



GUILDHOUSE SCHOOL
LONDON



Student Handbook

PREMIER HOUSE

2023 - 2024



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Message from the Assistant Head: Boarding

Welcome to London, and welcome back to those returning!

The Guildhouse vision is that “The School is an immersive environment for ideas and creativity, where students are empowered to make a positive impact on our world”. Guildhouse is committed to the core values of Intuition, Creativity and Impact, which are given practical form in three simple values that guide the activity of students and staff alike. These Guildhouse values are to “Aim High”, “Work Hard” and “Be Kind” and the Guildhouse School Boarding Principles and Practice reflect these values.

Premier House typically houses a diverse group of over 100 boarding students, girls and boys, almost all of whom are from overseas. They are age 15-19, with the great majority age 16-18. Most are on courses that prepare them for university entry in the UK, but some come to the school for a shorter period for a “study abroad” experience. The Premier House staff are themselves diverse in background. They are experienced, well-trained and benefit from positive, supportive and experienced leadership across the School.

This Handbook gives important detail about how the philosophy in the School Statement of Boarding Principles and Practice is put into practice. It is intended as a reference for parents and staff, as well as students.

Gareth Taylor

PRINCIPLES & PRACTICE

Guildhouse School London Boarding Principles

Aim High (Intuition)

For students who board at Guildhouse, the experience should not just be of a safe and secure base from which to go to school, though it must of course be that. Our ambitions are much greater.

To help students Aim High, staff have high expectations of students, not just academically but personally. Staff encourage students to take advantage of the enormous range of learning opportunities available in central London, many of which will be new and unfamiliar to them.

Work Hard (Creativity)

In fostering perseverance and encouraging students to Work Hard, staff help, guide and support students, many of whom have not lived away from home before and might have limited experience of organising their own responsibilities or doing things for themselves.

Be Kind (Impact)

Encouraging students to Be Kind, staff help students to be responsible members of the community and of society at large. Rather than a self-centred approach to life, house staff seek that students should develop a recognition of the value of contributing to others’ lives, and expect students to be courteous, organised, self-aware and considerate.

Guildhouse School London Boarding Practice

Aim High (Intuition)

To help students Aim High, staff seek to understand students’ individual ambitions, strengths, and concerns. The boarding house supports good study and self-care habits, with house staff in contact with all students each day.

There is excellent academic, pastoral and medical liaison and a clear and supportive routine that encourages regular sleeping patterns, with house staff checking each student’s welfare first thing every morning and last thing every night.

Through meetings in the House, individual discussions and wider promotion, students are made aware of and encouraged to take part in activities available in-house and in London.

Work Hard (Creativity)

In encouraging students to Work Hard, house staff help students learn the skills of time-management, and study planning. They also help students manage their day-to-day responsibilities, from doing their laundry, to keeping rooms tidy, to being up on time each day. Some students need far more input than others in these areas.

Be Kind (Impact)

In encouraging students to Be Kind, staff help students understand the norms, manners and customs of the UK and the behaviour that is recognised as polite in the adult academic, business and social situations they will encounter. Students are taught how to live appropriately in the community of a coeducational boarding house.

Guildhouse helps its students learn independence and maturity and so are allowed significant freedom to be off site on their own. House staff support students to develop skills to manage this, such as making requests in a timely way, understanding the reasons why this is important and accepting that sometimes the answer will be “no”.

ATTENDANCE & PUNCTUALITY

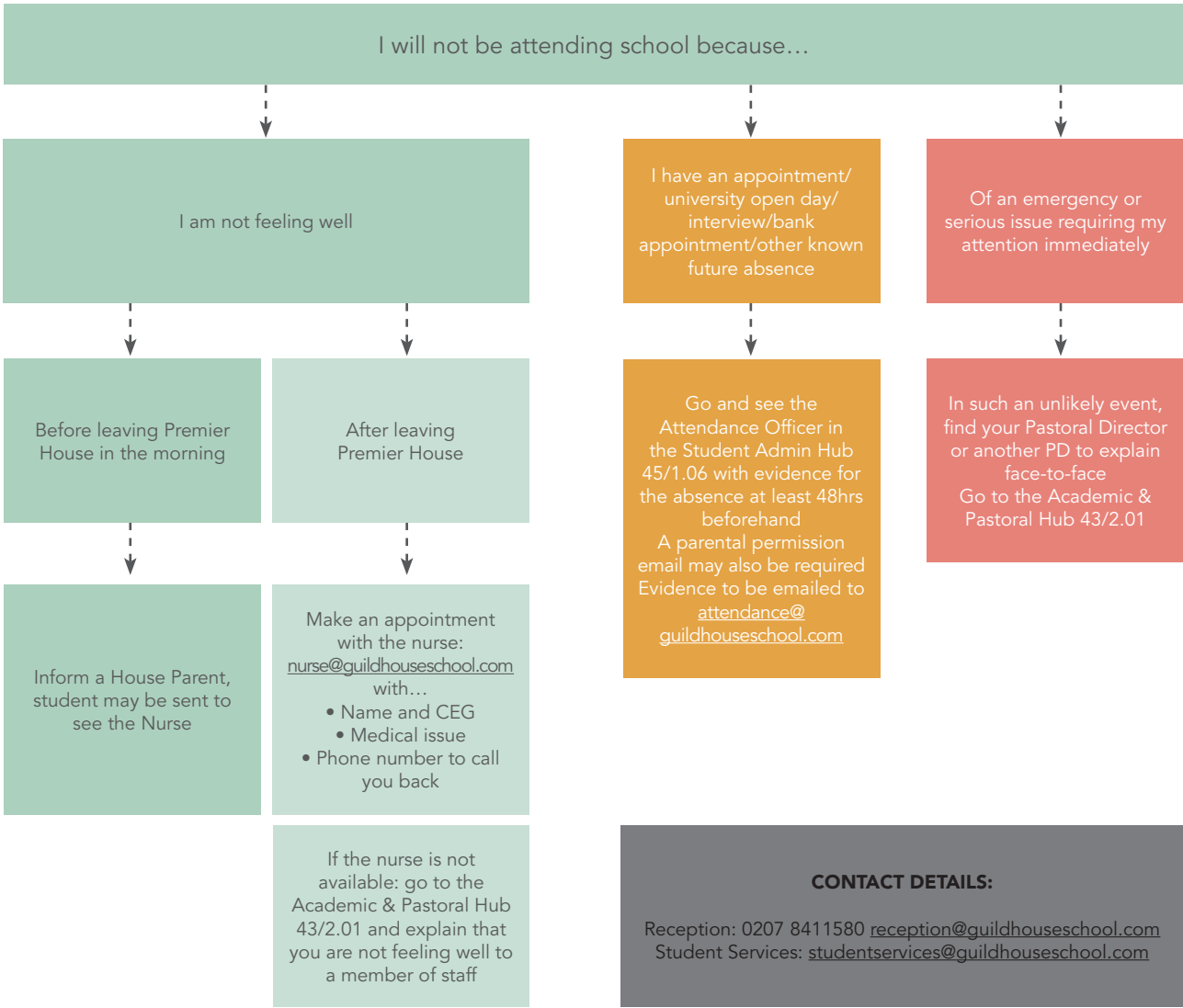
All students are expected to have 100% overall attendance.

If absence requests follow the procedures (below) and are genuine, these will likely be authorised and therefore overall attendance will be 100% (actual attendance would clearly be less than 100%).

Lateness to lessons is unacceptable. You must arrive to all sessions on your timetable on time (be sure to check your ‘live’ timetable on the Student Portal). If you are late, it is common courtesy to apologise and explain yourself. Your teacher will want to discuss your lateness with you and issue you a demerit.

In case of transport strike, make sure you plan your journey in advance to avoid latenes or missing lessons.

The procedure for reporting absences:



FORMAL DISCIPLINE LADDER

THE LADDER Stages	DETAILS (IN THE SCHOOL) Examples of misbehaviour (not limited to)	DETAILS (IN PH) Examples of misbehaviour (not limited to)
Stage 1 Managed by: Personal Tutor or House Parent <i>Written Warning – letter home to parents</i>	Three demerits	Three demerits <ul style="list-style-type: none">Repeated failure to collect laundry.Two late morning departures from Premier House in the same week.Second curfew lateness (sanction will include two school nights gating).Third curfew lateness (sanction will include another demerit and five school nights gating).Untidy room (sanction will include 1 demerit and 1 school night gating).
Stage 2 Managed by: Personal Tutor or House Parent <i>Written Warning – letter home to parents</i>	Six demerits <ul style="list-style-type: none">First offence of plagiarism or use of AI.Found in a pub underage.Underage smoking.Possesion of any prohibited item on list 1 (see next page).	Six demerits <ul style="list-style-type: none">Bringing an Independent Accomodation student into PH without permission from staff.Fraudulent leave/exeat submission.Fourth or more curfew lateness (sanction will include another demerit and 5 school nights gating).
Stage 3 Managed by: Pastoral Director or House Leader <i>Written Warning – letter home to parents</i>	Nine demerits <ul style="list-style-type: none">Contraband (including alcohol) found on person.Going Absent Without Official Leave (AWOL).Fighting, bullying or racism with mitigating circumstances.First offence of academic dishonesty in assessments and/or coursework.	Nine demerits <ul style="list-style-type: none">Failure to attend a cluster meeting.Bringing a non-Guildhouse person into Premier House without permission from staff.
Stage 4 Managed by: Assistan Head Boarding or Assistant Head Pastoral <i>Final Warning</i>	12 demerits <ul style="list-style-type: none">Repeated or serious case of plagiarism, academic dishonesty and/or cheating.Repeated cases of Absent Without Official Leave (AWOL).Fighting, bullying or discriminatory behaviour without mitigating circumstances.Wilful damage to the school property (costs borne by student).Smoking or drinking alcohol on school premises.Theft.Possesion of any prohibited item on list 2 (see next page).	12 demerits <ul style="list-style-type: none">Going into other clusters and bedrooms.Tampering with cluster alarm/door sirens.Tampering with window restrictors.
Stage 5 Managed by: Headteacher or Deputy Head <i>Suspension/Exclusion</i>	15 demerits <ul style="list-style-type: none">Serious or unavoidable risk of academic failure without mitigating circumstances.Serious assault, threatening and/or undertaking ABH/GBH, carrying a weapon.Serious aggression and/or persistent bullying or hate crime.Serious health and safety issues.Serious substance misuse (including alcohol).Serious repeated and/or prolonged Absent Without Official Leave (AWOL).Serious incidents that may bring the School into disrepute.Making/possessing/distributing indecent images of a minor.GDPR breach.Possesion of any prohibited item on list 3 (see next page).	15 demerits <ul style="list-style-type: none">Serious case of boy in girl’s room in Premier House (or vice versa).

Prohibited items

Staff (authorised by the Headteacher) have a statutory power to search a student or their possessions where they have reasonable grounds to suspect that the student may have a prohibited item or any other item that the school rules identify as an item which may be searched for.

Possession of prohibited items results in sanctions in line with the school discipline ladder and may be reported to the Police. Such items are:

List 1	List 2	List 3
<ul style="list-style-type: none">AlcoholAll types of cigarettes, tobacco, vapes, e-cigarettes, shisha pipesLighters, matches and candlesPornographic images	<ul style="list-style-type: none">Illegal drugs and drug paraphernalia such as grinders	<ul style="list-style-type: none">Weapons, including knives, BB guns, fireworks, tasers, or any other article that the member of staff reasonably suspects has been, or is likely to be used:<ul style="list-style-type: none">- to commit an offence, or- to cause personal injury to, or damage to property of; any person (including the student).Stolen items



WHO’S WHO IN THE HOUSE

For many students it is their first time living away from home. There is a lot to get used to and to learn how to organise. Staff have high expectations of students and expect students to have high expectations of themselves. Staff are experienced in supporting those expectations.

For all students it is a great opportunity to learn - not just in their subjects, but about themselves, from the other students they meet, and from the vast array of cultural and other opportunities in central London. Students make friends for life in their time in PH.



Gareth Taylor
Assistant Head Boarding



Mel Miller
House Leader



Adam Carroll
School Nurse



Andrew Butt
Sports & Activities Officer

House Parents (HPs)



Gabriela Barrionuevo



Ana Scanteianu



Anna Gentile-Hall



Lyn Crofskey



Tomas Greene



Chris Jones



Semona Cousins



Simone Martignago



Charlie Donaldson



Jack Florence

Contacting staff

In-person

Students are advised to speak to staff in person wherever possible. This is the best communication of all. There will always be at least one HP available in PH, both day and night. HPs might be in the office, but also might be in the common room or in one of the clusters.

If students cannot find HPs, they should try phoning them. Speaking on the phone is much better than sending text messages or WhatsApp messages.

Guildhouse School uses Microsoft Teams as its standard communication system and students will be taught how and encouraged to use this system as well.

School and PH contact numbers

Students must store these numbers in their mobile phones. Parents may also use these numbers.

- Guildhouse School main office landline, Monday to Friday 08:30 to 17:30: 0207 841 1580
- Premier House office landline: 0203 119 1100

- Premier House 24-hour and emergency number: 07713 313 224
- Students must share their own mobile phone number with the school and with HPs. Students must inform Student Services and HPs if they change mobile phone number.

Contact numbers for Safeguarding, Help and Advice

If you need to talk to someone regarding a concern about yourself or another student, you can contact the following people:

- School Designated Safeguarding Lead: Ben Dolbear (Deputy Headteacher): 01223 341 342
- School Nurse: Adam Carroll: 07715 848 659

PRE-ARRIVAL

Important advice about how to be a well-organised boarding student

It is very important that students do not bring too many belongings to school, as storage space is limited. There is usually space in rooms to store ONE suitcase of maximum dimension 66cm x 54cm x 42cm at the top of the wardrobe. Suitcases larger than this need to be stored elsewhere (for which an additional charge may be made). Students may find it helpful if other cases and bags fit inside the suitcase that can be stored at the top of the wardrobe.



Every student bedroom has an electronic code-locked safe, like those found in hotel bedrooms. This enables secure storage of small important items, such as passports. The school is generally a safe place for student and staff belongings, but the school advises against bringing valuable items (except for educational items, for example a laptop). School insurance does not cover students’ or staff belongings.



Every room should be clean with the bed made ready for students’ arrival. Before any students arrive, HPs check the condition of every room in case any faults need repairing. Students should also check their own rooms when they arrive, to make sure everything works and that there is no damage. Students are liable for the cost of repairs if they cause any damage to the fabric or furniture of their bedrooms. Students should be careful, for example, with anything they attach to the walls as this can damage paintwork when it is removed; it is always preferable to use the pinboard provided.

Being independent

One of the most important elements of being a student at Guildhouse School is the development of grown-up responsibility that is the hallmark of the mature young adult. It is important that students understand this right from the start of their time at Guildhouse.

This development of responsibility and freedom is not, as children often mistakenly assume, just doing what you like. It is instead recognising all the things that you have a responsibility to do well, to do thoroughly and to do reliably. This encompasses everything from making your bed, and being punctual to appointments, to completing homework on time.

Staff in PH particularly recognise their responsibility to encourage students to develop these skills and attitudes and help them to be self-reliant and responsible. It is a key part of the wider education that boarding provides.

Settling in and getting used to culture

One of the points identified in the Boarding Principles and Practice at the start of this document is that staff help students understand the norms, manners and customs of the UK and the behaviour that is recognised as polite in the adult academic, business and social situations they will encounter.

HPs know from experience that there are several aspects of British politeness that students are often unfamiliar with when they first arrive and that they need to learn.

One of the most well-recognised is that British people use the words “please” and “thank you” all the time; students are likely to be considered ill-mannered if they do not to do the same.

Very many questions in English should include the word “please”. The phrase “thank you” is equally important and “excuse me” is also a very valuable phrase if anyone wishes to be seen as courteous.

Using someone’s name is also frequent in polite English and if we put these ideas together, a few examples illustrate the difference.

Basic question	Polite version
Is there any post for me?	Excuse me, Semona, is there any post for me, please?
Is the laundry open yet?	Do you know if the laundry is open yet, please, Mel?
What time is curfew?	Excuse me, Gaby, what time is curfew tonight, please?

It is always normal to say “thank you” when you get the answer to this type of question, to appreciate that someone has tried to be helpful with their answer.

Students who are still getting used to “British English” might be surprised that when staff ask some questions, they are not really questions at all. It is the polite English way of those in authority being courteous while telling a student what they must do.

HP says	HP probably means
Do you think you could see me in the office in ten minutes’ time, please?	Come to the office in ten minutes’ time and do not be late.
Please can you empty the recycling, as it is your turn?	You should have emptied the recycling without me needing to remind you.
Don’t you think it is time you were getting ready for school?	Get up and get ready for school or you’ll be in trouble!

HPs notice similar misunderstandings of “British English” required to be courteous on the telephone. Whilst students might answer their friends with “Yeah” or “What?”, they will appear rude to answer the ‘phone that way to staff, or any adults they might speak to on the ‘phone. A simple “Hello” when answering the ‘phone is much better.

With smartphones it is easy to be even more courteous – if it comes up that the call is from the Premier House phone, students can answer “Hello Jack” or “Hello, is that Tomas?”. It does not matter if the student has guessed the wrong name – what is important is that they have demonstrated courtesy, and that is always a good start to a conversation.

It is also normal courtesy to hold the door for the person who is following you through it. In many circumstances it remains normal for students to let older people, like HPs and teachers, go first and to hold the door open for them. With gender equality now so firmly part of British society, it is less normal for women to be invited to go first, but the old-fashioned British politeness of generally inviting others go first, especially those who are more senior, is still normal.

Academic work

Guildhouse School is an academic institution. It exists to help students gain the best academic results they can whilst also developing students’ wider interests, abilities and character.

In PH, the approach to using time well, being responsible and being organised is all designed to promote academic success and to support students’ wider development. It is all about getting the right balance. Students will find support for their academic study from a range of sources in the House, not just in the school. Friends studying the same subject should always be willing to support one another’s study and learning. The staff in PH also have a range of professional and academic qualifications that students might find they can draw on. Students will find PH staff with degree-level qualifications from mathematics and economics to psychology, and with the wide range of A-level and similar qualifications that support those degrees. They understand the content of many subjects that students are studying, and they understand the work that is needed for success at this level.

Start of term arrival

Premier House is friendly, well-organised and characterised by courtesy and good manners on the part of students and staff. This starts with a friendly and well-organised arrival and reception.

Students may arrive up to 2 days before their lessons start so that they can settle in and recover from travel. The student accommodation in Premier House is over ten floors of a self-contained building in the famous Bloomsbury area of central London.

On arrival, students will be welcomed by PH staff and/or other members of school staff and shown to their cluster. Students are given a brief introduction to essentials such as fire alarm routine, the location of the PH office and the common room.

There is a supply of snacks in the staff kitchen if students arrive after mealtimes, but students must attend all meals on the arrivals weekend.

Students’ first responsibility is to unpack their luggage and put belongings away in the wardrobes and drawers. Empty suitcases and luggage will be stored in the wardrobe “top box”. Any that are too large (bigger than 66cm x 54cm x 42cm) will be removed for storage (for which an additional charge may be made).

During the arrivals weekend, PH students will be taken on several important familiarisation visits. These include a tour of the school teaching buildings in Bloomsbury Square, a local guide to the area around PH, including practical information like the location of the doctor’s surgery and some local history (PH is in one of the most famous areas of London and many famous people have lived here!).

There is also a programme of activities in the House and at other venues for all students to get involved in and to help students get to know other students and staff.

New students will also attend a welcome meeting with Mr Gareth Taylor (AH(B)), and with the Headteacher Mrs Carmel Mary O’Dolan.

HPs will update arrival notes on the school systems (Shackleton, and the AA student record), so that School processes such as timetable and Personal Tutor (PT) meetings can be arranged.

Boarders receive a Premier House induction from HPs in their first few days in the House, which includes going through this handbook. They also have a comprehensive induction with their PT. These induction processes include, amongst other things: use of Wi-Fi, the online safety policy; the student portal on Guildhouse management information system “Shackleton”, and the boarding management system “REACH”.

WELFARE FUNDAMENTALS

MONDAY TO FRIDAY

From 0700 Morning

Welfare check by HPs. From 07:00, HPs go around the house. They go into every room to check all students are awake, well, and will be ready for their first lesson in good time. Students may have an earlier start if they are going for exercise at the local swimming pool or gym, or for a run. Students must speak to HPs the night before to arrange this.

At 0745 the day house parents check the duty report and seek any additional information from the resident house parents.

Ensuring the welfare of students means HPs must see students at the wake-up round and at bedtime, and at other times during the day. Our room entering protocol is designed to minimise the chance of embarrassment for staff and students if a student is getting out of the shower or changing etc. The routine is that HPs knock on the door (the edge of a key card or key card holder is recommended as producing an effective sharp knock) and either say their name or the student's name (e.g. "It's Mel" or "Hello Alex") and pause a few seconds for an acknowledgement. Unless asked by the student to wait for a few seconds, HPs again say their name or the student's name as they use their key card to open the door; they open the door slowly, looking down and again saying their name or the student's name as they enter.

From 0730 to 0815

If a student is feeling unwell at the welfare check, the HP will assess whether it is necessary for the student to be sent to school for an appointment to see the nurse in the nurse's office (45/3.09) before lessons start. If it is not considered necessary, students must attend lessons, though they can arrange to see the nurse later on during the school the day if they continue feeling unwell. Appointments can be arranged via MS Teams by the student messaging the nurse directly or if they are in lesson they need to let their teacher know, who will contact the nurse to arrange a consultation time. The nurse does not respond to students seeking a consultation by email, text, or video call. Any medical consultation must be face-to-face.

HPs will do further wake-up checks before 0815, calling a second or even a third time on those who were not obviously getting ready for school on the first call. HPs will mark the PH register in REACH, which confirms the student is fine that morning in PH.

Each morning, students must make their beds, put clothes away in drawers and wardrobes, and make sure there is no rubbish on the floor. Students whose rooms are tidy are permitted for extended evening curfew if work etc is up to date, this means being out until 2100 rather than 1830.

Morning punctuality

Punctuality is an important part of self-reliance and personal organisation which reflect the independence and mature responsibility developed by students at Guildhouse.

Students leave PH to go to school for breakfast as soon as they are ready. The house closes at 0840 and students' keys stop working at this time. Students must be in school registration by 0850 Tuesdays to Fridays. On Mondays when the weekly staff briefing takes place, it means school registration starts at 0920, PH students still need to leave the House at 0840, but may go to the school coffee bar before class.

Students do not need to sign out from PH in the morning because they are registered into every lesson and tutorial by their teachers or PT. If a student is missing from morning registration, PH will be alerted and HPs

will double-check the student is not in their room.

Students who are routinely on time for registration and all classes are permitted for extended evening curfew (if work etc is up to date, this means being out until 2100 rather than 1830). This is communicated through the "toggle process" which takes place between PTs and HPs.

PH closes at 0840 each morning. If students are unwell, arrangements are made for them to remain in PH. They will normally be looked after by HPs, but in exceptional circumstances, the nurse and other staff might be involved. Any student who is ill enough to need to be in PH during the day must remain in PH throughout the evening to recuperate and will not be given permission to go out later in the day.

From 0840 to 1500

Once the House is empty, HPs will write brief notes on the duty report in REACH. HPs update Shackleton, with matters of greater significance that need to be known by staff outside PH or need to be recorded for future longer-term reference.

Rooms are checked for tidiness by duty HPs each day and for maintenance needs. HPs report maintenance requirements and check that repairs are done. Some minor repairs are carried out by HPs, such as replacement of door lock batteries and replacement of bedroom safe batteries.

HPs respond to communications from colleagues and from parents, they host visitors such as prospective parents and students, they accompany contractors who repair and maintain house equipment, and accept post and deliveries.

Students are under "school day" supervision between leaving PH in the morning and signing in on their return in the afternoon. Parents must recognise that, consistent with the Guildhouse approach of developing independence, students may leave the school premises during the school day when they do not have lessons. Activities that students choose to do independently in their own time are not the responsibility of the school.

From 1625 to 1830

Students may return to PH from 1625 (the end of the teaching day) and must sign in. Students may come and go from PH during this time, but all students must return to PH by 1830.

From 1830 to 2100

We know that successful students mostly spend weekday evenings mainly on homework. Successful students typically spend a minimum of two hours on homework or self-study each weekday evening. Exercise, relaxation, and homework need to be planned into daily and weekly schedules with advice from Personal Tutors (PTs).

Extended Evening Curfew (Sun-Thurs)

To support a successful routine, the standard Premier House model is that on school nights (Sunday to Thursday), students are expected to be in the House from 1830 studying and completing homework. HPs will assist their cluster students in monitoring how they spend their time in the evenings, so that it is used well and supports academic success.

It is however possible for students to have an extended evening curfew, provided the following:

1. PTs have confirmed that the student's homework is always up to date and done conscientiously. This is a decision that is made fortnightly and applies until reviewed two weeks later.
2. The student leaves their room tidy in the morning that day.
3. The student is on time for registration and classes that day.

Students who need to be more conscientious with homework, or are late to any class, or fail to keep their room tidy will be restricted to 1830 curfew so they can improve their homework, and practise what is needed to be organised and be on time. All new students are restricted to 1830 curfew for the first two weeks to get accustomed to the routines and working practices that are needed. Returning students who had a negative toggle at the end of the previous year are also restricted to 1830 curfew for the first two weeks until the first review.

PTs and HPs are always happy to help students develop successful study habits that help them have time for other activities.
Students on extended evening curfew must return to PH by 2100. A late return will mean the student’s curfew will be 1830 curfew the following day.
Extended evening curfew might be restricted for a whole cluster if students fail to keep their cluster kitchens clean and tidy.

Further “exceptional extensions” to the school night curfew of 2100 are permissible in discussion with the House Leader but are not given frequently because that would undermine the effective sleep routine that we know supports effective learning.
Staff will encourage students to be involved in school life and to develop wider interests.

Parents must always recognise that when students choose to do activities independently in their own time, they are not the responsibility of the school. Parents with concerns about a student’s independent activities should speak to the student directly and alert the school to their concerns.

2100 to bedtime

Research evidence from the field of neuroscience is clear about the importance of sleep and the importance of a consistent sleep routine in effective learning. PH maintains clear bedtime routines to support this. HPs will chase any missing students at 2100 to ascertain their whereabouts.

HPs go into every room to check each student is well and check that beds are made (especially those changing bedlinen that day) and that they have done all the work they need for the following day
HPs turn out kitchen lights in each cluster from 2130, putting on the cooker hood lights instead.

Bedtime welfare check HPs go into every room to check students are well and ready or getting ready for bed. Bedtime is from 10pm. HPs will insist that any student who has overlooked their turn to take out rubbish does so immediately.

HPs will mark the REACH roll call for bedtime, which confirms the student has been checked as fine that night.

The cluster doors are alarmed at bedtime for safeguarding reasons. If a student needs to leave the cluster after lights out, they must call the PH duty phone and speak to the HPs.

Overnight HPs go into every cluster to double-check kitchens for cleanliness and hygiene, and for any maintenance matters that might need attention. HPs remove rubbish from floor 1 courtyard to the roadside outside PH.

SATURDAY AND SUNDAY

At 0745 the day House Parents check the duty report and seek any additional information from the early-riser weekend House Parent.

Between 1000 and 1130

Morning welfare check by HPs – a similar process to weekdays except that there is no obligation on students to get up and go out unless they have commitments to activities.

At the weekend, students may go out for the day but if they are likely to be away from the house for three hours or longer, they MUST arrange in advance a day pass leave request on REACH. While away from the House students must maintain contact with HPs frequently because HPs carry a legal responsibility for student welfare. Students must video call HPs every three hours that they are out of the House.

On Saturday and Sunday there is free time for students to spend in additional study, exercise, cultural experiences, or spending leisure time with friends. Whilst not prescribing how this time is used, the school

does insist on seeing each student to ensure their welfare. The first welfare check at weekends is between 1000 and 1130 and includes HPs encouraging students to use their time well, whether this is going to visit sights in London with their friends, doing laundry, or catching up on homework.

HPs will check students throughout the day and will interact with students approximately every three hours to check on their welfare and activities.

If students plan to be away from PH for more than three hours, they must apply for a Sat/Sun day pass on REACH. Parents are automatically notified of this request and can choose to approve or deny it. If HPs are also content with the student’s plans, the request will be approved on REACH. Students must give sufficient notice of this request. More details are given in the section on “leave/exeats”.

As at other times of the week, parents must recognise that activities students do independently in their own time are not the responsibility of the school.

Extended Evening Curfew (Fri-Sat)

Unless denied extended evening curfew for poor behaviour, all students are permitted the Friday and Saturday curfew of 2200.

Students on extended evening curfew on Friday or Saturday must return to PH by 2200. A late return will mean the extension being withdrawn for the following weekend.

Further “exceptional extensions” on Friday or Saturday are permissible in discussion with the House Leader for justifiable reasons such as theatre or cinema bookings, but will not be given for other reasons, such as late suppers.

On Friday and Saturday nights from 2200, HPs begin the process of settling the House down for bedtime, turning out kitchen lights in each cluster and putting on the cooker hood lights instead.

Bedtime welfare check As on other nights, on Friday and Saturday nights HPs go into every room to check each student is well and getting ready for bed. However, bedtime on Friday and Saturday nights is from 2300. HPs will insist that any student who has overlooked their turn to take out rubbish does so immediately.

HPs will mark the REACH roll call for bedtime, which confirms the student has been checked as fine that night.

The cluster doors are alarmed at bedtime for safeguarding reasons. If a student needs to leave the cluster after lights out, they must call the PH duty phone and speak to the HPs.

As on other nights, HPs go into every cluster overnight to double-check kitchens for cleanliness and hygiene, and for any maintenance matters that might need attention.



SUMMARY OF PH TIMINGS

Weekdays		Weekends	
From 0715	Wake-up welfare check	By 1130	Wake-up welfare check
0730-0825	Breakfast in school	1130-1300	Brunch in school
By 0840 0920 Mondays	Leave PH. PH locked until 1625		
0850	PT registration		
1130-1400	Lunch in school		
1625	Earliest return to PH after class		
1630-1815	Dinner at school	1630-1730	Dinner in school
1830 curfew	Last return to PH after class. Standard evening curfew	1830 curfew	Standard evening curfew
2100 curfew (Sun-Thurs)	Extended evening curfew	2200 curfew (Fri-Sat)	Extended evening curfew
2200 (Sun-Thurs)	Common room closes. Bedtime	2300 (Fri-Sat)	Common room closes. Bedtime

EATING HEALTHY

Boarder students are provided with all meals at school. The menu is nutritionally balanced and enables students to eat healthily and well.

On entry to the servery students are required to “tap in” and should expect occasionally to be advised about healthy choices. PTs follow up periodically with students about healthy eating habits and advice.

CLUSTERS & CLUSTER MEETINGS

Although students are welcome to talk to any member of staff in Premier House or the school, each HP is allocated clusters for which they take additional responsibility; they also take a particular interest in the students in those clusters.

HPs have discussions with the PTs of the students in “their” clusters, for better understanding of student progress and development. This helps determine what type of support is appropriate for each student and how much self-determination is appropriate for each student as they develop the independence we promote. PTs review students’ reliability on homework, which is a key factor in deciding whether a student should be given Extended Evening Curfew.

Cluster meetings are organised between the HPs and their clusters. These also take place approximately every two weeks. HPs might for example introduce some information about interesting places in London and encourage students to visit them. HPs will discuss the operation of cluster responsibilities, such as keeping rooms and kitchens tidy.

SECURITY, WELFARE, HELP & MEDICAL

For safety and security, CCTV cameras are in place inside and outside the buildings to enable staff to monitor public areas. The external main door operates only on key card or by staff-controlled access. Students should take care that the door closes behind them without anyone following them through the door.

Bedroom windows are fitted with restrictors for security and safety. Under no circumstances should these be tampered with or removed. Any student doing so will be subject to a serious sanction.

Students are welcome to seek help from any member of staff in Premier House or the school. There is also at least one HP on duty in PH for additional security and as an immediate point of welfare help for students.

PTs and Pastoral Directors (PDs) are also available during the working week to help students with any issues of concern.

Illness, medical appointments, medication

The school nurse is in school each school day Monday to Friday. If students feel unwell at wake-up time they must speak to a HP who will arrange an appointment for the student to see the nurse, if necessary, in school before lessons start. Later in the day, students can arrange to see the school nurse if they feel unwell. Appointments can be arranged via MS Teams by students messaging the school nurse directly or if they are in a lesson they need to let their teacher know, who will contact the school nurse to arrange a consultation time. In the evenings, students report to HPs if they feel unwell.

If students have appointments with medical services outside School, HPs or other staff will generally accompany them. Some students, particularly those who are older, might prefer to go unaccompanied.

If students bring any of their own prescribed medication to school, they must inform the Nurse who may need to store it in accordance with UK regulations for medicines in schools.

HPs are authorised and trained to administer “home remedies” (also known as “over the counter” or OTC medications). These include paracetamol, ibuprofen, antacid and antihistamine cream. Before HPs can decide whether to issue any home remedies, students must give HPs information about any other medication they have taken. HPs will update the medication files for the student.

Independent Listener

If students feel they have concerns that are not being met within school they can approach the school’s Independent Listener: 078 5050 7528.

Helplines and External Safeguarding Contacts

There are other sources of help and advice outside school, such as:
Child Line: 0800 1111 | www.childline.org.uk
NSPCC: 0808 800 5000 | help@nspcc.org.uk

If you are a child or young person who lives away from home or who receives social care, who needs advice or assistance, you can call the Children’s Commissioner on 0800 528 0731 or email help.team@childrenscommissioner.gov.uk
Camden Safeguarding Children Partnership 0207 974 3317 (out of hours 0207 974 4444)

Smoking, Vaping, Drugs and Alcohol

Smoking is illegal in public buildings in the UK and therefore not allowed inside PH. Students will incur a redecorating charge if their room smells of smoke, tobacco or vaping products when they leave. There is no legal way in the UK that anyone under 18 can buy or be given tobacco or vaping products, and therefore these are not permitted to be brought into, stored or consumed in PH by any student.

The school operates a zero-tolerance policy on drugs and “legal highs”. Disciplinary action will be taken against any student caught using drugs or selling them. Students are reminded that it is a criminal offence to have these in their possession or use them in or outside the school.

Students are not permitted to bring, store or consume alcohol in PH. A breach of these rules will lead to the confiscation and disposal of any of these products as well as disciplinary action.

KITCHEN & FOOD DELIVERIES

Kitchens are shared areas for everyone living in the cluster and should therefore be kept tidy after each use. It is every student’s responsibility to keep their cluster kitchen clean and tidy.

Students may request to have the hob activated in their cluster kitchen subject to the following requirements:

- All students in the cluster have successfully taken the food hygiene certificate test.
- All students in the cluster have successfully operated their rota for emptying the kitchen bin every day (rota agreed by the students in the cluster in discussion with HPs).
- Those wishing to cook have passed the preliminary test using the staff kitchen which is under staff supervision.

Kettles, toasters, refrigerators and rice cookers are not allowed to be kept or used in bedrooms due to the fire risk and because steam sets off the fire alarms. If one is found in your room, it will be confiscated.

Takeaway meals may be eaten in cluster kitchens or in the common room. Students must give their mobile number to the delivery company and arrange to meet the delivery person at the front entrance.

All deliveries must arrive before curfew time and students MUST take responsibility to order takeaway food in good time – our experience is that this means at least one hour before curfew. The House is locked at 2100 Sunday to Thursday and at 2200 Friday and Saturday, later deliveries will be turned away.

All use of kitchen facilities stops at 2200.



ROOMS & TIDINESS

As some students are on short courses, this means that students join and leave PH each term. Student rooms are therefore allocated each term, not for the year. Students are assured of the room type for the year, but it is sometimes necessary to change some room allocations during the year.

Students are encouraged to make rooms homely by putting up posters, but please note there will be charges for any damage to paintwork if anything is attached to walls that causes damage when removed.

When students move in, HPs complete a room check form with students which records any defects – there should be none or very few. Charges will be made to repair any further defects after students have signed off the room check document.

The layout of furniture in rooms should not be altered without permission of the House Leader. Permission to move beds will not normally be given.

Students whose rooms are tidy may be considered for extended evening curfew (provided other obligations are also met).

Steam from showers also activates the fire alarm, so it is important that students keep their bathroom doors closed when showering. Students must not use aerosols in their rooms as these also activate the fire alarm.

Students must keep their own rooms clean and tidy. Rooms will be vacuumed, and the bathroom cleaned by the operations team once a week, and this requires students to leave surfaces clear on cleaning day.

PH has digitally operated hotel-style safes in all bedrooms. Students must keep their passport and important documents and valuables in the safe. The school strongly recommends that students take out their own personal property insurance. School insurance does not cover any student belongings.

To comply with UK Health and Safety law, windows are restricted and only open partially. Window restrictors must not be removed by students.

If students cause any damage, they must inform HPs immediately. In the case of deliberate or careless damage, this may lead to charges either individually or collectively.

If a room search must take place, HPs will normally inform students in advance and normally ask students to be present.

Instructions for operating Premier House bedroom safes

The safe door should have been left open for you when you first move into your room. If the safe is locked, go and find House Parents and ask, “Can you help me with my safe please?” and explain the problem. Keep the safe door open while you follow these instructions because if you lock the door by mistake, you will have to wait until a House Parent is available to help.

1. Open the safe door wide
 2. Near the hinge on the back of the safe door there is a button (usually a red one.) Press it.
 3. Using the keypad on the front of the door, put the code you want to use (some need 4-digits and some need 6-digits) and then press the * button.
 4. Put in your code again, press the * button and open the safe door.
- The safes are very reliable, but if yours seems not to work, try 1-4 again. Sometimes the batteries need replacing. Either replace them yourself, or see House Parents and ask, “Can you help me with my safe please?” and explain the problem.

Heating and air conditioning

Premier House has a sophisticated combined heating and air-conditioning system that is centrally controlled and set to normal UK room temperatures. The black rotary dials in each bedroom alter the airflow, not the temperature. If there is a draught, the dial should be turned down.

Students are often unfamiliar with UK weather and the fluctuations of temperature within each day. Part of learning to live in Britain is having jumpers and warmer clothing for daytime use and warm pyjamas and extra blankets if you get cold overnight. If students have a problem with heating, water or lighting, please inform HPs who can only help if they know!

Bedlinen changing

Bedlinen (duvet cover, bedsheet and pillowcase) is changed each week according to a rota below.

Floor rota	Day	Reminder night	Reminder morning
1 and 2	Tuesday	Monday	Tuesday
3 and 4	Wednesday	Tuesday	Wednesday
5 and 6	Thursday	Wednesday	Thursday
7	Friday	Thursday	Friday

Students strip their beds and place dirty bedding (duvet cover, sheet and pillowcase) in the appropriate bedding bins on their landing by the lift.

At 0930, HPs check every bed on the relevant floors and strip any bed not done by students. They follow up later that day with any student who does not strip their bed. This is part of students learning to be responsible, organised and tidy.

Cleaners deal with bins of dirty bedding for laundering and put clean bedding on each bed for students to make up their beds on their return to PH after lessons.

Laundry Room system for personal items and clothing

Access to the laundry room is:
Monday-Friday, 0630-0830 and 1630-2200.
Saturday and Sunday, 0630-2200.
The laundry is locked outside these times.
It is a great help in any boarding school if student belongings are labelled with the student’s name. Laundry processes are also much easier if students have their own laundry bag. Irons are available to borrow from PH office and must be returned after use.

IN & OUT: ARRANGEMENTS

Key and ID Cards and PH “bounds”

Students receive a combined identification and key card, which they must always wear on a lanyard around their neck while in school and must keep it with them while in PH. Students must never lend their key card to anyone else.

The key card allows each student access in and out through the front door of PH, through the relevant cluster door, and through their own bedroom door. Students must not go through cluster doors that their own key card does not open.

Students are therefore allowed into the cluster and the bedroom where their key opens the door. Other clusters are “out of bounds”. Students living in the same cluster may go into one another’s room at the invitation of the student whose room it is. It is a serious offence on the school’s sanctions ladder to be in the wrong cluster, especially boys in a girls’ cluster and vice-versa.

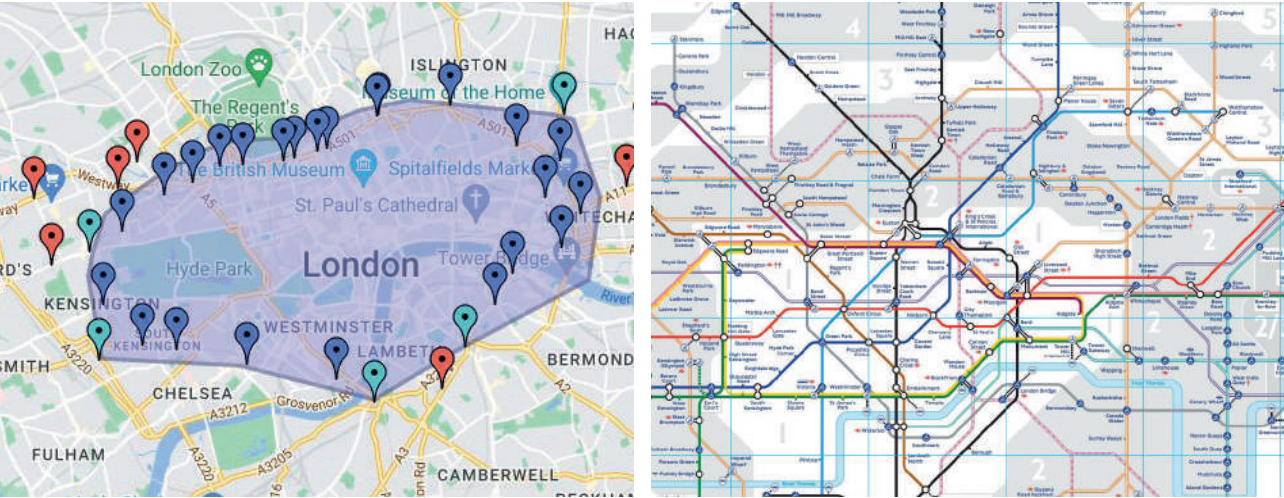
The social space in PH for meeting with other students is the Common Room.

If a student loses their card or it doesn’t work, they should inform a member of staff either in PH or at School reception. Replacing a lost key card will incur a charge.

Signing out of PH and signing in at PH

The process for signing out and in at PH is integrated into the REACH boarding management system. Signing out and in takes place either on the ground floor or in the PH office. HPs will explain the processes to students as part of the initial induction.

Students who have signed out of PH must stay within London Zone 1. Exceptional permission to travel further afield may be requested from the Assistant Head: Boarding.



ACTIVITIES

The school provides Co-curricular and Extra-curricular activities throughout the academic year. These take place within the school, in PH and of course we sometimes go to other locations in London.

From mid-September, co-curricular clubs run Monday-Thursday 1630-1730. Students can find out information from the school notice board and in their PT groups. The weekly Student Bulletin gives details of topic and room location.

Extra-curricular and sporting activities are available each week and at weekends. Details are given weekly in the Student Bulletin and on the School notice board.

The school runs a wide variety of activities include cooking sessions, theatre visits, VR gaming, overnight trips (at half-term), areas of interest in London and many more. All students can sign up to activities via School notice boards or by emailing Sports & Activity Officer Andrew at lonsportsactivities@guildhouseschool.com

Every Thursday and Friday afternoon students can use the sporting facilities at Finsbury Leisure Centre. 5-a-side football, basketball, badminton and volleyball are all available there. Buses 55 and 243 leave from directly outside the school (Stop F) and students should alight at Central St (Stop BZ) for Finsbury Leisure Centre.

Additionally, this year Coach Roberto will be running football training sessions at Coram’s Playing Fields every other week (a 10-minute walk from Premier House) with the opportunity to represent Guildhouse School against other independent colleges/schools.

Students should see the School noticeboard and Student Bulletin for any updated times and for all event promotions. They can also ask at the Student Support Hub.

Any enquiries for further details can be e-mailed to lonsportsactivities@guildhouseschool.com



LEAVE/EXEATS

Consistent with the school’s aims, students have considerable freedom and independence within standard procedures, provided they manage this freedom and independence responsibly. There are however some occasions when students need to be outside the school’s normal jurisdiction. This section provides the guidance and operating procedure for when boarders are not the responsibility of the school and are instead under arrangements made by parents (“on leave” or “on exeat”).

The three main circumstances when parents give the School permission to allow their children to operate under parental responsibility rather than School regulations are:

1. Holiday leave, when students leave School for vacations at half term or the end of term.
2. Overnight leave, for example when students need to be away from School overnight during the week for a university interview, or if they wish to be away from school at a weekend.

For any student who is above 15 years old and under 18 years old it is a requirement in the above situations, on each occasion, that parents confirm:

- The date and time of the student’s planned departure/return from/to Premier House.
- The destination, including travel arrangements (NB students may travel independently into the care of an ‘approved host’ provided that boarding staff can confirm that travel arrangements are recorded accurately and deemed safe. Primary responsibility for the student transfers from the school to the host when the student signs out of the boarding house on an approved exeat. The approved host should contact the school if the student does not arrive when expected).
- The details of the ‘approved host’ who must be aged 25 or older and be approved by the school. Parents should contact Student Services with 72 hours notice before the exeat commences if they wish to register an ‘approved host’.

For any students aged 15 there are two additional requirements regarding travel.

- a) Students wishing to use a taxi must book it through Student Services.
- b) The approved host must confirm the safe arrival of the student.

The transfer of primary responsibility from the school to the approved host takes places once the student has been safely delivered to the approved host or to the taxi destination agreed with parents (airport, train station, etc). If school-arranged taxi transport is not to be used, the primary responsibility is transferred when the student signs out of the boarding house for the travel arrangements agreed by parents.

If House Parents are concerned about any arrangements, especially if they think that a student has not given their parents, the approved host, or the School all the facts or if parental permission is suspicious in some way, House Parents will make further contact with parents. Examples are if House Parents believe a group of students are staying together in a large group or attending a party unknown to parents.

Room key cards must be left with HPs when students sign out for any overnight exeat.

3. Sat/Sun daytime leave, when students are to be out for longer periods on Saturday or Sunday and unable to report in person at the normal register times during the day.

If students wish to miss one of the weekend register times because they have plans that require them to be away from Premier House for many hours, parents are asked to give the school permission for their child to be under parental responsibility rather than School regulations.

In all circumstances, early communication between the school, parents and students is very important.

REACH: The Leave/Exeat Process

Premier House uses a boarding management package called REACH which has a simple and effective mobile app that is helpful for students, parents and staff. Students use REACH to apply for leave. Students and parents can always see the status of the leave requests on the REACH app. When students arrive to the boarding house they will receive a welcome link to download the app and receive training explaining how to use REACH.

- 1. Requests for Overnight Leave should happen at least 48 hours before the planned time of departure from Premier House in order to avoid disappointments. This means that for a departure on Friday evening, the request must be submitted by Wednesday evening.
- 2. Requests for Sat/Sun Daytime Leave should also happen at least 48 hours before the planned time of departure from Premier House. This means that for a departure on Saturday at midday, the request must be submitted by Thursday at midday.
- 3. The request needs to be separately approved by parents and by Premier House staff.
- 4. Parents receive an automated email from REACH which allows them to approve or decline their child’s request.
- 5. Staff receive all this information and decide if the leave request is to be approved, if they need to discuss further with parents, or if it is to be declined.

Holiday leave is not visible in the REACH app until three weeks before the holiday. House Parents will remind students to complete the holiday leave request at this stage.

VISITORS

If a parent or family member wishes to visit PH, students must give HPs and Student Services at least 48 hours’ notice of such a visit. Parents or family members will be asked to show identification and must sign in when they arrive at PH. They will also need to wear a visitor’s badge. The law requires visitors to be supervised by staff, but HPs will do their best to undertake this unobtrusively and give students and visitors “space”.

Visitors are expected to stay no more than 30 minutes in PH and HPs are required to remind visitors if they are staying too long. Visitors who come in the evening must leave PH no later than 2030. The school reserves the right at all times for its staff to refuse to allow visitors to enter PH or to ask visitors to leave.

Students’ friends can pick up and drop off belongings from the entrance to PH. They are not allowed access to any part of PH.

SCHOOL HOLIDAYS

PH is open during half-term holidays and during the Easter holidays. Staying during Easter will incur a charge. There is a less formal structure to routines in PH in the holidays, but students must realise that PH is not a hotel, and that curfews and other requirements still operate.

PH is closed during the Christmas and summer holidays and parents must arrange for students to return home to families or another suitable alternative.

It is possible to leave possessions during the half term, Christmas and Easter holiday periods, but students must leave rooms tidy with all surfaces and the floor left completely clear for cleaning. An additional cleaning charge will be made if surfaces need to be cleared for cleaning and the school can accept no responsibility for any loss or damage that is incurred.

END OF THE SCHOOL YEAR

The summer holiday begins for students after their last lesson or after their last examination. Students who are still in classes or still with examinations to complete benefit from the school maintaining normal routines, and for this reason the school does not permit those who are finished for the year to stay on after their examinations are completed.

Students taking examinations sometimes pack up well ahead of their last examination, finding the process a welcome occasional break from revision. For those who do not find this helpful, there is a 48-hour period after their final examinations to pack and leave the House.

At the end of summer term all possessions must be removed even if you are returning in the next academic year. Any belongings left in rooms at the end of term will be disposed of immediately without checking.

Some students have found the storage service offered by a company called Doree Bonner to be convenient and reliable, but other services are also available in the area.



FIRE PROCEDURES

Premier House has a comprehensive fire safety system. If the fire alarm sounds, exit the building immediately and calmly. Do not return to your room to collect any belongings. Students must follow the instructions of staff. Escape routes and emergency exits are clearly marked.

A “night-time” fire drill will be carried out each term, normally within the first week on a weekday morning at around 0645.

On hearing the alarm, students should:

1. Put on clothing as needed, footwear and coat.
2. Assemble initially in their cluster kitchen.
3. Check that all members of their cluster are assembled. If not, they alert the missing person(s) if in their room.
4. Walk quickly, DO NOT run, down the main staircase and to Queen Square Gardens assembly point.
5. Line up by floors.

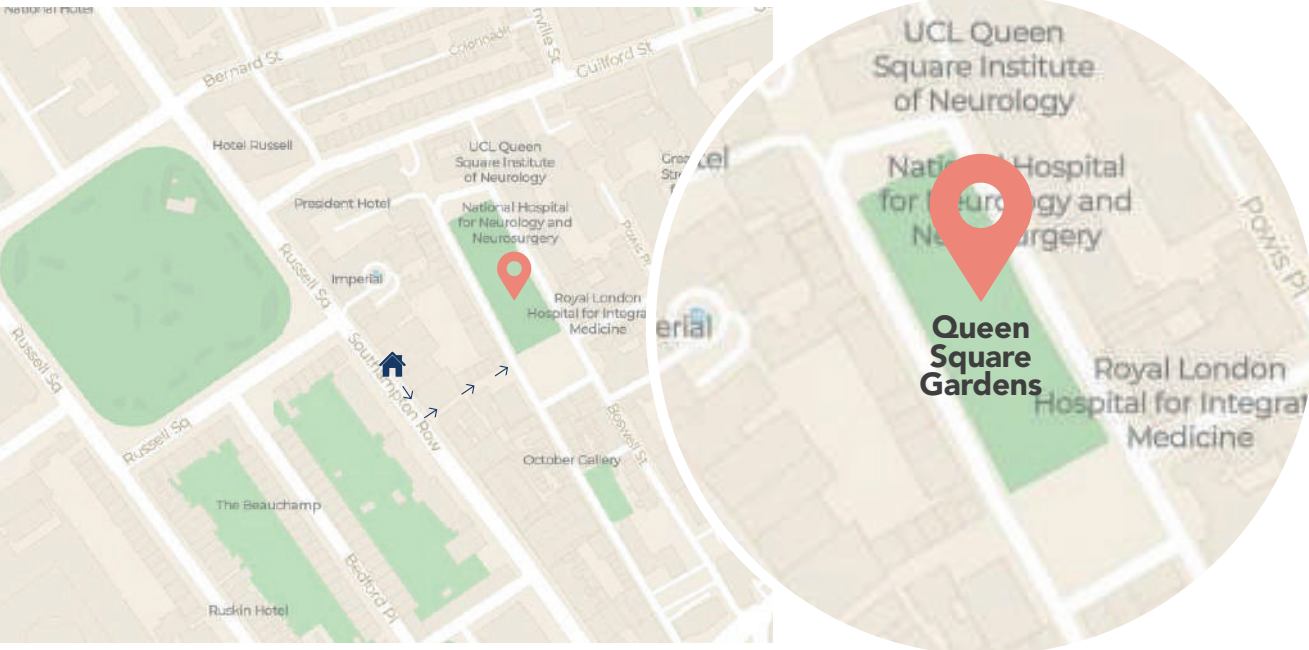
At the fire assembly point, a quick guide to behaviour is “line up, hush up, listen up”.

After the procedures have been completed and students are safely returned to the house, HPs will undertake follow-up processes:

1. Reset the boiler pumps, which involves restarting the pumps using the “ignition key”
2. Check on each boiler’s control panel that the boilers have not tripped out and need to be reset
3. The fire escape doors need to be pulled shut to lock on the electromagnetic locks
4. The write-up of the alarm and evacuation will be completed

Smoke detectors and other types of detectors are installed throughout the building. These must not be covered under any circumstances. If any student covers a detector or tampers with any of the fire equipment, this may result in severe disciplinary action being taken. There is a fine imposed for tampering with smoke detectors.

The fire alarm is tested every Wednesday at 10:30. It lasts no longer than one minute, if it lasts longer than one minute you must follow the evacuation procedure.



POST, PACKAGES & PARCELS

Post delivered by Royal Mail and other delivery services goes through the letterbox at the front of the building.

Parcels are arranged along the entrance corridor in Premier House and students must check these when they return to the House after classes each day so that the corridor is clear when the house is full in the evening and overnight.

If students wish to have valuable or important documents delivered, they are advised to use a “signed for” service, and to ensure they can be present to receive it.

Students may arrange for deliveries to Premier House but must recognise that neither the school nor the PH staff take responsibility for any deliveries that are received.

If students are expecting delivery of any particularly important or particularly valuable item, they should arrange to receive it themselves and use a delivery service that permits this.

PH staff will, on a “best endeavours” basis, look after any deliveries, but the responsibility lies with the student rather than the school or the member of staff.



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