

<b>Title : Care for Minors</b>
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**Objective**

This procedure outlines the process related to the care for minors.

**Responsibility**

This document is applicable to all members of the Leisure Department

**1.0 Safeguarding Policy**

Who to contact in case of concerns (Child Protection Officer): Albert Borg-Cardona,  
Head of Leisure

Who the policy applies to: all minor students attending a course or programme at AM  
Language.

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Any minors who might have a concern during their stay may speak to any member of staff who will direct the concern to the Child Protection Officer or directly to the Child Protection Officer using email [info@amlanguage.com](mailto:info@amlanguage.com). The Child Protection Officer, in the case of minors, will inform the parents / guardians of the student if required and take whatever action is needed.

## **2.0 Questionnaires**

Feedback questionnaires are given to students in the beginning, during and at the end of their stay to give students the opportunity to communicate with the school with any problems / concerns:

- First Impressions questionnaires are provided at the beginning of the stay
- In-Process Questionnaire – provided to students half way during the students' stay
- End of Stay Questionnaire – provided to students on their last day

In the case of student groups, feedback on the stay of the group is also collected via the Foreign Group Leader through the Log Sheet, the Excursion Verification Sheet, and the End of Stay Form.

## **3.0 Arrival to Departure**

Pre-Arrival:

- In order to be clear on the details of our offer, guidelines are sent to agent / parents to be read, signed and returned so as to clearly establish what is agreed prior to arrival.

Arrivals:

- All minors are greeted at the airport by an AM Language representative
- The airport representative will have all information pertaining to the stay of the minors at hand – this is communicated to accompanying Foreign Group Leader in the case of groups and directly to the student for individual travellers
- Students are provided with welcome packs at the airport – these should contain: programme, the map of area of their accommodation, student card, emergency and important numbers, guidelines of the stay.
- All minor individual travellers will also be added to a WhatsApp group to make communication with the organisation easy and smooth

Departures

- Students are met by a representative from AM Language on departure
- AM Language representative will ensure that all is in order for departure of students to airport

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- Local staff to ensure that students manage airport check-in process smoothly – in the case of minors travelling with airport assistance, the AM Language representative must hand over the minor to the airport personnel.

### **4.0 Staff**

#### **Selection Criteria:**

- Good command of spoken English
- Smart, responsible and mature
- Possess problem solving skills
- Have a good knowledge of Malta and its history
- Be familiar with Sliema and surrounding areas and any other environment wherein the group leader is located
- Friendly personality
- Ready to work flexible hours as needed
- Motivated to work with his or her initiative
- Willing to communicate with students
- Mature and able to take some responsibility
- Outgoing
- To be of good conduct and checked through the Maltese Offender's Register

Behavioural guidelines for staff:

The following are strictly forbidden:

- Consumption of alcohol
- Eating on duty
- Flirting/dating AM Language students
- Attending activities with friends, boyfriends, etc.
- Non observance of our uniform policy
- Congregation of staff on events
- The use of bad language
- The use of any language other than English
- Discriminating, shaming, humiliating or belittling other students

A ratio of 1 adult per 15 students is maintained while on activities. Break times at school are supervised by staff from the tuition department.

### **5.0 Behavioural Guidelines:**

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All students and their parents / guardians are expected to be familiar with our teenage pre-booking guidelines which you will receive on enrolment.

The expected behaviour of each student is highlighted below:

- Host families / residence supervisor are to report any bad behaviour immediately to a 24hr school line.
- Students to be fully aware of curfew times (by default, this is midnight)
- Curfew times to be respected and host family / residence supervisor are to report immediately to school should this be broken
- In addition, AM Language will check to ensure that all students are at home by curfew time – telephone checks in the case of families and physical room checks in the case of residence
- Adequate food and water (as per school guidelines) to be understood by families and provided to students.
- Students will always be placed with students of the same sex in their sharing room according to the request received prior to arrival
- Host families need to have someone at home when students will be there. This is usually in the morning for breakfast, at dinner time, and in the evenings (depending on curfew time and activity programme).
- All activities and school transfers will be organised in private transport
- Students booking a shared room will be placed with a student of the same sex and any nationality. No student will be allowed to share a room with a student of the opposite sex.
- Adults and Teenagers are never placed in the same room unless specifically requested
- Living with a family means integrating with a family. This includes eating and drinking the same food as the family without any special requests. Any such requests need to be confirmed prior to arrival.
- Should a student have any particular dietary needs this should be communicated at the booking stage and this will need to be confirmed by AM Language.
- Students must ask their host family before using the kitchen and the fridge.
- Students should communicate their plans of the day especially when not coming home for dinner or coming home later than the stipulated curfew.
- Students are expected to keep their rooms and the host family's home clean and tidy at all times and abide by the host family / residence house rules.
- Furniture is to be respected and maintained and any damages will be borne by the student responsible.
- In the event that the room is not kept tidy, the host family will inform AM Language immediately, who in turn will either inform the group leader. Cleaning will be organised by AM Language and cleaning expenses will be charged to the students.

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- Any damages due to negligence incurred by a student in the host family's home or in the residence, such as stains, breakages and tears to soft furnishings must be replaced at the student's expense.
- Any valuables are the responsibility of the student and should be kept locked in the student's suitcase. AM Language will not take responsibility for any personal items said to have gone missing from a Host Family. Students are advised not to carry valuables into a host family's home and any loss of personal items including money is at the student's own risk. Travel insurance is strongly recommended although not a mandatory requirement.
- Under no circumstances may students invite people over to the Host Family's home without the prior consent of the host family. This also applies to residence stays.
- No works, alterations or maintenance are to be carried out by a student staying at a Host Family / residence. In the case of any malfunction, the student is to report this to AM Language.
- Students who cause serious disturbances to the neighbours will be evicted and in these cases no refunds of their course or accommodation will be given.
- Students may not hang towels from balconies, may not play loud music, may not organise any parties at the host family.
- Students are not allowed to walk around the Host Family home / residence indecently dressed.
- The Host Family and their home (or residence) are to be respected at all times. Excessive noise or any other disturbances are strictly forbidden.
- Students to be fully aware of the residence rules, especially vis-à-vis curfew, alcohol, smoking, and sex
- All transfers will be checked against attendance and any missing students located and reported to agent / parents
- School attendance is recorded daily
- If a student is late the school and agent/parent will be informed immediately
- Absence from school is only allowed for health reasons or with written permission of the agent / parent

### **6.0 Programme and Activities**

- On arrival, students are greeted and given an explanation of their programme and what to expect during the orientation meeting held with Leisure staff
- In the case of groups / individuals, all activities are to be accompanied by school staff and the foreign group leaders were applicable
- Missing students are to be reported to the school and located. In the case of groups, it is the foreign group leader's responsibility to decide whether tour is to proceed without missing student. Foreign group leader should liaise with school to assist in locating missing student and agent is informed immediately.
- All students are to be accounted for by school staff and, in the case of groups, the foreign group leader throughout the whole excursion

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- All service providers to hold adequate insurance coverage
- Students to be on time for activity at designated meeting points
- Free time is not allowed in the individual teenage programme

### **7.0 Dismissal Policy:**

Any students who break any of the guidelines will be processed as follows:

- AM Language will ensure that a report is made in writing and that it is signed by both the management of the school and the group leader in charge of the group as well as the student.
- This report will be forwarded to the parents / agent.
- Should we find that the student is in breach of the above and is causing problems, the student may risk expulsion from the programme and repatriation to his/her country at his/her own expense.
- Students expelled from their programme for any of the above will not be refunded.
- Any additional expenses involved in the matter will be borne by the students and added to the final invoice before being sent to the agent / parent.

### **8.0 Action Plan for Incidents:**

Parents / guardians should provide contact details to be used in case of emergency via the AM Language enrolment form. A Mater Dei Hospital form should be completed prior to student arriving in Malta in order to allow for medical care. A European Health Card should be held on student at all times in order to guarantee free health care for European Union citizens. All details are collected by reservations upon enrolment.

### **9.0 Sickness:**

In order to prevent the spread of germs to class mates and teachers, we ask that students who are sick, feverish, coughing or sneezing do not attend class. Any students who arrive in class displaying obvious symptoms of illness will be asked to leave immediately and seek medical assistance with the help of our local leaders. In serious cases this may result in being repatriated to their country at their own expense.

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### **10.0 Loss of Property / Insurance:**

AM Language will not be held responsible for loss or theft of any students' property from the school or accommodation or from any other location. Students' property is the sole responsibility of the student at all times. AM language strongly advises students to take out a travel insurance policy, which would cover them adequately throughout their stay in Malta.

### **11.0 Security & Privacy Policy & Data Protection:**

AM Language is committed to protecting your data. We understand and respect the need to keep your information private and have implemented a number of best practices to ensure we maintain full compliance with the provisions of the EU General Data Protection Regulations (GDPR) and the Maltese Data Protection Act at all times. For this reason, a privacy policy which documents the internal procedures when processing your data with respect to your participation at AM Language has been prepared. A Data Protection Officer has also been appointed to maintain these internal data processing procedures.

The school is compliant with all Health and Safety guidelines in line with the Laws of Malta for the operation of a language school and the provision of its associated services.

### **12.0 Unaccompanied minors**

All minors attending a course at AM Language will have to follow the whole programme without exception and the following supervision procedure will apply.

For any students, whether individuals or in groups, under the age of 18 travelling WITHOUT foreign leaders, must be supervised at all times.

- If they are all under 18:
  - o we will create a weekly programme with compulsory weekend supervised activities for the group

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- a WhatsApp group will be created in which all students will have to be present in order to make communication easy and fast
  - students will be provided with our standard curfew times however they will need to inform us of their whereabouts three times a day and AM Language will spot check to ensure that they are looked after throughout the stay
  - Any minors not abiding by the guidelines will be issued a warning and repatriation procedure will be followed as per guidelines
- If they are a mix of adults and minors:
- The 18 year olds are covered, so we have no problem.
  - The ones who are not 18, will need to be supervised throughout their stay
    - For supervision, we will be opening a WhatsApp group and the minors will have to join this group. They will then have to report to us whatever it is they are doing outside their programme – three messages per day (morning / afternoon / evening)
    - Our welfare staff will make note of minors' activity keeping a daily log
    - Any minors not abiding by the guidelines will be issued a warning and repatriation procedure will be followed as per guidelines

Any minors travelling without a group leader will be charged an extra supervision fee of 10.00 per day.

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