



'ELC' STUDENT HANDBOOK

Principal: Mr. S Mc Burney

Bursar: Mrs. Olena Nikiforova

Last reviewed: June 2021

‘Welcome Letter’

Dear Student,

Thank you for choosing to learn and improve your English at ‘ELC’.

This will certainly benefit your future career prospects whether for entry to University, further training or for better job promotion opportunities.

‘ELC’ is a friendly, family run school, where you will always have someone to answer your questions if you have any problems.

‘ELC’ is **open all year round** except for public holidays, **Easter & Christmas** vacations – see web site for dates.

There is **Wi-Fi** access in each classroom.

Health matters: see Lynne Highfield and Mr. S Mc Burney who are qualified first aiders.

Welfare:

Lynne Highfield – Designated Safeguarding Lead.

Accommodation: Homestay not available at present due to the virus crisis – see Student Studio Apartments.

Timetable: 9.30 am - 12.30 pm

Lateness: *for students who are more than 15+ minutes late, entry to class is at the teacher's discretion- you may have to wait until the next break to enter class. Continual offenders may be excluded from class and risk being reported to sponsors and parents. The use of this sanction is entirely at the discretion of teachers and the Principal.*

Punctuality: be on time for class –it is a sign of **‘respect’** for your teacher, **respect** for your fellow classmates and **self-respect** as an ambassador for your country.

Attendance: all teachers take a daily attendance register. If you are going to be absent or are sick or going on vacation you must **email ‘ELC’ in advance** or by 9.30am on the same day to be given a **‘time credit’** for time missed for those who have **paid in advance**.

Non EU students also see **‘terms & conditions’** on the ‘ELC’ website. www.elclondonstreet.co.uk

Examinations and course content: see the ‘ELC’ website.

We are sure that you will enjoy your study experience at ‘ELC’ and will return home with many happy memories.

Mr. S Mc Burney
Principal

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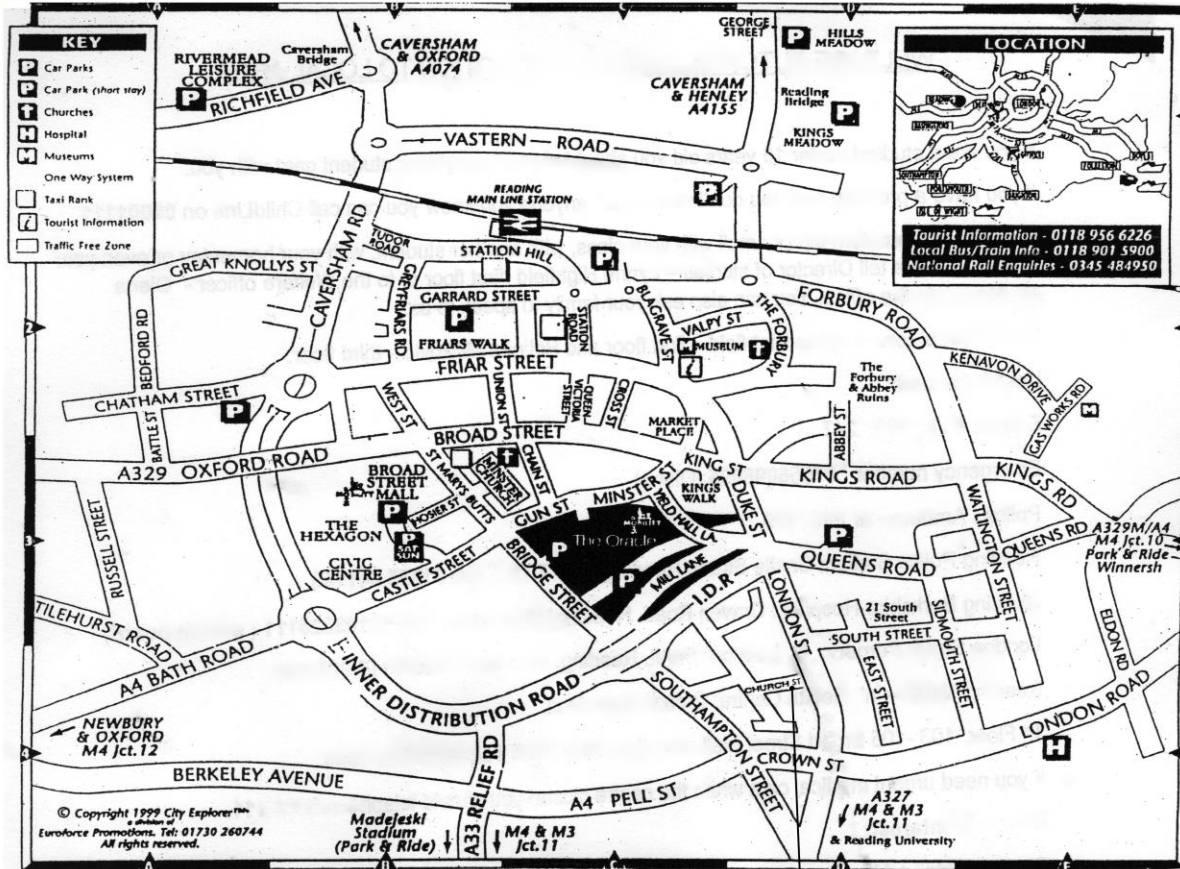
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'ELC' English Courses. Reading. UK location.



'ELC' English Courses location

Central Reading Street Map



'The Meeting House'.
2, Church Street.
Reading, Berkshire. RG1 2SB.
UK

Tel: +44 (0) 7944 115 915
E-mail: elc@elclondonstreet.co.uk
Website: www.elclondonstreet.co.uk

GENERAL INFORMATION

School Staff

All our teaching staff are native English speakers, well - qualified and experienced in the teaching of English to International students from different cultures. This allows the School to run efficiently and ensures that the learning opportunities offered to all students are of a high standard. See our Staff profiles and photos on our website.

School facilities

'ELC' is located near the centre of Reading, very conveniently located for public transport, 7minutes walk from the train station, cafés, restaurants and shops.

Fire Safety

'ELC' aims to reduce the risk of fire to protect staff, students and visitors.

Fire Induction

All new students and visitors will be given a fire induction during the first day at 'ELC'. The fire exit routes will be explained and shown as will be the Fire Assembly Point. All students and visitors will be asked to sign a Fire Induction record book located in the reception area to show that they have understood and received the induction.

Fire Detection

The building has smoke and carbon monoxide detectors as well as Fire extinguishers and alarms with red push point boxes should someone discover a fire. These detectors and push points are professionally tested and serviced on a regular basis.

Fire Fighting

There are sufficient fire extinguishers for the premises to be used in the event of a fire. These extinguishers are professionally tested and serviced on a regular basis.

Fire Exits

Please familiarise yourself with the evacuation route.

Evacuation Procedure

On hearing the fire alarm calmly leave the building and assemble with the rest of your class at the designated assembly point shown on the Floor Plan. Your teacher will then take the register to ensure that everyone is accounted for.

NB: The Fire Alarm is tested on a monthly basis with a record kept in the office.

Enrolment Procedures and Payment Methods

- All students complete the online application form from the 'ELC' website – www.elclondonstreet.com and submit it / send it.
- Non – EU nationals from outside the UK are invoiced for the period of study booked, accommodation and airport transfer if requested.
- Once fees have been received in full, the Short-term study visa letter (STSV) will be provided and suitable host family accommodation arranged if required.
- On arrival at 'ELC' a photocopy of your passport details will be taken together with a copy of the visa granted if not provided before.
- All students take an entrance level test in situ or online.

Dates for your Diary: School Closed

- 2/4/2021 – 12/4/2021 – Easter Vacation
- 13/12/2021 – 7/1/2022 – Christmas Vacation
- 3/5/2021, 31/5/2021, 30/8/2021 – Public Holiday

Tutorials

All students studying from September to June will have a monthly Progress Test followed by a Private Tutorial with their teacher to discuss their progress and any concerns they may have. They will also be asked to complete an 'ELC' evaluation form to be kept as a record.

Student feedback

As student 'customers' we appreciate your feedback and Google review. You will be given an end - of - course feedback form to complete 2 days before the end of the course when you will receive your Certificate. This will help 'ELC' to respond to the feedback and improve our services.

Additional support / Counselling

If you feel that you need to talk in confidence, about an issue which you regard as serious, then you should speak to your teacher first, or if you prefer, the Academic Manager - Lynne Highfield who is Designated Safeguarding Lead as well, or Mr. S Mc Burney the Principal.

Regulations, Policies & Procedures

'ELC' Health & Safety Policy

'ELC' will do its best to ensure the well-being and safety of all members of staff and students on the premises at The Meeting House.2, Church Street. Reading. Berkshire. RG1 2SB

We shall regularly monitor our performance and revise our Health and Safety Management System as necessary to ensure we achieve our objective of continuous improvement.

- Regular risk assessments of the premises
- Accident book
- Fire drill carried out at least twice yearly. Records to be kept in the log book.
- Fire risk assessments to take place as legally required.
- Carry out regular review risk assessments to identify hazards and existing control measures.
- Maintain our premises and work equipment to a standard that ensures that risks are effectively managed and controlled.
- All Staff & students to be made aware of the Fire Evacuation Procedure and Assembly Point, together with the Fire Exit escape routes. There will be fire alarm tests to check that equipment is working and for students to familiarise themselves with the fire alarm bell.

The First aid box is located in the kitchenette between the three classrooms and re-stocked when required. When staff or students have requested medical attention from the nominated first aider + Lynne Highfield or Mr. S Mc Burney, the requests should be notified to The Bursar by email, to be entered into the Accident book. Staff will contact the emergency services and /or call an ambulance in the event of a life -threatening emergency.

Lateness policy

For students who are more than 15+ minutes late, entry to class is at the teacher's discretion - you may have to wait until the next break to enter class. Continual offenders may be excluded from class and risk being reported to sponsors and parents. The use of this sanction is entirely at the discretion of teachers and the principal.

Punctuality: be on time for class –it is a sign of '**respect**' for your teacher, **respect** for your fellow classmates and **self-respect** as an **Ambassador** for your country.

Attendance: all teachers take a daily attendance register. If you are going to be absent, are sick or going on vacation/ holiday you must: email 'ELC' in advance or by 9.30am on the same day to be given a '**time credit**' for time missed for those who have paid in advance (**excluding summer students**).

Non EU students needing a UK visa: 'ELC' offers documentary support for 2 types of visa:

1. Standard Visitor Visa (up to 6 months study) – no work nor extension allowed.
2. Short-term study Visa (up to 11 months) – no work nor extension allowed.

Code of Conduct

'ELC' is committed to providing a learning environment in which all students can learn safely and securely. All students are required to abide by this Code of Conduct.

All students should:

- Show respect for others and uphold the policies on Equal Opportunities (the policy following)
- Be polite to all students and staff
- Observe all course requirements on handing in work, assessments and attendance
- Show respect for property and possessions
- Turn mobile phones off during class time

- **Homestay students**

Whatever the age of students, a clearly stated curfew will be given.

Failure to comply with the Code of Conduct will lead to disciplinary procedures.

Disciplinary Procedure

1st stage – oral warning

Reasons for discipline at this stage will include failure to meet deadlines, missing classes without good reason or behaving inappropriately. The course teacher will speak informally to the students, explain why the conduct is inappropriate, and offer support to improve.

2nd stage – written informal warning

If the same problems continue, or there are new issues, the Teacher will ensure that Director of Studies is aware and a written informal warning will be issued. A copy of this will be placed in the student's file. The written warning will include agreed targets for the student to meet.

3rd stage - Contact the student's family.

The Principal of the School will inform the family of the student by email and / or phone with a request to have a strong 'fatherly word' with their offspring.

4th stage – The student will be expelled with no recompense.

'ELC' Equal Opportunities Policy

'ELC' does not tolerate any form of discrimination on the grounds of gender, sexual orientation, race, religion, belief nor disability.

'ELC' believes in "fair play" for all staff and students.

All staff working with 'ELC' and students are made aware of the policy on equal opportunities and are expected to act in accordance with it.

Complaints:

'ELC' will give a full hearing to any student or member of staff who believes that he/she has been treated in a way which is not consistent with the equal opportunities policy. Relevant disciplinary procedures will be taken where appropriate.

Monitoring:

'ELC' will review and monitor on a regular basis the implementation of its equal opportunity policy in its accordance to be 'fair' in all aspects of its operations.

Furthermore 'ELC' takes into account current legislation in relation to equal opportunities and this is reflected in the policy statement. The policy is reviewed on an annual basis to ensure that it continues to be in line with current legislation.

NB: All 'ELC' classes take place on the ground floor of the building at one level.

SAFEGUARDING ABUSE POLICY

Abuse is the way in which students may be harmed, causing damage physically, emotionally, sexually and through neglect.

Categories of abuse:

Emotional abuse: the persistent emotional maltreatment of students such as to cause severe and adverse effects on the young person's emotional development. It may involve conveying to a student that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person. It may include not giving the students opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on students. These may include interactions that are beyond a student's developmental capability as well as over protection and limitation of exploration and learning, or preventing the young person participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another person. It may involve serious bullying (including cyberbullying), causing students frequently to feel frightened or in danger, or the exploitation or corruption of students. Some level of emotional abuse is involved in all types of maltreatment of a student, although it may occur alone.

Physical abuse: A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a student.

Sexual abuse: involves forcing or enticing a young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the young person is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving young people in looking at, or in the production of, sexual images, watching sexual activities, encouraging young people to behave in sexually inappropriate ways, or grooming a young person in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other young people.

The abuse of young people can take place in all strata of society, in families, in institutions and in some situations on an organised basis.

Teachers and other school staff may be in the best position to recognise that a young person is at risk and must be prepared to take it seriously.

Whenever it occurs students should feel that they are able to tell a member of staff and know that incidents will be investigated promptly and effectively.

Behaviour Policy for Everyone

- Respect and treat others fairly, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, gender, sexual orientation, age or disability
- Demonstrate honesty and integrity
- Provide an example of good conduct that you wish others to follow
- Ensure whenever possible there is more than one adult present during activities with 'young people', or at least that you are within sight or hearing of others
- Respect a young person's right to personal privacy
- Be aware that physical contact with a student may be misinterpreted
- Recognise that special caution is required in moments when you are discussing sensitive issues with students.
- Challenge unacceptable behaviour and report all allegations / suspicions of abuse
- Show proper care and regard for school property and the property of others

Bullying & Harassment Policy

At 'ELC' it is our aim that each student should reach his/ her potential in all aspects of school life and that students and staff are able to work in a comfortable, unthreatening atmosphere. For this to be achieved, the school promotes a positive and safe working environment where all may develop and flourish, free from threat or fear.

'ELC' will not tolerate inappropriate behaviour and will respond to any form of bullying or harassment.

Bullying behaviour can be described as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power intended to undermine, humiliate, denigrate or injure. It may include:

- Verbal – teasing, spreading rumours, making comments that are racist, sexist or homophobic, mocking religious or cultural differences.
- Emotional – excluding, blanking, unfriendly looks, gestures, hiding belongings.
- Cyber bullying – using texts, postings on social websites, MSN messaging, forwarding on private emails without consent. This is a particularly powerful and invasive form of bullying which is being used by young people, usually out of school, but the effects are ongoing and can affect school life.
- Physical – pushing, kicking, hitting or any other use of violence.
- Sexual – making unwanted physical contact or comments of a sexual nature.
- Encouraging other people to engage in bullying behaviour.
- Knowing that bullying behavior is happening and not reporting it to an adult.

Dealing with concerns

If a member of staff has told you about concerns they have about a student or about the behaviour of someone in the school.

- Take it seriously
- Make sure a written record of the observations or information received
- Sign and date record
- Seek advice from social services
- Contact the Principal of 'ELC' – Mr. S McBurney

'ELC' Welfare policy:

'ELC' operates an equal opportunities policy, which means that will not discriminate against any student regardless of gender, race, creed, colour, nationality, sexual orientation or disability of any kind.

'ELC' is committed to providing a caring, friendly and safe environment for its students, so they can feel secure and enjoy their learning. We do not tolerate bullying or abusive behaviour in any form. If a student alleges that he/she is being bullied, the allegation is taken seriously and immediate steps are to be taken to investigate the allegation and to ensure the student is safe.

'ELC' requires to be fully informed of any medical conditions of a prospective student in order to be able to provide appropriate care. In case of such information not being provided 'ELC' staff and hosts cannot be responsible for administering or safeguarding medicines.

On request students receive written welfare information in the Student Handbook which is sent to them electronically once their enrolment is confirmed. They also receive information verbally on their first day during their Entrance level. Testing and Induction. Students are informed about places of worship, banking, registration with the local police, leisure and sport facilities, licensing laws and information about personal safety and medical care. The school also supports students in seeking medical attention and registering with local GP practice.

'ELC' has a First aid appointed person on its staff team who is available if help is needed. Photograph of the first aider is on display at the entrance of 'ELC' on the ground floor.

Complaints and Grievances Procedures.

Students:

If you are dissatisfied with your course or host family speak to your teacher in the first instance. The teacher will try to resolve your complaint as quickly as possible.

If you prefer not to talk to your teacher see . Most difficulties can be solved at this level.

If you are still not satisfied speak to Mr. Mc Burney, the Principal and he will try to resolve the difficulty.

In the event that a difficulty cannot be resolved then an 'independent adjudicator' will be appointed. Details can be obtained from the office.

'ELC' reserves the right to discontinue a course if there are not enough students for the class. Alternative arrangements will be made and / or a refund given.

In the event that the complaint cannot be resolved by 'ELC' internally then the complainant may invoke the ABLS complaints mechanism i.e. contact ABLS in writing by signed letter in English including your full postal address (not email) and recording whether action has already been taken with 'ELC' and state whether the complainant is happy for the complaint to be copied to 'ELC'.

ABLS address: Accreditation Body for Language Services Ltd. PO BOX 316. Great Yarmouth. NR30 9EP

Copies of Complaints

The school is to keep a written record of all complaints and the date on which they were received, noting at what stage in the process they were resolved.

All aspects of this policy and the procedure will be reviewed regularly.

On request a copy of this policy is made available to parents and prospective parents via the school website and from the school office during the school day.

The 'ELC' Prevent & Channel Duty Policy & Procedures

(prevention of people being radicalized or drawn into terrorism)

Prevent is part of the Government counter-terrorism strategy. It's designed to tackle the problem of terrorism at its roots, preventing people from supporting terrorism or becoming terrorists themselves.

Prevent operates in the 'pre-criminal space'. It is about supporting individuals who are at risk of radicalisation away from becoming terrorists, or supporting terrorism. **It is not about any particular ideology - it covers all forms of extremism.**

What is the Prevent duty?

From 1 July 2015, the Government commands that all schools must have due regard to the need to prevent people being drawn into terrorism.

The Government has defined extremism in the **Prevent** strategy as: "vocal or active opposition to fundamental British Values, including: Democracy, the Rule of law, Individual liberty and Mutual respect and tolerance of different faiths and beliefs."

Prevent is about safeguarding people and communities from the threat of terrorism.

Prevent is 1 of the 4 elements of CONTEST (Pursue – Protect – Prepare -Prevent) the Government's counter-terrorism strategy. It aims to stop people becoming terrorists or supporting terrorism. The school promotes a multicultural environment where respect for, and tolerance of, other people's beliefs is required at all times.

All Schools are subject to the **Prevent** duty and are expected to demonstrate activity in the following areas:

- assessing the risk of students and staff being drawn into terrorism.
- demonstrate that they are protecting students and young people from being drawn into terrorism by having robust safeguarding policies.
- ensure that their safeguarding arrangements take into account the policies and procedures of the Local Safeguarding Children Board.
- make sure that staff have training via online provided by the 'Education and Training Foundation' that gives them the knowledge and confidence to identify students and young people at risk of being drawn into terrorism, and to challenge extremist ideas which can be used to legitimise terrorism
- expected to ensure students are safe from terrorist and extremist material when accessing the internet by having filters on IT equipment and routers

All homestay providers are supplied with a Prevent Policy information document for each student booking with a request to confirm and sign a return letter that they are aware of the policy.

Prevent is about:

NOTICING - vulnerability to radicalisation, changes in behaviour, ideology, and other signs of extremist exploitation.

CHECKING - your concerns out with your Prevent lead, and / or Designated safeguarding lead to offer support and help determine a proportionate response.

SHARING - your concerns, where appropriate, with partner agencies and as far as possible being open and honest with the student to share your concerns.

Support for the individual may be provided via the **Channel** process.

"**Channel** is a multi-agency partnership that evaluates referrals of individuals at risk of being drawn into terrorism, working alongside safeguarding partnerships and crime reduction panels." (Prevent Strategy, Home Office, 2011)

Channel is part of the **Prevent** strategy. The process is a multi-agency approach focusing on providing support at an early stage to people who are identified as being vulnerable to being drawn into terrorism. Channel is about ensuring that vulnerable children and adults of any faith, ethnicity or background receive support before their vulnerabilities are exploited by those who would want them to embrace terrorism and before they become involved in criminal terrorist activity.

Thames Valley Prevent Duty Contacts

The Police **Channel** Co-ordinator for the Reading area is Shaun Greenough

Email: Shaun.Greenough@thamesvalley.pnn.police.uk

Mobile: 07900 709 126

The Reading Channel Panel meets on a monthly basis to consider any referrals.

If you have a Prevent related concern and want some guidance you should contact Tristan Khezzzadeh and / or Misha Upadhaya, Prevent Officers, Thames Valley Police (Reading).

Email: tristan.khezzzadeh@thamesvalley.pnn.police.uk

Mobile: 07800 702 161

'ELC' Staff & Homestay Providers Responsibilities

The Designated Safeguarding Lead Lynne Highfield at 'ELC' holds overall responsibility for ensuring that the **Prevent** strategy is implemented across the school and any concerns are shared with the relevant organisations in order to minimise the risk of students becoming involved with terrorism.

The operational **Prevent** lead Mr. S Mc Burney will work with the Designated Safeguarding Lead to ensure that staff, students and Homestay providers are aware of the **Prevent** agenda, that appropriate training is in place and who to contact with concerns.

- ❖ Homestay providers – How and when to react to concerns.
- ❖ Any concern or incident, however small, should be reported in the first instance to the Prevent Lead Mr. S Mc Burney, preferably by email elc@elclondonstreet.co.uk
- ❖ But in severe cases by phone to 07944 115 915
- ❖ Any report will be dealt with sensitively and carefully, with confidentiality assured for the reporting person

The Prevent Lead will confer with the Designated Safeguarding Lead and may refer the concern to one or more of the following authorities after careful consideration.

LADO: 0118 93 73555 – (Local Authority Designated Officer) Ms. Lorraine Campion

MASH: mash@reading.gov.uk 0118 93 73641 (Multi – Agency Safeguarding Hub)

LSCB email: LSCB_GenMail@reading.gov.uk (Local Safeguarding Children's Board) Ms. Esther Blake

'PLEASE NOTE:

The information given in this publication is accurate at the time of going to press. Amendments may be made from time-to-time without notice, due to instructions from the Government and /or our Accreditation body (ABLS) both in relation to individual courses, school policies and the facilities or services available from or provided by the School.'



'ELC' SOCIAL MEDIA POLICY

Computer, email and internet acceptable use policy

'Schools must ensure that children are safe from terrorist and extremist material when accessing the internet in schools. Schools should ensure that suitable filtering is in place. It is also important that schools teach students about online safety more generally' – Reading Borough Council 2018.

'ELC' is committed to enabling our students to use the Internet in a safe and responsible way, without putting at risk their personal security, their current or future career prospects, or the reputation of 'ELC'.

Objectives of this Policy

The policy aims to:

- encourage the responsible use of social media by 'ELC' students
- outline the responsibilities of individuals for the use of social media
- highlight the potential risks of using social media for personal use
- promote effective and innovative use of social media as an integral part of their activity while at 'ELC'
- provide clear guidelines on how breaches of this policy will be addressed
- to protect the reputation of 'ELC' its staff, and students

What is social media?

Social Media refers to online channels of communication that allow users to interact in the public domain by sharing information, opinions, knowledge and interest. It includes, but is not limited to, social networking services such as Facebook, Twitter, LinkedIn, Google+, Instagram, YouTube, Snapchat, wikis and blogs.

What is cyberbullying?

Bullying is defined, as unfair treatment, excessive criticism, or persistent nit-picking, intimidating, aggressive or undermining behaviour, which makes the recipient(s), feel upset, humiliated, threatened or vulnerable and undermines their self-confidence and integrity. Bullying of any kind is unacceptable. If abuse does occur, all students must be able to tell someone and know that incidents will be dealt with promptly and effectively. Anyone who knows that bullying is happening is expected to tell staff. Cyberbullying is the use of the Internet and related technologies to harm or harass other people, in a deliberate, repeated, and hostile manner. Harassment is unwanted conduct based on the grounds of religious belief, political opinion, sex (including gender reassignment, marital or civil partnership status), race/ethnicity, disability, sexual orientation or age which has the purpose or effect of violating that person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person. Differences of attitude, background or culture and the misinterpretation of social signals can mean that what is perceived as harassment by one person may not seem so to another; nevertheless, this does not make it acceptable. It is the purpose or effect of the behaviour rather than the motive that must be considered.

Why is it important to highlight to our students the risks relating to social media?

While most of our students will already be experienced users of social media, they are potentially more vulnerable to abuse or bullying in that they are temporarily living and studying in another culture. It is 'ELC' responsibility to help them in the responsible use of social media, and to help them avoid risks. It is also our responsibility to respond

promptly and effectively to issues of abusive behaviour and bullying of any kind, including those relating to social media.

Implementation

Students are given advice on:

- ❖ Acting responsibly online
- ❖ What to share/not to share online
- ❖ Thinking carefully before posting anything online
- ❖ Not sharing personal information with strangers
- ❖ Avoiding unsafe websites

Procedure for complaints and allegations

'ELC' students are given information in Student handbook about who can help them if they are confused, worried or upset by anything they have experienced online. They are directed to bring any worries they have to the member of staff with whom they feel most comfortable. Complaints about social media misuse or cyberbullying by an 'ELC' student should be directed to the Director of studies – Lynne Highfield.

Complaints and allegations will be logged and referred to the Principal, Mr. S McBurney. Complaints or allegations concerning the misuse of social media by 'ELC' students will be dealt with using the procedures set out in the Student Disciplinary procedure. Where a complaint involves threatening or potentially criminal online social media behaviour, 'ELC' will escalate to the local authorities.

This policy should be read in conjunction with: • **Behaviour Policy**

NB: 'ELC' operates in a building which is used by various organisations in the Reading community e.g. Charities, NHS, Reading Borough Council and Refugees. Wi-fi Internet communications in the building, including user name and passwords are on public display for all visitors to use and therefore cannot be filtered by 'ELC'

Reviewed June 2021