

# CARFAX

---

## COLLEGE

---

— OXFORD —



## Pupil Information Booklet

# CARFAX COLLEGE

Carfax College has two teaching sites located within a short distance from each other.

## Carfax College (HBS)

39-42 Hythe Bridge Street  
Oxford, OX1 2EP  
Tel: +44 (0)1865 200676

Entrance at No. 42, Hythe Bridge Street/  
Door Code: 8697 Enter

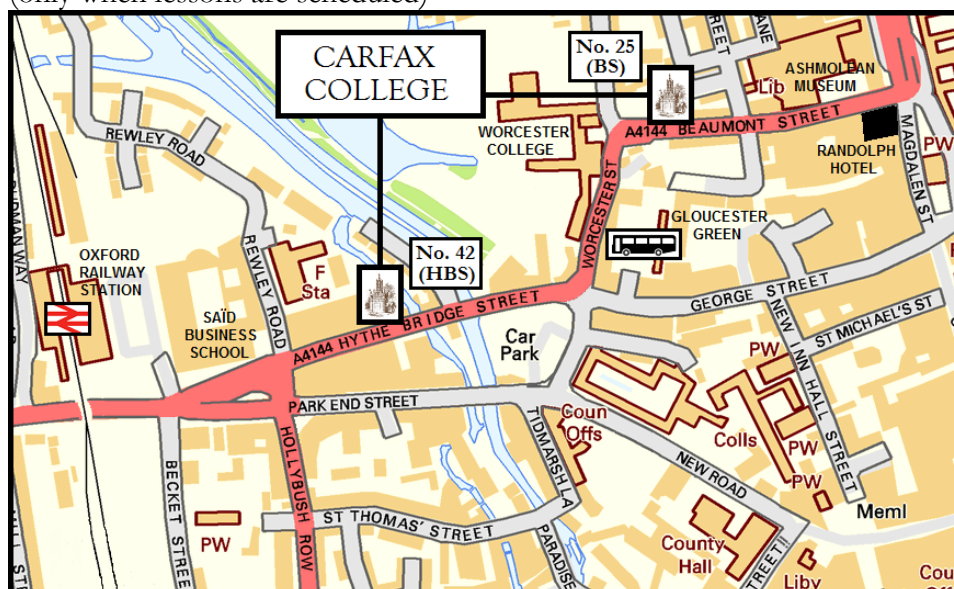
25 Beaumont Street  
Oxford, OX1 2NP  
Tel: +44 (0)1865 520521

To enter, please press the intercom by the  
door, and wait to be admitted.

## Opening hours:

Monday to Friday 8:30 a.m. to 6 p.m.

Saturday and Sunday between 8:45 a.m. and 6 p.m.  
(only when lessons are scheduled)



If you have classes in both buildings, please ensure that you allow at least 5 minutes to get from one building to the other, and be careful when crossing roads.

## Emergency Contacts:

During school hours: +44 (0)1865 200 676

Out of school hours: +44 (0)7502 249 084

To contact the Emergency Services ring: 999 (Ask for police, fire, or ambulance.)

# CARFAX COLLEGE PUPIL INFORMATION BOOKLET

# CONTENTS

Welcome .....	4
Enrolment.....	4
Welfare .....	4
Your Timetable.....	5
Breaks .....	5
Attendance.....	5
Personal Tutors.....	6
Facilities.....	6
Expectations of Behaviour .....	7
Use of Mobile Telephones .....	8
Extra-Curricular Activities.....	9
Oxford.....	9
Host Families .....	10
Host Families – Rules and Guidelines for Pupils.....	13
College Staff.....	14
Important Information – What To Do If.....	14
Staying Safe Online .....	16
If You Are Bullied Online or On Your Phone.....	17
Other Available Support & Advice.....	18

## WELCOME

Carfax College extends a very warm welcome to all new pupils, and aims to make their stay exciting, positive, and enjoyable. While it is important that pupils focus on working towards their academic goals, it is also important for them to feel comfortable and happy, and to make the most of their time in Oxford. Pupils are given the opportunity to make new friends and try their hand at new activities, as well as working with their tutors to explore a wide range of new subject areas.

This Information Booklet provides a brief introduction to life at Carfax College, giving an overview of the various opportunities, facilities, and support available. Pupils should feel free to approach any member of staff if they have any questions at all.

## ENROLMENT

On arrival you will be given a personal enrolment, the purpose of which is to introduce you to the College and its staff, and to provide you with important information about the College, e.g. who to talk to about any questions you have, how to find your way around the building, etc.

You will receive a Welcome Pack, which will include the timetable for your first week, essential contact details, and a map of Oxford. You will have the chance to talk about extra-curricular activities, arrangements for lunches, and (where relevant) your host family accommodation.

It is very important that you **bring your passport with you** to the enrolment, so that a copy can be taken and retained by the College.

If you have a **Tier 4 visa** you may have to **register with the police**. This will be indicated on your visa.

## WELFARE

The Dame, Vitalija Abare, is responsible for making sure that all pupils are healthy, happy, and well looked after. She aims to meet with all pupils on a regular basis and is always available to speak with pupils if they have any worries at all. If pupils are concerned about their accommodation, lunch, transport, extra-curricular arrangements, or if they are feeling worried about anything at all, especially if it is not related to their studies, they should talk to Elodie about it.

The Principal, Julia Ford, is responsible for making sure that pupils are kept safe. If any pupils are worried that they, or any other pupils, have been harmed or are at risk of harm, they should contact Julia at once.

In emergencies, a member of Carfax College staff can be contacted 24 hours a day on +44 (0)7502 249084.

## YOUR TIMETABLE

A typical day will have the following structure:

9am-1pm	Lessons
1pm-2pm	Break for Lunch (please return by 2pm to start your afternoon lessons)
2pm-3pm	Lessons
3pm-5pm	Lessons or Supervised Prep

All pupils will be given an individual timetable each week by the Master of Hours. This will set out clearly when and where all lessons are to be held.

Pupils are given the opportunity to take lunch together at pre-arranged venues, or can in some cases make their own arrangements.

Supervised “prep” is an opportunity for pupils to complete homework under the supervision of a tutor. It usually lasts for one hour, sometimes two, between 3 and 5 o’clock. It is generally compulsory for long-term pupils, and provides an excellent opportunity to consolidate learning.

The school day usually ends at 5 o’clock in the afternoon.

Some pupils have lessons over the weekend.

## BREAKS

It is important for pupils to have regular breaks in their study, so that they can maintain their energy over the course of a day of intense tuition. Lessons should end no later than five minutes to the hour and begin promptly on the hour, allowing for a quick drink or visit to the lavatory. There is a full hour's break at lunch, and most pupils have private study periods spread throughout the day, which they may spend in the common room or library. All pupils are encouraged to respect the timetable and their tutors by arriving promptly to lessons and not over-running the five-minute change-over period.

## ATTENDANCE

All pupils are expected to attend their lessons diligently, and records are kept of attendance. Pupils who are repeatedly late may be subject to disciplinary proceedings, and may be required to attend additional lessons where this is needed to make up for lost time.

Pupils are expected to be on time for any meetings scheduled with Carfax College staff, such as sessions with their Personal Tutor.

*Pupils are reminded that attendance is a legal requirement for long-term school-aged pupils and international pupils with student visas. Failure to attend could result in their being asked to leave the College, or to leave the country.*

## PERSONAL TUTORS

All long-term pupils at Carfax College are allocated a personal tutor. This is someone they can meet with on a regular basis to discuss the progress they are making, and to raise any concerns they may have about their studies (or anything else).

These meetings help to ensure that College staff are kept well informed of pupils' progress in their lessons, and that any concerns are identified and addressed quickly. Personal tutors also read reports from tutors, and will discuss these with pupils, passing on comments to parents where appropriate.

## FACILITIES

### Computers and Wi-Fi Internet

Computers are available for pupils to use in the Common Room and in some classrooms. All pupils have access to the Internet via Wi-Fi throughout the College's premises, and should ask at the front desk if they have any difficulty establishing a connection. **Wi-Fi Code: Westgate!**

***Pupils are reminded that no inappropriate, offensive, or illegal materials should be viewed or downloaded. Pupils found to be abusing their access to internet facilities may be prevented from using computers without supervision and could ultimately be asked to leave the College or, in serious incidents, reported to the Police. Pupils are asked to inform a member of staff if they become aware of misuse of computer facilities by any other person.***

### Printers:

Printing facilities are available in the Common Room, the Prep Room, and the Reception office. Pupils should not print long documents without permission.

### Library:

There is a small library available for pupils on the top floor of the College. Pupils can also be registered at a range of local libraries.

### Prep Room:

The Prep Room is available for pupils to study quietly at any time during the day. There are also dedicated Supervised Prep sessions, when pupils complete their homework under the supervision of a tutor. The Prep Room is located on the top floor of the HBS premises.

## EXPECTATIONS OF BEHAVIOUR

1. Treat all those around you with respect and courtesy.
2. Make sure you arrive on time for all lessons and other commitments. Inform the office immediately by telephone (not SMS or email) if you think you might be late.
3. Switch off your mobile telephone so you are not distracted during lessons and prep time.
4. Keep your homework diary up to date and complete all your homework on time.
5. During breaks, take care not to disturb other lessons which might be taking place.
6. Speak English at all times in the presence of other pupils and staff.
7. Do your best to help keep the College clean and tidy.
8. Dress neatly and respectfully. Any pupil dressed provocatively or in a fashion likely to cause offence may not be allowed to remain on premises.
9. Pupils under 13 must not leave the College's premises unaccompanied at any time during the school day. Pupils under 16 should always seek permission from the Dame or the Principal before leaving the premises unaccompanied.
10. Bullying of any sort will not be tolerated.
11. Drinking alcohol and smoking are not permitted at any time for pupils under the age of 18. Drinking alcohol and smoking are not permitted on or near the College's premises by anyone at any time. Pupils over the age of 18 should under no circumstances drink alcohol or smoke in the company of pupils who are under the age of 18.
12. Illegal drugs, and also "legal highs", are absolutely forbidden.

In case of any doubt over any of these rules, pupils should consult their Personal Tutor or the Principal.

If pupils break any of these rules, they should expect to receive some form of punishment, in line with the seriousness of the transgression. Punishments may range from extra written work and detention to curfews (for boarders) and suspension and, for the most serious cases, exclusion.

## USE OF MOBILE TELEPHONES

Pupils are not allowed to use mobile telephones during lessons or prep time. Phones must be kept switched off and out of sight at all times in the classroom. If you need to look something up or find a translation, you should ask for your tutor's help. If this happens often, you should consider making sure that you have a dictionary or other relevant resources to hand. If you have a truly urgent need to use your phone during a lesson (this will be rare), you should ask for your tutor's permission first.

Although there may be ways in which mobile phones can be genuinely helpful in the classroom, evidence shows that in practice they have a significant negative impact on academic results. Even when you are not actively looking at your phone, just having it in your pocket can be very distracting, so it is better to forget about it altogether and only use it during breaks.

Pupils are expected to use all forms of technology in a responsible and respectful way. Please bear in mind the following points:

- Always make sure you have permission before you take a photo or video of someone.
- Take a moment to consider whether a message, picture, or video could hurt, annoy, or embarrass someone else before you post it.
- Your telephone is less important than someone who is right in front of you. Please try to avoid being "glued to your screen" when you are in the company of others, especially at meal times.

Anyone who misuses their mobile telephone may have it confiscated.



## EXTRA-CURRICULAR ACTIVITIES

The following provides an overview of the activities that Carfax offers. Please see the Dame for more details or to enquire about other activities. Individual coaching can be arranged, and you may be able to join a team if you are here on a long term basis.

Examples of available activities are:

Football, Rugby, Polo, Hockey, Cricket, Gym Sessions and Personal Training, Tennis, Squash, Badminton, Swimming, Ice Skating, Horse Riding, Shooting, Martial Arts and Boxing, Dancing, Arts and Crafts, Acting, Music Lessons.

## OXFORD

Oxford is an ancient city, home to one of the world's oldest and first universities. The University is made up of over thirty colleges, some of which date back to the medieval period. It also contains a wide range of outstanding museums, libraries, galleries, theatres, as well as musical and sporting venues. Pupils are encouraged to explore the city, and tours can be arranged for new arrivals. To find your way around, there is a map on the next page.

Oxford is only an hour away from London, and the College arranges trips for pupils to attend a wide range of sporting and cultural events in the capital.

### Oxford Highlights:

**The Bodleian library, The Radcliffe Camera, The Sheldonian Theatre** – are the uttermost centre of Oxford, home to distinctive historical architecture and a beautiful classical music concert hall.

**The Bridge of Sighs** - Hertford Bridge, popularly known as the Bridge of Sighs, is a covered bridge over New College Lane in Oxford.

**The Carfax Tower** - The tower still affords outstanding aerial views of Oxford and the surrounding countryside and, in particular, affords the best view in Oxford of the gently curving High Street to the East.

**The Oxford Castle and Mount** - Oxford's oldest new quarter, once home to the infamous Oxford Prison. Oxford Castle, 44 New Rd, Oxford, OX1 1AY. Tel: 01865 260666, [www.oxfordcastle.com](http://www.oxfordcastle.com)

**The Oxford Playhouse** – houses a wide variety of music, as well as drama, open air theatre, comedy and dance events. Beaumont Street Oxford UK OX1 2LW. Box Office: 01865 305305

# HOST FAMILIES

The following is intended as a guide for boarding pupils who are staying with a host family during their time at the College.

## LIFE IN A BRITISH FAMILY

Living in a British home can be a very enjoyable experience, but you should be prepared to adapt as it will be different from living in your own home.

There is of course no such thing as a ‘typical’ British host family. Your hosts may be young, middle aged or retired; their attitudes may be anything from ‘modern’ to ‘old fashioned’, and their interests anything from art to football. They will, however, be kind and friendly, even if at first a little reserved (as the British often are!).

Pupils will be able to use the main living areas of the home such as sitting room and dining room. Most pupils watch TV/read or converse with the family in one of the communal rooms. Your host is responsible for cleaning the communal areas of the house, but you should keep the home tidy by not leaving your belongings around.

In winter, homes are centrally heated. Heating is normally regulated by a timer and set to go off at certain times of the day when the family is not at home. If you are not warm enough, please discuss this with your host.

## YOUR ROOM

Your own room is your own private area for sleeping, relaxing and studying. Your host will make sure it is cleaned once a week, but it is your responsibility to keep it tidy.

Friends should not be brought to your room, either to visit or stay overnight, without your host’s permission. You may not use the room to accommodate anyone other than yourself (and your room-mate if you booked a twin room).

If you wish to play music or watch TV, then remember to be considerate and keep the volume low. If you have any electrical appliances such as radios and computers, then please check with your host first before using them. The UK uses appliances with 230 volts, which might be different from your own country.

## MEALS

On weekends and during holidays, and “exeats”, host families provide full board accommodation. This includes breakfast, lunch, and an evening meal. On weekdays, host families offer half board, which consists of breakfast and an evening meal.

British food tends to be fairly simple compared with some cuisines, but it should be wholesome and nourishing. Meal times are a good opportunity to talk with your host family and learn about life in the UK as well as practising your English.

It is important to note that few English families still provide a traditional English cooked breakfast. You will most likely receive a “Continental”, breakfast which normally consists of fruit

juice, cereal, toast or bread with butter and marmalade or jam and tea or coffee. Cheese, yoghurt, fruit and cold meat are not normally part of a continental breakfast in England, and hosts are not expected to provide it. If you wish to purchase extra breakfast items for yourself, please check with your host first and arrange to keep them in the refrigerator.

British people usually eat their evening meal fairly early, often around 18.00 and you may find that not all the family will be present all the time. Always let the family know if you will be late or will not be home for dinner. Your family may serve snacks and drinks between meals or allow you to help yourself.

### CURFEW

Pupils of different ages will have different curfews. Standard College guidelines which host families will usually adhere to are as follows:

- **Under 14 years old:** pupils must be home **before 8pm**.
- **14 or 15 years old:** pupils must be home **before 9pm**.
- **16 or 17 years old:** pupils must be home **by 10pm**.
- Pupils aged **18 and over** may be allowed to stay out later, but should always agree this with the host family in advance.

You must always let your host family know where you are going to be, how you will get home, and how they can contact you if they need to.

**Make sure you always have the telephone number of your host family and that your host family has your mobile phone number.** If you think you might get home late for any reason, you must let your host family know by telephone immediately.

If you are in a serious situation and are worried about your safety, the first thing you should do, if you are able, is to call the police. However, you can always call Carfax College's emergency telephone number (+44 (0)7502 249084) if you need help urgently.

**To contact the Emergency Services ring: 999 (Ask for police, fire, or ambulance).**

### BED-TIME

The quality and quantity of the sleep you get is important to your health, happiness, and your ability to study effectively. National health guidelines suggest that children under 16 years old should aim to get at least 9 hours of sleep every night, and children under 14 at least 9½ hours.

Your host family will agree a bed-time with you and you should stick to this. Try to avoid looking at a computer, television, or mobile phone screen immediately before going to bed, as scientists have shown that this can make it harder for you to get to sleep. If you are having trouble with your sleep, please talk about this with your host family or the Dame, who will be only too happy to try and help.

## PERSONAL HYGIENE

The number of bathrooms will vary from home to home and, unless you have booked a room with private bathroom, you will usually have to share a bathroom with other people. Please make sure you shower regularly, but bear in mind that hot water may be limited so don't spend too long in the shower.

As there will be some busy times during the day (such as early in the morning) for bathroom use, it is best to agree bathroom usage times in advance with your hosts. This way you can be sure to be on time for classes and other family members can get to work or school. Your host is responsible for keeping the bathrooms clean, but please show respect and leave the bathroom as you would wish to find it.

Your host will provide you with a bath towel that will be changed once a week.

## VALUABLE ITEMS

If you have brought valuable items such as jewellery, computers, cameras, or cash with you, then you are advised to ask your host where they can be stored for safekeeping.

Do not carry large amounts of money around with you, and do not leave money lying around anywhere. If you have some money with you and you are not sure what to do with it, please see the Dame, who can arrange for it to be looked after safely or may help you to open your own bank account. Your passport and air tickets should be left with the Dame or your host family.

## ENTERTAINMENT AND EXCURSIONS

If your host is going on an outing and invites you, then this is a great opportunity for you to see other places, relax, and spend time with the family. Try to participate in family life as much as possible, even if it is just supermarket shopping, as this will help you improve your English and understand a little more of our culture.

## CONTACTING YOUR FAMILY

Your own family will want to hear from you and will be interested in your progress, so remember to contact them regularly! Please ask your host family or the Dame if you need any help contacting your family by telephone, the Internet, or even by post!

If your family and friends back home are in a different time zone, make sure that you find a sensible time to communicate with them, so that your sleep doesn't suffer and you don't disturb your host family.

# **HOST FAMILIES – RULES AND GUIDELINES FOR PUPILS**

1. Treat your host family with respect, using “please” and “thank you” whenever possible.
2. Treat of the host family’s belongings with care. You will be expected to compensate the host family for any damages.
3. Make sure you understand the host family’s general house rules. Rules will cover such things as: when breakfast and dinner times are, what time you are expected to be quiet and in your room at night, whether you are free to use the TV and other equipment in the house, whether you are allowed to eat outside of the kitchen and dining area, when laundry days are, etc.
4. Inform your host family of any food preferences and allergies.
5. Always leave the kitchen and bathrooms clean after use.
6. Ask your host family in advance before you invite friends to visit and give plenty of warning (at least 24 hours) if you would like a friend to stay over.
7. If you won’t need your evening meal on a weekday, let your host family know this in advance.
8. On week nights, you are generally expected to return home for dinner, and then to stay at home after dinner, unless another arrangement has been agreed in advance.
9. If you are planning to go away for a couple days, you must inform your host family and give them the precise date and time of your departure and return.
10. Try to interact as much as possible with your host family. Host families offer a great environment for practising English.
11. Remember, if there are ever any problems, however small, Carfax College staff are always ready to provide help or advice.

## COLLEGE STAFF

**Principal – Victoria Jefferson** (Safeguarding concerns and questions regarding college’s policies)  
[principal@carfax-oxford.com](mailto:principal@carfax-oxford.com)

Victoria is responsible for ensuring that the College is running well, and that its pupils are given the best possible chance to succeed academically. She is always available if pupils have anything they wish to speak to her about. Victoria is also our *Designated Safeguarding Lead*.

**Director of Studies – Hannah Scaife** (Academic question)  
[h.scaife@carfax-education.com](mailto:h.scaife@carfax-education.com)

Hannah arranges and oversees pupils’ courses, making sure that pupils are paired with suitable tutors and make good academic progress. Pupils should contact her if they have any questions about their course which cannot be resolved with their subject tutors. She acts as Personal Tutor to some pupils.

**Dame – Vitalija Abare** (Safeguarding concerns, medical issues and questions about accommodation)  
[v.abare@carfax-education.com](mailto:v.abare@carfax-education.com)

Vitalija works closely with the College’s pupils to make sure that they are safe, happy, and well looked after during their time at the College. If pupils are feeling unhappy, have concerns about their accommodation, or have any worries they would like to discuss, Vitalija is always available to listen and to offer help and support. Vitalija is the *Deputy Safeguarding Lead* for ensuring that all pupils at Carfax College are safe. She is also the College’s lead *First Aider*, and pupils should go to her if they have medical problems.

**Master of Hours – Hugh David** (Enquiries and questions about a timetable)  
[masterofhours@carfax-oxford.com](mailto:masterofhours@carfax-oxford.com)

Hugh is responsible for preparing and issuing pupils’ timetables each week. Pupils can see him if they have any detailed queries about their timetables.

**College Secretary and Superintendent of Examinations – Jacqueline Cunningham** (Exam enrolment )  
[secretary@carfax-oxford.com](mailto:secretary@carfax-oxford.com)

Jacqueline is responsible for maintaining pupil records, collating and issuing pupil progress reports, and running exams. Pupils should go to her if they have any questions over official documents or arrangements for their exams.

**Office Manager – Elizabeth Omori**  
[E.Omori@carfax-education.com](mailto:E.Omori@carfax-education.com)

**Receptionist & Office Assistant – Anja Blau** (General enquiries)  
[a.blau@carfax-education.com](mailto:a.blau@carfax-education.com)

Anja will usually be the first person that pupils see every morning, on the College’s front desk. She is always available and happy to help with any questions that arise and is in charge of keeping the College well stocked with stationery and other supplies. Anja keep the College’s attendance register, to make sure that pupils are getting to all their lessons on time and should be contacted if it ever seems likely that a pupil is going to miss or be late for a lesson.

**Bursar – Alex Eastlake** (Finances)  
[a.eastlake@carfax-oxford.com](mailto:a.eastlake@carfax-oxford.com)

Alex makes sure that the finances of the College are kept in order. He is also the *Health and Safety* Officer for Carfax College, and should be informed if any equipment has been broken or if pupils see something which could cause an accident.

**Who can I talk to if I have a problem?**

You are welcome to speak to any member of staff in confidence and your concerns will be taken seriously. Specific questions will be directed to the specific people, listed above.

## IMPORTANT INFORMATION – WHAT TO DO IF...

### Health and Safety:

It is important that the College is a safe place for all pupils, tutors, and staff. Pupils are responsible for behaving sensibly, and ensuring they do not put themselves, or other pupils, at risk. Common sense should be adhered to; pupils should not run indoors, should be careful on staircases, and should not play with any equipment inappropriately or vandalize property.

If you encounter something you think might be dangerous (damaged equipment, a spillage, a broken glass, etc.), you should report it to the Bursar or another member of staff.

Pupils should also pay attention to any dangers when they are away from the College, taking care when crossing roads, and ensuring they do not put themselves in danger.

If anyone has an accident, you should always report it to a member of staff, even if no one has been hurt.

### First Aid:

If someone is hurt or injured, you should inform a member of staff straightaway. It is important that this be done quickly, and that a record is made, even if no one is badly injured. The College has several trained First Aiders, including the Dame (Elodie Lefevre – lead First Aider), the Principal (Victoria) the Timetabler (Nicole), receptionists (Vitaljia and Anja) and the Bursar (Alex Eastlake).

### Fire:

There are evacuation instructions on display in all classrooms, with information on what to do in case of fire. Pupils should make sure they are familiar with these.

### Illness:

Any pupil who is feeling unwell should inform the Dame or another member of staff. If necessary, a visit to the doctor can be arranged. All long-term boarding pupils are registered with a local doctor on arrival.

### Change of personal details:

It is a legal requirement that all pupils keep the College informed of any changes of their details (including address, visa status, etc.). Pupils should inform the College of any changes by speaking to any member of staff in the College's offices.

### Religious Observance:

If pupils would like to attend religious services during their time at Carfax College, or to have space set aside for prayer or reflection, this can be arranged. Please see the Dame.

### Concerns:

If pupils have any concerns at all, they should not hesitate to raise them with their Personal Tutor or the Dame. They can also see the Principal at any time if they have a safeguarding concern or an issue which they do not feel has been addressed satisfactorily.

Although the College endeavours to resolve all issues quickly and cooperatively, there is an official complaints procedure if needed. This is available on the Carfax College website.

**If pupils would prefer to speak about a concern or a personal problem with someone outside the school staff, they can contact Alison Beasley, who works as Local Authority Designated Officer in the Safeguarding team at the Oxfordshire County Council. Her telephone is 01865 815956 and email address is [alison.beasley@oxfordshire.gov.uk](mailto:alison.beasley@oxfordshire.gov.uk). Alison is very approachable and would be happy to talk through your issue with you. Pupils can also speak with local Safeguarding Coordinators; Donna Crozier on 01865816382, Sandra**

## STAYING SAFE ONLINE

Be S.M.A.R.T.!

<b>S A F E</b>	<i><b>DO</b></i>	<i><b>DON'T</b></i>
	Think carefully before you post any pictures of yourself or your friends online.	Share your full name, mobile number, email address, where you live, where you go to school, etc.
	Be aware of your digital footprint. Check your privacy settings. Make sure you know who can see what.	Break the law through your online activities, e.g. downloading films, music, games, or sharing extremist material.
	Choose passwords which are difficult to guess.	Share your passwords with anyone.

<b>M E E T</b>	<i><b>DO</b></i>	<i><b>DON'T</b></i>
	Remember that people you meet online may not be who they say they are, and may be very different in person.	Agree to meet up with an online friend on your own, even if you think you know them well, because it can be dangerous.
Tell your parents or a member of staff if someone you have met online wants to meet up with you.		

<b>A C C E P T</b>	<i><b>DON'T</b></i>	<b>R E L I A B L E</b>	<i><b>DO</b></i>
	Accept messages, friend requests, files, or pictures from anyone you don't know.		Remember that people sometimes use false identities online, to try and get what they want from other people, or to do unpleasant things anonymously.
Open a message, file, or link if you are unsure about it, in case it is infected by malware, a virus, or might have some other nasty effect.			

<b>T E L L</b>	<i><b>DO</b></i>	<i><b>DON'T</b></i>
	Tell someone if something goes wrong online. It is never too late.	Hesitate to talk to a trusted adult at home or at school if you are uncomfortable or worried about something you have experienced.



You can find more information at these websites:

[www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)

[www.getsafeonline.org](http://www.getsafeonline.org)

## **Protect your reputation online!**

**THINK  
BEFORE  
YOU  
POST!**

Remember, as soon as you post something online,  
you may no longer be able to control it.

Don't give in to pressure.

Trust your instincts.

**TAKE CARE  
WHAT  
YOU  
SHARE!**

Don't do anything or share anything you are not comfortable with.

## **IF YOU ARE BULLIED ONLINE OR ON YOUR PHONE**

1. Remember if you are being bullied it is not your fault, and there is nothing so awful that you cannot speak to someone about it. Talk to a trusted adult at home or at school.
2. Do not respond or retaliate to bullying messages – it could make things worse.
3. Do not pass on or share any videos or messages that are nasty about other people – if you do that, you are bullying too.
4. Block users who send you nasty messages.
5. Save any abusive emails, messages, or texts you receive, so you can show them to a trusted adult.
6. Make a note of the date and time of any bullying messages or calls you receive, as well as details of the phone number, user ID, URL, etc.
7. If you are bullied repeatedly, think about changing your phone number, user ID, or profile, and using a name that doesn't give any information away about you.
8. If the problem is serious, you can report it to the police or to Childline. (Contact details on the next page.)

You can find more information at [www.bullying.co.uk](http://www.bullying.co.uk)

or call their free helpline on 0808 800 2222.

See below for other available support and advice.

## OTHER AVAILABLE SUPPORT & ADVICE

If you are suffering from bullying, depression, or any other problems, whether inside the school or outside, if you feel you have no one to talk to or want to talk to someone else, don't hesitate to contact any of the organizations and helplines listed below, which will be able to offer you free, sympathetic, and non-judgmental advice.

*Telephone numbers starting with 080 can be called free of charge within the UK.*

### CHILDLINE

“You can contact Childline about anything. Whatever your worry, it's better out than in. We're here to support you and help you find ways to cope.”

A free helpline for children and young people, who can call to talk about any problem.

**Helpline: 0800 1111** (Calls are free, even if you have no credit on your mobile phone.  
And they won't show up on your phone bill.)

Website: [www.childline.org.uk](http://www.childline.org.uk)

### SAMARITANS

“Talk to us any time you like, in your own way, and off the record.”

Samaritans provide confidential non-judgemental support, 24 hours a day, for people experiencing feelings of distress or despair, including those which could lead to suicide.

**Helpline: 116 123** (Free to call at any time, on any phone.)

Website: [www.samaritans.org](http://www.samaritans.org)

### THE HIDEOUT

Helping to make children and young people safe from domestic violence.

Understand domestic abuse, and how to take positive action if it's happening to you.

**Helpline: 0808 2000 247** (24 Hour National Domestic Violence Helpline)

Website: [thehideout.org.uk](http://thehideout.org.uk)

### THE CHILDREN'S COMMISSIONER (CHILDREN'S RIGHTS)

The Children's Commissioner for England promotes and protects children's rights in England. She does this by listening to what children and young people say about what matters to them, and by making sure that adults in charge take their views and interests into account.

**Telephone: 0800 528 0731**

email to [help.team@childrenscommissioner.gsi.gov.uk](mailto:help.team@childrenscommissioner.gsi.gov.uk)