



Oxford English Camps

Policies and Procedures Handbook

CURRENT AS OF MAY
2024

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Welcome Letter

I am thrilled to extend a warm welcome to you and your children as we embark on an exciting journey of language exploration at Oxford English Camps! As the CEO of our esteemed organisation, it brings me immense joy to introduce you to our immersive English programmes tailored specifically for kids. At Oxford English Camps, we believe in the transformative power of language learning, and our Immersive English programmes are designed to provide an engaging and enriching experience for young minds. We understand the importance of fostering a love for language from an early age, and our dedicated team is committed to creating an environment where your children can thrive academically and personally. What sets our camps apart is our unwavering commitment to excellence. Our carefully crafted curriculum is not only educational but also interactive, ensuring that every child not only learns the intricacies of the English language but also develops practical communication skills. Through a variety of activities, games, and cultural experiences, we aim to make the learning process enjoyable, encouraging our campers to embrace English as a tool for both academic and real-world success.

Robert

McWilliams

Oxford English Camps: Mission, Vision and Core Values

Oxford English Camps epitomise a unique blend of educational excellence and immersive experiences. Our mission is to empower learners with linguistic proficiency while fostering cultural understanding and personal growth. Through our visionary approach, we aim to cultivate global citizens equipped with the language skills and cultural awareness necessary to thrive in an interconnected world.

At the heart of our vision is a commitment to providing unparalleled language learning opportunities that transcend traditional classroom boundaries. We believe in the transformative power of language to bridge divides and open doors to new horizons. Our core values—excellence, inclusivity, innovation, and integrity—guide every aspect of our operations, ensuring that each camper receives the highest caliber of instruction in a supportive and inclusive environment.

Nestled in the historic city of Oxford, our camps are strategically located to offer participants an enriching cultural experience amidst the backdrop of centuries-old academia. The illustrious surroundings inspire a sense of awe and intellectual curiosity, creating an ideal setting for immersive language learning. Our state-of-the-art facilities blend modern amenities with the timeless charm of Oxford's architectural heritage, providing a comfortable and stimulating environment for campers to thrive.

Committed to delivering top-tier language education, Oxford English Camps focuses on helping students from all corners of the globe enhance their language proficiency. We strive to create memorable experiences and lasting friendships, dedicated to empowering the next generation of global leaders through innovation and excellence.

Legal and Regulatory Compliance

At Oxford English Camps, we prioritise compliance with a range of laws, regulations, and standards to ensure the safety, well-being, and quality of education for all participants. This section outlines our commitment to: Compliance with UK Education Laws and Regulations:

Oxford English Camps operates within the framework established by UK education laws and regulations, including but not limited to:

- The Education Act 2002, which governs various aspects of education provision, including curriculum, admissions, and school governance.
- The Equality Act 2010, which prohibits discrimination and promotes equality of opportunity, ensuring that all individuals are treated fairly and without prejudice.
- Statutory guidance documents issued by government departments, such as Keeping Children Safe in Education, which provide essential guidance on safeguarding and promoting the welfare of children.

We ensure compliance with these laws and regulations through regular reviews of policies and procedures, staff training, and engagement with relevant authorities and stakeholders. Our commitment to compliance extends to all aspects of camp operations, including admissions, curriculum delivery, assessment, and safeguarding.

Adherence to International Education Standards:

- Oxford English Camps aligns its educational programs and practices with recognized international education standards to provide high-quality learning experiences for participants.
- We may draw upon frameworks and guidelines established by reputable organizations such as the International Baccalaureate (IB), Cambridge Assessment International Education, or Council of International Schools (CIS) to inform our curriculum design, teaching methodologies, and assessment practices.

Legal and Regulatory Compliance

By adhering to international education standards, we ensure that our programs are relevant, rigorous, and globally competitive, preparing participants for success in an increasingly interconnected world.

Safeguarding Policies for Children and Vulnerable Adults:

- The safety and well-being of our participants, including children and vulnerable adults, are paramount at Oxford English Camps.
- We have robust safeguarding policies and procedures in place to prevent abuse, neglect, and exploitation and to respond effectively to any safeguarding concerns that may arise.
- Our safeguarding policies are informed by statutory guidance such as Keeping Children Safe in Education and are regularly reviewed and updated to reflect best practice and legislative changes.
- All staff members undergo comprehensive safeguarding training and are aware of their responsibilities to report any safeguarding concerns promptly and appropriately. We also collaborate closely with external agencies and authorities to ensure the welfare of our participants.

Data Protection and Privacy Policies (GDPR Compliance):

- Oxford English Camps is committed to protecting the privacy and security of personal data in accordance with the General Data Protection Regulation (GDPR) and other relevant data protection laws.
- We have established robust data protection and privacy policies and procedures to ensure compliance with GDPR requirements, including principles of data minimization, purpose limitation, and transparency.
- Our data protection policies cover all aspects of data processing, from collection and storage to sharing and disposal, and are communicated to all staff members and participants.
- We have designated a Data Protection Officer (DPO) responsible for overseeing compliance with GDPR requirements and handling data protection inquiries and requests.
- By adhering to GDPR compliance standards, we aim to build trust with our participants and stakeholders and demonstrate our commitment to respecting their privacy rights.



Student Policies

At Oxford English Camps, we are committed to providing a positive and inclusive learning environment for all participants. Our student policies outline the expectations, rights, and responsibilities of students to ensure a safe, respectful, and productive camp experience.

Admission Criteria and Procedures:

- We maintain transparent and fair admission criteria and procedures to ensure that all applicants have an equal opportunity to participate in our camps.
- Admission criteria may include factors such as age, English language proficiency, and academic background, depending on the specific camp program.

Our admission procedures are clearly communicated to prospective participants and may include an application process, assessment of eligibility criteria, and provision of necessary documentation

Code of Conduct for Students

- We expect all students to adhere to a code of conduct that promotes respect, integrity, and positive behaviour throughout their participation in our camps.
- Our code of conduct outlines expectations regarding respectful communication, cooperation, and consideration for others.

Students are expected to demonstrate honesty, responsibility, and good sportsmanship in all interactions with peers, staff, and members of the community.

Student Code of Conduct

At Oxford English Camps, we strive to create a safe, inclusive, and enriching learning environment for all participants. Our Code of Conduct outlines the expectations and standards of behaviour that we expect students to uphold throughout their participation in our camps. By adhering to this Code of Conduct, students contribute to a positive camp experience for themselves and their fellow participants.

Respect and Courtesy:

- Treat all individuals with respect, kindness, and consideration, regardless of differences in background, culture, or beliefs.
- Listen attentively and communicate respectfully with peers, staff, and members of the community.
- Respect the property and belongings of others, as well as camp facilities and resources.

Integrity and Honesty:

- Avoid cheating, plagiarism, or any form of academic dishonesty.
- Take responsibility for one's actions and accept the consequences of one's choices.
- Demonstrate honesty and integrity in all interactions and academic activities.

Student Code of Conduct

Positive Behaviour:

- Demonstrate good sportsmanship and fair play in all recreational and competitive activities.
- Refrain from engaging in behaviour that may disrupt or harm the camp community or individuals within it.
- Maintain a positive attitude and contribute to a supportive and collaborative camp environment.

Safety and Well-being:

- Follow camp rules and guidelines, including those related to health and safety, to ensure a secure and healthy environment.
- Seek assistance from camp staff or counsellors if feeling unwell, unsafe, or in need of support.
- Prioritise the safety and well-being of oneself and others at all times.

Compliance with Policies:

- Report any violations of camp policies or concerns about the behaviour of others to camp staff or counsellors promptly and responsibly.
- Familiarise oneself with and adhere to all camp policies, procedures, and guidelines.

Contribution to Community:

- Contribute positively to the camp community by sharing ideas, experiences, and talents with others.
- Support and encourage fellow participants in their learning and personal growth journeys.
- By adhering to this Code of Conduct, students demonstrate their commitment to creating a respectful, inclusive, and supportive camp environment where all individuals can learn, grow, and thrive together.
- Actively participate in camp activities, workshops, and discussions with enthusiasm and engagement.

Behaviour Management Policy

At Oxford English Camps, we are committed to providing a safe, supportive, and inclusive environment where all individuals can learn, grow, and thrive. Our Behaviour Management Policy outlines our approach to promoting positive behaviour, resolving conflicts, and maintaining a respectful and productive camp community.

1. Expectations for Behaviour:

- We expect all camp participants, including students, staff members, and visitors, to demonstrate behaviour that aligns with our camp values of respect, responsibility, kindness, and cooperation.
- Behaviour should contribute to a positive and supportive camp environment, fostering a sense of belonging and inclusion for all individuals.

2. Behavioural Guidelines:

- Clear behavioural guidelines will be communicated to all camp participants at the beginning of the camp session. These guidelines will outline expected behaviours, as well as prohibited behaviours, such as bullying, harassment, discrimination, violence, vandalism, or any actions that compromise the safety or well-being of others.
- Participants are expected to adhere to these guidelines at all times, both on camp premises and during camp-related activities.

3. Positive Behaviour Reinforcement:

- Positive behaviour will be recognised, reinforced, and celebrated through verbal praise, positive reinforcement techniques, and acknowledgment of achievements.
- Encouragement and rewards may be provided to individuals or groups who consistently demonstrate positive behaviour, teamwork, and cooperation.

4. Conflict Resolution:

- In the event of conflicts or disagreements between camp participants, staff members will intervene promptly to address the issue and facilitate resolution through open communication, active listening, and problem-solving strategies.
- Mediation or conflict resolution sessions may be conducted to help parties involved in conflicts reach a mutually satisfactory resolution and restore positive relationships.

Behaviour Management Policy

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6. Consequences for Misconduct:

- Misconduct or violations of camp behavioural guidelines will be addressed through appropriate consequences, which may include verbal warnings, written warnings, loss of privileges, temporary suspension from camp activities, or dismissal from the camp program.
- Consequences will be applied consistently and fairly, taking into account the severity of the misconduct, the impact on others, and any mitigating circumstances.

7. Support and Guidance:

- Camp staff members are trained to provide support, guidance, and mentorship to camp participants, particularly those who may be struggling with behavioural challenges or social skills development.
- Additional support services, such as counselling or mentoring, may be offered to individuals who require extra assistance in managing behaviour and resolving conflicts.

Oxford English Camps does not:

- Use or threaten physical punishment.
- Single out or humiliate students.
- Allow staff to shout or raise their voices in a threatening way.
- Allow staff to speak to students in a rude or demeaning manner.

By adhering to our Behaviour Management Policy, Oxford English Camps aims to create a camp environment where all individuals feel respected, valued, and supported, and where positive behaviour and constructive conflict resolution contribute to a memorable and enriching camp experience for everyone involved.



School Rules

- **English Classes:**

- Attend all scheduled English classes punctually.
- Actively participate in classroom activities and discussions.
- Respect the teacher and fellow classmates during lessons.
- Follow instructions and complete assigned tasks to the best of your ability.
- Use English as the primary language of communication within the classroom.

- **Activity Programme:**

- Participate in all scheduled camp activities unless excused for valid reasons.
- Follow safety guidelines and instructions provided by activity leaders, teachers and the Centre Manager.
- Respect equipment and facilities during activities.
- Engage in activities with enthusiasm and a positive attitude.
- Cooperate with fellow campers and staff to ensure the success of each activity.

- **Residential Rules:**

- Maintain cleanliness and tidiness in residential accommodations.
- Respect quiet hours and be considerate of fellow campers' rest and privacy.
- Follow designated curfew times and return to accommodations promptly.
- Adhere to any specific rules or regulations provided by residential staff.
- Report any maintenance issues or concerns to camp staff promptly.



School Rules


- **If You Break These Rules:**

- Consequences may include verbal warnings, written warnings, or disciplinary action.
- Depending on the severity of the infraction, camp privileges may be revoked and you may be excused from afternoon and evening activities.
- Repeated or serious rule violations may result in dismissal from the camp without refund.
- Group Leaders will provide guidance and support to help campers understand and correct their behaviour.
- Campers are encouraged to communicate openly with staff and seek assistance if they are struggling to follow the rules.

Forbidden Items

 Weapons

 Vapes

 Illegal substances

 Inappropriate materials

 Alcohol

 Unauthorised Visitors

 Tobacco products



Disciplinary Procedure for Students

STEP 1: VERBAL WARNING

- The first step in addressing disciplinary issues involves issuing a verbal warning to the student.
- A staff member will privately communicate with the student about their behaviour, clearly stating the rule that has been broken and the expected behaviour moving forward.
- The staff member will provide guidance and support to help the student understand the consequences of their actions and encourage them to modify their behaviour accordingly.

STEP 2: WRITTEN WARNING

- If the student's behaviour persists or escalates after the verbal warning, a written warning will be issued.
- The written warning will document the specific rule violation, the date and time of the incident, and any previous verbal warnings given to the student.
- The student will be required to acknowledge receipt of the written warning by signing it, indicating their understanding of the consequences of further rule violations.

STEP 3: TEMPORARY SUSPENSION

- If the student continues to disregard camp rules despite verbal and written warnings, a temporary suspension may be imposed.
- During the suspension period, the student will be temporarily removed from camp activities and accommodations, with arrangements made for their supervision and care.

Disciplinary Procedure for Students

- The suspension serves as a time for reflection and allows the student to consider the impact of their behaviour on themselves and others.
- The students' parents or guardians will be contacted and Oxford English Camps would ask for support from the parents/ guardians and collaboratively come up with a plan of action to ensure that the students' behaviour improves and they can remain at the camp for the duration of their stay.

STEP 4: DISMISSAL

- In cases of severe or repeated rule violations, the student may be dismissed from the camp.
- Dismissal is a last resort and is only implemented when other disciplinary measures have failed to address the behaviour.
- The decision to dismiss a student will be made by camp management in consultation with relevant staff members and, if applicable, the student's parents or guardians.
- The student will be required to leave the camp premises immediately, with arrangements made for their safe departure and any necessary support provided.

This disciplinary procedure is designed to maintain a safe, respectful, and positive camp environment for all students and staff at Oxford English Camps. Each step is implemented with fairness, consistency, and consideration for the well-being of the student and the camp community as a whole.

Bullying



Oxford English Camps maintains a zero-tolerance policy towards bullying of any form. The safety and well-being of our campers are paramount, and we are committed to providing a safe and inclusive environment for all participants. Our bullying policy encompasses clear definitions of bullying behaviour, proactive strategies for prevention, and robust procedures for addressing and reporting bullying incidents.

DEFINITION AND EXAMPLES OF BULLYING BEHAVIOUR:

Bullying is defined as any deliberate and repeated behaviour intended to intimidate, harm, or exert power over another individual. Examples of bullying behaviour may include physical aggression (such as hitting, kicking, or pushing), verbal harassment (such as name-calling, teasing, or spreading rumours), social exclusion, cyberbullying (using electronic devices or social media to harass or intimidate), or any other form of aggressive or hostile behaviour that causes distress or harm to another person.

Strategies for Preventing and Addressing Bullying:

Preventing bullying requires a proactive and collaborative approach involving camp staff, Group Leaders, campers, and parents. Strategies for prevention include:

- **Education and Awareness:** Campers are educated about the harmful effects of bullying and the importance of treating others with respect and kindness

Bullying



- **Promotion of Inclusion:** Emphasis is placed on fostering a culture of inclusion, diversity, and acceptance, where differences are celebrated, and everyone feels valued and included.
- **Supervision and Monitoring:** Group Leaders and camp staff maintain vigilant supervision during all camp activities and interactions, promptly intervening to prevent and address any instances of bullying behaviour.
- **Encouragement of Positive Behaviour:** Positive behaviours, such as empathy, cooperation, and conflict resolution skills, are actively promoted and reinforced among campers.
- **Empowerment of Bystanders:** Campers are encouraged to speak up and report bullying incidents if they witness them, and they are assured that their concerns will be taken seriously and addressed promptly.

REPORTING PROCEDURES FOR BULLYING INCIDENTS:

Campers are encouraged to report any incidents of bullying to their Group Leaders, camp counsellors, or other camp staff members immediately. Reporting can be done confidentially and without fear of retaliation. Group Leaders and Oxford English Camps' staff are trained to respond promptly and appropriately to reports of bullying, ensuring the safety and well-being of the victim and implementing disciplinary measures as necessary.

Bullying



All reported incidents of bullying are taken seriously and thoroughly investigated by camp management. Disciplinary actions may include verbal warnings, written warnings, suspension from camp activities, or dismissal from the camp, depending on the severity and frequency of the behaviour.

By implementing a comprehensive bullying policy that includes clear definitions, proactive prevention strategies, and robust reporting procedures, Oxford English Camps strives to create a safe, supportive, and respectful environment where all campers can learn, grow, and thrive free from fear of bullying or harassment.

Attendance Requirements and Procedures

- Regular attendance is essential for students to fully benefit from our camp programs. We set clear attendance requirements and procedures to ensure that students are engaged and actively participating in camp activities.
- Students are expected to attend all scheduled sessions and activities unless prevented by illness or other extenuating circumstances.

Procedures for reporting absences, obtaining excused absences, and making up missed work are outlined in our attendance policy.

Attendance Policy for Oxford English Camps

1. ATTENDANCE EXPECTATIONS:

- At Oxford English Camps, we welcome students from around the world to join us for immersive English language attendance is vital for students to make the most of their time with us.

2. PARTICIPATION REQUIREMENT:

- Participation in camp activities, workshops, excursions, and English language sessions is essential for students to fully engage in the camp experience and improve their English language skills.
- Group Leaders accompanying students are responsible for ensuring that students participate actively and follow the camp schedule.

3. GROUP LEADER RESPONSIBILITY:

- Group Leaders play a crucial role in facilitating students' participation and attendance during their time at Oxford English Camps.
- Group Leaders should encourage students to attend all scheduled activities and provide support and guidance to ensure students understand the importance of participation.

Attendance Policy for Oxford English Camps

4. NOTIFICATION OF ABSENCES:

- In the event of an absence, Group Leaders are required to notify camp staff as soon as possible. This notification should include the reason for the absence and an estimated duration, if known.
- Camp staff will work with Group Leaders to ensure that students receive any necessary support or assistance to catch up on missed activities or sessions.

5. EXCUSED ABSENCES:

- Excused absences may be granted for valid reasons such as illness, family emergencies, or scheduled appointments.
- Group Leaders should communicate any requests for excused absences to camp staff and provide appropriate documentation or justification if required.

6. MAKING UP MISSED ACTIVITIES:

- Students who miss scheduled activities due to excused absences will have the opportunity to make up missed sessions whenever possible.
- Camp staff will work with Group Leaders to arrange alternative activities or learning opportunities for students who need to catch up on missed content.

7. UNEXCUSED ABSENCES:

- Unexcused absences are those that occur without prior notification or for reasons not deemed valid by camp staff.
- Group Leaders are responsible for monitoring student attendance and addressing any unexcused absences promptly.

8. REVIEW AND REVISION:

- This attendance policy will be reviewed regularly to ensure its effectiveness and relevance to the needs of our camp community.
- Any updates or revisions to the policy will be communicated to Group Leaders and incorporated into our camp procedures as needed.

9. CONCLUSION:

- At Oxford English Camps, we value the participation and engagement of all students in our English language programs. By adhering to our attendance policy, students can maximize their learning opportunities and enjoy a rewarding and enriching experience.

Academic Integrity and Plagiarism Policy

- We uphold principles of academic integrity and expect students to submit original work and give proper credit to sources in accordance with our plagiarism policy.
- Our plagiarism policy defines plagiarism and outlines consequences for academic dishonesty, which may include disciplinary action or dismissal from the camp program.

Students receive guidance on proper citation and academic referencing to help them avoid unintentional plagiarism.

Academic Integrity and Plagiarism for Oxford English Camps

At Oxford English Camps, we hold academic integrity in the highest regard, expecting students to uphold principles of honesty and originality in their work. Plagiarism, the act of presenting someone else's ideas, words, or work as one's own without proper attribution, is strictly prohibited. Our policy regarding academic integrity and plagiarism is as follows:

1. UPHOLDING ACADEMIC INTEGRITY:

- We expect all students to submit original work and to give proper credit to sources used in accordance with our plagiarism policy. This includes written assignments, presentations, and any other academic tasks assigned during the camp program.

2. DEFINITION OF PLAGIARISM:

- Plagiarism is defined as the use of another person's ideas, words, or work without proper acknowledgment. This includes, but is not limited to, copying and pasting text from sources without citation, paraphrasing without proper attribution, and using someone else's ideas or images without permission.

Academic Integrity and Plagiarism for Oxford English Camps

3. CONSEQUENCES FOR PLAGIARISM:

- Plagiarism undermines the integrity of academic work and is considered a serious offense at Oxford English Camps. Consequences for academic dishonesty may include:
 - Formal warning: Students found guilty of plagiarism may receive a formal warning, outlining the nature of the offense and the consequences of further violations.
 - Reduction of grades: Assignments affected by plagiarism may receive reduced grades or be considered invalid, impacting the student's overall performance.
 - Disciplinary action: Repeat offenses or severe cases of plagiarism may result in disciplinary action, including dismissal from the camp program without refund.

4. GUIDANCE ON PROPER CITATION:

- To help students avoid unintentional plagiarism, guidance on proper citation and academic referencing is provided. This includes instruction on how to cite sources in various formats (e.g., Harvard, MHRA, OSCOLA), as well as tips for avoiding common pitfalls such as improper paraphrasing or inadequate citation.

5. REPORTING AND INVESTIGATION:

- Suspected cases of plagiarism will be investigated thoroughly by camp staff, taking into account any evidence provided by the student and the nature of the alleged offense.
- Students will have the opportunity to respond to accusations of plagiarism and provide any relevant information or explanations.

6. EDUCATION AND SUPPORT:

- We are committed to educating students about the importance of academic integrity and providing support to help them develop proper research and citation skills.
- Academic staff are available to answer questions, provide guidance on citation methods, and offer assistance with academic writing to ensure that students understand and comply with our plagiarism policy.

Grievance and Disciplinary Procedures

We have established grievance and disciplinary procedures to address concerns or conflicts that may arise among students or between students and staff.

- Grievance procedures provide students with a mechanism for raising complaints or seeking resolution of issues in a fair and timely manner.
- Disciplinary procedures outline consequences for violations of camp policies or codes of conduct, ensuring that disciplinary actions are proportionate and consistent.

Student Disciplinary Procedures:

In the event of concerns or conflicts among students, the following procedures will be followed:

- 1. Informal Resolution:** Students are encouraged to resolve conflicts through open communication and dialogue. They can seek the assistance of a teacher, counselor, or mediator to facilitate discussions and find mutually agreeable solutions.
- 2. Formal Mediation:** If conflicts persist, formal mediation sessions may be arranged with the involvement of school administrators or trained mediators. During mediation, all parties involved will have the opportunity to express their concerns and work towards a resolution with the guidance of a neutral third party.
- 3. Involvement of Authorities:** In cases involving serious misconduct or violations of school policies, the school administration reserves the right to involve appropriate authorities, such as law enforcement or child welfare agencies, to address the situation effectively and ensure the safety and well-being of all students.
- 4. Disciplinary Action:** If conflicts escalate or if students engage in behavior that is disruptive or harmful to others, disciplinary action may be taken in accordance with school policies. This may include warnings, temporary suspension, or other appropriate measures aimed at addressing the behavior and promoting a positive school environment.

Staff Disciplinary Procedures:

In the event of concerns or conflicts involving staff members, the following procedures will be followed:

- 1. Informal Resolution:** Staff members are encouraged to address concerns or conflicts with each other through open and respectful communication. They can seek the guidance of their supervisors or human resources department to facilitate discussions and find constructive solutions.
- 2. Formal Mediation:** If informal resolution attempts fail to resolve the conflict, formal mediation sessions may be initiated with the involvement of supervisors, human resources personnel, or external mediators. During mediation, all parties involved will have the opportunity to express their concerns and work towards a resolution with the assistance of a neutral third party.
- 3. Investigation:** In cases involving allegations of misconduct or policy violations, a thorough investigation will be conducted by the appropriate authorities, such as the human resources department or an independent investigator. This may involve gathering evidence, interviewing witnesses, and assessing the situation impartially.
- 4. Disciplinary Action:** If the investigation substantiates allegations of misconduct, appropriate disciplinary action will be taken in accordance with the organisation's policies and procedures. Depending on the severity of the misconduct, disciplinary actions may include verbal or written warnings, suspension, termination of employment, or other measures deemed necessary to address the situation effectively and maintain a professional work environment.

Student Support Services (Counselling, Academic Advising):

We offer a range of student support services to promote the well-being and academic success of our participants.

- Counselling services are available to students who may benefit from emotional support, guidance, or assistance with personal or academic concerns.
- Academic advising services provide students with guidance on course selection, academic planning, and goal setting to help them achieve their educational objectives.

Name	General Description	Contact Information
Oxfordshire Mind	Oxfordshire Mind is a local mental health charity that offers a range of services, including counselling, peer support groups, and mental health information and advice. They provide support for issues such as anxiety, depression, and stress.	Contact Number: 01865 247788
Oxford City Council Youth Ambition Team:	The Youth Ambition Team offers support and advice for young people in Oxford, including counseling, mentoring, and youth clubs. They provide opportunities for personal development and support with issues such as education, employment, and well-being.	Contact Number: 01865 236646

Samaritans	<ul style="list-style-type: none">• Samaritans is a confidential listening service available 24/7 for anyone in distress or needing emotional support. Students can contact Samaritans by phone, email, or in-person visits to the Oxford branch.	Contact Number: <u>0330 094 5717</u>
Nightline Oxford	<ul style="list-style-type: none">• Nightline is a student-run listening and information service available during the night. Students can contact Nightline for confidential support, advice, or simply to talk to someone who will listen.	Contact Number: <u>01865 270270</u>

4. Curriculum and Instruction

At Oxford English Camps, we are dedicated to providing a dynamic and engaging learning experience that fosters English language proficiency and cultural understanding. Our Curriculum and Instruction framework encompasses the following components:

Overview of the Curriculum and Course Offerings:

- Our curriculum is designed to meet the diverse needs and interests of our students while focusing on the development of English language skills in listening, speaking, reading, and writing.
- We offer a variety of courses and thematic modules that cater to different proficiency levels, ranging from beginner to advanced. Course offerings may include General English, Academic English, English for Specific Purposes (e.g., Business English, Exam Preparation), and Cultural Exploration.
- Each course is carefully crafted to integrate language learning with relevant content and real-world contexts, ensuring that students acquire language skills that are practical and applicable to their personal, academic, and professional goals.

Teaching Methodologies and Pedagogical Approaches:

- Our teaching methodologies are student-centred, interactive, and communicative, placing emphasis on active participation, collaboration, and critical thinking.
- We employ a variety of pedagogical approaches, including communicative language teaching, task-based learning, project-based learning, and experiential learning, to cater to diverse learning styles and preferences.

Our experienced and qualified instructors utilize a range of instructional strategies, such as role-plays, simulations, group discussions, multimedia resources, and authentic materials, to create dynamic and engaging learning environments.

Assessment and Grading Policy

- Assessment is an integral part of our curriculum, providing valuable feedback to students on their progress and proficiency levels.
- We use a variety of assessment methods, including quizzes, tests, presentations, projects, portfolios, and performance tasks, to measure students' language skills, knowledge, and abilities.
- Assessment criteria are clearly communicated to students at the beginning of each course, outlining expectations for performance and grading standards.
- Our grading policies are fair, transparent, and aligned with recognized standards of proficiency (e.g., CEFR – Common European Framework of Reference for Languages) to ensure consistency and accuracy in evaluating student achievement.

English Language Proficiency Standards

- Our curriculum is designed to help students achieve and exceed established English language proficiency standards, as outlined by international frameworks such as the CEFR.
- We provide clear benchmarks for language proficiency at each proficiency level (e.g., A1, A2, B1, B2, C1, C2), guiding students in setting realistic goals and monitoring their progress.
- Our courses incorporate activities and tasks that target specific language skills and competencies, allowing students to develop and demonstrate proficiency in listening, speaking, reading, and writing across various contexts and communicative purposes.

5. Staff Policies

At Oxford English Camps, we recognize the invaluable contributions of our staff in creating a supportive and enriching environment for our students. Our staff policies are designed to ensure professionalism, integrity, and continuous improvement among our team members. The following outlines the key components of our Staff Policies:

Recruitment and Selection Procedures

- We adhere to rigorous recruitment and selection procedures to ensure that we attract and hire qualified individuals who are committed to our mission and values.
- Our recruitment process may include job postings, application screening, interviews, reference checks, and assessments of relevant skills and qualifications.
- We prioritize diversity, equity, and inclusion in our hiring practices, seeking candidates who reflect the cultural and linguistic diversity of our student population and who demonstrate sensitivity to diverse backgrounds and perspectives.

Staff code of conduct and professional standards

- We expect all staff members to uphold high standards of professionalism, ethics, and conduct in their interactions with students, colleagues, and members of the community.
- Our Staff Code of Conduct outlines expectations regarding integrity, confidentiality, respect, and accountability. Staff members are expected to adhere to these principles at all times.
- We promote a culture of mutual respect, collaboration, and continuous learning, where staff members support each other in achieving common goals and delivering excellence in their roles.

Staff Code of Conduct

1. Professionalism and Ethics

- All staff members are expected to uphold the highest standards of professionalism and ethics in all interactions with students, colleagues, and members of the community.
- Staff should demonstrate integrity, honesty, and transparency in their professional duties and responsibilities.

2. Integrity and Accountability

- Staff must adhere to principles of integrity, ensuring all actions are conducted with honesty and fairness.
- Accountability is paramount; staff are responsible for their actions and decisions, maintaining high standards in their work.

3. Confidentiality

- Staff members must respect and maintain the confidentiality of all sensitive information pertaining to students, colleagues, and the organization.
- Confidential information should only be shared with authorized individuals and used appropriately within professional contexts.

4. Respect and Dignity

- Mutual respect is a cornerstone of our community. Staff should treat all individuals with dignity, respect, and consideration.
- Discrimination, harassment, or any form of bullying is strictly prohibited and will not be tolerated.

5. Collaboration and Teamwork

- Staff are encouraged to foster a collaborative environment, supporting and valuing the contributions of their colleagues.
- Teamwork and cooperation are essential to achieving common goals and delivering excellence in all roles.

6. Continuous Learning and Improvement

- A culture of continuous learning and development is promoted. Staff should seek opportunities for professional growth and skill enhancement.
- Constructive feedback and self-reflection are encouraged to improve personal and organizational performance.

Staff Code of Conduct

7. Professional Boundaries

- Staff must maintain appropriate professional boundaries with students and colleagues to ensure a respectful and supportive environment.
- Personal relationships with students that could impair professional judgment or exploit the trust inherent in the staff-student relationship are strictly prohibited.

8. Commitment to Excellence

- Staff should strive for excellence in all aspects of their work, continually seeking to improve the quality of their services.
- Commitment to the mission and values of the organization is expected, contributing positively to the organizational culture and goals.

By adhering to this Staff Code of Conduct, we ensure a professional, respectful, and supportive environment that promotes the well-being and success of our students, colleagues, and the broader community.

Performance evaluation and staff development programs

- We conduct regular performance evaluations to assess staff members' job performance, contributions, and professional development needs.
- Performance evaluations may include feedback from supervisors, peers, and stakeholders, as well as self-assessments and goal setting.
- Based on performance evaluations, we provide constructive feedback, recognition of achievements, and opportunities for staff development and growth.
- We offer staff development programs, workshops, training sessions, and other professional development opportunities to enhance staff members' knowledge, skills, and effectiveness in their roles.

Grievance and Conflict Resolution Procedures

- We have established clear and transparent procedures for addressing staff grievances, conflicts, and concerns in a fair and timely manner.
- Staff members are encouraged to raise any grievances or conflicts through appropriate channels, such as their supervisor, HR department, or designated grievance officer.
- Grievances are handled with confidentiality, sensitivity, and impartiality, with the aim of resolving issues effectively and restoring positive working relationships.
- We promote open communication, active listening, and mediation as methods for resolving conflicts and fostering a harmonious and productive work environment.

By implementing robust Staff Policies, Oxford English Camps strives to create a supportive and professional work environment where staff members are empowered to excel in their roles, contribute to the success of our programs, and make a positive impact on the lives of our students.

6. Whistle-Blowing Policy

PURPOSE:

The school is committed to maintaining the highest standards of integrity, honesty, and accountability. Employees are encouraged to report any concerns or suspicions of wrongdoing, misconduct, or unethical behaviour within the organisation.

SCOPE:

This policy applies to all staff members, including teaching and non-teaching staff, contractors, and volunteers.

REPORTING PROCEDURE:

- Any staff member who becomes aware of or suspects any form of misconduct, including but not limited to fraud, corruption, harassment, discrimination, or health and safety violations, should report it promptly.
- Reports can be made verbally or in writing to the designated Whistle-Blowing Officer. The identity of the whistleblower will be treated with the utmost confidentiality, and every effort will be made to protect them from retaliation or victimization.
- If the Whistle-Blowing Officer is implicated in the concern, the report should be made directly to a higher authority, such as the school director or governing board.

INVESTIGATION PROCESS:

- Upon receiving a report, the Whistle-Blowing Officer will initiate a thorough and impartial investigation.
- All reports will be investigated promptly and with due diligence, ensuring fairness to all parties involved.
- The whistleblower will be kept informed of the progress and outcome of the investigation to the extent possible without compromising confidentiality.

Protection for Whistleblowers:

- The school prohibits any form of retaliation or victimisation against individuals who make a report in good faith.
- Any employee found to have engaged in retaliation against a whistleblower will be subject to disciplinary action, up to and including termination of employment.

7. Health and Safety

At Oxford English Camps, the health and safety of our students, staff, and visitors are paramount. We prioritize creating a secure and nurturing environment where everyone feels safe and supported. Our Health and Safety policies encompass the following aspects:

Health and Safety Policies and Procedures

- We maintain comprehensive health and safety policies and procedures that comply with relevant legislation and regulations.
- Our policies cover various aspects, including risk management, accident prevention, hygiene standards, illness management, and the promotion of overall well-being.
- All staff members are trained on our health and safety policies and procedures and are responsible for implementing them effectively.

Emergency Response Protocols

- We have established clear and detailed emergency response protocols to address a range of potential incidents, including medical emergencies, natural disasters, security threats, and other unforeseen events.
- Our emergency response protocols outline roles and responsibilities, communication procedures, evacuation plans, assembly points, and steps for coordinating with emergency services and relevant authorities.

First Aid Provisions

- We ensure that adequate first aid provisions are available at all times during camp activities and events.
- Trained first aiders are appointed among our staff members to provide immediate assistance and administer first aid in case of injuries or medical emergencies.
- First aid kits are strategically located throughout camp facilities, and staff members are familiar with their contents and use.

Fire Safety Measures

- Fire safety is a top priority at Oxford English Camps, and we have implemented robust measures to prevent fires and ensure the safety of all occupants in the event of a fire.
- Fire evacuation plans are prominently displayed in camp facilities, indicating escape routes, assembly points, and procedures for raising the alarm.
- Fire drills and training sessions are conducted regularly to familiarize staff and students with emergency procedures and ensure a swift and orderly evacuation in case of a fire emergency.

Child Protection and Safeguarding



At Oxford English Camps, the safety and well-being of every camper are of paramount importance. To ensure a secure environment, robust child protection and safeguarding measures are in place.

CHILD PROTECTION POLICIES AND GUIDELINES:

Oxford English Camps has comprehensive child protection policies and guidelines that outline the camp's commitment to safeguarding children from harm and promoting their welfare. These policies are developed in accordance with relevant laws, regulations, and best practices in child protection. They cover various aspects, including staff recruitment and training, code of conduct, supervision protocols, and procedures for identifying, reporting, and responding to safeguarding concerns or incidents. If you would like to see these policies please ask the Centre Manager or email info@oxfordneglishcamps.com

ENGLISH SAFEGUARDING LAWS AND COMPLIANCE:

Camp staff, including Group Leaders, are briefed on English safeguarding laws and regulations to ensure compliance with local legislation. This includes understanding legal definitions of child abuse, neglect, and exploitation, as well as recognizing signs of abuse or harm. Group Leaders are trained to adhere to mandatory reporting requirements and to respond promptly and appropriately to safeguarding concerns or incidents. Compliance with safeguarding laws is monitored and reviewed regularly to ensure ongoing effectiveness and adherence to legal standards.



Child Protection and Safeguarding

PROCEDURES FOR REPORTING CONCERNS OR INCIDENTS:

Clear procedures are in place for reporting safeguarding concerns or incidents promptly and appropriately. Group Leaders are trained to recognize and respond to signs of abuse, neglect, or harm, and to report any concerns immediately to designated safeguarding officers or camp management. Reports are handled confidentially and sensitively, with the welfare of the child as the primary consideration. Follow-up actions may include further investigation, referral to external agencies or authorities, and implementation of support measures for the child and affected parties.

By adhering to robust child protection and safeguarding protocols, Oxford English Camps aims to create a safe, supportive, and nurturing environment where every child can thrive and enjoy their camp experience free from harm or exploitation. Group Leaders play a vital role in upholding these rules and regulations.

Risk Assessment Procedures

- We conduct thorough risk assessments of our camp facilities, activities, and excursions to identify potential hazards and implement appropriate control measures.
- Risk assessments are carried out by trained staff members, and findings are documented, reviewed, and updated regularly.
- Risk assessments take into account factors such as the nature of activities, environmental conditions, and available resources.

IT and Internet Usage Policies

At Oxford English Camps, we recognise the importance of providing students with access to IT resources and the internet to support their educational and communication needs. However, to ensure a safe and productive online environment, we have established the following IT and internet usage policies:

1. ACCEPTABLE USE:

- The use of IT resources and the internet is permitted for educational purposes, research, communication, and camp-related activities exclusively..
- Students must use IT resources responsibly and ethically, adhering to all applicable laws, regulations, and camp policies.

2. RESPONSIBLE BEHAVIOUR:

- Students are expected to engage in responsible and respectful online behaviour at all times.
- This includes refraining from accessing, creating, or sharing content that is illegal, inappropriate, offensive, or harmful to others.

3. PRIVACY AND SECURITY:

- Students must respect the privacy and confidentiality of others' personal information and data.
- They are prohibited from attempting to access unauthorized accounts, systems, or data or engaging in activities that compromise the security of IT resources or the network.

IT and Internet Usage Policy

4. COPYRIGHT COMPLIANCE:

- Students must respect copyright laws and intellectual property rights when using online resources.
- They should not download, share, or distribute copyrighted materials without permission from the copyright holder.

5. PROHIBITED ACTIVITIES:

- The following activities are strictly prohibited:
 - Engaging in cyberbullying, harassment, or intimidation.
 - Participating in or accessing inappropriate or explicit content.
 - Engaging in hacking, phishing, or other malicious activities.
 - Violating licensing agreements or software usage terms.
- Any violations of these prohibitions will result in disciplinary action.

6. NETWORK AND DEVICE USAGE:

- Students are responsible for using IT resources and devices in a manner that does not disrupt or degrade network performance.
- They should not install unauthorized software, modify system settings, or engage in activities that could compromise network security or stability.

7. REPORTING CONCERNS:

- Students are encouraged to report any concerns, violations, or incidents related to IT and internet usage to camp staff or designated IT personnel.
- Reports will be investigated promptly and appropriate action will be taken in accordance with camp policies and procedures.

8. COMPLIANCE:

- By accessing IT resources and the internet at Oxford English Camps, students agree to comply with these IT and internet usage policies.
- Failure to comply with these policies may result in disciplinary action, including the revocation of IT privileges and other appropriate consequences.

9. REVIEW AND UPDATES:

- These IT and internet usage policies are subject to periodic review and updates to reflect changes in technology, regulations, and camp needs.
- Any revisions to these policies will be communicated to students in a timely manner.

By adhering to these IT and internet usage policies, students contribute to a safe, secure, and productive online environment that supports their educational goals and promotes responsible digital citizenship.



Keeping Safe Online

At Oxford English Camps, we recognize the importance of promoting safe internet use for both children and staff. With the increasing prevalence of online activities, it's crucial to provide guidance on navigating the digital world responsibly and ensuring online safety.

GUIDANCE ON SAFE INTERNET USE FOR CHILDREN AND STAFF:

- We provide comprehensive guidance on safe internet use for both children and staff, emphasizing the importance of privacy, security, and responsible online behaviour.
- Children are educated about potential online risks, such as sharing personal information, interacting with strangers, and accessing inappropriate content. They are encouraged to communicate openly with trusted adults about their online experiences and seek guidance if they encounter any concerns.
- Staff members are trained on best practices for internet safety and privacy, including safeguarding personal information, using strong passwords, and being cautious when sharing content online. They serve as role models for responsible online behaviour and provide support and guidance to campers on navigating the digital world safely.

Keeping Safe Online



TIPS FOR MONITORING ONLINE ACTIVITY AND ENSURING PRIVACY:

- We provide practical tips for monitoring online activity and ensuring privacy, both for children and staff. This includes guidance on adjusting privacy settings on social media accounts, being selective about sharing personal information online, and using privacy-enhancing tools and software.
- Parents are encouraged to establish clear guidelines and boundaries for their children's online activities, including setting time limits, monitoring content, and discussing online safety regularly.
- Group Leaders and camp staff monitor online activity within camp premises, ensuring that campers are engaging in safe and appropriate online behaviour. They are trained to recognize signs of potential online risks or threats and take appropriate action to address them.

HANDLING CYBERBULLYING AND ONLINE THREATS:

- We have protocols in place for handling cyberbullying and online threats, ensuring a swift and effective response to any incidents that may arise.
- Campers are educated about cyberbullying and online threats, including how to recognize them and what steps to take if they experience or witness such behaviour. They are encouraged to report any incidents of cyberbullying to their Group Leaders or camp staff, who will take immediate action to address the situation.

Keeping Safe Online



- Group Leaders and camp staff are trained on how to handle cyberbullying and online threats sensitively and effectively. This includes providing support to the victim, intervening to stop the bullying behaviour, and implementing disciplinary measures as necessary.
- We collaborate with parents and guardians to address cyberbullying and online threats, keeping them informed of any incidents and working together to ensure the safety and well-being of all campers.

By providing guidance on safe internet use, tips for monitoring online activity, and protocols for handling cyberbullying and online threats, Oxford English Camps aims to create a safe and positive online environment where children can explore, learn, and connect with others responsibly.



Mobile Phone Policy



The mobile phone policy at Oxford English Camps aims to balance the benefits of technology with the safety, privacy, and engagement of campers. While students are permitted to have their mobile phones during their stay, specific rules and guidelines are in place to ensure responsible usage and minimize distractions.

RULES AND GUIDELINES FOR MOBILE PHONE USAGE:

- Campers are permitted to have their mobile phones with them during their stay at Oxford English Camps. However, usage of mobile phones during lessons, activities, and designated camp events will be determined by the Centre Manager on a weekly basis.
- The use of mobile phones for making calls, sending text messages, and accessing social media or other non-educational apps may be restricted during certain times or in specific areas of the camp premises.
- Campers are expected to adhere to the camp's code of conduct and respect the rights and privacy of others when using their mobile phones. They should refrain from taking photos or videos of others without their consent and avoid sharing personal or sensitive information online.

ENSURING CHILD SAFETY AND PRIVACY:

- Group Leaders and Oxford English Camps' staff play a key role in ensuring the safety and privacy of campers when it comes to mobile phone usage. They monitor campers' behaviour and intervene if they observe any inappropriate or unsafe use of mobile phones.



Mobile Phone Policy

- Group Leaders and Oxford English Camps' staff educate campers about the importance of protecting their personal information and privacy online, including the risks associated with sharing photos, videos, or personal details on social media or other digital platforms.

MANAGING DISTRACTIONS AND PROMOTING ENGAGEMENT:

- Group Leaders support the Centre Manager in managing distractions caused by mobile phone usage and promoting active engagement in camp activities. They encourage campers to participate fully in lessons, activities, and social interactions without undue reliance on their mobile phones.
- Group Leaders model responsible mobile phone usage and set clear expectations for campers regarding when and where mobile phones may be used. They reinforce the importance of being present and engaged in the camp experience, fostering a positive and inclusive atmosphere where campers feel connected and engaged with their surroundings.

By implementing clear rules and guidelines for mobile phone usage, ensuring child safety and privacy, and managing distractions while promoting engagement, Oxford English Camps aims to strike a balance between the benefits of technology and the holistic development of campers in a safe and supportive environment. Group Leaders play a crucial role in supporting the implementation of the mobile phone policy and fostering a positive camp experience for all campers.

Fire Safety



Fire safety is of paramount importance at Oxford English Camps, and comprehensive policies and procedures are in place to ensure the safety of all campers and staff in the event of a fire emergency. While Oxford English Camps takes the lead in implementing fire safety measures, Group Leaders play a crucial supportive role in ensuring that campers are aware of procedures and are safely evacuated.

FIRE ALARM SYSTEMS AND EVACUATION PLANS:

- State-of-the-art fire alarm systems are installed throughout the camp premises, equipped with audible alarms to notify occupants in the event of a fire emergency.
- Evacuation plans are prominently displayed in camp buildings and facilities, outlining designated evacuation routes, assembly points, and procedures for campers and staff to follow during a fire emergency. Make sure you are aware of these upon arrival
- Group Leaders are familiarized with the camp's evacuation plans and procedures and are trained to guide campers to safety in an orderly and efficient manner. If you have any questions, please ask on your first day so that you can be prepared for the duration of your stay. Oxford English Camps staff are always on hand to help.

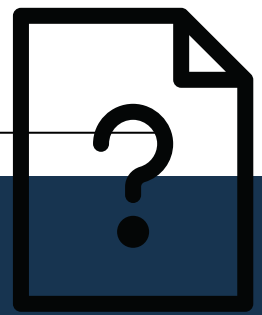


LOCATIONS OF FIRE EXTINGUISHERS AND EXITS:

- Fire extinguishers are strategically positioned throughout the camp premises in easily accessible locations, clearly marked and identified for quick retrieval in case of a fire emergency.
- Exits are clearly marked with illuminated exit signs and are kept clear of obstructions to facilitate swift evacuation. Group Leaders and Oxford English Camps staff are trained to direct campers to the nearest exits and assembly points during evacuation drills and actual emergencies.

ROLES AND RESPONSIBILITIES DURING A FIRE EMERGENCY:

- In the event of a fire emergency, Group Leaders support Oxford English Camps staff in implementing the fire safety procedures and ensuring the safe evacuation of all campers.
- Group Leaders are responsible for maintaining order and calm among campers, guiding them to designated assembly points, and conducting head counts to ensure that all campers are accounted for.
- Group Leaders assist campers with special needs or mobility issues, providing necessary assistance and support during evacuation procedures.
- After ensuring the safe evacuation of all campers, Group Leaders cooperate with Oxford English Camps staff and emergency responders to address any remaining hazards and provide assistance as needed.



Missing Students Procedure

In the rare event that a student is missing at Oxford English Camps, it is imperative to act swiftly and decisively to ensure the safety and well-being of the missing student. Group Leaders play a crucial role in implementing the missing students procedure, which involves specific steps and protocols to follow in such situations.

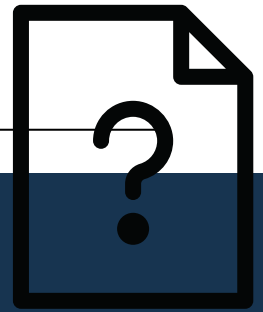
STEPS TO TAKE WHEN A STUDENT IS MISSING:

- Upon discovering that a student is missing, Group Leaders immediately notify the Centre Manager or designated staff member.
- Group Leaders and Oxford English Camps staff conduct a thorough search of the camp premises and surrounding areas to locate the missing student. They check common areas, facilities, and designated activity areas, as well as any areas where the student may have wandered off.
- Group Leaders communicate with fellow staff members to coordinate search efforts and gather relevant information about the missing student, including their last known whereabouts and any relevant details about their appearance or behaviour.

Procedures for Searching and Alerting Authorities:

- If the missing student is not found after initial search efforts, Group Leaders alert local authorities and emergency services to report the situation. They provide detailed information about the missing student, including their name, age, physical description, and any relevant medical or behavioural considerations.

Missing Students Procedure



- Group Leaders cooperate fully with law enforcement agencies and emergency responders, providing assistance and support as needed to facilitate the search and rescue efforts.

COMMUNICATION WITH PARENTS AND EMERGENCY CONTACTS:

- Group Leaders communicate promptly with the missing student's parents or guardians to inform them of the situation and provide updates on the search efforts. They reassure parents that every possible measure is being taken to locate the missing student and ensure their safety.
- Group Leaders maintain ongoing communication with the missing student's emergency contacts, keeping them informed of any developments or updates regarding the search and rescue operation. They provide support and assistance to the student's family members, addressing any concerns or questions they may have.

8. Communication

Effective communication is essential for fostering a supportive and collaborative environment at Oxford English Camps. Our Communication policies encompass various aspects to ensure clear, transparent, and respectful communication among all stakeholders:

CHANNELS OF COMMUNICATION (INTERNAL AND EXTERNAL):

- We maintain multiple channels of communication to facilitate effective communication within the camp community and with external stakeholders.
- Internal communication channels include staff meetings, email correspondence, intranet platforms, and digital messaging tools.
- External communication channels may include camp newsletters, website updates, social media platforms, and direct email or phone communication with parents/guardians.

COMPLAINTS HANDLING PROCEDURES:

- We have established formal procedures for handling complaints, grievances, and concerns from students, parents/guardians, staff members, and other stakeholders.
- Complaints can be submitted through designated channels, such as complaint forms, email, or in-person meetings with camp administrators.
- Complaints are handled promptly, impartially, and confidentially, with appropriate investigation and resolution steps taken to address the issue and prevent recurrence.

PARENT/GUARDIAN COMMUNICATION POLICIES:

- We maintain open and transparent communication with parents/guardians to keep them informed about camp activities, student progress, and any important updates or developments.
- Regular communication channels with parents/guardians may include newsletters, parent information sessions, parent-teacher meetings, and individual communication via email or phone.
- Parents/guardians are encouraged to contact camp administrators or staff members with any questions, concerns, or feedback regarding their child's experience at camp.

Social Media and Online Communication Guidelines

- We provide guidelines and expectations for the use of social media and online communication platforms by students, staff members, and other camp stakeholders.
- Guidelines promote responsible and respectful online behavior, privacy protection, and adherence to camp values and policies.
- Staff members are required to maintain professionalism and discretion when using social media, refraining from posting content that may reflect negatively on themselves or the camp.

IT and Internet Usage Policies

At Oxford English Camps, we recognize the importance of responsible and respectful online behaviour for maintaining a positive camp community and upholding our values. Our Social Media and Online Communication Guidelines are designed to provide clarity and expectations for students, staff members, and other camp stakeholders:

1. PURPOSE OF GUIDELINES:

- These guidelines aim to ensure that all users of social media and online communication platforms associated with Oxford English Camps engage in behaviour that reflects our camp values and promotes a safe and supportive environment.

2. RESPONSIBLE AND RESPECTFUL BEHAVIOUR:

- Users are expected to demonstrate respect, kindness, and consideration towards others in all online interactions.
- Harassment, bullying, discrimination, or any form of disrespectful behaviour will not be tolerated.

3. PRIVACY PROTECTION:

- Users should respect the privacy of others and refrain from sharing personal or confidential information without consent.
- Photos, videos, or other media featuring individuals should only be shared with their permission.

Emergency Communication Protocol

- We have established protocols for emergency communication to ensure timely dissemination of critical information in case of emergencies or urgent situations.
- Emergency communication channels may include text alerts, phone trees, email notifications, and announcements via camp loudspeakers or digital signage.
- Staff members are trained on emergency communication procedures and are responsible for adhering to them during emergency situations.
- By implementing these Communication policies, Oxford English Camps aims to foster a culture of transparency, collaboration, and accountability, where effective communication serves to strengthen relationships, resolve issues, and enhance the overall camp experience for students, parents/guardians, staff members, and the broader community.
- If you would like to see our emergency communication protocol, please speak to the centre manager or email info@oxfordenglishcamps.com

Emergency Communication Protocol



1. PURPOSE OF GUIDELINES:

- These guidelines aim to ensure that all users of social media and online communication platforms associated with Oxford English Camps engage in behaviour that reflects our camp values and promotes a safe and supportive environment.

2. RESPONSIBLE AND RESPECTFUL BEHAVIOUR:

- Users are expected to demonstrate respect, kindness, and consideration towards others in all online interactions.
- Harassment, bullying, discrimination, or any form of disrespectful behaviour will not be tolerated.

3. PRIVACY PROTECTION:

- Users should respect the privacy of others and refrain from sharing personal or confidential information without consent.
- Photos, videos, or other media featuring individuals should only be shared with their permission.

9. Diversity and Inclusion

At Oxford English Camps, we are committed to fostering a diverse, inclusive, and equitable environment where all individuals feel valued, respected, and supported. Our Diversity and Inclusion initiatives encompass the following key areas:

EQUAL OPPORTUNITIES AND ANTI-DISCRIMINATION POLICIES:

- We maintain policies and practices that promote equal opportunities and prohibit discrimination based on race, ethnicity, nationality, religion, gender, sexual orientation, disability, or any other characteristic protected by law.

Discriminatory behaviour, harassment, or prejudice of any kind is not tolerated and will be addressed through disciplinary action in accordance with camp policies and applicable laws.

Equal Opportunities and Non-Discrimination Policy

At Oxford English Camps, we are committed to providing equal opportunities for all individuals and fostering a culture of inclusivity, diversity, and respect. We believe that every person deserves to be treated with dignity and fairness, regardless of their race, ethnicity, nationality, religion, gender, sexual orientation, disability, or any other characteristic protected by law. To uphold these principles, we have established the following policy:

1. Equal Opportunities: We are dedicated to providing equal opportunities for all students, staff members, and stakeholders, regardless of their background, identity, or circumstances. We strive to create an environment where everyone has the chance to succeed and thrive based on their merits, talents, and efforts.

2. Non-Discrimination: Discrimination of any kind is strictly prohibited at Oxford English Camps. We do not tolerate discriminatory behavior, harassment, or prejudice based on race, ethnicity, nationality, religion, gender, sexual orientation, disability, or any other characteristic protected by law. All individuals are entitled to fair and respectful treatment, free from bias or prejudice.

Equal Opportunities and Non-Discrimination Policy

3. Inclusive Practices: We actively promote inclusive practices and policies that ensure all members of our community feel welcome, valued, and respected. We strive to create an environment where diversity is celebrated, differences are embraced, and everyone has the opportunity to participate fully in camp activities and programs.

4. Accessibility: We are committed to providing accessible facilities, resources, and services to accommodate the needs of individuals with disabilities. We strive to remove barriers and create an inclusive environment where everyone can fully participate in camp activities and access the support they need to succeed.

5. Training and Awareness: We provide training and awareness programs for staff members to promote understanding, sensitivity, and awareness of diversity and inclusion issues. Staff members receive education on non-discrimination policies, cultural competence, and best practices for creating an inclusive environment.

6. Complaints Procedure: We have established procedures for reporting and addressing incidents of discrimination, harassment, or unfair treatment. Any concerns or complaints regarding discrimination should be reported promptly to camp administrators or designated staff members for investigation and resolution.

7. Continuous Improvement: We are committed to continuously evaluating and improving our policies, practices, and programs to ensure alignment with principles of equal opportunities and non-discrimination. Feedback from students, staff members, and stakeholders is welcomed and used to inform our efforts to create a more inclusive and equitable camp community.

By adhering to this Equal Opportunities and Non-Discrimination Policy, Oxford English Camps reaffirms its commitment to providing a welcoming, inclusive, and respectful environment for all individuals, where diversity is celebrated, and everyone has the opportunity to thrive.

Accommodation for Students with Disabilities

- We are committed to providing reasonable accommodations and support services to students with disabilities to ensure their full participation and inclusion in camp activities.
- Accommodations may include physical accessibility modifications, specialized equipment, assistance from support staff, or adjustments to program activities to meet individual needs.

Cultural Sensitivity and Inclusion Initiatives

- We promote cultural sensitivity, awareness, and appreciation among our camp community through educational initiatives, discussions, and experiential learning opportunities.
- Our curriculum and activities incorporate diverse perspectives, cultural traditions, and global perspectives to enrich students' understanding of the world and foster intercultural competence.
- We celebrate cultural diversity through multicultural events, festivals, and themed activities that highlight the unique contributions of different cultures and promote cross-cultural understanding and friendship.

Inclusive Language and Communication

- We encourage the use of inclusive language and communication practices that respect individuals' identities, backgrounds, and preferences.
- Staff members receive training on inclusive communication strategies and are encouraged to use gender-neutral language, respect preferred pronouns, and avoid stereotypes or assumptions based on appearance or identity.

Continuous Improvement and Accountability

- We regularly evaluate and assess our Diversity and Inclusion initiatives to identify areas for improvement and ensure alignment with best practices and standards.
- Feedback from students, parents/guardians, staff members, and other stakeholders is solicited and incorporated into our efforts to enhance diversity, equity, and inclusion across the camp community.

Complaints Procedure for Discrimination, Harassment, or Unfair Treatment

- We encourage the use of inclusive language and communication practices that respect individuals' identities, backgrounds, and preferences.
- At Oxford English Camps, we are committed to maintaining a safe, inclusive, and respectful environment for all individuals. We take complaints of discrimination, harassment, or unfair treatment seriously and have established the following procedure for addressing such concerns:

Complaints Procedure for Discrimination, Harassment, or Unfair Treatment

Reporting Procedure:

- Any concerns or complaints regarding discrimination, harassment, or unfair treatment should be reported promptly to camp administrators or designated staff members.
- Complaints can be submitted verbally or in writing, and individuals may choose to remain anonymous if desired. However, providing detailed information can aid in the investigation process.

Investigation Process:

- Upon receiving a complaint, camp administrators or designated staff members will initiate an investigation into the alleged incident.
- The investigation will be conducted promptly, impartially, and confidentially, respecting the privacy and dignity of all parties involved.
- Interviews with relevant individuals and gathering of evidence may be conducted as part of the investigation process to ascertain the facts of the situation.

Resolution and Action:

- Upon completion of the investigation, appropriate action will be taken based on the findings and in accordance with camp policies and applicable laws.
- If discrimination, harassment, or unfair treatment is substantiated, disciplinary measures will be implemented against the responsible party/parties.
- Depending on the severity of the incident, disciplinary actions may include counselling, reprimand, suspension, or termination of employment or participation in camp activities.

Support and Follow-Up:

- Throughout the complaints procedure, support will be offered to the complainant and any affected parties.
- Camp administrators or designated staff members will communicate the outcome of the investigation and any actions taken to address the complaint.
- Follow-up measures may be implemented to monitor the situation and prevent recurrence of similar incidents.
- Confidentiality and Non-Retaliation:
 - All information related to complaints will be treated with the utmost confidentiality, and privacy will be respected throughout the process.
 - Oxford English Camps prohibits retaliation against individuals who report concerns or participate in investigations in good faith.

Group Leader Complaints Procedure

If Group Leaders have any complaints or concerns during their time at Oxford English Camps, they are encouraged to follow the following procedure to address their issues:

1. Informal Resolution: Group Leaders are encouraged to first attempt to resolve any issues informally by discussing them with their immediate supervisor or the Centre Manager. Many concerns can be resolved quickly and effectively through open communication and mutual understanding.

2. Formal Complaint: If the issue cannot be resolved informally, Group Leaders may submit a formal complaint to the Centre Manager or designated staff member. This complaint should be made in writing and should clearly outline the nature of the complaint, any relevant details or evidence, and the desired outcome or resolution.

3. Investigation and Resolution: Upon receipt of a formal complaint, Oxford English Camps will conduct a thorough investigation into the matter, gathering information from all relevant parties involved. The complaint will be handled with confidentiality and sensitivity, and efforts will be made to resolve the issue in a timely and fair manner.

Group Leader Complaints Procedure

4. Appeals Process: If Group Leaders are dissatisfied with the outcome of the complaint resolution process, they may have the option to appeal the decision. Details of the appeals process will be provided to Group Leaders upon request.

5. External Agencies: If Group Leaders feel that their complaint has not been adequately addressed by Oxford English Camps, they may have the option to escalate their complaint to external agencies or regulatory bodies, depending on the nature of the issue and applicable laws and regulations.

At Oxford English Camps, we take all complaints and concerns seriously and are committed to addressing them promptly and fairly. Group Leaders are encouraged to voice their concerns in a constructive manner, and every effort will be made to ensure that their issues are resolved to their satisfaction.

10. Emergency Procedures

At Oxford English Camps, the safety and well-being of our students, staff, and visitors are our top priorities. We have established comprehensive emergency procedures to ensure a prompt and effective response in various emergency situations. The following outlines our emergency procedures:

1. EVACUATION PROCEDURES:

- In the event of a fire, natural disaster, or other emergency requiring evacuation, the following steps will be taken:
 - Remain calm and follow the instructions provided by camp staff.
 - Evacuate the building or area using the nearest safe exit route.
 - Assemble at the designated assembly point outside the camp premises.
 - Account for all individuals and await further instructions from camp administrators or emergency responders.

2. LOCKDOWN PROCEDURES:

- In the event of a security threat or intruder on campus, the following lockdown procedures will be implemented:
 - Alert camp staff and students to the lockdown situation using pre-established signals or announcements.
 - Secure all doors and windows and move to a secure location within the building.
 - Maintain silence and avoid attracting attention until the all-clear signal is given by camp administrators or emergency responders.

3. REPORTING EMERGENCIES:

- To report emergencies, including medical emergencies, accidents, or incidents requiring immediate assistance, individuals should:
 - Dial the emergency services number (e.g., 999 in the UK) to request assistance.
 - Notify camp administrators or designated staff members of the emergency situation and provide relevant details, such as the nature of the emergency, location, and number of individuals involved.
 - Follow any additional instructions provided by emergency services personnel or camp administrators.

10. Emergency Procedures

4. Communication and Coordination:

- Camp administrators and designated staff members are responsible for coordinating emergency response efforts and ensuring the safety of all individuals on campus.
- Communication channels, such as loudspeakers, intercom systems, and digital messaging platforms, will be utilized to disseminate emergency alerts and instructions to camp staff and students.

5. Training and Drills:

- Regular training sessions and emergency drills will be conducted to familiarize camp staff and students with emergency procedures and protocols.
- Drills may include fire drills, evacuation drills, lockdown drills, and first aid training to ensure readiness and effectiveness in emergency situations.

6. Review and Updates:

- Our emergency procedures will be periodically reviewed and updated to reflect changes in circumstances, regulations, or best practices.
- Feedback from emergency drills and real-life incidents will be used to improve the effectiveness and efficiency of our emergency response plans

By adhering to these emergency procedures, Oxford English Camps aims to ensure a safe and secure environment for all individuals in our camp community and to minimize the risk of harm in emergency situations. We are committed to maintaining readiness, preparedness, and resilience in the face of emergencies, prioritizing the safety and well-being of our campers and staff at all times.

Additional Resources and Contacts

These contact numbers are essential for quickly accessing emergency services in Oxford, England, in the event of any urgent situations requiring assistance or intervention. It's important for camp administrators, staff members, and participants to be familiar with these numbers and to use them responsibly in case of emergencies.

Name	General Description	Contact Information
Police (Non-Emergency)	This number should be used for non-emergency situations where immediate assistance is not required but police attention is necessary, such as reporting minor incidents or seeking information	Contact Number: 101
Police, Fire, Ambulance (Emergency)	This number should be used for emergencies requiring immediate assistance or intervention, such as accidents, injuries, fires, crimes in progress, or medical emergencies. This number connects you to the police, fire, and ambulance services.	Contact Number: 999
Non-Emergency (Medical Assistance)	The NHS 111 service provides medical advice and assistance for non-emergency health concerns. It is available 24 hours a day, 7 days a week, and is staffed by trained advisors and healthcare professionals.	Contact Number: 111

GDPR Policy

At Oxford English Camps, we take the privacy and protection of personal data seriously. Our General Data Protection Regulation (GDPR) policy outlines our commitment to safeguarding the personal information of our campers, staff, and other individuals associated with our organization.

OUR COMMITMENT TO DATA PROTECTION:

- We adhere to the principles of data protection outlined in the GDPR, ensuring that personal data is processed lawfully, fairly, and transparently.
- We collect and process personal data only for specified, explicit, and legitimate purposes, and we ensure that it is not further processed in a manner that is incompatible with those purposes.
- We take reasonable steps to ensure that personal data is accurate, kept up to date, and stored securely to prevent unauthorized access, disclosure, or loss.

COLLECTION AND USE OF PERSONAL DATA:

- We collect personal data from campers, staff, and other individuals for the purpose of organizing and facilitating our camp programs. This may include information such as names, contact details, medical information, and emergency contact details.
- Personal data is collected with the consent of the individual or their parent/guardian, and it is used solely for the purposes specified at the time of collection, such as managing camper registrations, ensuring camper safety, and communicating with parents/guardians.

GDPR Policy

- We do not share personal data with third parties unless necessary for the provision of camp services, and we ensure that appropriate safeguards are in place to protect the confidentiality and security of personal data when it is shared with third parties.

DATA RETENTION AND DELETION:

- We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including any legal or regulatory requirements.
- Once personal data is no longer required, we take steps to securely delete or anonymize it in accordance with our data retention policies and procedures.

INDIVIDUAL RIGHTS:

- We respect the rights of individuals under the GDPR, including the right to access, rectify, or erase personal data, as well as the right to restrict or object to its processing.
- Individuals can exercise their rights by contacting our Data Protection Officer, whose contact details are provided in our GDPR policy.

TRAINING AND COMPLIANCE:

- We provide training to our staff on their responsibilities under the GDPR and our data protection policies and procedures.
- We regularly review and update our GDPR policy to ensure ongoing compliance with data protection laws and regulations.

GDPR Policy

CONTACT US:

- If you have any questions or concerns about our GDPR policy or the processing of personal data at Oxford English Camps, please contact our Data Protection Officer at ***adam@oxfordenglishcamps.com***

At Oxford English Camps, we are committed to upholding the highest standards of data protection and privacy, and we strive to ensure that personal data is processed lawfully, fairly, and transparently in accordance with the GDPR and other applicable data protection laws and regulations.

Host Family Policy

Student Host Family Policy

Introduction

This policy outlines the expectations, guidelines, and responsibilities for students staying with host families. It aims to ensure a safe, respectful, and enriching experience for both students and host families.

Objectives

- To provide a safe and welcoming environment for students.
- To foster cultural exchange and mutual understanding.
- To ensure clear communication and understanding of responsibilities between students and host families.

General Guidelines

1. Respect and Courtesy

- Students must treat host family members with respect and courtesy at all times.
- Host families must respect the student's cultural background and privacy.

2. Communication

- Both parties should maintain open and honest communication.
- Any issues or concerns should be addressed promptly and respectfully.

3. Curfew and House Rules

- Students must adhere to the curfew and house rules set by the host family.
- Host families should provide students with a clear list of house rules upon arrival.

Host Family Policy

1. Meals

- Host families are responsible for providing three meals a day.
- Students should inform the host family of any dietary restrictions or preferences in advance.

2. Transportation

- Host families should assist students in understanding local transportation options.
- Students are responsible for their own transportation to and from school, unless otherwise agreed upon.

3. Household Chores

- Students are expected to keep their living areas clean and tidy.
- Host families may ask students to assist with light household chores.

Health and Safety

1. Medical Needs

- Host families should be informed of any medical conditions or allergies the student may have.
- Students should have appropriate health insurance coverage.

2. Emergency Procedures

- Host families should provide students with emergency contact numbers and procedures.
- Students should know how to contact emergency services and their school coordinator in case of an emergency.

Host Family Policy

Privacy and Personal Space

1. Personal Space

- Students should have their own room or a clearly designated private space.
- Host families should respect the student's privacy and personal space.

2. Personal Belongings

- Students should keep their personal belongings organised and respect the belongings of host family members.
- Host families should provide a secure place for students to store valuable items.

Conduct and Behaviour

1. Academic Responsibilities

- Students should prioritise their academic responsibilities and adhere to their school's code of conduct.
- Host families should support students in maintaining a suitable study environment.

2. Social Behaviour

- Students should inform host families of their whereabouts and expected return times when going out.
- Host families should set reasonable guidelines for social activities and outings.

3. Substance Use

- The use of alcohol, drugs, or any illegal substances is strictly prohibited.
- Host families should clearly communicate their rules regarding smoking and other substances.

Host Family Policy

Conflict Resolution

1. Addressing Issues

- Any conflicts or issues should be addressed as soon as they arise.
- Both parties should approach conflicts with the aim of understanding and resolving the issue amicably.

2. School Involvement

- If issues cannot be resolved between the student and host family, the school coordinator should be involved to mediate and find a solution.

Termination of Stay

1. Notice Period

- A notice period of at least two weeks should be given by either party if they wish to terminate the stay, unless in cases of emergency or severe misconduct.

2. Final Arrangements

- Both parties should cooperate to ensure a smooth transition if the stay is terminated.

Conclusion

This policy aims to create a positive and supportive living arrangement for students and host families. Adherence to these guidelines will help ensure a successful and enriching experience for everyone involved.

Visitor Policy for Oxford English Camps

Introduction

The Visitor Policy for Oxford English Camps is designed to ensure the safety, security, and well-being of all participants while fostering a conducive learning environment. This policy outlines the guidelines and procedures for visitors to the camp.

Objectives

- To provide a safe and secure environment for students, staff, and visitors.
- To regulate and manage the flow of visitors on camp premises.
- To ensure that visitors understand and adhere to the camp's rules and expectations.

General Guidelines

1. Visitor Eligibility

- Only authorised visitors are allowed on the camp premises.
- Visitors may include parents, guardians, educational agents, prospective students, and alumni.

2. Visiting Hours

- Visiting hours are from 10:00 AM to 6:00 PM, Monday to Friday.
- Visits outside these hours must be pre-approved by camp administration.

3. Scheduling Visits

- All visits must be scheduled at least 48 hours in advance.
- Visitors must submit a Visitor Request Form, available on the camp website or at the camp office.

Visitor Policy for Oxford English Camps

1. Check-In and Check-Out Procedures

- Visitors must check in at the camp office upon arrival.
- A valid photo ID must be presented for verification.
- Visitors will receive a visitor badge, which must be worn at all times while on campus.
- Visitors must check out at the camp office and return the visitor badge before leaving.

2. Visitor Conduct

- Visitors are expected to adhere to the camp's code of conduct.
- Respectful behavior towards students, staff, and other visitors is mandatory.
- Visitors should not disrupt classes, activities, or other camp operations.

3. Supervision and Movement

- Visitors will be accompanied by a camp staff member at all times.
- Visitors are restricted to designated areas and should not enter student living quarters or restricted areas without authorisation.

PROHIBITED ITEMS AND ACTIVITIES

1. Restricted Items

- Weapons, illegal substances, alcohol, and tobacco products are strictly prohibited.
- Visitors should not bring pets, unless they are service animals.

2. Photography and Recording

- Photography and video recording are not allowed without prior permission from camp administration.

Visitor Policy for Oxford English Camps

- Visitors must respect the privacy and consent of students and staff when taking photos or videos.

CONSEQUENCES OF POLICY VIOLATION

1. Violation of Visitor Policy

- Any visitor found violating the policy may be asked to leave the premises immediately.
- Serious or repeated violations may result in a ban from future visits.



Notes and Thoughts

This section is provided for staff and participants to reflect on their experiences, offer feedback, and share any thoughts or suggestions regarding the policies and procedures outlined in this handbook.

Your insights are invaluable in helping us continually improve and provide the best possible experience at Oxford English Camps. Please use this space to record any observations, ideas, or concerns you may have.

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oxford English Camps

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