



Student Welfare policy

The Language Training co is a school for both adults 18+ and Junior groups students 11+. During the low season we welcome both age groups at the same time. During high season, if the volume of student exceeds capacity at our building, we hire additional premises and separate all the 16+ in one building and all the under 16s in a different building. We can cater for this due to our building facilities offering a ground floor. We also assign different toilets with notices identifying gender and age for under 16s and adults as well as a disabled toilet, should this be needed.

Classes are run at different times so that 18+ and under 18s DO NOT coincide in their breaks. We also have the group leaders patrolling the corridors in case any students need to be absent from the classrooms for any personal reasons.

Our number one priority is the safeguarding of our students. Both inside and outside of the classrooms, our students' welfare is very important to us and this has been evidenced with excellent British Council inspection results. We have an excellent staff-to-student ratio of an average of 1:7 with a maximum of 1:10. Our well-qualified and experienced staff are all trained in child protection, prevent and safeguarding and have suitable police checks in place prior to their employment. There is on-site supervision for all students 24-hours a day with the help of our home stay providers, who are responsible for students whilst at home with them after school activity ends. We have first aiders available 24-hours a day, both on-site and with students while they are on excursions. We also have links with local doctors' surgeries and a local hospital if we feel students need more specialist medical attention.

Upon arrival each student and/ or groups go through a throughout induction and are show around the school, bus stops, how to download the more bus app, get access to Wi-Fi and general running of the day to day at the school and the town to get familiar with the area. With the permission of their parents and group leaders accompanying the group students are invited to join an application called " Life 360" this allows Group Leaders and our staff to locate students in case they get lost. Parent and the Head of Welfare who, along with the rest of the staff, take an active interest in all aspects of their stay at The Language Training Co. From the moment our students arrive through to their departure, there is always a member of staff they can talk to.

We have a great deal of experience with working with young learners from around the world and we look forward to meeting our next students this summer.

We require all the under 16s students to join our All-inclusive package which offers a wide range of services to make the best of their experience in the Bournemouth but most importantly to always ensure their safety.

Advice for 16 and 17-year-olds

Students aged 16 or 17 coming to the UK will need to have a completed [Parental Travel Consent Form](#). There are two types of forms; you should complete the one most relevant to you.

For parents with children who are using The Language Training airport transfer service or ``being met by a relative or friend of the family.

For parents with children who are making their own way to their accommodation (N.B. this is NOT RECOMMENDED);

Consent form for under 16s + 16–17-year-olds

The parents/guardians of students aged 16 or 17 studying at LTC are asked to complete a [parental consent form](#) for their child. This includes curfew times and we ask you to keep within our guidelines when deciding these. This form must be sent at the time of booking, and a sample version is available to download here. Please note – we cannot issue enrolment documents until we have received this form.

Safeguarding Policy

The Language Training has a thorough Safeguarding policy in place for the safeguarding of students under 16s years of age studying with us at our school and in our home stays. Our Designated Safeguarding Lead and other members of our Designated Safeguarding Team take their duty to protect those under the age of 18 very seriously.

Welfare of All Students

We want all students to feel happy and comfortable while they are studying with us, this includes when you are at the school, in accommodation, out and about in Bournemouth or on excursions.

If you are worried or not sure about anything at all, please speak to any of our staff members and they will be happy to help, or refer you to someone who can help.

If you need advice about seeing a doctor dentist, or just need to know where the local gym is, please ask any member of our Reception Team.

We encourage all our students to fully engage in the [social programme for students 16+](#) on offer to them. This will help you meet students who are not in your class and give you opportunity to explore different interesting places in and around the local area.

Notes for Parents and Guardians of students aged 16-17 on Adult Courses

This can be downloaded and viewed on the [Parental Consent Form](#).

The Language Training Co does cater for students over the age of 18. Whilst we welcome students aged 16 and 17, it should be understood that we do not provide 24- hour supervision. Students under the age of 18 may study in classes with adults should this be selected at the time of booking.

If students are under 16s it is not possible to share classes with adults 18+ and instead a full package including airport transfer, classes, accommodation, activities, trips and 24 hours supervision must be purchased. This will maximize the safety of the students at all times in collaboration with parents, school and homestay providers.

Local Travel & Free Time

Your child will travel between the school and homestay unsupervised, although we encourage students to travel together to and from their homestay.

Your child will not be supervised during their free time eg: at break and lunch time at school and between the end of their lessons at school and returning to their homestay.

The Language Training Co has rules regarding the latest time Under-18s can return to their homestay in the evening. This information can be found on our [parental consent forms](#). There is also information regarding this on our website www.thelanguagetrainingco.co.uk

The Language Training Co programmes are specifically designed for under-18s. Certain adult activities are not suitable for under- 18s. All social activities are supervised by Activity Leaders who assist the students attending the activity. Students are required to make their own way home following an activity. Activity Leaders will ensure students are safely on their buses to travel home to their homestay. Students are encouraged to travel with a friend.

Excursions to other Cities

Throughout the year The Language Training Co organises full day excursions to other cities. These are supervised by the school's own staff, but please note that students are left unsupervised for part of the day on these excursions. If for any reason you would like to request your child be excused from such an excursion, the Language Training Co would require notice in writing, explaining the reason for your request.

Lunches

Lunches are included in the junior course fees. The school does NOT have a restaurant, although does have a student lounge with vending machines selling snacks and hot and cold drinks. Students are provided with a lunch by their homestay. It is important that students remember to bring their lunch to school each day. Some students like to supplement their lunch by purchasing additional items, please ensure your child has the facility to pay for this.

Transfers

We strongly advise the parents of students aged 16 and 17 to organise a return taxi transfer to avoid any problems upon arrival in the UK. All students under 18 must bring a completed travel consent form with them to the UK. There is a link to this on our website or you can request it from the Registrar when booking.

We look forward to welcoming you!