



## BOARDING PRINCIPLES AND PRACTICES

<b>POLICY INTENDED FOR:</b>	Staff
<b>CATEGORY:</b>	Residential
<b>PUBLISHED:</b>	Server, Policy Folders at College and Students Accommodations, Staff Handbook
<b>POLICY IMPLEMENTED BY:</b>	Principal
<b>POLICY MONITORED BY:</b>	Principal, Deputy Principals, Students Services Management and House Parents
<b>REVIEWED BY:</b>	Principal
<b>REVIEWED DATE:</b>	August 2020
<b>CONSULTATION WITH:</b>	Senior Leadership Team (SLT)
<b>RECORD OF CHANGES &amp; ADDITIONS:</b>	<p>Jan 18: Removed the line: <i>'for the academic year 2015-2016 it is planned to have males and females residing in the separate halves of the North Block'</i>. Removed <i>Academic Director</i> and replaced with <i>Principal</i>.</p> <p>May 19: Removed the line: <i>A security company also provides additional support during the evenings</i>. Changed to: <i>Security staff also provide additional support during the evenings</i>. Included line: <i>Food provided at the college is Halal</i>.</p>
<b>NEXT REVIEW:</b>	August 2021

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## STATEMENT OF BOARDING PRINCIPLES AND PRACTICES

Boarding is a very important and integral part of the college's provision. At Oxford International College (OIC) students can choose to stay at Wavy Gate Student Accommodation which is a new modern purpose-built facility within a short walking distance of the college teaching facility at 1-5 London Place. Students can also stay with carefully selected host families. For students who are younger than sixteen years of age host family accommodation in conjunction with private fostering is available. The college maintains positive and active links with all relevant social services.

The college aims to provide a secure, comfortable, and nurturing environment for all students that supports their welfare, wellbeing, and academic progress. Our aim is for boarding to be a positive enriching experience that encourages students to develop self-confidence and a sense of individual responsibility while at the same time enabling them to study effectively and to progress academically on their chosen course.

The Senior Leadership Team (SLT) is responsible for producing the accommodation, welfare and safeguarding guidelines and policies that are implemented at Wavy Gate. The residential team consists of the House Parent and three wardens who have daily operational responsibility for the organisation and running of the hall of residence. The full time Student Services Manager works very closely with the residential team. Security staff also provide additional support during the evenings.

The Wavy Gate Student Accommodation site at 4 Collins Street, Oxford, OX4 1LG is owned by A2 Dominion and comprises a fully enclosed gated community where students gain entrance using a personalised programmable fob. There are two large accommodation facilities known as South and North block as well as an accommodation office. Oxford International College leases and manages the North Block where our students currently reside.

Students are aged between 16 and 19 years of age. Students under 18 years of age do not share accommodation with those over 18 years of age. As part of our ethos and vision we strive to support our students' goals, securing the best opportunities and outcomes.

The accommodation is arranged by gender. The building is divided into two and there are no interconnecting doors. Males may not visit females in their rooms. Females may not visit males in their rooms. Students are also organised by age, with over 18s being separated from the under 18s. Students

must be in their rooms by midnight and will not visit friends or neighbours. Evening check in is at 10.00 pm.

Boarding arrangements regarding room allocation are initially made by our Student Services Manager. Gender, age, programme of study, individual requests and known medical conditions are all taken into consideration. Prior to arrival students are sent a pre-arrival guide, a student handbook and the Rules and Regulations of Wavy Gate. When they arrive students can request to see what other rooms and studios are available. Students can request to change rooms. Requests are made via the House Parent and Student Services Manager. Requests can be made at any time or at the regular student welfare meetings held both at college and at Wavy Gate.

The accommodation comprises 78 single en-suite rooms and 13 studio flats. Single rooms are arranged in clusters of six and each community shares a large kitchen/dining room where students can cook for themselves should they wish. The kitchen/dining rooms also have a small relaxation area with soft furnishings. Kitchen/dining rooms are furnished to a high standard with an oven, microwave, individual student storage cupboards, two fridge freezers, an iron and ironing board and cleaning materials. They are also equipped with a starter pack of china, cutlery and cookware.

Individual student rooms and studios have their own lockable door. Each cluster flat has its own lockable door, with a door viewer, which can only be opened by the students that reside within that cluster flat. The entrance door to the cluster flats is by programmable fobs ensuring a higher level of security. Should students require valuables to be stored, the college has a safe.

The individual bedrooms are tastefully furnished in a contemporary modern style. Each room has a double bed, desk, bookshelves, and a wardrobe that has both hanging space and shelving for storage. The en-suite comprises a shower, toilet, and hand basin. The larger studio flats are similar and include a kitchen area with an oven, microwave, and fridge. Several studio flats have disabled access and facilities. One set of bed linen per room as well as a duvet and pillows are provided. All communal areas are cleaned weekly. As preparation for independent living, students are responsible for the cleaning of their own rooms. A room cleaning package may be requested.

A2 Dominion is responsible for all the maintenance and inspection of the facilities on the site. The cleaning of the communal areas is by A2 Dominion staff who are enhanced DBS checked and under the supervision of the accommodation office. There is similarly a maintenance person. College is always given

advance notification of any maintenance work scheduled. If access is needed to student rooms a minimum of twenty-four hours' notice is given to the students concerned via email, a note, personal communication or via the student portal. A2 Dominion works with known contractors who are DBS checked. When they are on site, they are under the supervision of the A2 Dominion staff. If an emergency contractor is brought on site, the college is notified, and they are supervised by A2 Dominion staff and if this is not possible then the SSM goes across or another member of staff is sent across to Wavy Gate to provide the supervision. Full records are kept and available for inspection.

Records of all tests/inspections are kept in the A2 Dominion office. These are regularly inspected by the residential team. This includes the fire alarm system and emergency lighting.

Residents will evacuate immediately when the fire alarm sounds. The fire alarm system is tested weekly by A2 Dominion staff. The OIC residential team has received training in the use of the fire panel. OIC residential staff run fire evacuations every term and records are kept on site. The residential team have all been trained in the procedure for the safe checking of a room should they believe there is a fire within.

Students may request a cleaning service for their personal accommodation for which there is an additional cost. Individual room cleaning could be carried out by either A2 Dominion cleaners or staff supplied by the college. Student rooms are inspected regularly by the House Parent/Wardens on a rota after the weekly kitchen meetings. If a student's room is unsatisfactory, they are asked to clean/tidy their room. For the end of term inspection forty-eight hours notification is given via email and student portal. If a room is found not to meet expected standards the student concerned is given twenty-four hours to rectify the situation. If upon re inspection the room is still not to standard it will be professionally cleaned, and the student charged.

The residential House Parent and Wardens at Wavy Gate are there to provide supervision, security, welfare, and pastoral support to students. The House Parent aims to ensure that the accommodation is a safe, nurturing, and positive environment. All students have at least one weekly kitchen meeting with the House Parent in their flat. They are held in the evenings after supper on a rotational basis. The meetings are designed to allow students to discuss life both at college and in Wavy Gate. Students are encouraged to express their concerns, worries and issues. It is an opportunity for students to discuss or raise any issues such as dietary requirement, religious or cultural concerns. Urgent information is passed onto the SLT and Student Services Manager.

In addition, students have individual meetings with the House Parent, and this allows issues of a more personal nature to be raised. Students can meet with the House Parent at their request during the evenings or at weekends. The House Parent flat is to be found on the third floor in Flat 56. The House Parent carries a dedicated phone line – 07552 239969. They have remote computer access to the college's Management Information System and student records (e.g. emergency contacts, medical information). Paper files of essential information are kept on site in the Residential Team Office. All residential team members have details of the emergency contact details of the students. Should a student wish to call their parent/guardian a private land line is available at the college.

The House Parent and Wardens have responsibility for student supervision, pastoral and welfare support and helping to implement the accommodation rules and regulations. They are enhanced DBS checked. In addition, they have some housekeeping duties such as weekly room inspections. Wardens are on duty on a rota system and carry a dedicated telephone (07437 402861) and all students have the number. Wardens are responsible for the evening check-in which is at 10.00 pm. Missing persons procedures exist should a student not be present at check-in and include:

1. Check in the rest of the students and while on rounds see if they are in another student's room or kitchen etc.
2. Recheck the student's room
3. Phone the student and if they respond ask them where they are and to report in. If they do not respond leave a voice mail message.
4. Check the site to see if they are present e.g. designated smoking area
5. Check the exeat file and warden email to ensure that nothing has been missed
6. Ask their friends if they know where they are
7. Let the House Parent know. He/she will attempt to contact them again by phone
8. Contact the Student Services Manager to see if she has any additional information.
9. Contact a member of the SLT – Proprietor/Principal
10. Contact the Police
11. Contact parent

The missing persons documentation is completed and updated during these procedures.

The House Parent and Wardens have all the contact details of the SLT. A central record of all the student emergency contact numbers is available. Guidance is provided on how to deal with a medical emergency.

Students read and sign the Wavy Gate Rules and Regulations. This forms part of their induction. The regulations are updated as needed and students are asked to read and sign updates. Students understand the expected standards of conduct and behaviour. Rules relating to specific unacceptable behaviour are clearly stated, both verbally and in writing with the associated sanction that results from not complying. Students are made aware of who the safeguarding officers are both at college and at the hall of residence. All safeguarding officers receive training. When dealing with transgressions students are always informed of what they are alleged to have done and are given the opportunity to present their side of the matter. For serious breaches of conduct and behaviour, a formal investigation will be held. Bullying and harassment is not tolerated by the college. It is also not acceptable for there to be any initiation ceremonies that cause pain, humiliation, or anxiety. The college will respond to all incidents.

For any student asked to leave the hall of residence they remain under the care of the college and will be supported by the college until the college is able to return them to the care of their parent or other accommodation arranged by the parent, guardian or responsible agent.

Students clearly understand the sanctions and disciplinary procedure that operates at college and in the hall of residence. This is regularly communicated to students and they sign to acknowledge that they understand the procedures.

All students sign in and out of the hall of residence on daily sheets that are to be found in the entrance way. They also use the signing in and out board. They are clearly labelled, and the area sign posted.

Students are not allowed to stay away overnight from the hall of residence without permission. Exeat forms need to be completed that detail:

- The reason for the absence
- Parental permission given
- Where going with all contact details
- Departure time/date

- Expected return time/date
- Mode of transport
- Current student contact details

The exeat forms are approved by the Academic Director, Principal and SLT. Details of all exeats are emailed to the Wardens and House Parent. A central file of approved exeat forms is kept in Student Services.

The House Parent and Wardens receive training in first aid, child protection /safeguarding and fire awareness.

In the evenings, an additional level of security and student welfare provision is provided by the security personnel. Security personnel arrive on site every evening at 9.00 pm and complete rounds and provide security until 5.30am. They provide additional support to the residential team.

Should problems arise then an incident report is generated by the House Parent, Wardens or Security staff. Paper copies of the reports are kept on site and stored electronically. Incidents that require a student to enter the discipline process are dealt with by the Senior Leadership Team, Principal and Deputy Principals. Any sanctions are recorded on the student's file and in the central sanctions record.

The House Parent is responsible for helping to organise the Welfare and Pastoral Care Programme. A variety of themes are explored and includes 'Keeping Safe in Oxford' and 'Sex, Relationships and the Internet'. Guest speakers such as the Community Support Officers are invited to speak. The Student Services Manager liaises with the students and the student college council to ensure that there is an activities programme available for them.

Meals are provided at the college in the dining room. The college has a contract for catering provision with Mr Montchai Karmakharm as the Service Provider. Students are consulted with regard to food quality, quantity, and dietary requirements such as halal, vegetarian and vegan. Their views are listened to and responded to. Catering staff have appropriate COSHHE training and allergen awareness. It is the responsibility of Mr Karmakharm to ensure all catering staff have the right to work in the UK. It is the responsibility of the college to complete the DBS checks and safeguarding training.

## HOST FAMILY PROVISION

Students may choose to stay with a host family. The college works with a small number of host families on a regular and ongoing basis. Most host families are recruited through referral, usually by existing host families. The college tries to provide a range of host family experiences and goes to a great deal of effort in order to match the students' needs and expectations with those of the host family. The age, type of student, gender, and any special requirements such as diet are all considered. From the student application form and emails exchanges the Student Services Manager is aware of dietary requirements, attitude to pets, allergies, and any health concerns.

In selecting host families, the Student Services Manager considers location of the family home, size and type of family home, family size and composition and facilities available such as room size and number of bathrooms. The Student Services Manager will make an appointment to visit the host family in order to assess whether it is suitable and appropriate to meet the needs of our students. The college provides guidelines as to what the college expects. Regular contact between the college and the Host Family is maintained.

Host families are required to complete a Host Family application form. References, Gas Safety Certificate, Fire Risk Assessment, proof of identity and DBS checks are carried out. All members of the family household aged 16 plus are DBS checked. If the family is considered suitable to have students under 16 and they are willing, then the Private Fostering procedures are implemented. Where Private Fostering arrangements are needed for a student the Student Services Manager writes to the parents explaining the process.

For students aged under 16 the host family confirms in writing that they are willing to host younger students and understand all that this entails. A copy of their passport/s needs to be notarised. When a student has been allocated and their arrival date is known the Student Services Manager informs Oxford Social Services by sending a letter of 'Notification of Arrival of an International Student aged under 16.

The college has a positive working relationship with Social Services. When the student's arrival date is confirmed the Student Services Manager sends a completed Private Fostering form to Social Services. Information includes copies of the student's passport and visa; medical consent form signed by the parents, parental and agent contact forms, guardian information and completed activities form.

Documentation includes copies of the host family DBS's. Social Services write back confirming receipt of this information.

Usually within seven days of the student's arrival Social Services will schedule a visit to the host family residence. At this visit they re-check/confirm all the documentation. They then meet with the student. Subsequent visits are scheduled every six weeks at the college. The meetings are between the student and Social Services.

Visits to host families by the Student Services Manager are every six months for inspection purposes. All students have monthly welfare meetings with the Student Services Manager and relevant information is fed back to the host families. Students are provided with breakfast and dinner. They have personal laundry done once a week, their rooms are cleaned, and sheets changed weekly.

Host families have the Student Services Manager's emergency telephone number/College number and the Academic Principal's number.

Host families are paid at the end of the second week every month (two weeks in advance and two weeks in arrears). The notice period for when a student leaves is two weeks.

### FURTHER INFORMATION

For further information about boarding principles and practices at OIC please speak with Kim Terrar.

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