



Chinese Association of Woking

Woking Chinese School

Policy Manual

Preface

In accordance with the guideline from DFE and the Charity Commission for school governing body, the Woking Chinese School with the support of the Chinese Association of Woking, the governing Body of the Woking Chinese School has compiled this manual of policy as a guideline for the smooth running of the school. The Governors are grateful for all the help that the committee members had given in compiling this manual and wish to thank Mrs. M. Wong for collating it.

It is the wish of the Governors that all staff will follow the attached policies and these will be reviewed from time to time.

Mrs. Catalina Brook
Chairman
Governing Body

Date: 30th November 2011

Index

	Content	Page No.
I.	Duties and powers of the School Governing Body	4
II.	Admission policy	7
III.	Code of conduct	8
IV.	Health and safety policy	10
V.	Child protection policy	12
VI.	Anti-bullying policy	17
VII.	Complaints policy	20

I. Duties and powers of the School Governing Body

The management committee of the Chinese Association of Woking (“Association), in exercise of the powers conferred upon it by the constitution of the Association hereby makes the following Regulations for the Governing Body of the Association’s Chinese School (“Governing Body”).

The following duties and powers are given to the Governing Body:

1. Policy

- Deciding the aims and policies of the school, and how standards of education can be improved.
- Publishing annually a school prospectus for parents.

2. Conduct

- Deciding the conduct of the school and how it should be run generally.
- Ensuring that pupils are entered at the appropriate time for public examinations.
- Controlling the use of school premises when it is occupied by the Woking Chinese School.

3. Development

- Drawing up the school development plan.
- Drawing up an action plan for the School and monitoring how the plan is put into practice.

4. Finance

- Revenue budget preparation
- Prepare estimates of income and expenditure in consultation with the Association’s Treasurer in accordance with guidelines issued by the Association’s management committee.
- Supply the Association’s Treasurer with such information as is necessary to support the estimates.
- To manage and direct resources to achieve the objectives of the budget. This involves the monitoring of expenditure and income and the regular review of financial performance.
- Once approved by the Association, the budget will give authority for expenditure to be incurred in the appropriate year unless it would cause the appropriate budget head to be overspent, or there is a material variation in the assumptions that underlies the estimates.

5. Appointment

- Appointing, promoting, supporting, disciplining and dismissing the Headteacher.
- Appointing, promoting, supporting, disciplining and dismissing other staff.

6. Co-opt

- In the course of exercising the duties and powers, the Governing Body may consult such persons, as it considers appropriate.
- The Governing Body may appoint such persons as it considers necessary to carry out some of its functions.

7. Reporting

- The Governing Body remains responsible for any decisions taken by committees or other people they have delegated decision-making to. All these decisions must be reported back to the full Governing Body at their next meeting.

Governor's duties and powers

Individual governors only have power if the Governing Body has delegated it specifically to them. Decisions should only be taken by the Governing Body at a governors' meeting under powers conferred upon it by the Association, or by an individual or committee set up with delegated powers.

However, there may be times when a decision is so urgent that there is no time to call a governors' meeting. If a delay would seriously harm a person or the school, the chair or vice-chair has the power to take a decision on behalf of the Governing Body. If neither is available, the Headteacher can act as necessary and must seek the Governing Body's retrospective approval as soon as possible. Any such decision must be reported back to the next full meeting of the Governing Body.

A governor is not entitled to vote on his or her own appointment either as a Headteacher, a staff or as a member of a committee.

Terms of Office

The composition of the governing body may vary. The governing body should review its own composition at intervals to make sure that it is meeting the needs of the School.

- School. Governors, such as parents, teachers, co-opted are appointed or elected to serve terms of two years.
- The exception is the advisor who is appointed to serve terms of four years.
- The head (if he or she chooses to be a governor) may serve as governor for as long as he or she continues in post
- Any governor may resign at any time. A governor must give written notice of his or her resignation to the chair.

Terms of office do not prevent a governor from being elected or appointed for a further term.

Meeting

- The full governing body must hold a meeting at least once every term.
- A meeting must also be held if any three members of a governing body ask for one.

- The governing body of a new school may meet twice a term - one before the start of the new term and one approximately in the mid-term.
- Every member of the governing body must be given at least seven clear days' written notice of the date of a meeting with a copy of the agenda for that meeting.
- Shorter notice can only be given if the chair (or the vice-chair if the chair is absent) agrees that there is an urgent need for a meeting.
- Meetings to consider the removal of the chair or any governor must be convened with at least seven clear days' notice.

Taking decisions

- Decisions of the governing body are taken by a majority of the members present voting on a proposal.
- If there are an equal number of votes for and against a proposal, the chair has a second or casting vote.
- Decisions cannot be taken at a meeting unless a minimum number (quorum) of governors are present.
- A quorum is usually one-third of the seats on the governing body rounded up to the nearest whole number (but no less than three).

The Chinese Association of Woking reserves its right to alter any items of the above Regulations at any time.

II. Admission Policy

1. Student applying for Children Classes must be five years old by the First of September and below the age of 18 years in the current School Year.
2. Individual of 18 years or over may apply to join the Adult Classes, which are subjected to a minimum of 6 students per Class. The Head Teacher may exercise her discretion to vary the minimum class size on a case by case basis.
3. Applicant must be a paid-up member of the Chinese Association of Woking.
4. Class enrolment is considered on a first come first served basis.
5. Fees must be paid before the second week of the first term.
 - Fees are collected annually.
 - Termly fee will be accepted with an extra charge for administration.
 - Full fee for the term is payable for enrolment before half term.
 - No refund will be given if two lessons or more has been attended for the term unless the course is cancelled. Refund will be calculated on a pro rata basis.

Woking Chinese School reserves the right to change the fee, refund policy and reschedule or cancel courses as necessary.
6. Discrimination on the basis of race, religion, colour, nationality, ethnic origin or sex will not be tolerated.
7. Woking Chinese School retains the right to dismiss or impose sanctions on any student who violates the rules and regulations of the school.
8. No responsibility can be accepted for the loss or damage to property of students left on the premises and car parks of the school. Students should personally ensure they have adequate insurance cover.

III. Code of Conduct

The Woking Chinese School strives to promote excellence, personal achievement and the realisation of every student's potential in a school culture of continuous improvement.

Commitment by the school

In order to help all students succeed to the best of their ability the school will endeavour:

- to teach students in a safe environment
- to provide courses that are stimulating, challenging, well-prepared and appropriate
- to ensure that the curriculum is broad and balanced and fulfils examination requirements
- to provide parents with regular information about their child's progress and achievements
- to notify concerns about a student's progress / behaviour to parents as soon as possible and then set mutually agreed action plans to remedy the situation
- to set, mark and monitor homework on a regular basis and provide facilities for students to do homework in school where necessary
- to inform parents about school activities through regular letters home, news-sheets and notices about special events
- to provide students with a clear and consistent code of conduct which encourages and rewards positive behaviour
- to apply sanctions fairly, in accordance with school policy, and ensure that parents are informed where necessary
- to listen to students and parents and act on their concerns

Commitment by student

So that I can do my best, and help to encourage others to do so as well, I agree:

- to act as a good representative of the school at all times
- to be polite and helpful to others
- to observe all school rules and the code of conduct
- to attend school regularly and on time
- not to smoke anywhere in the school compound (inside and outside)
- not to litter anywhere in the school compound (inside and outside)
- not to be in the class room without any teacher
- not to use and handle any equipment in the classroom
- not to eat or drink in the classrooms at any time
- to bring to school all equipment and books I need every time
- to complete classwork and homework to the best of my ability and on time
- not to use any electronic devices during lessons including mobile phones, ipods and game devices

Commitment by parent

- to encourage my child to develop a sense of responsibility and respect for others
- to support the school's policies and guidelines for behaviour
- to ensure good attendance, which is both regular and punctual, and give early information about non-attendance of my child
- not to bring my child to school if he/she is unwell
- to provide a suitable environment at home which encourages home-learning
- to take an interest in my child's work by looking at exercise books regularly, giving praise for work well done and checking that homework is being done
- to let the school know about any concerns or problems that might affect my child's work or behaviour
- to be available if discussion about my child's performance or behaviour is required
- not to smoke anywhere in the school compound (inside or outside)
- not to litter anywhere in the school compound (inside or outside)

IV. Health and Safety Policy

The Governors are concerned for the welfare, health and safety of the students, staff and visitors in the school. It is the duty of every member of staff to take reasonable care for the health and safety of themselves and the students in their care.

Policy Statement

The school has adopted a policy:

1. to establish and maintain, in so far as is reasonably practicable an environment which is safe and without risk to health.
2. to ensure that staff and students are familiar with the fire and emergency procedures.
3. to ensure that any accident involving personal injury occurring on the school premises is reported to the school office, and that the details are recorded in the accident book held in office.
4. to ensure that first aid facilities are available at all times.
5. to carry out risk assessments for activities or lessons where a health or safety hazard is identified.
6. to ensure that accident reports are inspected by the Health and Safety Officer.
7. to provide all staff with the information, instruction, training and supervision they need to work safely and efficiently.

The School will undertake the responsibility to provide for the Health and Safety of all students registered with Woking Chinese School, who are attending the morning language sessions and after school activities through:

Students

- i. All students are required to provide a current telephone contact number, name of person to contact when in need and up-to-date health information to the school.
- ii. All young children must be “delivered” by a responsible person and collected by an identified individual.
- iii. The class teacher or the headteacher (or one of the Deputy headteachers in the absence of the headteacher) must be informed in the event of illness or absence.
- iv. All students are required to wear suitable clothing appropriate to the season and activities.

- v. Care must be taken to maintain an acceptable standard of personal hygiene.

Equipment

- i. All facilities and equipment in the class rooms are required to be kept as clean as possible and in good working condition.
- ii. Ensure that the equipment used (particularly those for after school activities) is suitable for the ages and stages of development of students.
- iii. All staff and helpers will be advised about the safe way to handle heavy equipment where applicable.

Premises

- i. The class rooms and common room must be cleaned and maintained to a high standard.
- ii. Ensure that all students and staff participated in fire drill at least once every year.
- iii. Liaise with SJB School to make sure that fire equipment will meet the current regulations.
- iv. Make sure at least one qualified first-aider will be present and first-aid box are available at all times.
- v. An accident and an incident book will be kept.
- vi. No student is allowed to enter areas within SJB where it has not been agreed for use by the Woking Chinese School.

Other Information

Fire Officer: See list attached to the back of the policy manual.

First Aid Certificate Holders: See list attached to the back of the policy manual.

Health and Safety Officer: See list attached to the back of the policy manual.

V. Child Protection Policy

Chinese Association of Working recognises that children have the right to be safe, secure and free from threat. The welfare of the child is paramount.

Chinese Association of Working will provide an environment that ensures children are safe from potential abuse, and will respond to any suspicion of potential abuse in a way which respects the child's dignity and reinforces the adult's responsibility to the child.

What is abuse?

All staff should note the following definitions and pass on any concerns to the nominated officer.

Abuse may be described as:

“An act, or failure to act, by the person responsible for the care of the child. It may involve cruelty, exploitation or neglect”.

Abuse takes many forms. Working Together to Safeguard Children (DoH 1999) provides key definitions:

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning, or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer feigns the symptoms of or deliberately causes ill health to a child whom they are looking after. This situation is commonly described using terms such as fictitious illness by proxy or Munchausen syndrome by proxy.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs likely to result in the serious impairment of the child's health and development. It may involve a parent or carer failing to provide adequate food, shelter, and clothing, failing to protect a child from physical harm or danger or the failure to ensure access to appropriate medical care or treatment. It may also include unresponsiveness to a child's basic emotional needs.

Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape or buggery) or non-penetrative acts. They may include non-contact activities, such as involving children in looking at pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Emotional Abuse

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effect on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate or valued only insofar that they meet the needs of another person. It may feature age or

developmentally inappropriate expectations being imposed on children. It may involve causing children frequently to feel frightened or in danger, or the exploitation of children. Some level of emotional abuse is involved in all types of ill treatment of a child, though it may occur alone.

Statement of principles

Principles of good practice ensure that all children are protected from harm. Such principles will help to ensure the promotion of children's health and welfare, including their physical, emotional, social and intellectual development.

These principles include:

- Treating children as individuals entitled to dignity and respect
- Promoting effective partnerships amongst all those involved
- with children, including children's parents/carers, to improve
- children's welfare
- Promoting the safety of children
- Raising awareness of best practice in how to protect children from
- harm of all kinds.
- Minimising risks to children so that they do not suffer harm
- Making safety the responsibility of everyone at Chinese Association of Working whose work brings them into contact with children
- Establishing effective and open procedures in responding to
- accidents, complaints or concerns so that they can be shared and
- dealt with promptly
- Adopting and applying safe recruitment practices for all staff

The primary concern must be the interests and safety of children. This will be achieved through adherence to the Chinese Association of Working Child Protection Policy.

Reporting and recording concerns

Staff members and volunteers involved with Chinese Association of Working are required to promptly pass on any concerns about possible child abuse or concerns about the welfare and safety of a child to the Designated Person for Child Protection. Please refer to the back of the policy manual for an up-to-date list of the Designated Child Protection Persons.

The Designated Person needs to make a judgement as to whether the allegation or concerns need to be passed on to the authorities or be discussed with the parents/carers first. (It is important that NO assumptions are made that parents could not abuse their child because they appear pleasant).

If a staff member or volunteer receives an allegation of abuse against another member of staff/volunteer they should promptly inform the designated person for child protection.

NB It is essential that the staff member or volunteer records what they have seen or heard that has led them to believe that a child's welfare or safety is at risk. The designated person for child protection also needs to keep clear and concise records.

There also needs to be a record of the action taken and why that action was decided upon.

Staff/ volunteers should bear in mind that it is not their job to investigate an allegation.

Records should include the following details:

- Name of the child
- Parent's/carer's details
- The child's address
- Relevant telephone numbers
- What is said to have happened or what was seen
- When it occurred
- Who else was there
- What was said by those involved
- Whether there is any actual evidence e.g. bruises, bleeding, change in behaviour
- Who has been told about it
- Who was concerned
- Was the child able to say what happened
- Whether the parents have been advised
- Sign and date the record ensuring it is legible and written in black ink
- This must be stored in a locked filing cabinet
- When an incident /event is reported it is paramount that the exact words that the child has used are noted. It is imperative that this information is recorded immediately and that the exact wordings are noted.

All information about concerns regarding the welfare of a child needs to be kept confidential and should only be passed on to other staff members/ volunteers if it is essential for them to know.

Recruitment and Selection of Staff

The following measures need to be taken to reduce the risk of abuse by staff members and volunteers.

The management of Chinese Association of Woking need to:-

- Ensure that all adults working (voluntary or paid) with Chinese Association of Woking who have contact with children during the course of their employment are aware of the fact that such work is exempt from the provision laid down in the Rehabilitation of Offenders Act 1974 and will therefore be subject to a Criminal Records Bureau check prior to starting work
- Require all potential workers to provide references, attend interview where necessary and sign an agreement to a CRB check.
- Original birth certificates or passports will be used to verify dates of birth, as this can be a major risk of evasion from detection.

- All new projects undertaken by Chinese Association of Woking should consider issues relating to child protection and, in particular, ensure that training is given to all adults involved with the care and education of children which will help them recognise and respond to suspected abuse of children whether physical, emotional, sexual or as a result of neglect.
- Never allow a non-CRB checked adult to be alone with a child or children e.g. going to the toilet or supervising children in a separate room.

Supervision of children and Supervision of staff

Supervision of Children

Chinese Association of Woking recognises that the safety of children should be of paramount concern at all times. To help achieve this there should be proper supervision of children at all times. This will ensure that they are less likely to come to harm.

Children who come into contact with staff or volunteers of Chinese Association of Woking will be kept safe. This will be achieved by ensuring that:-

- Those in charge are fully competent to be so
- Children are supervised at all times
- The ratio of pupils to teacher is no more than 20 to 1.
- There are sufficient staff
- As far as possible adults will work in pairs
- Activities are planned and appropriate
- Adults are allocated specific roles such as teachers, administrators, patrolling officers etc.
- Where appropriate, staff/volunteers have received an enhanced CRB check.

Supervision of Staff

It is important that staff do not engage in behaviour that could be misinterpreted. Staff/volunteers need to be aware of the boundaries, to be open in the way they deal with children and to know that they are in an environment where any concerns can be passed on. Staff/volunteers should try to ensure that they are not alone with children and that other staff members or pupils are present.

The following guidelines should be followed by all staff/volunteers:

- Avoid situations where a child is completely unobserved
- Do not spend excessive amounts of time alone with a child
- Do not take children on a car journey alone however short without parental consent
- Do not take children to your home where they will be alone with you
- Do not engage in rough, physical or sexually provocative games including horseplay
- Do not allow or engage in any form of inappropriate touching
- Do not allow children to use inappropriate language unchallenged

- Do not make sexually suggestive comments to a child even in fun
- Do not allow allegations made by a child to go unchallenged, unrecorded or not acted upon
- Do not do things of a personal nature for a child which they can do themselves
- If a member of staff/volunteer should accidentally hurt a child, or if a child seems distressed in any manner or misunderstands or misinterprets something a member of staff/volunteer has done then the incident should be reported as soon as possible to another colleague and a brief written note made. Parents/carers should then be informed of the incident.

The Board of Trustees of Chinese Association of Woking are specifically responsible for ensuring that Child Protection is accorded the necessary status within the organisation and making sure that all members of staff working with children follow this Policy.

VI. Anti-bullying Policy

Statement of Intent

The Woking Chinese School is committed to providing a caring, friendly and safe environment for all of our pupils so they can learn in a relaxed and secure atmosphere. Bullying of any kind is unacceptable at our school. If bullying does occur, all pupils should be able to tell and know that incidents will be dealt with promptly and effectively. We are a *TELLING* school. This means that *anyone* who knows that bullying is happening is expected to tell the staff.

What Is Bullying?

Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim.

Bullying can be:

- Emotional being unfriendly, excluding, tormenting (e.g. hiding books, threatening gestures)
- Physical pushing, kicking, hitting, punching or any use of violence
- Racist racial taunts, graffiti, gestures
- Sexual unwanted physical contact or sexually abusive comments
- Homophobic because of, or focussing on the issue of sexuality
- Verbal name-calling, sarcasm, spreading rumours, teasing
- Cyber All areas of internet ,such as email & internet chat room misuse
Mobile threats by text messaging & calls
Misuse of associated technology , i.e. camera & video facilities

Why is it Important to Respond to Bullying?

Bullying hurts. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect. Pupils who are bullying need to learn different ways of behaving.

Schools have a responsibility to respond promptly and effectively to issues of bullying.

Objectives of this Policy

- All governors, teaching and non-teaching staff, pupils and parents should have an understanding of what bullying is.
- All governors and teaching and non-teaching staff should know what the school policy is on bullying, and follow it when bullying is reported.
- All pupils and parents should know what the school policy is on bullying, and what they should do if bullying arises.
- As a school we take bullying seriously. Pupils and parents should be assured that they will be supported when bullying is reported.
- Bullying will not be tolerated.

Signs and Symptoms

A child may indicate by signs or behaviour that he or she is being bullied. Adults should be aware of these possible signs and that they should investigate if a child:

- is frightened of walking to or from school
- doesn't want to go on the school / public bus
- begs to be driven to school
- changes their usual routine
- is unwilling to go to school (school phobic)
- begins to truant
- becomes withdrawn anxious, or lacking in confidence
- starts stammering
- attempts or threatens suicide or runs away
- cries themselves to sleep at night or has nightmares
- feels ill in the morning
- begins to do poorly in school work
- comes home with clothes torn or books damaged
- has possessions which are damaged or " go missing"
- asks for money or starts stealing money (to pay bully)
- has dinner or other monies continually "lost"
- has unexplained cuts or bruises
- comes home starving (money / lunch has been stolen)
- becomes aggressive, disruptive or unreasonable
- is bullying other children or siblings
- stops eating
- is frightened to say what's wrong
- gives improbable excuses for any of the above
- is afraid to use the internet or mobile phone
- is nervous & jumpy when a cyber message is received

These signs and behaviours could indicate other problems, but bullying should be considered a possibility and should be investigated

Procedures

1. Report bullying incidents to staff
2. In cases of serious bullying, the incidents will be recorded by staff
3. In serious cases parents should be informed and will be asked to come in to a meeting to discuss the problem
4. If necessary and appropriate, police will be consulted
5. The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly
6. An attempt will be made to help the bully (bullies) change their behaviour

Outcomes

- 1) The bully (bullies) may be asked to genuinely apologise. Other consequences may take place.
- 2) In serious cases, suspension or even exclusion will be considered
- 3) If possible, the pupils will be reconciled
- 4) After the incident / incidents have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place.

Prevention

We will use KIDSCAPE methods for helping children to prevent bullying. As and when appropriate, these may include:

- writing a set of school rules
- signing a behaviour contract
- writing stories or poems or drawing pictures about bullying
- reading stories about bullying or having them read to a class or assembly
- making up role-plays (or using KIDSCAPE role-plays)
- having discussions about bullying and why it matters

The Woking Chinese School acknowledges that the above policy is based on Kidscape which was last revised 14 March 2005.

VII. Complaints Policy and Procedures

The Woking Chinese School is managed by the Chinese Association of Woking. The school aims to provide a high quality teaching of the Chinese language, and encourage pupils to learn and understand the Chinese culture. We believe children and parents are entitled to expect courtesy and prompt careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community in general.

We welcome suggestions on how to improve our school.

Making concerns known

- Any parent or person who has concern about any aspect of the school should first of all talk over the matter with the appropriate class-teacher of the child or the headteacher.
- If this does not have a satisfactory outcome within two weeks, or if the problem recurs, the parent or person should put the concern or complaint in writing and request a meeting with the Chairperson of the Governing Body. The parent or person and the Chairperson should have a partner or friend present as support and a witness if required. An agreed written record of the discussion should be made.

Most complaints should be resolved informally or at this initial stage

- If the matter is still not resolved to the satisfaction of the parent or person, then the Chairperson should again be approached to request for the involvement of an external mediator.
- It might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice if the parent or person and the school cannot reach an agreement. A mediator has no legal powers, but can help to clarify the situation.
- The mediator will help to define the problem, review the action so far and suggest further ways in which the matter might be resolved.
- The mediator will keep an agreed written record of the meeting and any advice given.
- The mediator will keep all discussion confidential.

We believe that most complaints are made constructively and can be resolved at an early stage.

We also believe that it is in the best interests of the school and parents that complaints should be taken seriously and dealt with fairly and in a way, which respects confidentiality.

Woking Chinese School

List of Officers as referenced in the Policy Manual:

Chairperson: Catalina Brook

Head Teacher: Jeanette Ho

Fire Officer: Roger James

First Aid Certificate Holders: Andrew Lee, Anita Ho

Health and Safety Officer: Roger James, Anita Ho

Designated Child Protection Officer: Susie Jamieson, Catalina Brook, Anita Ho