



Junior Programme Agreement Form

To be shown to parents, by Hello! Exmouth's partner

Thank you for booking with Hello! Exmouth. We are sure your child will have a great learning experience with us and will return home with more confidence and a taste of independence.

As a school that has delivered junior programmes for 30 years, we pride ourselves on the welfare and courses we provide. We ask that you read through the following sections, to ensure you and the student understand the conditions of attending our school.

If your student is over 17 but is attending a Junior Programme with students under 17 (in a closed group), they must also agree to abide by the following rules.

Student code of conduct

The student is required to observe all British Laws. In addition, the student:

- *Is not permitted to drink or buy alcohol, smoke, or take any kind of illegal drug whilst on a course with Hello!Exmouth*
- *Must not carry knives, drugs or any sharp objects*
- *Must follow the rules of the homestay family, which includes having dinner at their set time or contacting them when there is a problem/delay.*
- *Must work cooperatively with school staff members and respect them at all times*
- *Must respect fellow students and not bully, be violent or engage in inappropriate intimate relations*
- *Must engage with and respect our British values of: the rule of law, democracy, tolerance + equality, individual liberty and mutual respect*
- *Must not be absent from school without permission*
- *Must be on time for lessons (if they are late without a valid reason, they may be asked to sit in the office until the next session).*
- *Must not break or damage anything in the school or the homestay otherwise the student must pay for it to be replaced*
- *Mobile phones must be turned off during lessons unless needed for specific projects*
- *The student must not invite anyone else into the homestay's home without asking the homestay family's permission first.*



Disciplinary action

Breaches of the rules of Hello!Exmouth or the homestay family can result in discipline.

The Hello!Exmouth discipline procedure is as follows:

1. Verbal warning
2. First warning meeting with group leaders involved (potential punishment of detention etc)
3. Final warning with school manager + parents (potential further punishment)
4. Final stage and expulsion from course/stay

In serious cases, if any British laws are broken, the verbal or first warning may be foregone. In the final case, the student will be expelled and sent home immediately. In this case, the Parent/Guardian will pay for the journey home and there will be no refund of fees if the student is expelled from the programme. Alternatively, a punishment more appropriate to the breach of discipline may be imposed (eg. writing a letter of apology, Friday detention, an earlier curfew).

Medical care & sickness

All allergies and illness information will be given to Hello! Exmouth on the enrolment form.

If a student is unwell during their stay with us, the Hello! Exmouth team are committed to working with the group leaders/student to ensure our illness procedure is followed.

If the student is unable to attend classes, the school will find a suitable place for the student to rest and will assess whether a DR appointment or pharmacy visit is required. The group leader will be responsible for informing parents. In the case of an individual..

In case of an emergency, Hello!Exmouth will work with the group leader/students to action any medical treatment needed.

It is not recommended to visit hospital (A&E) in the evenings for minor illnesses (sickness etc), as the wait times are 5+ hours and usually can be resolved with rest and fluids.

The school will work with the leaders to assess the best course of action.

If the parent does not give consent for this, Hello! Exmouth must be informed.



Statement of Commitment

Hello!Exmouth is committed to the safety and wellbeing of all junior students.

We are lucky enough to welcome thousands of children from all over the world to our town each year and we want to be clear to all our customers about the level of supervision we offer students whilst they are in our care.

In the homestay

All Hello!Exmouth students stay with homestay families.

In order to be able to accept a Hello!Exmouth student, homestay families must:

- have conducted a risk assessment for their home and communicate this to their student on arrival
- have a current gas safety certificate
- have 2 references from employment/personal
- the main care provider must have a current DBS (background and police) check on themselves/ their home of residence and family members over 18 must have a signed Declaration of Suitability/ have a DBS check if the main care provider check does not cover their residence

Prior to arrival, all allergies and dietary requirements are communicated to the family so they are prepared for the student's arrival. Homestay families must never leave their students alone in the house for long periods of time.

In exceptional cases where a homestay must attend an emergency or at the last minute cannot host for a portion of the stay, the student(s) may be moved to another homestay for a 'sleepover' and be with others of the same nationality.

Hello!Exmouth is available 24 hours a day by emergency phone to support homestay families whilst they host our students.

In the school

- Hello!Exmouth is insured with up to date employers + public liability insurance.
- There is always one basic first aider on site, a pharmacy opposite and doctors 3 minutes from the school.
- All our staff are DBS checked and trained to at least level 1 of safeguarding
- All students are welcomed on their first morning with a talk about road safety and keeping safe in the town.
- Our fire alarm system is regularly checked and maintained.
- A general risk assessment of the school building has been carried out and has been made aware to all staff.
- During lessons, students will be supervised at all times, unless in an emergency. During an emergency, the teacher will go to the office to ask for a member of the office staff to sit with the class while the teacher deals with the emergency. It is our policy that no class is left unattended for more than 1 minute.



On activities

- All our activities have been risk assessed by an experienced member of staff before we send students on the trip.
- All Activities Leaders have to read and sign the risk assessment on each activity before they lead a group of students.
- All our providers (such as coach companies, taxi companies) have been checked to ensure they have the relevant insurance and their staff have up to date DBS checks.
- During some activities, such as shopping in Exeter, students will be allowed to be unsupervised as long as they respect the following guidelines:
 - The Group Leader/our Activities Leader must have a list of every student's mobile phone number
 - Every student must have the Activities Leader/ their group leader's phone number and the Emergency phone number
 - Students must stay in groups of 2 or more
 - There will be a clear meeting point and time

Curfews and free time

Students will be allowed some free time without any supervision during their stay with Hello!Exmouth. These times are clearly set out below:

- during the morning walk/bus ride to school - usually between the hours of 8:30 and 9:00 (approx 30 minutes)
- during break times between lessons (15 minutes)
- during lunch time between lessons and activities (approximately 60 minutes)
- during the afternoon walk home after lessons/activities - usually between the hours of 17:00 and 18:00 (approx 30 minutes)
- free evenings when there are no activities put on by the school - usually between the hours of 19:00 and their curfew time as stated below
- during evenings when there are activities put on by the school - usually on the walk down to the town (approx 30 minutes) and the journey home after the activity finishes at 21:30 (approx 30 minutes)

In summer, Hello!Exmouth has a strict curfew policy of 22:00 for all students.

In low season, we recommend this curfew but can work with the group leader to decide for the stay.



Privacy Notice

We, Hello!Exmouth, collect information via the forms you complete and keep it on databases designed for our own use. We will not sell this data commercially. We do share your information with people offering services related to (4), such as your teachers or homestay families.

1. The Co-Controllers of the data are Mountlands Language School, registered in England, company number 07200884 and the Agent you booked through.
2. The personal data we collect is supplied by the individual it concerns, or a legal parent or guardian.
3. We collect the following data categories: name, contact details, date of birth, course information, information about health, dietary requirements, cultural information, next of kin.
4. Our processes, purposes and legal bases for processing your personal data are:
(where C=Consent, X= Contract, S=Statutory obligation, V=Vital, P=Public, L=Legitimate Interest)
 - a) To permit you to register for a course offered by Hello!Exmouth(X)
 - b) To place you with appropriate Homestay families. (X)
 - c) For us to retain copies of the communications between us (L)
 - d) For us to comply with statutory obligations (S)
 - e) To share photographs of your experience on our Facebook site (C)
 - f) For statistical analysis (L)
5. We will store your data for a limited period of time after which it will either be deleted or anonymised.
6. We store your data in the European Economic Area (EEA) or on a secure encrypted Google drive.
7. The General Data Protection Regulation (GDPR) 2018 provides you with rights to access, correct and erase your personal data and to restrict or object to processing.
8. Any consents you give may be withdrawn at any time.
9. You have the right to lodge a complaint with a supervisory authority. In the UK this is the Information Commissioner's Office (ICO).Website: <https://ico.org.uk/concerns/> Telephone: +44 (0) 03031231113

For information on any other policies or procedures, please visit our website: www.helloexmouth.co.uk