Opportunities**

**Jenkins Enterprises** and all of its staff, strive to achieve equal opportunities across its service scale. We believe that everyone should be treated equally and given the same chances. We have zero tolerance for abusive behavior and will take action against and also support any member of the organization who is a victim of such events.

Students under **Jenkins Enterprises”** care can expect:

• honesty and accuracy in all information and publicity about our services

• a warm friendly service from all our members of staff, including support and advice when required

• to have regular opportunities to discuss their progress through regular tutorials with our education

consultants and opportunities to seek advice about their plans

• to stay in clean and comfortable homestay accommodation

• to be taught by appropriately qualified and professional tutors who plan and prepare suitable lessons, if required

**Jenkins Enterprises** expects its students:

• to read through this Student Handbook to learn about our services and advice on studying in the UK

• to abide by all school rules and homestay rules to ensure the school and homestay accommodation

remain safe and happy places and all students gain the best possible experience from their stay

• to inform **Jenkins Enterprises** of any change of address or contact details

• to follow the E-Safety policy and to not use any computers inappropriately or to download

inappropriate material

• to respect other people’s cultures, traditions and beliefs and to avoid behavior or language that

may cause offence

• to be polite and respectful when speaking to all students, staff members and visitors

**16. - Complaints**

Many complaints can be resolved quickly and informally. You can speak to any member of staff about your complaint, no matter how small. To make a formal complaint, please contact **The Director of Jenkins Enterprises - Maryna Jenkins** phone:**+44 (0)754 25 36 256**

If you are still unhappy or feel you have been treated unfairly, you can ask for help from AEGIS.

You can write to them here:

The Wheelhouse, Bond's Mill Estate, Bristol Road, Stonehouse, Gloucestershire, GL10 3RF

Website: www.aegisuk.net

**17. - PARENTAL AUTHORITY**

Schools frequently need a parent or guardian to sign for parental permission for you to participate in school activities and excursions.**Jenkins Enterprises** can forward these to your parents for approval if the cost is over 20 GBP, and / or if the activity is strenuous or potentially dangerous. Otherwise, we will sign, unless your parents have indicated otherwise on the Application Form.

**18. - Being asked to Leave the Guardianship Programme**

If you do not follow **Jenkins Enterprises** Rules or Policies, we may terminate the contract and cease the service without giving you a refund. We may ask you to leave for the following reasons:

• **Not attending your classes**

• **Abusive behavior**

• **Not following all rules relevant to your stay in the UK**

• **Damage to school or homestay property / Antisocial behavior / Criminal activity. We could also**

**ask you to pay for any damages to school property and/or accommodation.**

**If you break the rules or do not follow the Policies, we will:**

1. Give you an official verbal and written warning and notify your parents. This aims to stop you from

repeating any offense.

2. Permanently exclude you from the services and notify the school, if you repeat the offense or break

any other rules no refund or alternative arrangements will be available.

**In severe cases, we may terminate the contract immediately.**

| Review  We are committed to reviewing our policy and good practice annually.  This policy was last reviewed on: 10.02.2023……………………………………………………(date)  Signed: …………………………………………………………………………  by **the DSL Maryna Jenkins**  Date: 10.02.2023……………………………………………………… |
| --- |