



Oxford Business College: Policies for ELT Students

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1. Aims

Our aim is to provide an environment in which students from a wide range of cultural, ethnic and religious backgrounds:

1. Realise fully their academic and social potential
2. Understand and appreciate the rich diversity of their various cultural traditions.

We shall endeavour to achieve this by the provision of:

- Courses that will widen the educational opportunities for students
- Teaching that is of a high standard and appropriate to the abilities and needs of each student
- Pastoral care that will enable the student to feel secure in a caring and supportive environment
- Social activities that widen the understanding of the students of their environment and which create more opportunities for social interaction
- An immediate environment which is safe and secure
- A college environment in which students and teachers feel empowered to develop their skills and also feel valued and respected

2. Lateness and absence for ELT students

If you are going to be late, please let us know as soon as possible by calling the college on 01865 791908, or by emailing ados@oxfordbusinesscollege.ac.uk. When you join the class, you will be marked as PRESENT.

If you are more than 45 minutes late, and don't tell us, you will be marked as LATE. Being late will reduce your total attendance by 45 minutes.

If you are late three days in a row, you will be marked as ABSENT.

If you are going to be absent, please let us know as soon as possible by calling the college on 01865 791908, or by emailing ados@oxfordbusinesscollege.ac.uk. You will be marked as JA (justified absence) and it will not affect your attendance.

If you can't come to class, and don't tell us, you will be marked as ABSENT.

If you are absent for three days in a row, you will be taken off the course, unless you can justify your absence.

NAME	05/02	07/02	12/02	14/02	19/02	21/02	26/02	28/02	ATTENDANCE %
Student 1	✓	Late	Late	✓	Absent	Absent	Absent	WITHDRAW N	<40%
Student 2	✓	JA	✓	✓	Late	Late	✓	✓	87%
Student 3	Late	Late	Late= ABSENT	Absent	Absent	WITHDRAW N			<5%
Student 4	✓	✓	✓	JA	✓	✓	✓	✓	100%

The ELT Assistant will get in touch via email with any student who does not come to class, and will remind them of the consequences.

Good attendance is important because:

- Regular attenders make better progress both socially and academically
- Low attendance is disruptive to your teacher and classmates
- You may have to repeat a level
- Low attendance can affect future visa and university applications

3. Alcohol & Drugs Policy

Being under the influence of alcohol and the use of illegal drugs is just one Health and Safety risk in the work place, not only to yourself but to that of your colleagues. With this in mind, Oxford Business College's policy on alcohol and illegal drugs is clearly set out below to ensure the safety of all concerned. The policy also applies during lunch and break times.

Students suspected of being under the influence of alcohol or illegal drugs will be suspended from their classes immediately. Such suspension may result in being invited to attend a disciplinary meeting, which ultimately may lead to expulsion.

4. Anti-bullying Policy

Bullying is understood to be behaviour which makes others feel uncomfortable or threatened, whether intended or not.

There are different forms of bullying:

- PHYSICAL BULLYING e.g. hitting, kicking.
- DAMAGING PROPERTY
- NON PHYSICAL BULLYING e.g. teasing, insulting gestures
- EMOTIONAL BULLYING e.g. taunting, spreading rumours

All staff and pupils at Oxford Business College are encouraged to establish and maintain happy and harmonious relationships to ensure that students can thrive without fear.

Students are encouraged to seek help whenever it is needed, whether it be for themselves or for others, and they are reminded that help can be sought from many different people.

Concerns about bullying should be raised in the first instance with a person who may be able to help, for example a teacher, the Director of Studies or Welfare Officer. After discussion the matter will be investigated with the other person(s) concerned, and appropriate action taken.

A full factual record will be taken and the member of staff will monitor the situation.

The principal will be informed immediately.

Students should be aware that although the matter will be discussed in confidence, information may sometimes need to be forwarded and further help sought.

5. Appointed Persons/First aiders

In order to protect the wellbeing of our employees and to promote a safe working environment, Oxford Business College has appointed persons/first aiders in place to deal with any emergencies. Such personnel are trained to the required standard and identified around the building.

6. Disability

Oxford Business College is committed to advancing an environment in which all applicants, students, and staff are given the opportunity to demonstrate and realise their full potential. With its Disability Policy, Oxford Business College aims to embed a culture of support and equal opportunities for students with disabilities or learning difficulties. Please be aware that there is no wheelchair access at Oxford Business College's main premises, 65 George Street, Oxford.

Oxford Business College will ensure that:

- Applicants and students are given the opportunity to disclose a disability or learning difficulty.
- The requirements of applicants or students who disclose a disability or learning difficulty are assessed on an individual basis.
- Reasonable adjustments are provided, within the resources available, for applicants or students who disclose a disability or learning difficulty. In excess of our available resources, adjustments may be offered and made for an additional fee, if possible.
- All discussions and information regarding a disability or learning difficulty are treated in a confidential manner.
- To ensure that we provide fair and equal treatment of all students please familiarise yourself with the full policy which is available at <https://www.oxfordbusinesscollege.ac.uk/wp-content/uploads/2020/11/Disability-Policy.pdf>

7. Disciplinary Rules

All members of the Oxford Business College community are asked to do all that they can towards maintaining a happy, calm and purposeful atmosphere throughout the college. We believe that good relations, good manners and a secure learning environment play a crucial part in the development of students as life-long learners.

Guidelines

- Remember that Oxford Business College is a place for study. Even if you have free time, other students will be studying, so you should be quiet at all times.
- Leave your classroom clean and tidy for the next group. Take all your papers with you when you leave, and respect college property.
- Look after your own property. Oxford Business College is not responsible for damaged or lost property.
- Show respect to other people. Oxford Business College is a place to learn and exchange experiences. Be aware that you are going to be studying with people from different cultures.
- Do not smoke anywhere in the building.
- If there is anything making you unhappy, you must mention this to either your teacher or to any of the Oxford Business College staff.

Lessons at Oxford Business College

- Be on time, attend all lessons and do not be disruptive
- Make sure you are prepared before your lesson begins

- Complete all set homework and give it to your teacher on time
- Make sure your mobile phone is off during your class period
- Phone the college on 01865 791908 if you are going to be absent or late for class
- You must attend your lessons. If you are here on a student visa and you stop coming to lessons, you might lose your visa and have to leave the country.

TIER 4 students have a responsibility to attend classes and we have a responsibility as sponsors, where students have failed to attend five expected interactions/consecutive days, a warning letter will be issued. Following an absence of 10 interactions, the student will be reported to UKBA.

Oxford Business College reserves the right, in the case of gross misconduct, such as bullying and violence, to expel the student immediately.

8. Health and Safety

Introduction

Oxford Business College takes all reasonable precautions to provide and maintain safe and healthy working conditions which comply with duties under the Health and Safety at Work Act 1974 and the Management of Health & Safety at Work Regulations 1999. Such compliance, and how Oxford Business College manages this important area, is contained within the Health and Safety manual held by Welfare Officer Unai Ledesma Gorostizaga. Also contained within this manual is Oxford Business College's Health and Safety Statement and Policy which you are entitled to view upon request.

Upon commencement of employment, all employees will be trained on all Health and Safety aspects of Oxford Business College's activities, and you are asked to place Health and Safety high on the agenda. With this in mind, the following points are designed to serve as a reminder of your duties under the Health and Safety at Work Act 1974.

Duty of Employees

All employees have a duty to take reasonable care of themselves and others, including visitors; this also applies when visiting other sites.

In the event you have an accident at work, whether you receive an injury or not, you must report it to either Gerry or Cassandra.

All accidents and 'near misses' must be entered into the accident book which is situated at reception.

All employees shall inform either Gerry or Cassandra of any hazard or danger that may be a risk to the Health and Safety of themselves or others.

All employees shall inform either Gerry or Cassandra of any actions displayed or acts or omissions committed by other employees which may cause a risk to health and safety.

Failure to abide by Oxford Business College's Health and Safety policy and procedures may result in disciplinary action being taken against you. Such action, dependent on the seriousness of the breach, or repeated breaches of the policy, may result in dismissal.

9. Smoking

To comply with legislation, smoking is not permitted inside any of Oxford Business College buildings. If you do smoke, this will only be allowed during authorised breaks and only in outside areas as explained to you during your induction.

Employees found to be in breach of this policy, which will be regarded as gross misconduct, will be subject to the disciplinary procedures as laid out in this Handbook.

10. Complaints Procedure for ELT students

We hope you will be happy at Oxford Business College. However if you have a problem or a complaint, we hope you will find the information below helpful.

How do I make a complaint?

By talking about it or by writing it down, whichever you find the easier. You can make a complaint by yourself or as part of a group. Complaint forms may be found from page 11 of this webpage:

<https://www.oxfordbusinesscollege.ac.uk/wp-content/uploads/2020/11/Student-Complaints.pdf>

To whom?

- A fellow student
- A teacher

- The Accommodation Officer, Rachel Smith
- The Welfare Officer, Unai Ledesma Gorostizaga
- The Director of Studies (ELT), Cassandra Gómez Sánchez
- The Assistant Director of Studies (ELT), Alex Rogers
- The Principal, Gerry Takamura
- Oxford Business College Student Welfare Counsellor, Lynda Plenty

If you are not happy with any of the above, please feel free to contact any of our main accrediting body, the Quality Assurance Agency for Higher Education (**QAA**), who will also be able to effectively deal with your complaint.

Does it matter what the issue is?

No, it can be a big problem or a small one. By discussing it, you may come up with some positive ideas.

Do others have to know?

If you are worried about confidentiality, tell the staff: they will understand. Even if you find the issue hurtful or embarrassing, do not worry: the matter will only be discussed by staff who can help you, and you will be consulted and kept informed about any action to be taken.

What will happen next?

If possible, the member of staff will deal with the problem in person. If not, the member of staff will seek the help of a colleague (for example, Gerry, the Principal, or Lynda, the Student Welfare Officer).

If a matter remains unresolved, it should be referred to the Principal. If there is a serious problem with which you need help or about which you wish to make a formal complaint, you should report the matter to the Principal.

A formal complaint may be made either verbally or in writing. The Principal or Director of Studies (ELT) will see you in order to clarify and, where appropriate, discuss the complaint, and you may be

accompanied, if you wish, by a member of staff of your choice, a parent or a fellow student. You will receive a response to the complaint within 28 days.

You should bear in mind that there are people at Oxford Business College who are ready to listen: there are also outside independent sources of help available. If you wish, you could talk to Lynda Plenty, the Student Welfare Counsellor.

If, after you have followed the steps outlined above, the matter still remains unresolved, then it should be referred to the Directors who will arrange for your complaint to be heard by an independent body.

11. Privacy Policy (Website)

Oxford Business College is concerned with protecting your right to privacy. The following terms are provided to explain how we collect and use information about you so that you can make an informed choice about using our website.

If you use our website to request admissions information, then we will normally store your contact details on a database. This is to allow us to send you other related information in the future and we do not sell, trade or offer this information to others.

Data protection

We automatically collect some data about our users' browser actions and patterns. This is aggregate data that does not identify any individual, but instead aids in improving our understanding of our users and their preferences. It also helps us develop our website and audit its use.

Cookies

This website uses cookies, a small piece of information stored on your computer in the form of a file, to allow you to access restricted areas and to monitor usage by tracking which URLs are accessed and the sequence in which they are accessed.

We use Google Analytics to analyse use of the website. The information collected will not include any information from which you will be identifiable. You can set up your browser to reject cookies, although some functionality of the website may be impaired.

Sending us an email

You may decide to send us personally identifying information, for example, in an electronic mail message containing a question or comment, or by filling out a web form that provides us with this information. We use personally identifying information from email primarily to respond to your requests. We may forward your email to other employees who are better able to answer your questions. We may also use your email to contact you in the future about our programmes that may be of interest.

We want to be very clear: We will not obtain personally identifying information about you when you visit our site, unless you choose to provide such information to us. Providing such information is strictly voluntary. Except as might be required by law, we do not share any information we receive with any outside parties.

User name and passwords

You are solely responsible in all aspects for all use of and for protecting the confidentiality of any usernames and passwords that may be given to you or selected by you for use on our website.

Website privacy policy

We have created this statement to demonstrate our firm commitment to your privacy. We do not collect personally identifying information about you when you visit our website, unless you chose to provide such information to us. Providing such information is strictly voluntary.

This policy is your guide to how we will handle information we learn about you from your visit to our website. By accessing the Oxford Business College website you consent to us collecting the data described.

If we decide to change our privacy policy, all changes will be immediately posted to this website.

If you have further questions about this privacy statement, the practices of this site, or your dealings with this website, you can contact the webmaster Ricky Shah ricky@novelarc.co.uk

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Your submissions

Any communication or material you transmit to the website by electronic mail or otherwise, including, but not limited to, any data, questions or answers, comments, suggestions, or the like will

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Limitation of liability

Under no circumstances whatsoever shall Oxford Business College be liable for any loss arising out of or in connection with the use of information available from this website, whether direct or indirect, including, without limitation, any liability relating to any loss of use, interruption of business, lost profits or lost data, or incidental, special or consequential damages of any kind regardless of the form of action, whether in contract, tort (including negligence) or otherwise, even if Oxford Business College has been advised of the possibility of such damages. Because some states and countries do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you.

Severability

If any portion of these terms is held to be unenforceable, the unenforceable portion shall be construed in accordance with English law to the greatest extent possible. If any of the terms of this Agreement become or are declared to be illegal or otherwise unenforceable by any Court of competent jurisdiction, such term(s) shall be null and void and shall be deemed deleted from this agreement. All remaining terms of this agreement shall remain in full force and effect.

General provisions

Unless otherwise specified, the information and materials on this website are presented solely for the purpose of providing information about services and products of Oxford Business College. Oxford Business College makes no representation that this material is appropriate or available for use in every country of the world. You use this website at your own risk and are responsible for compliance with applicable local laws, keeping in mind that access to Oxford Business College's material may not be legal by certain persons or in certain countries. This website may describe products or services that are not available worldwide. Any cause of action you may have with respect to this website must be commenced within two years after the claim or cause of action arises or such claim or cause of action is barred. These terms will be governed by and construed in accordance with the laws of England and Wales without regard to its conflicts of law provisions. The waiver by Oxford Business College of a breach of any provision of this agreement will not operate to be interpreted as a waiver of any other kind.

12. Privacy Policy (Data)

At Oxford Business College we do all we can to respect your right to privacy and the protection of your personal information. The College is the Data Controller of this data under the Act and is registered with the Information Commissioner's Office. Its registration number is Z1097339.

For full details of the Oxford Business College data privacy policy, see

<https://www.oxfordbusinesscollege.ac.uk/wp-content/uploads/2021/03/Privacy-Notice-and-Consent-Policy.pdf>

Oxford Business College may change this policy from time to time by updating this page. You should check this page to ensure that you are happy with any changes.

13. Emergency Response Policy

Emergencies come in many forms. Some of these are:

- A serious accident
- Problems caused by an existing medical condition
- A student going missing
- A terrorist incident

Precautions

To minimise the problems created by an emergency during an outside visit it is important that all colleagues should:

- Have contact telephone numbers of all students who are being taken on a visit
- Have contact numbers of the management team
- Have ensured that group members have your telephone number
- Have ensured that Oxford Business College has the numbers of all students
- Be aware of medical conditions of students
- Have completed a Risk Assessment
- Have an awareness of your location during a visit
- Take this document with them
- Take a first aid kit

In the event of a serious emergency, it is the responsibility of the Group Leader to:

- Assess the situation
- Inform emergency services if necessary
- Safeguard uninjured members of the group
- Ensure that someone accompanies casualties to hospital and that the rest of the group are adequately supervised at all times and kept together
- Inform the Principal (Gerry) or the Welfare Officer (Unai) and keep the college informed at all times, reporting in particular the following details: the nature, date, time and location of the incident, names of casualties and details of injuries and names of others involved, the action taken so far and by whom, the action yet to be taken and by whom, the telephone numbers for future contact

- Write down accurately and as soon as possible all relevant facts and witness details, and preserve any vital evidence
- Keep a written account of all events, times and contacts following the incident
- Ensure that no one in the group speaks with the media but that all enquiries are referred to Gerry or Unai
- Ensure that no one in the group discusses legal liabilities with other parties
- Provide Gerry and Unai with a full record of the incident, actions taken and outcomes

It is important that for all residential visits, a dedicated mobile phone is carried for use in an emergency. The dedicated mobile phone number should be distributed only to the Emergency Contact and staff on the visit so that the line can be kept clear.

In the event of a terrorist attack

If groups are caught up in a security incident, leaders should attempt to keep everyone together whilst moving away as quickly as possible. Staying low and even better, moving away whilst behind solid objects such as concrete barriers or buildings (as opposed to just parked cars) will provide good protection

Once accounted for, it may seem obvious to try and travel from the town or venue as soon as possible. If this involves public transport, it may not be the best option as some terrorist organisations plan secondary attacks that specifically target transport hubs

The Group Leader should notify the 'home base' contact as soon as practicable, noting the known whereabouts of all members

The Home Base should:

- Activate the organisation's Emergency Response Procedure. Establish a crisis team at the school or head office that can become a communication focal point and receiving area for next of kin and students upon return to school.
- Arrange the group's return transport when the situation is sufficiently secure to do so. Oxford Business College should communicate with family members using their normal methods where possible, including email, phone and secure website areas
- Consideration should be given to arranging proactive trauma counselling for students and staff after such an event; this can be provided at short notice by Pharos Response (01183 800 140)