

Language in Action

Keeping Our Students Safe

A guide for parents and families

The safety and wellbeing of every student is our first priority. All of our summer students are under 18, and we know that sending your child to study with us is a big decision. This page explains, in plain language, how we keep your child safe while they are with us and how we stay in touch with you throughout their stay.

Who looks after your child

Every centre has trained safeguarding staff on site every single day. Safeguarding across Language in Action is led by a named Designated Safeguarding Lead, supported by a Group Safeguarding and Prevent Coordinator. At each centre there are trained Deputy Safeguarding Leads who are available, in person or by phone, whenever students are present. Our safeguarding leads are trained to the highest recognised level and work in line with UK safeguarding law (Keeping Children Safe in Education 2025). Language in Action is accredited by the British Council. In every centre there are clear signages with the safe guarding structure and all contacts. In the extended addendum you can find the telephone contacts online for each of the centre, the DSL, the coordinators and group Safeguarding lead.

Care around the clock

All of our centres are residential and staffed 24 hours a day. There is always a trained member of staff with students in the evenings and overnight, including at weekends and on bank holidays. Each centre also runs a dedicated emergency and safeguarding phone line that students, and you, can reach at any time of the day or night.

Carefully chosen, fully checked staff

Everyone who works with our students is recruited carefully and checked before they start. This includes an enhanced criminal record check, references, and a confirmation that the person is suitable to work with children. These records are kept centrally and reviewed before each season.

Daily safety checks

Every student under 18 is accounted for every day. Attendance is taken in lessons and at activities, head counts are carried out on excursions, and an end-of-day check confirms that every student is safe and well before the day closes. If a student cannot be accounted for, staff act immediately following a clear step-by-step procedure.

On trips and during free time

Excursions are led and supervised by our own staff, with head counts taken at every key moment, on departure, on arrival, before and after the group splits, and on return. Any free time is in a suitable place and appropriate to the age of the students, and every student carries an emergency contact number.

If we have a concern

If a member of staff notices something, or your child shares a worry, it is recorded and handled by our trained safeguarding team straight away, following clear procedures. Where it is needed, we work with the local authorities responsible for child protection. We act quickly and keep proper, confidential records.

Staying in touch with you

We hold a named contact for every student, a parent, guardian or nominated representative. We will contact you promptly, normally within 24 hours, if there is an unexplained absence, a welfare concern, a safeguarding matter or a medical issue. If your child travels with a group leader, we keep the group leader informed as well, and we make sure that you are told. If your first language is not English, we arrange for a member of staff who speaks your language to help with the conversation.

How to reach us

You, or your child's agent, can reach us at any time, including outside office hours. The centre emergency number is shared with students and group leaders on arrival and is displayed within the centre.

Frequently asked questions

Who is responsible for my child's safety at the centre?

Trained safeguarding staff are on site every day. They are led by our Designated Safeguarding Lead, with trained deputies at each centre who can be reached in person or by phone whenever students are present.

Can I contact the centre outside office hours?

Yes. Each centre runs an emergency phone line that is answered 24 hours a day, every day of the programme. The number is shared with you and your child on arrival.

How will I be told if something happens?

We contact your named contact promptly, normally within 24 hours, usually by phone followed by a confirmation message. If your child is with a group leader, we keep them informed too, but we always make sure you are told.

What if I do not speak English?

We arrange for a member of staff who speaks your language to support the conversation, so that language is never a barrier when it comes to your child's welfare.

Are staff checked before working with my child?

Yes. Every member of staff is background-checked, with references and a suitability check, before they begin working with students.

What should my child do if they have a worry?

They can speak to any member of staff or call the centre emergency number. The concern reaches our trained safeguarding team, who respond straight away.

Is there always someone available at night?

Yes. Our residential centres are staffed 24 hours a day, with trained staff present overnight and a safeguarding phone line that is always answered.

Language in Action is accredited by the British Council and follows UK safeguarding legislation, including Keeping Children Safe in Education 2025.