



Oxford Prospects Programmes

Student Welfare Policy

Oxford Prospects Programmes (OPP) is absolutely committed to providing a welcoming, nurturing and safe environment for all its students.

General

1. OPP will select its venues and activities with due regard for student welfare, and will conduct risk assessments where appropriate. In accordance with our Health and Safety Policy, risk assessments for accommodation, teaching venues and activities including external trips are available for inspection by staff, contractors and students on request.
2. OPP expects its staff and contractors to work to create a welcoming atmosphere that helps students to
 - learn productively
 - interact positively with staff and with each other
 - enjoy their time in Oxford
 - return home with happy memories
3. During induction and in the student handbook, OPP will make clear to students whom they should approach if they have any pastoral or welfare concerns about themselves or fellow students. OPP will ensure that staff or temporary helpers of both sexes are available to deal with pastoral questions.
4. OPP will make available a 24-hour telephone number that students may contact in case of emergency, and will ensure that this number is always monitored while students are attending one of our programmes.
5. Any serious welfare concern must be reported promptly to the Director of Teaching and Learning (DTL).
6. OPP recognises that, as legal adults, its students share responsibility for their own welfare. We expect students to take reasonable care of themselves while attending our programmes, and we will support them in doing so. In particular, we draw students' attention to our Health & Safety and Medical Policies.



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Medical Policy

Oxford Prospects Programmes (OPP) takes its duty of care to students very seriously, and has robust arrangements in place in case of medical need.

General

1. OPP's appointed GP surgery is Banbury Road Medical Centre, 172 Banbury Road, Oxford, OX2 7BT. Students who require the attention of a general practitioner while in Oxford will be accompanied to the surgery by a member of OPP staff or if necessary by a temporary helper.
2. Any student who is unwell must inform a member of staff in a timely fashion, whether or not medical attention is needed. This is an important safety rule to protect your welfare and that of other students.
3. Any matter requiring medication or the need to visit a doctor must be referred to the Operations Manager before action is taken, except in an emergency.
4. OPP makes a 24-hour telephone number available to students while they are on one of our programmes.
5. OPP's accommodation and teaching venues in Oxford colleges have a first aider on site at all times.
6. OPP organises block travel insurance cover for students. In the unfortunate event of accident or illness, the student is strongly encouraged to contact the insurer. Contact details can be provided by the OPP Programme Director.
7. Students are strongly encouraged to take out their own insurance as appropriate.
8. We recognise that, as legal adults, our students are entitled to take over-the-counter medication that they may consider appropriate. However, we **strongly encourage** students to check with a senior member of staff before taking any medication purchased in the UK, since labelling, doses, etc. may be unfamiliar to our overseas students.

Liability

9. OPP is insured by Hiscox Insurance Company Limited for public liability claims of up to £10 million.



Oxford Prospects Programmes

Harassment Policy

Oxford Prospects Programmes (OPP) does not tolerate bullying, harassment or victimisation in any circumstances.

General

1. For the purposes of this policy, harassment is any unwelcome comment or conduct that violates an individual's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment. Unwelcome comments may constitute harassment whether they are made orally or in writing and whether or not they are made face to face.
2. Examples of conduct that fall foul of this policy include among others:
 - making intimidating or threatening remarks
 - repeatedly undermining a competent worker
 - making derogatory personal comments
 - making unwelcome sexist, racist or homophobic jokes
 - inappropriate touching
 - stalking
 - making malicious allegations of harassment or other wrongdoing.
3. OPP expects all staff, contractors and students to help to prevent harassment by:
 - being sensitive to the needs and reactions of others and making reasonable efforts to avoid causing offence
 - making it clear to others where necessary that harassment is not acceptable
4. All OPP staff, contractors and students have a right to be protected from harassment under this policy. Any allegation of harassment – regardless of whether the alleged victim and the alleged perpetrator are staff, contractors or students – should be directed to the Programme Director or the Academic Director and will be dealt with according to our Discipline Policy.
5. OPP reminds its staff, contractors and students that harassment is against the law where it relates to characteristics protected by the Equality Act 2010. Anyone guilty of unlawful conduct may face court action as well as being subject to our internal disciplinary procedures.

Victimisation

6. Victimisation occurs when somebody is bullied or receives less favourable treatment as a result of making an allegation of harassment or other wrongdoing.
7. OPP regards victimisation as a form of harassment and will treat it accordingly.



Oxford Prospects Programmes

Equality, Discrimination and Disability Policy

Oxford Prospects Programmes (OPP) is committed to promoting an inclusive and welcoming environment free from discrimination for employees, contractors and students.

General

1. OPP does not discriminate unlawfully on the basis of the following 'protected characteristics' as defined in the Equality Act 2010:
 - age
 - disability
 - gender reassignment
 - marriage and civil partnership
 - pregnancy and maternity
 - race
 - religion or belief
 - sex
 - sexual orientation.
2. Discrimination includes for example differential treatment during staff recruitment and selection; applying rules, standards or levels of service differently to different people or groups; harassment; victimisation; or any other conduct that results in an individual or a group being treated less favourably on the grounds of a protected characteristic.
3. OPP recognises that discrimination can be lawful where it is a proportionate means of achieving a legitimate aim. Our guiding principle is that any discrimination that may arise must be proportionate and strictly relevant.
4. OPP keeps anonymised, aggregated statistics on the protected characteristics of students where these are known, in order to monitor the effective implementation of this policy and so that improvements can be made where necessary. OPP is too small to make use of similar statistics about employees.

Disability

5. During recruitment and selection, OPP will proactively give prospective employees, contractors and students opportunities to tell us in confidence about any disability that they would like us to know about. You may also disclose a disability at any later time if you wish. We will treat any information and discussions relating to disability as confidential, in accordance with our Data Protection Policy.

6. OPP will make reasonable adjustments for employees, contractors and students who require them on the grounds of disability. Please note that we cannot take account of a disability unless we know about it.



Oxford Prospects Programmes

Data Protection Policy

Oxford Prospects Programmes (OPP) needs to collect data from students, employees and contractors in order to carry out its business. We will ensure that data is collected, stored and retained in accordance with the Data Protection Act 1998.

Data collection and purposes

1. OPP asks prospective students, employees, tutors and helpers to provide personal data in the course of recruitment and, in some cases, after recruitment.
2. The personal data that we collect from students includes:
 - personal details
 - educational details
 - dietary requirements and medical/disability information if offered.
3. We need this student data in order to:
 - process applications including visa applications
 - provide suitable accommodation, learning activities and catering
 - maintain academic integrity and prevent or detect academic fraud
 - maintain connections with our alumni.
4. We may ask students for information about their ethnic background and religion as part of the course evaluation process. This information is collected anonymously, cannot be traced to individual students, and is used only in aggregated form to monitor the implementation of our Equality, Discrimination and Disability Policy.
5. The personal data that we collect from employees includes:
 - personal details
 - information provided during the application process, e.g. educational and employment history
 - disability information if offered
 - after a candidate has been selected: date of birth, financial and tax information, evidence of right to work in the UK and, on occasion, unspent convictions
6. In addition to the above, the employee or OPP may generate personal data that will be held in an employee's personnel file. This may include for example:
 - forms and reports relating to appraisal
 - information relating to disciplinary action.
7. We need this employee data in order to:
 - process job applications
 - administer employment-related activities

8. The personal data that we collect from tutors and helpers includes:
 - personal data
 - disability information if offered
 - where applicable, evidence of right to work in the UK
 - financial details (at the end of a contract)
9. In addition, OPP may generate personal data as part of its performance review process.
10. We need this contractor data in order to:
 - process applications including interviews
 - administer contract-related activities
 - monitor and uphold teaching standards

Storage, access, retention and destruction

11. Personal data may be held in hard copy and/or electronic format. It must be stored securely in a locked filing cabinet or in password-protected computer files.
12. Personal data may be accessed only by people who need it for their work. It may not be copied, nor shared informally either within or outside OPP.
13. Personal data may be retained only as long as is necessary for the purposes for which it was collected. In particular:
 - passport information must be deleted/destroyed once students have returned home
 - information relating to disabilities must be deleted/destroyed once the relevant professional relationship comes to an end
 - CVs of unsuccessful applicants may be retained only with their consent
 - contractors' bank details must be deleted/destroyed once payment has been received
 - employment-related information such as evidence of right to work, national insurance numbers and bank details must be deleted/destroyed at the end of the relevant period of employment
14. Data may exceptionally be retained beyond the normal period if necessary for legal or other reasonable purposes. For example:
 - contractors' bank details may be retained if they are printed on an invoice that we must keep for tax purposes
 - data relating to former employees may be retained if they are in an ongoing dispute with OPP.
15. Deletion and destruction of data must take place with due regard to security, e.g. documents should be shredded before disposal and computer data should be overwritten before being deleted.

Data transfer

16. Where data is to be transferred outside the EEA:
 - the consent of the data subject should be sought
 - data may be transferred only to the extent necessary for continuing our activities

- OPP will put contracts in place with overseas partners to ensure that data is processed to a similar standard of data protection as required by UK legislation

Administration

17. OPP is registered as a data controller under the name Oxford World Ltd, no. ZA127038.
18. OPP's Data Protection Officer is the Director of Teaching and Learning.