



Harrow House & Oldfeld Statement of Boarding Principles and Practice



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Parties Responsible: Directors and Management team.

Ethos: We believe that a stay at Harrow House creates an important educational opportunity not only for linguistic purposes but also personal development. We strive to improve confidence, raise self-esteem, open doors to new experiences and knowledge thus generating intercultural understanding, awareness and respect.

Harrow House is a family-run English language college, established by the current owners in 1969. Our main focus is our unique international learning experience, bringing together students from as many countries as possible to live and study together, learn from one another and take as much from their adopted country of study as possible. We believe that boarding time is of equal importance to academic study and as such, in addition to English language and academic courses, we provide a full and varied programme of activities, sports, social interaction and excursions at the weekends.

A positive attitude of staff throughout the company and social programme aimed to be inclusive with a variety of options all combine to help maximise the benefit students derive from their stay here. 'Tutor Room Teachers' are assigned to each college bedroom. The Tutor Room Teacher goes into each of their assigned bedrooms every morning to check general wellbeing and welfare of each of the students as well as making sure that they are up and ready for classes. This also gives us the opportunity to ensure that students are looking after themselves and their bedroom properly and allows us to address any personal or maintenance issues as they arise. The Tutor Room Teachers work closely with our trained and supportive Welfare Officer and Deputy Welfare Officer and pass on any areas of concern. A close relationship between the College and hosts enables us to keep informed of any concerns about students staying in homestay. The questionnaires issued to students at the end of their first week and mid-term as well as monthly ILP update meetings are an additional way for us to identify any students who might be experiencing problems such as homesickness. The questionnaires are reviewed by senior members of staff who pass on any concerns to the Welfare Officer and appropriate action can then be taken.

Evening bedroom checks by residential staff, support from leaders and international staff members all combine to help us limit the number of unhappy students. When a problem does arise, we will do everything possible to deal with any issues and support the student in any way we can.

Our in-house Matron works closely with the local Health Centre and hospital to ensure our procedures are effective in meeting our students' healthcare needs. All Matron's records are entered into the 'class' system allowing information to be passed on to parents, leaders or partners as necessary. This also means that any health issues arising or a condition deteriorating when Matron is not on duty can be dealt with appropriately and relevant information can be passed on to external agencies (e.g. paramedics) or passed back to Matron on her return.

By placing the students in mixed nationality bedrooms (unless by specific request), we aim to help students integrate easily with students from other countries. We find that this is an important tool in helping students to settle in to college life, especially for individual students who may not know anyone else when they first arrive. This has proved to be very effective and we receive requests from returning students to share a bedroom with the student from a different country they made friends with during their previous stay.

The option of homestay accommodation allows students and their families to choose complete emersion in British culture to enhance their stay. We maintain good relationships with our homestay hosts and have clear communication to allow us to support both the hosts and students.

Our zero tolerance to bullying is supported by our Dealing with Abusive Behaviour Policy which is upheld throughout the company and a Student Behaviour Policy is available for partners and parents as well as students to view on our website.

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College Accommodation

College accommodation is divided into five sections of the building:

The Durlston (main building)	89 bedrooms
Bay View	7 bedrooms
The Ballard	36 bedrooms
Harrow Lodge	9 bedrooms
Lulworth House	26 bedrooms

Rooms have between one and six beds and many rooms have en-suite facilities. The maximum capacity of the college is 474 students. There are separate areas of the main building for male and female students. The Bay View area can be used for either male or female students during the peak season in the event of an uneven split of sexes. Lulworth House and Harrow Lodge provide further flexibility in this regard. In summer 2015, Harrow Lodge was used for male students and Lulworth House was used for females. In summer 2016, one wing of Lulworth House was used for male students and the other wing of Lulworth House and Harrow Lodge were used for female students.

Students on junior courses are accommodated separately from students on adult courses. Students aged 14 and over on junior courses can pay a supplement for either a twin bedded room or a room with en-suite facilities. In addition to this, students in the International Academic programmes can pay a supplement for a twin ensuite bedroom. Students aged 11 years old and under are placed in separate bedrooms to help facilitate their earlier bedtime. Junior students are not generally accommodated in single bedrooms except in cases where there would be cause for concern if students shared (age difference, sickness, welfare etc). When allocating bedrooms, younger students are generally placed in the bedrooms with larger capacity and older students in rooms with a smaller number of beds.

Students aged over 18 are accommodated separately from students under 16, using the separate buildings to help facilitate this. Students aged 16 and 17 on adults courses are not accommodated in bedroom areas with students aged over 18. The location of these bedrooms is considered on a case by case basis depending on the make-up of the student body as a whole and discussions with the students and Harrow House partner.

In early 2015, students aged over 18 were accommodated in Lulworth House and from late February, they moved to Harrow Lodge. After this, students aged under 18 and on an adult course were accommodated in Lulworth House along with those on the International Academic Semester Programme. This arrangement continued in 2016.

Students on adult courses are accommodated in twin rooms unless by prior arrangement with the agency. Students on adult courses can pay a supplement for a single room and/or a room with en-suite facilities.

Adult students cannot stay in College accommodation during the peak season (in 2017, adults will have to move out of College accommodation from 29th April).

When allocating bedrooms for students the following criteria are taken into consideration:

- Sex
- Age
- Length of stay
- Student prior written requests (e.g. to share with brother/sister/friend)
- Mother tongue (every effort is made to ensure students do not share with students from the same country)

Bedrooms for staff and group leaders are spread amongst those of the students to control general welfare and noise levels at night. In addition, there are some CCTV cameras in communal areas, stairwells and points of entry to enable duty staff to monitor the environment for the purposes of health and safety. Duty staff also patrol corridors and during the peak season, there are two night porters on duty in the residential duty office until 02:00 to help with any emergencies or problems during the night.

The bedroom number for the duty staff is displayed next to the window of the staff office along with the 24-hour emergency telephone number so that students are able to locate a member of staff at any time. There are also posters in each of the accommodation areas giving the 24 hour emergency number and bedroom of the staff member sleeping in that area.

Homestay Accommodation

Juniors can only stay in Homestay from 14 upwards. Allocation of bedrooms in homestay accommodation is undertaken in the same way as for college accommodation with the exception that students on Junior and Adult course might be accommodated in the same household if ages permit.