

Student Guidelines

> Behaviour guidelines, including all behaviour whilst in homestay accommodation:

- On Opportunity Education's programmes, we have a simple behaviour policy whereby we expect you to treat all members of staff, fellow students, and providers of homestay, with respect, and we expect you to always follow the instructions of an adult.
- If behaviour is deemed to be unacceptable at any time - an adult will give you a warning in the first instance.
- If this continues - as well as notifying parents: the matter will be passed to your accompanying teacher, or a teacher of the school you are working within, to deal with behaviour in line with their behaviour policies.
- In extreme cases - homestay accommodation can be moved to accommodation with a visiting adult, and students can also be removed from lessons within schools. Opportunity Education provides 1:1 resources for students to work with if they are unable to behave within the classroom.

> Mobile phone guidelines:

- Mobile phones will be switched off and remain with the student, in their bag or their pocket, throughout lessons during the school day. If the mobile phone is used within lesson times, without the express permission of a teacher, Opportunity Education reserve the right to remove the mobile phone from you for the duration of one full day.
- Homestay parents will ask for your mobile phones to be handed in at night before you go to sleep. You will then be able to access your mobile phone again the next morning.
- Opportunity Education cannot be held responsible for any damage or loss of mobile phones - it is your responsibility to keep your phone safe and secure, and complying with the mobile phone guidelines will help this.

> Sickness guidelines:

- If you feel unwell at school - you should tell your teacher, or the member of staff visiting with your group. Our school premises have medical rooms and members of staff available to help you.
- If you unwell at your homestay accommodation - you should tell your homestay provider. Your homestay provider will notify us, and it may be that you will be moved to a member of our homestay team who is able to stay behind with ill students so you do not have to go to school / go on a trip one day.

- If you feel unwell on a trip - you should tell your teacher. Our member of staff will have access to first aid equipment, and we will also be able to enable you to have 1:1 care with a visiting teacher, as due to our trip ratios there will always be a member of staff available to stay with you on the coach for example, if you do not feel well enough to accompany the students on the trip.

Any medical emergencies will be dealt with by calling 999 and referring you to the health services in the UK. Parents will be notified immediately.

> Photo guidelines:

- Sometimes schools have their own photo policies that we must respect, as there may be students that do not want to / do not have permission for having their photos taken. Often schools will provide specific occasions throughout the week for photographs - and you should not take photographs within schools outside of these times and occasions. Mobile phones should stay in pockets and bags, and referenced above in the mobile phone guidelines.
- Any photography / filming that takes place commissioned by Opportunity Education and partners, is for the purpose of: publicising school exchanges in marketing brochures, testimonials, and website and social media use. We can share these resources with you and your parents if you like, through the visiting teachers and group leaders. We will store and process your photograph or the film in which you appear in accordance with the General Data Protection Regulation 2018 and it will be associated with your school name.

> Complaints guidelines:

We are committed to doing everything we can to make your programme as enjoyable as possible. Our policy is to listen to students and to be approachable and supportive at all times. We are always pleased to hear any suggestions or feedback you have, however if you wish to make a complaint the procedure is as follows:

- You will have the opportunity to talk to your Programme Leader during allocated times at the beginning, throughout and at the end of each day. You may discuss any problem or complaint you have.
- We will record your complaint in the Complaint Log Book and will look into your problem immediately, within 24 hours.

- If you cannot speak about your problem you can put your problem in writing and give the letter to any member of staff you trust. You can also email us at info@opportunity-education.com If you are still not happy you can speak with or email our Director within 2 weeks of the programme end: tom@opportunity-education.com. We will then arrange for you to meet in person with our Director to discuss your complaint.
- If you are still unhappy, you can also contact the BAC within 6 months by taking the following steps:
 - A detailed letter of complaint, including a full description of the cause for complaint and the circumstances in which it arose.
 - Copies of all supporting documentation relating to the complaint. A complaints pack with more detail is available to download from the BAC website.
 - Please send to: British Accreditation Council, Ground Floor, 14 Devonshire Square, London, EC2M 4YT
 - BAC phone number: 0300 330 1400, email: info@the-bac.org

