

**Date Reviewed:** 26/05/2019

Our goal is for students to enjoy our programmes in the UK. We will do everything we can to make sure the programme delivers a fantastic experience. These rules outline to students' behaviours which examples of behaviour we want to encourage and also we will not accept.

These rules apply to all students on our Acorn Academy programmes.

#### **Examples of Positive behaviour**

- To put a 100% into and participate in your English communication sessions.
- Listening to your teachers, Acorn Academy staff team and the other students.
- Listen to your group leader and to follow their instructions on the excursions
- Let us know if you or your friends are unhappy.
- Time keeping: to be punctual for meet ups, communication sessions and activities.
- Be friendly, polite and respectful
- Participate in the activities
- Try to speak English with all Acorn Academy staff
- Respect the University building and the campus where you are studying.

#### **Examples of UNACCEPTABLE behaviour**

- Bullying
- Stealing
- Missing English Communication sessions without informing Acorn Academy staff
- Not participating within the programme
- Threatening or be violent towards other people.
- Being noisy at your student residence, especially late at night.
- Dropping rubbish in the streets or at university
- Entering other people's bedrooms without permission.
- You must not leave the student residence in the evening without permission.



## **What happens if our rules are broken?**

We take student behaviour very seriously and there will be consequences.

We will talk to the student and parent. If there is anyone else involved, we will talk to them as well.

We will make a record of the incident.

Major Oak Education / Acorn Academy staff will then make a decision about the consequences.

Students will usually have an opportunity to improve their behaviour, however if it is a serious situation (for example: drinking alcohol, taking drugs, bullying another student, stealing) students may be excluded from the programme or sent home.

If we make a decision about the situation and the student does not agree, they can ask us to think about it again. However, after considering this, our decision will be final.

If students are excluded / sent home, then the student's parents will have to pay the cost. Some consequences for less serious situations could be:

- Cleaning up around the campus
- Doing some extra English work.
- Missing an excursion / activity

## **If students have a problem or want to make a complaint...**

If students have any problem, it is really important that they tell somebody about it so we can deal with it. The person who will help students with the problem is our Welfare Manager, however, in the first instance, students may prefer to tell a friend, a teacher/programme co-ordinator or parent / guardian – they can then help the student to bring the problem to us. If a student has a complaint about any member of staff, another student, programme, activities, excursions or the university, please tell us as soon as possible. We will take any complaint seriously; we will investigate and then feedback.

## **Personal Safety and Care of Valuables**

We ask students to always be aware of their surroundings and use their common sense. Cross-roads safely, remember that vehicles drive on the left in the UK, so traffic will be coming towards you from the right.

Keep wallets, phones, keys and other valuables with you at all times, and out of sight in busy, public places.

