



Helping you understand how CATS Canterbury works

A message from the Principal and staff about our policies to help you

CATS College Canterbury has a full range of policies on how we look after students and all the things we do to help them. These are in English on the catscollege.com website and are updated every year. This document is to give you an idea about what these policies are and to tell you some of the most important information in your own language. For full information please see the full college policies or you can ask us to help you understand them.

People who can help

Every student has a Senior Tutor who they meet with once a week who will help and assist them during their time with us. They can see this Senior Tutor every day if they wish to, and both the Senior Tutor, the College Welfare and Boarding Staff and Senior Staff are always available and ready to help. There is a 24 hour emergency phone line where there is always someone on duty to help. The number is **+44 7876 684206**

All students under 18 have to live in fully supervised houses with a House Parent to look after them at all times. Students over 18 have a House Parent to supervise them but they are treated as adults and they live in over 18 Houses, and the House Parent checks on them to make sure they are all right.

College Life

Students have access to wi-fi in college residencies and in the college and helpline and other phone numbers are all clearly displayed in all Houses. Pocket money can be given out if you wish us to do this, and every student has a safe in their room and can set their own combination to it. We do encourage students to purchase contents insurance as we do not cover the loss of personal possessions at the College

Students are provided with full healthy meals in college. This includes breakfast, lunch with a choice of two meat and one vegetarian dish, a ten item salad bar, fruit, soup and bread and dinner with a similar wide choice and pudding. It can take some adjusting to eating at school and not at home and there will be many new things to try. It takes time for students to adjust to these changes in diet, but it is important that they eat healthily and learn to adapt to the wide range of food available to them in the UK.

There are quiet areas for students including a Prayer Room at 56-60 New Dover Road, as well as areas with comfy chairs and TVs. There is a large computer area available every

evening at St Lawrence which students can use. Activities take place every night in the college and posters are put up all over the college making sure students are aware of what is on.

Regular information is also provided on the college intranet, by email and on the college facebook site. Parents may like to log on to facebook to see what is happening at the college over the year. You can do this by following our link to our facebook page : <https://www.facebook.com/CATSCanterbury> Students must check the college intranet and their college email on a daily basis.

At the College we take the care and support of our students seriously and as such students are checked every hour during the college day and regularly throughout the evening and weekends. College staff must know where a student is at all times, and students must either sign out or let their House Parents know where they are at all times.

If students wish to leave Canterbury they must complete an Exeat on line on the computer. If they are under 18 parents will be asked to give permission. Students must complete an Exeat by Wednesday at 4 pm of the weekend they wish to go away for, and need to let us know their plans in holidays well in advance so we can check they are safe and when they are leaving us. Students will not be given an Exeat if we are not happy with where they wish to go or who they wish to go with. Students under 18 are expected to be in the company of a responsible adult and have parental permission.

Medical Care

It is very important that you tell us any medical conditions which a student has or hospital treatment or immunisations they have received. You should have filled in a form and given us full details of this so we know what to do in an emergency and we know how to help.

Medical information remains confidential and will only be shared with those who need to know. We will also respect a students confidentiality but there are cases when for their own safety information may have to be shared. Students will also need to complete a college medical questionnaire when they arrive at the college.

We will always respect your cultural and religious views.

If a student is taking medicine we need to know what it is, what the dose is, how often it has to be given, how it is to be given and any possible side effects. If the medication has been prescribed by a doctor we will need a doctors letter detailing the medical condition and how long the student will be expected to take the medication that has been prescribed

The College uses a local health centre and private doctor along with the college nurse and medical staff. Students studying here for over 6 months are registered with the doctor when they arrive at college. If students wish to see a doctor very quickly or are not happy with seeing a nurse, they would have to pay for private care. Most people in the UK are happy with the Health Service and do not use private medicine, but we can help students see a doctor privately if you wish.

If students are not well, students are expected to report to the college nurse in the college at 56-60 New Dover Road. If the students are 17 and under they are not allowed to stay in their residence and need to be medically assessed by the nurse. If necessary they can stay in the medical bay during the day and be cared for appropriately. If they have a high temperature and are too ill to be moved we may call an ambulance or have staff go to stay with them. The college medical room provides nursing care, access to the doctor and refreshments during the day. If a student is over 18 they can phone in and the nurse will assess their needs over the phone and advise the best thing to do. The college may insist that an over 18 student is seen by a doctor.

All students must be either registered if they are here for over 6th months or are able to pay privately.

Keeping Safe and Protection from Harm

The college has a clear Safeguarding Policy. All our staff are trained in safeguarding to ensure our students are kept as safe as possible. As a college we will take all reasonable steps to protect young people from harm, discrimination or degrading treatment and to uphold their rights.

We encourage all our young people to feel secure and we encourage them to tell us anything they are unhappy or do not feel comfortable about. There are always adults who will help and listen and give them any support they need.

We have a Safeguarding Officer who is our Head of Boarding and Welfare – Kerry Cosson. The Deputy Safeguarding Officer is Anna Anna Brzozowska. Both of these staff have had special training in Child Protection.

All our staff and volunteers and anyone working for us are carefully vetted by the Criminal Records Bureau and are safe to work with young people.

Where there are serious concerns that a young person is at risk, we will make contact with local government agencies, social services or the police as necessary.

The welfare of young people in our care is the most important thing we do, and all students whatever their age, culture, disability, gender, language, racial origin, religious belief and/or sexual identity have the right to protection from abuse, neglect, exploitation and/or discrimination.

Adults visiting the college must sign in at reception or with the House Parent and must be accompanied by a member of staff. No adult or parent is allowed in residential accommodation without being supervised.

Students may only contact staff on college email or college phones and are not allowed to have any members of staff as 'friends' on facebook or other social networking site.

No photos may be taken of students without their consent. Students have all given this consent for the college take photos, but no photos or film may be taken by students of other students without their consent.

If an allegation of abuse is made against the Safeguarding Officer, then students must report this to the Principal. Any allegations against the Principal must be made to the Cambridge Education Group Chief Executive at Kett House, Station Road in Cambridge.

The confidentiality of parents and students will be respected and other people will only be told of information on a 'need to know' basis.

Staff are instructed that if a student tells them information about abuse that they are not allowed to keep secrets and would have to refer it on to someone who is trained to help and support.

The law prohibits the publication of any material which would lead to the identification of a student or teacher who has been accused before they have been charged with an offence

Bullying

As a college we do not accept any form of bullying. Bullying is the use of aggression with the intention of hurting another person. Bullying can be:

- Emotional
- Physical
- Racist
- Sexual
- Homophobic/transphobic
- Verbal
- Cyber
- Mobile bullying
- Religious
- Related to Learning Difficulties
- Related to Disability

We will take firm action against anyone accused of bullying at our college by implementing our disciplinary policy

Substance Misuse

The college has very clear policies against substance misuse. This can include the misuse of alcohol, drugs or legal highs. Smoking is not allowed in the college or residencies except for students 16 and above in specially designated areas. We do not encourage the use of smoking in any way.

The college reserves the right to send any student home immediately if they are misusing substances without any refund of fees. We also reserve the right to conduct searches for illegal or prohibited items including searching any packages sent to the college where we

suspect drugs or alcohol may be present. We reserve the right to random test or test any student for alcohol or drug taking. The police will be informed of any use of illegal substances.

The Internet and ICT

Students should use college systems for educational use only. Under no circumstances may a student pass their user ID or password to a third party. Students must not give their passwords to university admissions systems to any other person.

Students may not comment on, post or access any material which is racist, offensive, indecent or illegal. This includes posting on social networking sites or any other system on the internet. Students may not download or install unauthorised software onto college equipment and are not allowed to make any deliberate attempt to attack, overload or deny normal operational use of any services.

Students are encouraged to only use college approved email accounts.

Behaviour in College

High standards of behaviour are expected and rewarded. Students may work towards a wide variety of leadership awards and certificates are regularly awarded for commendable work. We aim to reward and encourage students wherever possible and public recognition of conduct or work occurs frequently.

When things go wrong, there is a five stage discipline policy at the college. When a student is put on a formal discipline warning a copy is sent to them, their parent and their agent. Students can access their discipline record on line and can show their parents any letters if they have not been received. Students may be placed at any stage on the discipline system depending on the severity of the offence. Students whose attendance falls will also receive discipline warnings. The final discipline stage will result in permanent exclusion from the college. We will do all we can to avoid this happening and we aim to give students every chance to improve and succeed.

Any decision taken by the Principal to exclude a student will be taken on the 'balance of probabilities'. This means that if it is more than likely than not that the student did what they are accused of. This is not the same as the 'beyond reasonable doubt' standard required in a criminal case.

Complaints and the Tell Us Button

Students are always encouraged to use the 'Tell Us' button the college intranet to let us know about anything they are not happy with. Most issues can be dealt with very quickly and easily if students let us know. They can also tell us in person if they are not happy with anything.





If students or parents are not happy about issues they have raised with the college, there is a formal complaints policy, and you can record your complaint in writing by emailing or writing to client care at the college. Their email is studentservices@catscanterbury.com

If you are still not happy then Stage Two can be actioned which is to write, email or speak with the Principal at principal@catscollege.com.

If you are still not happy you can appeal against the decision in three days by writing to the Managing Director of CATS Colleges via the College. Full details of the complaints process as with all our policies, is in English on the CATS College website – catscollege.com

All formal complaints are recorded and monitored.

We will help you if you need more information or would like to talk more about any of this, and can often help with translation of any college policies you would like to know more about.