



Student Welfare

Bloomsbury International has a duty of care towards all of its students and will take all reasonable steps to ensure that, through appropriate procedures and training, learners of all ages can study in a safe and comfortable environment. The welfare of all students is vital and all learners have a right to protection from the school, whatever their age, gender, disability, culture, ethnic origin, colour, religion or belief, social status or sexual identity.

Bloomsbury International actively seeks to:

- Create a safe and welcoming environment at the School, where students can have fun and develop their English language skills in order to gain confidence in using the L2.
- Support and encourage all members of staff to implement school policies regarding welfare
- Ensure the highest possible safety standards are run
- Monitor its services and feedback to constantly improve services
- To consider all possible methods to improve student welfare, including Safeguarding, Risk Assessments, Health & Safety and Evacuation Procedures, Data Protection, an Attendance Procedure.

Procedure

- Have a Safeguarding Policy in place and ensure its implementation
- Carefully recruit all employees, contractors, providers and volunteers – including DBS checks
- Fully induct staff at the beginning of their post
- Appoint 2 Welfare Officers
- Clarify who the Welfare Officers are via the staff photo wall, also their contact details and where they are located
- For all staff members, not just the Welfare Officers, to be available should students wish to discuss concerns or ask for support
- Hold a weekly induction for all new students; in order to introduce staff members and school rules
- Implement school rules by educating staff members and promote them through posters
- Follow the attendance policy and procedures; to ensure students are enjoying their classes and time in London
- Provide students with advice and useful information on living in London, via the student handbook (at reception and online), via conversation and email with staff members
- Encourage feedback and respond swiftly and appropriately to all complaints and concerns
- Treat all students with respect and follow the data protection policy
- Promote that the School cares about students' welfare; via posters and the staff photo wall
- Provide students with an emergency number should they have any concerns out of hours
- Hold a weekly welfare meeting (every Tuesday at 12.20), open to all students
- Have a zero tolerance to Abusive behaviour and a strict Policy with Procedures to deal with any occurrences
- Appoint a Health and Safety Officer and perform weekly checks of the premises in order to assess and eliminate any risks