



Staff Handbook (Boarding) 2019/2020

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Introduction

This handbook is intended as a quick reference guide for boarding staff. It does not substitute for the College's policies, this may also be superseded by CATS Colleges policies and by your Job Description, and all staff should ensure that they are conversant with these. All of the College's policies are available on Shackleton: <https://services.ceg-uk.com/Staff/Policies>. Questions or queries about the content of this handbook should be directed to the Head of Boarding.

About CATS Cambridge

CATS Cambridge offers an outstanding international pre-university educational experience to students aged 14+ from all over the world. Students live and work at the custom built Cambridge campus, studying for GCSEs, A levels and University Foundation Programmes, and preparing for admission to universities across the country and elsewhere. We pride ourselves on our approach to teaching and learning, with small class sizes and an informal atmosphere ensuring that students are treated as individuals and build great relationships with staff.

Overview of the House Parent Job

You will be a supervising adult presence in the boarding house and must be committed to ensuring the health and wellbeing of our boarding students and assisting them in their daily lives.

Working Hours

Working hours are on a two week shift pattern. Weekday hours when on duty are evenings and mornings, and each two week shift contains a weekend on duty.

Accommodation

When on shift you will live in the accommodation provided for the better performance of your duties. You may choose to do so when not on shift.

Reports To

You will be directly responsible to the House leader and will be line managed by the Head of Boarding. You will work within the framework set by and under the general direction of the Principal.

Main Responsibilities of the Job

As a member of the Boarding Team, you should carry out your role to support the needs of the students you work with and the College in general.

- Wake every student in the morning for breakfast and morning registration and inspect student bedrooms, filling in appropriate paperwork
- Monitor the students' welfare and behaviour and report any problems in the Boarding House to the Head of Boarding or Head of Welfare
- Supervise students' Prep hour in the evenings and Supervised Study at the weekends
- Report student illness promptly to the Health centre in the mornings. If emergency attention is required, to use the emergency number or call an Ambulance. Students needing out of hours emergency care or external medical appointments will need to be accompanied by a duty House Parent.

- Ensure the smooth running of the boarding house generally in accordance to the student handbook to maintain a friendly, welcoming and happy environment
- At weekends, to help the domestic team with maintaining general cleanliness and tidiness in the boarding house
- Reporting any maintenance issues through the College Sysaid system
- Assist with laundry requirements of the students
- To ensure a visible presence in and around the premises of the boarding house at all times when on duty
- Ensure curfew times are kept; filling in associated paperwork as requested and reporting issues of lateness
- Help with student arrivals, student induction and departures when required
- Attend termly induction and regular staff meetings
- Arrange regular meetings with the students
- Liaise with Programme Directors and Heads of Department as requested.
- During the period of Summer School, to undertake supervision of activities and assist with trips as directed by the House Leader or Head of House.

As part of your wider role within the College, you will also:

- Support the College and its leadership
- Continue personal development as agreed
- Engage actively in the performance review process
- To be courteous to colleagues and parents and to provide a welcoming environment for all visitors to the College

You will maintain standards of ethics and behaviour in and out of College.

In particular, you will:

- Treat students with dignity, building relationships rooted in mutual respect;
- Have regard for the need to safeguard students' well-being;
- Show tolerance of and respect for the rights of others;
- Maintain high standards of attendance and punctuality;
- Help to create and maintain a safe working environment for everyone;
- Understand and act within the relevant College, national and statutory frameworks;
- Develop and maintain a full understanding of current child protection procedures.

Safeguarding

CATS Cambridge is committed to safeguarding and promoting the welfare of all students and expects all staff and volunteers to share this commitment.

All members of staff must ensure that they:

- Have read and understood with the College's safeguarding policy which is available on Shackleton: <https://services.ceg-uk.com/Staff/Policies>
- Are in date with their safeguarding training. It is the College's policy that all members of staff attend training in safeguarding biannually. The Designated Safeguarding Lead (DSL) maintains a training record, but it is the individual House Parent's responsibility to ensure that their training is in date.

Confidentiality

It is important that you read the College's full policy on confidentiality. You will find it on Shackleton.

The College policy on Shackleton states that students are invited to share personal information with members of staff. It therefore follows that you may be approached by students who wish to discuss a personal issue. Whilst listening tactfully and without judging the student, it may occasionally be apparent that the student is divulging information which needs to be passed on to the DSL, You must never promise absolute confidentiality.

College Designated Safeguarding Leads

Designated Safeguarding Lead (DSL): Blake Feig

- 07773 971651
- bfeig@catscambridge.com

Deputy DSL: Amna Blake:

- 07714 636638
- ablake@catscambridge.com

Deputy DSL: Jim Todd:

- 07900 490117
- jtodd@catscambridge.com

CATS Cambridge Emergency, evenings, nights and weekend: 07860 586528

External Safeguarding Contacts

Children's Commissioner:

- info.request@childrenscommissioner.gsi.gov.uk
- 020 7783 8330

Cambridgeshire Multi Agency Safeguarding Hub (MASH)

- MASH.C&F@cambridgeshire.gcsx.gov.uk
- Telephone: 0345 045 1362 (office hours) 01733 234 724 (out of hours)

Cambridge Local Children's Safeguarding Board

- Children's Social Care Referrals
- Tel: 0345 045 5203 (Monday to Friday, 8am - 6pm, out of hours call: 01733 234724)

E-mail: ReferralCentre.Children@cambridgeshire.gov.uk

Independent Listener: Malcolm Campbell 07962 687975

ChildLine: 0800 1111 or www.childline.org.uk

NSPCC: 0808 800 5000 or help@nspcc.org.uk

Health and Safety

CATS Cambridge, is committed to achieving, so far as is reasonably practicable, the highest standards of health, safety and welfare for its employees, wards, visitors and any other person who may be affected by its activities or operations.

All members of staff receive Health and Safety training as part of their induction training.

Boarding staff should ensure that they are conversant with the Health and Safety risk assessments for the Boarding Houses where they work and any activities that they provide.

If you have any health and safety concerns or spot any hazards you should raise them on the Operations section SysAid:

<https://sysaid.ceg-uk.com/EndUserPortal.jsp>

You should also inform your line manager and the College's Health and Safety Officer, James Armstrong:

jamesarmstrong@catsCollege.com

The full Health and Safety Policy can be found on Shackleton:

<https://services.ceg-uk.com/Staff/Policies>

Fire

You will be given a full briefing on the College's Fire Drill procedure during your induction.

During Boarding Time:

If you are working within the Boarding House when the fire alarm sounds your primary responsibility is to ensure that all students exit the building in a calm, orderly fashion. Students should form an orderly line in front of their designated muster points zones according to their individual floors. For staff working at Varsity House students should report to the designated muster point and register with their house parent, All Boarding staff will be issued with a fire bag during their induction that consists of a High Visibility Vest which must be worn as soon the fire alarm sounds. A torch and a clip board with an up to date fire register should also be inside. This bag must be kept with you at all times when you are on duty. Any Boarding Staff who are still in the building but not on duty should move to the Incident Control Point and await further instructions from the incident controller. If you have any questions about the evening fire drill please speak to the Head of House or the Deputy Head of House.

The full night time fire drill procedure can be found on Shackleton: <https://services.ceg-uk.com/Staff/Policies>

During The School Day (0900 To 1700):

During the day the fire drill is led by the Academic Team. In the event of an alarm sounding during these hours Boarding Staff who are still in the building should move to the Incident Control Point and await further instructions from the incident controller. If you have any questions about the evening fire drill please speak to the VP or the Head of House.

Medical Matters

What to do if you fall ill

AT HOME

If you are unable to come to work due to illness you should contact the Head of House or Deputy Head of House by telephone and also please send an e-mail to the Head of House, copying in the Deputy Head of House

DURING THE WORKING DAY

If you need to leave work due to illness you should use best efforts to inform your line manager in person. If this is not practical please e-mail the Head of House or Deputy Head of House.

Staff Guests

Our aim is to provide a fully safe and supervised environment for students. We accept that live-in positions mean that Boarding Houses are also staff members' homes but the needs of the students must be met foremost. This is designed for live-in staff and addresses the access rights that their visitors have to the boarding environment.

The College allows visitors into College accommodation provided they sign in on arrival and sign out when leaving the Boarding House. The visitors must be fully supervised throughout their visit and ensure they are only visiting during a staff member's 'non duty hours', i.e. a member's day off or during 'break times'.

Overnight visitors are only allowed when the Boarding House is closed and when no students are present, unless with prior authorisation of the Head of Boarding.

Parking

Parking is not allocated.

Elizabeth House - Staff may only park to the side or the rear of the building. If no spaces are available staff should find a place to park on one of the surrounding streets. Parking is not permitted in the turning circle or in front of the building.

Varsity House - No parking is allowed inside the complex during the hours of 8:00am – 5:00pm Monday to Friday. During these hours there are 4 designated car parking spaces allocated (Nurse, Maintenance, Day House Parent and the Welfare car) overnight (10pm – 8am) and weekend parking is permitted within the allocated 4 spaces once authorised by the Head of Boarding.

Street parking is available.

Communication

With Students

When interacting with students, staff should be polite and respectful.

Staff must not use expletives from any language when communicating with students. As an international school, CATS expects all of its staff to be especially mindful of the cultural diversity of its student population. All college staff are also expected to be particularly conscious of subject matter to which some cultures may be sensitive and staff must take steps to adapt their interactions with students accordingly.

Staff are expected to be positive about, and supportive of the College, in all of their interactions with the students. Staff must not enter into any communications with students that brings the College into disrepute or that may cause the College to be viewed negatively by its students or its students' parents or their agents. Only school e-mail accounts and school telephones should be used to contact students. Staff must not use their personal e-mail accounts or their private telephones to communicate with students. All personal social networking sites are to be set to private and staff should never access social networking sites of students or use it as a form of communication with them.

With Parents

The Student Communications Team is responsible for maintaining a complete file of communications with the students' parents and agents. If or when staff communicate with parents or agents you should ensure that Student Services has a record of the communication. This can be accomplished by:

- Sending Student Services a copy of the e-mail.
- Or raising a note on Shackleton to outline the date/time and content of any telephone conversation or meeting, ensuring that Student Services are selected as addressees.

With Other Staff

Staff are expected to communicate with one another in a professional and positive manner. If a difficult or negative message needs to be conveyed to a colleague, it should be done so at an appropriate time, in an appropriate location and in a professional manner.

As staff you are trusted with access to sensitive information about students and, on occasion, you may come across sensitive information about colleagues. You must not breach this trust by discussing this information with anyone other than those who need to know for professional reasons

E-Mail

All staff are encouraged to be mindful of using 'reply all'. You should reflect on whether or not your message or response is meant for all of the addressees.

You should also think carefully before using 'reply all' when negatively challenging a request made by a colleague, or an instruction from your line manager; do you really want to be so undermining?

Might it be better to go to them to discuss the issue 1-2-1 in the first instance?

Avoid the use of SHOUTEE capitalisation.

Shackleton

Shackleton is the College's management information system (MIS).

You will receive training on how to use Shackleton when you are inducted.

The following rules of thumb should be followed when using Shackleton:

- Make sure that you are using the right note and that you select and deselect addressees as appropriate for the content of your note.
- Only facts NOT opinions should be recorded in Shackleton notes. If you want to raise a question or share an opinion do so using e-mail.
- If the facts that are being entered are sensitive, then the 'private note' facility should be used. If you are in doubt then use a 'private note' in the first instance or simply e-mail the relevant parties.

Shackleton Notes Guide

Examples

| Note Type | Example | Improvement |
|-----------------------------|---|---|
| Welfare Concern | <p>Public Please see private notes</p> <p>Private Susie was seen coming out of her boyfriend's room in only a t-shirt after curfew. She was visibly upset so I had a supportive chat with her. She told me that she got into an argument with her boyfriend because she would not stay the night. She did not want to get into trouble for breaking curfew, but said that he gets very angry with her if she does not go to his room when told.</p> | <p>Public Susie was found outside of her corridor after curfew. She was visibly upset and we had a supportive chat. She was apologetic and returned to her room when asked. Concern has been passed to DSL.</p> <p>Private Susie was seen coming out of her boyfriend's room in only a t-shirt after curfew. She told me that she got into an argument with her boyfriend because she would not stay the night. She did not want to get into trouble for breaking curfew, but said that he gets very angry with her if she does not go to his room when told.</p> |
| Student Life Pastoral | <p>Public Student running late this morning. Still in her room at 0910. Had a supportive chat with her and she is on her way to class now.</p> <p>Private Anna informed me that she did not sleep well as she was up all night crying. She didn't want to talk about it and said that she could deal with it on her own.</p> | <p>Public Student running late this morning. Still in her room at 0910. She said she did not sleep well last night due to a personal matter. Had a supportive chat with her and she is on her way to class now. I will catch up with her this evening to see how she is doing. No immediate concern.</p> <p>Private Anna informed me that she did not sleep well as she was up all night crying. She didn't want to talk about it and said that she could deal with it on her own.</p> |
| Student Life Pastoral | <p>Public Jim was extremely rude to me this morning when I went to wake him. I'm getting tired of this as it is happening all the time. All he does is sit in his room and</p> | <p>Public Jim was extremely rude to me this morning during wake up calls. I am concerned about his sleeping habits, the amount of gaming he is doing and the</p> |

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| | <p>play video games. When I try to help him he says he is fine, but I think he is depressed. He doesn't have any friends and he has a bad attitude all the time.</p> <p>Private</p> | <p>amount of time he is spending on his own. He does not respond well to my offers of support and has refused to engage with me on a number of occasions. I have informed him that I will be passing my concerns on to his PT and PD.</p> <p>Private</p> <p>Jim stays in his room most of the time and does not seem to have any friends. I am concerned about all the time he is spending alone and that he seems angry most of the time.</p> |
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Exeats

All members of boarding staff receive a complete guide and training on Exeats as part of their induction process.

Students are to be made aware that the first point of contact for exeats are the House Parents. This can be done during the house meetings or during the day-to-day interaction. House Parents are to show and help students submit their exeat from their student portal. House Parents are to check for exeats submitted by their students while they are on shift.

Under 18 students must be accompanied by a responsible adult over the age of 25.

Under 16 students:

- **Day Exeat:** students need to be picked up and dropped off from College by the responsible adult. Parental permission must be sent with information about the responsible adult (full name, age, relationship to student, address, mobile number and a scanned photo of an ID. This will be deleted once the information is acquired. The photo ID is not needed if the parents are taking responsibility of their son or daughter).
- **Overnight Exeat:** students can either be picked up or dropped off from College by the responsible adult or an assisted taxi will be booked via Reception (or the family) to take the student directly to the address and bring them back to College. Parental permission must be sent with information about the responsible adult (full name, age, relationship to student, address, mobile number and a scanned photo of an ID. This will be deleted once the information is acquired. The photo ID is not needed if the parents are taking responsibility of their son or daughter).

16-17 year old students

- **Day Exeat:** students can travel on their own. No need for parental permission.
- **Overnight Exeat:** students can travel on their own. Parental permission must be sent with information about the responsible adult (full name, age, relationship to student, address, mobile number and a scanned photo of an ID. This will be deleted once the information is acquired. The photo ID is not needed if the parents are taking responsibility of their son or daughter).

18+ students

- **Day Exeat:** students can travel on their own. No need for parental permission.
- **Overnight Exeat in UK:** students can travel on their own. No need for parental permission.
- **Overnight Exeat outside UK:** students can travel on their own. Parental permission must be sent.

All CATS students regardless of age, must submit an exeat request (day or overnight/longer) if they are going outside of Cambridge.

All students under the age of 18 are subject to the accommodation requirements that they do not stay overnight in Cambridge out of accommodation unless they are accompanied by their parents.

Missing Students

It is important that you read the College's full policy and procedures on Missing Students. You can find this on Shackleton.

Since many of our students are from an international background it is imperative that we provide a caring and safe environment. As part of providing this environment it is very important that we can account for all our students whilst they are in our care and as such we have a duty of care to our students.

There are three thresholds which allow for different procedures to be adopted in the case of missing students and students who are absent without leave. The three thresholds are Under 16's, under 18's and Over 18's.

Under 16's - An under 16 student is missing when they do not appear at their required times of registration or curfew times.

Under 18's - An under 18 student is defined as missing where they fail to return back to the Boarding House at curfew time.

Over 18's - An over 18 student is defined as missing when they have been absent from Boarding House and College for more than 48 hours without proper authorisation or notification and where all other avenues of information gathering have been exhausted.