

Last updated by: Charlotte Fisher

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To be reviewed and updated: 27/01/2026

Student Supervision Policy – Closed Groups

Policy renewed at least annually, or as required according to changes in procedures or legislation.

The policy is available on the Europa website.

Responsibility for this Document: Charlotte Fisher

Responsibility for implementation:

Charlotte Fisher (General Manager)

Stephanie Dasan (Bournemouth Operations Manager)

Jackie Frampton (Accommodation Officer)

Richard Wedderburn-Clarke (DOS)

In low season Europa School of English deals with a lot of closed junior groups, our so-called 'mini-stays'. Most of these clients only stay for 6-7 nights in the centre.

For these closed groups the supervision concept is slightly different than the one for our junior summer centres. The rules and regulations for these closed groups are made clear to the groups on booking, in the pre-arrival documentation and handed out and repeated again in the Welcome Meeting upon arrival in the centre.

Group Leaders

Group leaders are informed both before arrival and on site about what we expect in terms of safeguarding and supervision. They attend a meeting when they arrive and are talked through our Group Leader welcome document which includes our safeguarding policy and specific information about expectations. We try and encourage a teamwork approach and as that Group leaders work closely with us in order to make sure the students are kept safe and have a good time.

Mixed Age Groups

On some occasions closed junior groups can consist of under aged and 18+ students which happens with some of these groups as they all come from the same school and are in the same class in their home country. They are treated completely as a closed group and are not mixed with others, both during lessons and during any activities and excursions they might have booked.

We do not normally use a bracelet system with closed groups as all participants must follow the same rules and these are the rules defined based on the youngest participants. Activities consider these mixed ages and activities will always be aimed at the youngest students in the group from a safeguarding perspective. There will never be any alcohol related activities organised for example even if the majority of the group is 18plus.

Accommodation

Usually, all mini-stay groups during the low season are homestay. There might be some exceptions of enquiries for hotel groups and in case these groups are accepted different risk assessments are undertaken depending on the hotel they are staying in. 18+ students are accommodated together

and not with students under the age of 18. If the under 18 years student parents give written authorisation and a risk assessment has been undertaken then there may be exceptions made.

As the students are staying in homestay, they will make their way independently to the campus and back to their hosts. We also advise group leaders to meet the students at the bus stop and help them to make their way back home. Host families have the students schedule of the week and are informed of any change. Therefore, they do know when their students should be back home. In the event of a student not being back at home on time, a clear communication procedure is set - at first host families try to get in touch with the students. If they cannot, they inform the Accommodation Officer, who informs the Operations Manager. The Operations Manager contacts the group leaders and look together for the missing students.

The homestays are in contact with the Operations Manager and will let him/her know if a student is missing. For the year-round mini-stays the Operations Manager works closely together with the group leaders and the homestays to secure the supervision of under aged junior students as there may be no separate supervisors to ensure the supervision of these groups. Both the Accommodation Officer and the Operations Manager are always available for homestays, group leaders and students so that there is always help and advice for any problems.

The accommodation officer makes sure that all homestay hosts are aware of the rules. Closed junior groups all have to adhere to the junior rules – even the students who are 18+ within these groups. There are no exceptions to those students as they are booked as part of this junior group.

A responsible adult in the homestay is always present overnight and is present when students under 16 are at home. All homestay students have to return to their homestays for dinner. If the whole group has got different plans for dinner to go out together the homestays need to be informed beforehand by the Accommodation Officer or the Operations Manager. The group leaders will be asked during their welcome meeting, to inform the Operations Manager at least 24hrs in advance in order to give enough time to the Accommodation Officer to inform all homestays.

Activities and Excursions

Depending on the programme booked, there will be compulsory afternoon and evening activities and excursions during the stay. The booked programme activities are run by our Europa School of English activity staff and the group leaders will have a daily meeting with the Operations Manager on site.

During times when there are no programmed activities and there is free time for the group, group leaders will be informed during their induction meeting on arrival, on how to ensure the supervision and safeguarding of their students.

We strongly advise Group leaders during their free time with their students to agree on a meeting point, make sure they know in which groups students are walking around alone in a specified area and make sure they have got all phone numbers of the students and that the students know whom they can contact in case they face any difficulties. If group leaders decide to change the booked programme to take their students on their own for a different activity, they need to inform the Operations Manager at least 24hrs in advance and will be asked to sign a disclaimer. ESE supervisors and the Operations Manager are encouraged to intervene where it is thought that the group leaders may not be taking their role seriously enough and students may be at risk.

Free time in the Evening

Prior to arrival, groups can decide whether they want to allow free time in the evenings for their students (in which case the School Manager will give them advice on how to supervise their students and make sure they have a safe time), or if they want their students to stay in their host families after dinner, if there are no organised activities by the school.

If they decide to give free time to the students in the evenings, students can leave their homestays and go to town in small groups or pairs after dinner. They have to adhere to a curfew (different for each age group) which is communicated to both the students and the hosts on arrival.

On the other hand, if the group leaders decide not to give any free time to their students in the evening, host families will be informed and students will only be allowed to go out in the evenings if it is for a programmed activity or if their group leaders take them out as a group.