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# BOARDING

## Handbook

2024/2025



## 01 Welcome to Boarding at Queen's Gate House

It is a pleasure to welcome you to MPW Boarding.

Queen's Gate House (QGH) boasts facilities which are second to none, with en suite single rooms, a fantastic catering service and our roof terrace. Our location right in the heart of London means that boarders have an amazing range of things to see and do right on their doorstep.

The most important aspect of boarding with us is the sense of international community. By working and living together in a multi-cultural house, boarders develop an understanding of other cultures, independence, and community-mindedness. Our dedicated staff are devoted to providing the best possible pastoral care, helping them to prepare for university life and the world of work. Boarders benefit not only from the support of their tutors and Director of Studies, but also from the Houseparents, college counsellors and the Boarding Nurse.

Our boarders' voice is very important to us, and their views will be gathered in a variety of ways to inform our boarding development plans. Our boarding ethos embraces acceptance, celebrates difference, and promotes a good work-life balance.

Let me finish by offering some key pieces of advice to new boarders. Firstly, if in doubt, ask someone. There is no need to keep concerns to yourself. Secondly, take every opportunity offered to you. Try new things, for this is how you will discover your true passions. Finally, enjoy being surrounded by all the wonders of London: soak it up, and never take it for granted!

I hope you enjoy your time boarding with us at MPW, and that you will feel happy, safe and at home with us in Queen's Gate House.

**Dr Sally Powell**  
Principal

# 02 Boarding Staff

## 2.1 Boarding Staff

Our boarding staff are here to help and support you. You will build a close relationship with members of the House staff team, but please remember to be respectful and polite in all interactions with staff. Our number one priority is to support you and to help you settle into QGH and life in London. Staff are trained in First Aid, Mental Health First Aid, and pastoral support, as well as being trained in Health and Safety and boarding.

Houseparents can be contacted 24/7 while boarding is open on **+44 7495 429 587**. During working hours, the Houseparent email address is [londonhouseparents@mpw.ac.uk](mailto:londonhouseparents@mpw.ac.uk).

### Our boarding team are:



**Sabina Jardim**

*Head of Boarding*

[sabina.jardim@mpw.ac.uk](mailto:sabina.jardim@mpw.ac.uk)

Sabina read History of Art at the Courtauld Institute of Art, with a Diploma in the Therapeutic and Educational Application of the Arts from the Institute of Arts in Therapy and Education. She moved into the education sector, teaching Art and Photography, after completing a PGCE and MEd at the University of Cambridge. Sabina works closely with the Boarding Committee to enhance boarders' experience throughout the year, ensuring they feel at home.



**Jordan Gomez**

*Resident Houseparent*

[jordan.gomez@mpw.ac.uk](mailto:jordan.gomez@mpw.ac.uk)

Jordan is currently an Associate Member of the Institute of Boarding. He is First Aid, Administration of Medication, Mental Health First Aid, ASIST and DSL Level 3 trained. Before joining MPW, he worked in student accommodation and now supports the college's General Studies programme. Jordan is responsible for organising boarding trips and looks forward to showing students the amazing city of London.



**Olivia Wood**

*Resident Houseparent*

[olivia.wood@mpw.ac.uk](mailto:olivia.wood@mpw.ac.uk)

Liv is from New Zealand, so she knows how it feels to live away from home. Liv has a wide variety of skills: she is a registered Nurse in New Zealand, has a Surf and Pool Life Guarding Certificate, and is trained in First Aid, Mental Health First Aid and anaphylaxis. She enjoys working with students, being able to guide them through teenage and school struggles, while lifting them up and celebrating their achievements here at MPW.



**Olivia Seaman**

*Resident Houseparent*

[olivia.seaman@mpw.ac.uk](mailto:olivia.seaman@mpw.ac.uk)

Olivia has over fifteen years' experience working with international young learners. She has a degree in Art History, is CELTA certified and iPGCE-qualified, specialising in teaching English to young learners and teenagers. Olivia is passionate about helping students navigate the challenges of adapting to a new language and culture, fostering both their academic growth and well-being.



**Bianca Brucculeri**

*Boarding Nurse*

[LondonNurse@mpw.ac.uk](mailto:LondonNurse@mpw.ac.uk)

Bianca is our Registered Nurse. With a passion for student health and well-being. She is the students' go-to for any medical concerns and ensures that boarders are looking after their health.



**Dee Robins**

*Vice Principal Safeguarding*

[dee.robins@mpw.ac.uk](mailto:dee.robins@mpw.ac.uk)

Dee read Physical Education with QTS at the University of Brighton. Prior to taking up her current position, she was Associate Deputy Head at Roedean School and, before that, Head of PE at Parliament Hill School. She is the College's Designated Safeguarding Lead.



## 03 Overview of Boarding

### 3.1 Boarding Statement

Boarding at MPW London offers our students a unique opportunity to pursue a personalised academic programme, whilst enjoying the parks, galleries, shops, theatres and other cultural features that only London can provide. Living in the heart of London means that boarders have access to a diverse range of co-curricular activities and trips. We aim to help boarders acquire personal independence and life skills which are excellent preparation for university and beyond.

Students join a small and caring boarding house of 72 students, designed to give them a sense of community, security and well-being. The boarding house is co-educational and accommodates students from a wide range of countries. The experience of living and working together in an international community fosters respect for different cultures and students join a friendly, inclusive and welcoming extended family where they have positive life-changing experiences and form life-long friendships.

Boarders will live and work together in high-quality, fully furnished individual rooms, all of which have en-suite bathrooms and Wi-Fi access. Meals and nutritious snacks are available throughout the day in the college restaurant. Boarders' safety is of paramount importance to us, and the boarding team ensure that the balance is struck between boarders' privacy and ensuring that all students feel safe, comfortable and at home. Students will be directly supported by Houseparents and their Directors of Studies (pastoral tutors) but also have access to college counsellors, the Boarding Nurse and an Independent Person to act as an external listener if they have difficulties.

Our boarders' views form an important part of our development planning. All boarders have the opportunity to be involved in offering their views via the Student Council, the Boarding Committee, as well as Whisper - the safeguarding reporting app - and regular surveys. Through these, students have a meaningful voice in how boarding operates at MPW, which allows the college to respond quickly to resolve concerns. Open dialogue and the strong pastoral care system at MPW mean that each boarder is known and valued. There is no place for harassment, discrimination or bullying.

Boarding is formally monitored and supervised by the Principal and the Board of MPW.

### 3.2 Boarding Principles and Aims

- The experience of boarding encourages students to be resilient and community-minded.
- Boarders are encouraged to become independent learners with good working habits and self-discipline.
- Our boarders will acquire the values of tolerance, self-confidence and mutual respect that are at the heart of the MPW ethos.



### 3.3 Welfare

Pastoral care and safeguarding are key priorities for us in boarding. Each Houseparent will have a group of boarders allocated to them.

The Houseparent will communicate regularly with parents and guardians, hold regular meetings with their House Group, organise regular trips for boarders, and undertake regular room visits to students in their House Group, to check for cleanliness and maintenance, and to have one-on-one pastoral chats. They also oversee the checking of guardianship information and travel details for the students in their House Group and keep in regular contact with their students' Directors of Studies, to support their work and to continually liaise on the best means of support for boarders in their care.

Houseparents can be contacted 24/7 while boarding is open on **+44 7495 429 587**. During working hours, the Houseparent email address is [londonhouseparents@mpw.ac.uk](mailto:londonhouseparents@mpw.ac.uk).

### 3.4 Ethos

Boarders and staff at MPW London are part of a strong international community, underpinned by mutual respect, acceptance and support. They live and work together, and are kind, considerate and helpful. Boarders build their own sense of self, as well as developing their community-mindedness and independence as they prepare for university or the world of work.

### 3.5 History of Queen's Gate House (QGH)

QGH was previously known as Baden Powell House and was designed by the architect Ralph Tubbs as a tribute to Lord Baden-Powell, the founder of the world-wide Scouting Movement, in a modernist architectural style. It was designed to be the central London headquarters for The Scout Association and to provide modern, affordable hostel accommodation for scouts, guides, their families, and the general public staying in London. It was opened by HM Queen Elizabeth II in 1961.

MPW purchased the building in 2021, having used parts of it for many years for teaching and exams, to create a boarding facility for the college. Since then, we have undertaken an ambitious refurbishment programme that has transformed the old hostel accommodation into 72 new boarding rooms, a new social space and state-of-the-art teaching rooms.

The building is made up of seven floors. The lower-ground floor is our principal teaching floor. The ground floor includes the entrance foyer, a number of meeting rooms (including an evening prep room) and the main hall, which can hold up to 300 people for talks and educational activities, but which is also used for sports and activities. On the first floor is the college restaurant, which is open throughout the day for boarders, day students and college staff. It serves breakfast, lunch and dinner, together with hot and cold snacks. There is also a café that serves pastries and other snacks and a social space with a large screen TV. The second floor has study rooms for evening homework and a terrace, designed to be used throughout the day and over the school year for study, relaxation and recreation.

Boarding accommodation is subdivided by age and sex from floors 3 to 6. These floors are restricted for the use of boarders and the boarding staff who live there. Wi-Fi is available throughout.



# 04 Boarding Practicalities

## 4.1 Accommodation

All boarders have their own room with en suite bathroom facilities (WC, washbasin and shower). They are furnished with a bed (120 cm x 190 cm), a wardrobe, a lockable storage space, a small fridge, a desk and a chair, a desk light and bookshelves. Students are not allowed to bring additional furniture into QGH.

We encourage students to personalise their rooms. Pin boards are provided for posters, photos and other memorabilia. They may only be put up on such boards. The walls and other surfaces must be left clear. Students are not allowed to use Blu-tack (or similar) or Sellotape as they will cause damage.

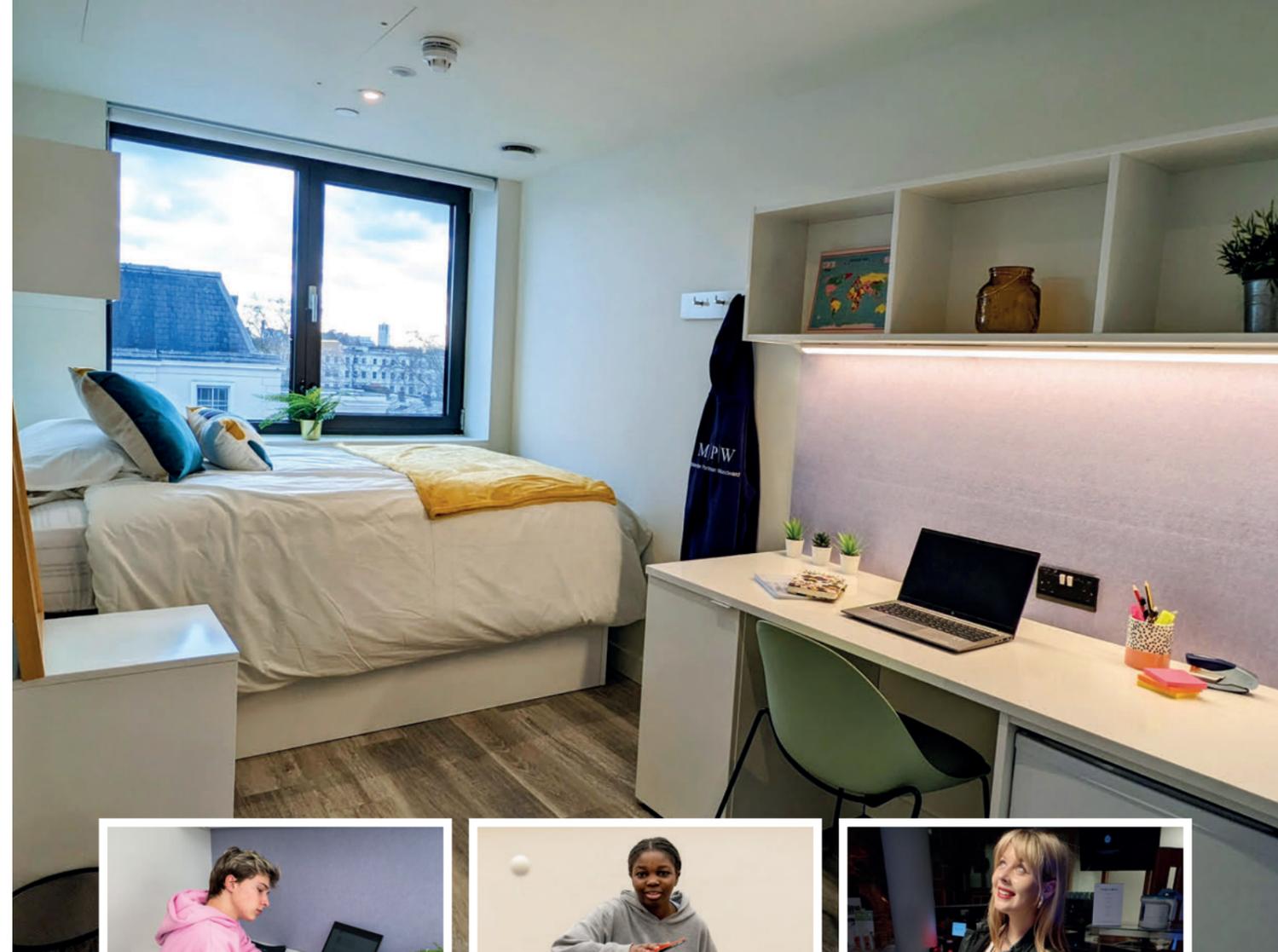
Boarders are not permitted to have kettles, fan heaters, plug-in air fresheners, printers, irons or electric cooking appliances in their room because they are a significant fire hazard. Any such equipment will be confiscated. Students are allowed radio alarms, music systems, electric toothbrushes, hair dryers and charging devices for phones, tablets, laptops and the like but all such equipment must be tested by a member of the QGH maintenance team. Instructions on how to do this will be given to you by your Houseparent.

Students can adjust the air conditioning or heating using the thermostats located in each room. Window restrictors are fitted to all bedroom windows and must not be disabled or tampered with. Each room is fitted with a heat recovery system providing high volumes of fresh and filtered air into the room allowing the windows to remain closed.

Boarders are required to vacate their rooms over the Summer holidays but they are free to leave personal belongings in their rooms during Christmas and Easter holidays and during half-term breaks.

All our rooms have been decorated and furnished to a high standard. Our Houseparents will conduct regular room checks to ensure that they are being properly maintained. Students are expected to leave their room at the end of the year as they found it when they moved in. Damages may incur additional charges.

Boarders should keep their rooms locked at all times when not in them. Boarders are not allowed to give their key card to anyone else and they must report the loss or theft of their key card immediately. Boarding staff have key cards providing access to all rooms. Staff will knock on a student's door if they need to see them or need entry to the room (e.g., to clean it) and students must answer the door (dressed appropriately) in response. Only if there is no response will staff use their cards to enter because of safeguarding concerns.



## 4.2 What to Bring

We advise that as well as bringing clothes, toiletries and a laptop for college, students should bring items such as photos to personalise their room and make it feel more like home. They should not bring unnecessary items as there is limited storage space in the rooms. Although we provide bedding, some students enjoy having their own duvet set, which is entirely acceptable. Boarders should not bring too much money into the boarding house; remember that all meals are included. However, they will most likely need some pocket money. Towels are provided but boarders are welcome to bring their own.

Stationery items, toiletries and other items are available at local shops by Gloucester Road and South Kensington tube stations, and a number of stationery items are available from QGH Reception.

## 4.3 On Arrival / Welcome Process

We want boarders to feel settled and comfortable in QGH right away. On arrival at the start of term, boarders will follow a welcome programme. Induction will include a tour of the House and local area, IT induction, an overview of housekeeping arrangements, a talk on house ethos, rules and safety, and details on how to stay safe in London.

#### 4.4 Tidiness and housekeeping

QGH will be a home from home for our boarders for a substantial part of the year. It therefore needs to be a pleasant and clean environment in which they are happy to live, work and participate in social activities. Boarders are responsible for keeping their room clean and tidy and are collectively responsible for looking after communal areas such as kitchenettes and other shared spaces. Boarders are expected to keep all personal belongings in their room.

Rooms will be cleaned weekly by cleaning staff. Houseparents will check that rooms have been cleaned to a high standard. Boarders must remember that the cleaners' job is to clean and not to tidy up other people's mess! Clothing should be stored in wardrobes or in drawers under the bed and the bags provided should be used for dirty laundry. Beds should be made on a daily basis. The cleaners will clean the en suite bathroom and main surfaces in the bedroom as well as changing the bed linen. If they are unable to clean the room because of any mess, the boarder will be required to clean it.

House staff will conduct regular room checks to ensure appropriate levels of tidiness are being maintained. Repeated failures to meet the required standard of tidiness may result in a student being sanctioned.

Maintenance issues or breakages should be reported to one of the boarding staff or to the front desk at QGH as soon as possible. Boarders are also able to report a maintenance item via our maintenance software on a link provided to them in their rooms.

#### 4.5 Kitchenettes

A kitchenette is provided on each floor so that boarders can make hot drinks, snacks and light meals. Each kitchenette is equipped with a boiling water tap, a microwave, electric oven and toaster. Basic cutlery and crockery such as plates, bowls and mugs are provided. Students are expected to clean up after using kitchen items to ensure the facility is available to the other residents. This includes wiping up any spills on worktops and in microwaves and ovens and washing and drying cutlery and crockery, ensuring they are placed neatly in the storage cupboards provided so that others can use them. Kitchenettes may be closed by the Houseparents if these rules are not adhered to.

MPW seeks to minimise the potential for students and staff who are allergic to nuts from being inadvertently exposed to them because they can trigger a severe allergic reaction which can be fatal. The food served in the college restaurant is nut-free and all staff and students are asked not to bring products containing nuts into the college or QGH at any time and to remain nut-aware at all times.

#### 4.6 Building Security

South Kensington is a very safe part of London. Even so, to protect boarders and their possessions, care needs to be taken to prevent unauthorised people gaining access to QGH.

The only means of accessing QGH is via the main entrance on Queen's Gate. This entrance is monitored 24/7 by MPW staff and night porters. There is also an extensive network of CCTV cameras to monitor other potential points of entry.

Access to different floors, corridors and individual rooms is controlled by electronic key cards issued to boarders and staff. Under no circumstances may a student lend or give their card to anyone else. Should a boarder lose their card they must immediately notify a member of the boarding staff or someone on the Reception team who will ensure the missing card is deactivated and a replacement issued. When this occurs a replacement fee of £20 will be charged.

If a boarder sees anything suspicious, they must report it to a member of staff immediately.





#### 4.7 Visitors (Guests)

Boarders are allowed to host a maximum of one visitor (anyone who is not a boarder, including MPW day students) at any one time. They must request permission from one of the House staff before issuing the invitation. Approved guests must sign in at the QGH reception desk and wear a Visitor's Pass. Boarders must stay with their guest at all times and are responsible for ensuring they abide by House rules. The guest is only allowed in communal areas such as the college restaurant and must not go onto the boarding floors or into students' rooms. The only exception to this rule is Arrival Day for new students when parents and guardians are permitted to accompany a student to their room to help them unpack and settle in. Visitors are not allowed in QGH after 6:30pm on Sunday – Thursday and 8pm Friday – Saturday. Their host is responsible for ensuring their guest signs out and returns their Visitor's Pass to reception staff before they leave.

If a boarder has a family member or guardian visiting, they should inform a member of the Boarding House staff at least 24 hours in advance of their arrival.

#### 4.8 Laundry Arrangements

Boarders are not required to wash bed linen or towels provided by the college as these are washed on a weekly basis. The cleaning team will change bedlinen and towels weekly when completing the room clean. Should mess in the bedroom mean that it is not possible to clean a student room, the student will be responsible for tidying their room under supervision of the Houseparents and may face additional sanctions. Linen damaged through inappropriate use or lack of care will be charged for.

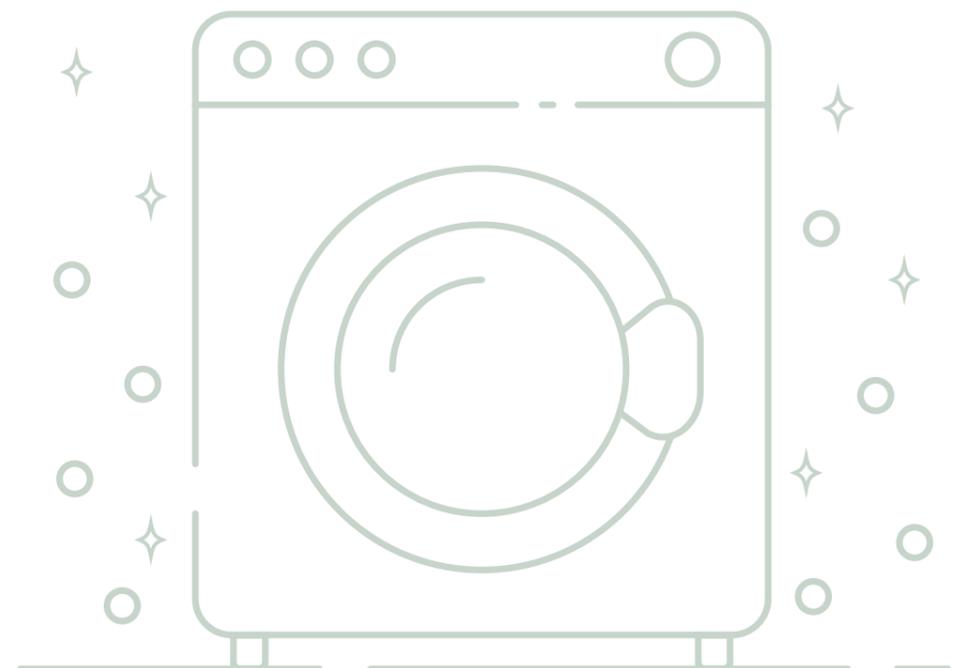
Boarders may manage their own laundry using the launderette facilities on the lower ground floor of QGH or may sign up to the weekly laundry service.

##### Launderette Facilities

Two washing machines and dryers are available on the lower ground floor for boarders who wish to manage their own laundry. All clothing must be dried using the tumble dryer. Further information and guidance on use will be given as part of student induction. Wet laundry is not permitted in the rooms as it causes damage and humidity. From time to time this facility may not be available if it is being used by the cleaning team or when access is limited by external events. The laundry loads are expected to be completed on the days and times outlined in the laundry rota.

##### Laundry Service (if selected)

Laundry bags are provided. The laundry service will launder all items at 40°C which will then be tumble-dried and folded. MPW will not be responsible for damage to items which cannot be laundered at this temperature or tumble-dried. It is vital that all items of clothing be named to ensure they get back to their rightful owner. Where clothes require minor repairs (e.g., sewing on a button), Houseparents can advise boarders on what to do and boarders can borrow sewing kits. Laundry is normally returned within 72 hours. Boarders who urgently need to have personal items washed should either use the launderette facilities in QGH themselves or contact one of the Houseparents who will advise them of local services where their items can be washed or dry cleaned.



#### 4.9 Possessions

Each boarder is responsible for the security of their possessions. They should not keep large sums of money or expensive items of jewellery in their rooms. We advise all students to use debit or credit cards to purchase items wherever possible to reduce the amount of cash they need to have to hand. Houseparents can be asked to keep large sums of money (if, for example, they have been given a whole term's pocket money as cash) in the Boarding Office until it is required. Electronic equipment is valuable and when not in use should be stored securely in the boarder's room. Boarders should also take care to ensure their door is kept closed and locked when they leave their room. Students are also advised to have high-value electronic devices security marked with a UV pen or using an indelible marker to make the device recognisable. Rooms are equipped with a small locker for students' use. It requires a padlock that can be brought from home or purchased at QGH Reception.

Passports should be handed in to the Houseparents for safekeeping when the boarder arrives at the beginning of term. They will be stored securely in a safe and can be retrieved from the Houseparents when required.

Please note that MPW's insurance policy does not cover any items of personal property. Parents should purchase additional insurance through their own insurance company to cover their child's belongings.

A positive, healthy boarding community is underpinned by trust and respect for one another. Instances of theft are therefore treated very seriously and are likely to result in the perpetrator being permanently excluded from the college.

#### 4.10 Mobile Devices

Communication with home and friends is an important right for boarders. MPW therefore permits them to have mobile phones, tablet, computers and gaming devices in QGH. On arrival, a UK mobile number should be registered with the boarding staff for use in an emergency or as required. Wi-Fi is available throughout QGH and should be used at all times when accessing the internet. Mobile phones and tablets should not be used during prep time and only in exceptional circumstances (e.g., contacting family members who live in a significantly different time zone) after 11pm. Any phone or other device being used excessively, inappropriately or in an anti-social manner may be confiscated by House staff. All boarders should have WhatsApp, Teams and the REACH app downloaded on their phone.

#### 4.11 Printing Facilities

Printing is available in college throughout the working week, but students should ensure that they give plenty of time to carry out their printing to avoid last-minute issues. Printers are available for boarders in the study room 201 and on the lower ground floor of QGH. Please print only what is absolutely necessary. Boarders who abuse the printing facility will be prevented from using it.

#### 4.12 Boarders' Voice

Boarders' Voice is important to us and we use the views of boarders directly in developing our boarding provision.

QGH has a Boarders' Committee, which helps us gather the views of boarders and gives them a say in how the House is run. This enables us to ensure boarders' needs are being met and to find ways to make the boarding experience as fulfilling and enjoyable as possible. The Boarders' Committee meets weekly and is chaired by the Head of Boarding. A process is held to select representatives from each floor to ensure the views of students from all year groups are represented.

Boarders can also give their views and opinions in a number of other ways, including:

- Talking to any member of staff, including Houseparents, Boarding Nurse, Vice Principal (Pastoral) or Director of Studies (DoS)
- Via the Whisper app
- Forums with the Vice Principal (Pastoral)
- Regular boarding surveys

Boarders will be provided with feedback on their views, in a 'You Said/We Did' format.

#### 4.13 Boarders' Complaints Procedure

We of course hope that boarders will feel able to come and talk to one of the Houseparents or any member of staff about any concerns or complaints about the college's boarding provision, and that they will feel able to use the arrangements we have put in place to ensure that the boarders' voice is heard and that boarders are fully able to express their views. All boarders will be part of an inclusive and welcoming community, and we will want them to speak out if they have any concerns. No boarder will be penalised for raising a complaint in good faith, however the complaint is dealt with.

Although we encourage boarders to talk to their Houseparents, Director of Studies or other members of staff, there may be times when they have concerns or complaints which they wish to lodge more formally. The procedure outlined below is designed to ensure that:

- boarders wishing to make a complaint know how to do so;
- we respond to complaints within a reasonable time-frame;
- boarders know that we will always listen and take complaints seriously; and
- action, where appropriate, is taken to address the cause of the complaint.

Complaints about boarding might relate to the conduct of staff, provision of facilities or services, the quality of food provided, rules and regulations, perceived unfairness of treatment, the behaviour of others in the boarding house, or where a boarder feels they have been treated unfairly or discriminated against.

A boarder who wants to submit a formal complaint should send it to the Vice Principal (Pastoral) by email ([rachel.sherman@mpw.ac.uk](mailto:rachel.sherman@mpw.ac.uk)) unless the complaint is about them, in which case it should be sent to the Principal ([sally.powell@mpw.ac.uk](mailto:sally.powell@mpw.ac.uk)). A complaint will receive a written response within two working days of its being received, giving details of how it will be investigated. It is likely that the boarder will be interviewed; if so, they can if they wish, be accompanied by a friend or another member of staff. The investigation will normally be concluded within five working days, with a formal response detailing the findings made and any actions the college proposes to take.

If the boarder remains dissatisfied with the response to their formal complaint, they may request an Internal Review of their case. Such a review will normally be conducted by the Principal or DSL along with a member of the college's Governing Body. The Internal Review Panel will convene a hearing within five days of the request being received to discuss the merits of the case. The hearing will be informal and the boarder is welcome to be accompanied by a friend. The review will issue a written response within five days of the hearing.

In the event of the resolution still being considered unsatisfactory, the boarder should involve their parents who may wish to raise a formal complaint via the college's Parental Complaints Policy.

# 05

## MPW London Boarding Daily Routines

Our boarding routines are designed by age group, with the aim of keeping boarders safe and building a sense of boarding community.

### 5.1 MPW London Boarding Daily Routines - Term time only

14 – 16 years old							
	Mon	Tue	Wed	Thu	Fri	Sat	Sun
<b>Morning Registration</b>	Breakfast Registration in the college restaurant 7.30am - 8.40am				Brunch Registration in the college restaurant 11am - 12:30pm		
<b>Meal Times</b>	Lunch served 11.30 - 2pm				Evening meal 5.30 - 7pm   <i>Dinner Registration</i>		
<b>Lessons</b>	Start: 9am End: 5pm (GCSEs)						
<b>House Meeting</b>	9pm						
<b>Prep Time</b>	7 - 8pm in Study Room - <i>Supervised</i>						
<b>Curfews</b>	9pm				9:30pm		9pm
<b>Evening Registration in Bedrooms</b>	9:30pm				10pm		9.30pm

17 – 18 years old							
	Mon	Tue	Wed	Thu	Fri	Sat	Sun
<b>Morning Registration</b>	Breakfast Registration in the college restaurant 7.30am - 9.00am				Brunch Registration in the college restaurant 11am - 12:30pm		
<b>Meal Times</b>	Lunch served 11.30 - 2pm				Evening meal 5.30 - 7pm   <i>Dinner Registration</i>		
<b>Lessons</b>	Until 6pm						
<b>House Meeting</b>	9pm						
<b>Prep Time</b>	7 - 8pm in Study Room - <i>Unsupervised</i>						
<b>Curfews</b>	9.30pm				10pm		9.30pm
<b>Evening Registration in Bedrooms</b>	10pm				10.30pm		10pm

Boarders are expected to attend all meals, and registration at the stipulated times is compulsory.

Boarders in the Sixth Form must register at Reception at QGH at 2pm on any day when they do not have classes between 11am and 4pm.

Boarders regularly failing to register on time or who are regularly late for curfew will lose privileges. Boarders regularly failing to register on time or who are regularly late for curfew will lose privileges and will be gated, meaning that they will have to remain within QGH. Two lates in a week will result in an evening gating and three in a week will result in a weekend gating.

Boarders requesting curfew extensions should do so in advance, with parental permissions in place. Requests will not be unreasonably denied but will be at the discretion of the Houseparents and Vice Principal (Pastoral), and approved with consideration to academic performance, pastoral concerns and behaviour record.

Students over 16 are welcome to join prep time but are otherwise expected to undertake prep at a time of their choosing. In some circumstances, students may be required to join prep sessions for a limited period of time, at the discretion of the Vice Principals or Director of Studies.



## 5.2 Attendance

Boarders are expected to attend all lessons independently. Please remember that boarders who are on a student visa sponsored by MPW are expected to maintain 100% attendance. MPW has a legal obligation to notify UK Visas and Immigration (UKVI) if a sponsored student's attendance is poor. This could result in the student's visa being cancelled, them having to withdraw from the college and leave the country.

Boarders should attend all lessons unless they are unwell. The Boarding Nurse (or in their absence a Houseparent) will decide whether a boarder is well enough to attend lessons. We will keep parents or educational guardians informed in such cases, but they should be aware that the Boarding Nurse and our First-Aid-trained Houseparents are best placed to make the decision on seeing a student in person as to whether or not they are well enough to attend lessons. Prolonged or serious illness may result in a boarder returning home or living with their educational guardian for a period of time until they are well. Under these circumstances, the parent or guardian must keep in regular contact with the Houseparents and Director of Studies to keep them updated on the situation.

Boarders who know in advance that they will need to miss a lesson or other college commitment, should speak to their Director of Studies and one of the Houseparents to explain the circumstance and get permission.

Parents who wish to make arrangements such as booking flights that will result in their child departing before the end of term or arriving late must submit a formal request via REACH for the Houseparents and to the Director of Studies who will request approval from the Vice Principal (Pastoral). It is not normal for permission for such requests to be granted to accommodate holiday plans. Leaving the college prior to the term end date and arriving late after school holidays will be deemed an unauthorised absence unless permission has been granted by the college in advance.

## 5.3 Homework/Prep

Boarders of compulsory school age have supervised prep in the evening from Monday to Thursday for an hour from 7-8pm, which is completed in the boarders' own rooms or in the supervised study room on the Second Floor. Boarders working in their rooms will be monitored by the Houseparents on duty. During prep time, boarders should not be in each other's rooms unless permission has been granted from a member of the boarding team (e.g., for group project work). Depending on their course, some boarders may have much more work to complete in an evening than this time allows, and boarding staff will be there to support them in doing so. Boarders aged 17 and over are expected to work independently, but in some cases may find that joining evening prep is beneficial.

## 5.4 Evenings and Weekends

Boarders should manage their time effectively and remember their main reason for being here is academic. That said, boarders will have time in evenings and weekends when they are able to sign out and enjoy life in London. It is imperative that boarders tap in and out on REACH, so that we know where they are at all times and they must keep their phone on while out.

Boarders aged 16 and under are required to sign out with at least one other boarder and must return to the building by 9pm (Sunday - Thursday) or 9:30pm (Friday and Saturday) curfews. If they are out for a day, boarders are expected to check in with a Houseparent every 2 hours digitally and every 4 hours in person. Boarders aged 17 and over, must return to the building by 9:30pm (Sunday - Thursday) or 10pm (Friday and Saturday) curfews. If they are out for a day, boarders will be expected to check in with a Houseparent every 3 hours digitally and every 6 hours in person. Boarders may be required to share their live location at the discretion of the Houseparents.

Boarders are welcome to use the recreational spaces in QGH, including the college restaurant and the Main Hall, to relax or for leisure pursuits in evenings and at weekends. In addition, the boarding team will arrange activities, trips and events throughout the year, run sporting activities such as football, basketball, tennis and fitness classes at nearby sports venues and organise trips to explore some of the attractions of London and beyond.

## 5.5 Staying Safe in London

London is a relatively safe city but boarders should be aware of how to stay safe, by keeping to well-lit areas and not having expensive items like mobile phones openly on show when out and about in the city. Phone theft is particularly common, so it is wise to keep mobile phones tucked away somewhere safe in cafés, restaurants, on public transport and when walking along the street.

Boarders should tap in and out using REACH, so that boarding staff know where they are at all times. Whilst out and about boarders must have with them a well-charged mobile with the REACH, MS Teams and WhatsApp apps installed. These will be used by Houseparents to inform students of emergency situations and what they should do in response. Boarders should always be contactable by House staff and use the REACH app to provide updates to Houseparents as to their current location if this is different to what was specified when they first signed out.

On occasion, we will hold a 'lockdown drill' in order to ensure boarders know what to do in the event of a major incident in the city. In most cases boarders will return to their own rooms, where they will stay until told to come out. Boarders who are not in the building will be contacted and advised on whether to return to college or to take shelter in the location they are in.



### 5.6 Events

MPW runs a number of in-house activities throughout the year, ranging from movie and quiz nights to competitive events. We also host activities to celebrate Chinese New Year, Nowruz and other national days. Such events always turn out better when students are involved in their organisation, and boarders who have an idea for an event are encouraged to share it with the House staff.

We also have a programme of boarders' trips which will be published at the start of each term. Boarders are expected to attend all trips and will need to opt out by the deadline provided should they be unable to attend. They are also encouraged to suggest trips to the Houseparents. Boarders who miss trips that they have committed to will be liable for any costs incurred.

### 5.7 Holidays & Travel

Houseparents will arrange for boarders to be met at airport arrivals by an authorised representative of a nominated taxi service company. Students can be brought directly to QGH by a member of their family or guardian. Transfers from QGH to the airport will also be arranged by their Houseparent for their departure. It is important that flight details are submitted via REACH at the earliest opportunity, in order for House staff to check travel details and details of guardians or host families before a holiday. Travel details should be sent as a leave request on REACH at least two weeks prior to departure. Requests for an early departure before the end of term should be sent via email to the boarder's Director of Studies who will seek authorisation from the Vice Principal (Pastoral). It is important to be aware these will usually be rejected and may result in unauthorised absences, which can in turn affect the sponsorship of student visas. Families should therefore work to find solutions which mean that a student can leave after their final lesson, by either looking at indirect flights or using guardians as temporary accommodation, for instance. Boarders may use Uber taxis but should connect their ride to the MPW Boarding duty phone.

Feeling low or anxious?

Struggling to cope?

Need to talk to someone in a confidential,  
safe and supportive environment?

Our college counsellors are here to help.



Jemima Marriott

[jemima.marriott@mpw.ac.uk](mailto:jemima.marriott@mpw.ac.uk)



Cath Gillet

[cath.gillet@mpw.ac.uk](mailto:cath.gillet@mpw.ac.uk)



Eleanor Chasser

[eleanor.chasser@mpw.ac.uk](mailto:eleanor.chasser@mpw.ac.uk)

[Counsellor@mpw.ac.uk](mailto:Counsellor@mpw.ac.uk) is the generic email for the Counselling Team.

## 06

# Health and Wellbeing

### 6.1 Pastoral Support

Houseparents on duty can be contacted 24/7 while boarding is open on **+44 7495 429 587, including for overnight emergencies**. During working hours, Houseparents are also contactable on [londonhouseparents@mpw.ac.uk](mailto:londonhouseparents@mpw.ac.uk).

All students at MPW have a Director of Studies (DoS) who provides pastoral support. Students will have regular meetings with their Director of Studies throughout the academic year. Boarders will also be assigned to one of the Houseparents, who will provide additional support outside of college hours. All boarders can also raise any concerns with Rachel Sherman who is the Vice Principal (Pastoral) via [rachel.sherman@mpw.ac.uk](mailto:rachel.sherman@mpw.ac.uk).

MPW also has a team of professional in-house counsellors. Students can book appointments with them via email.

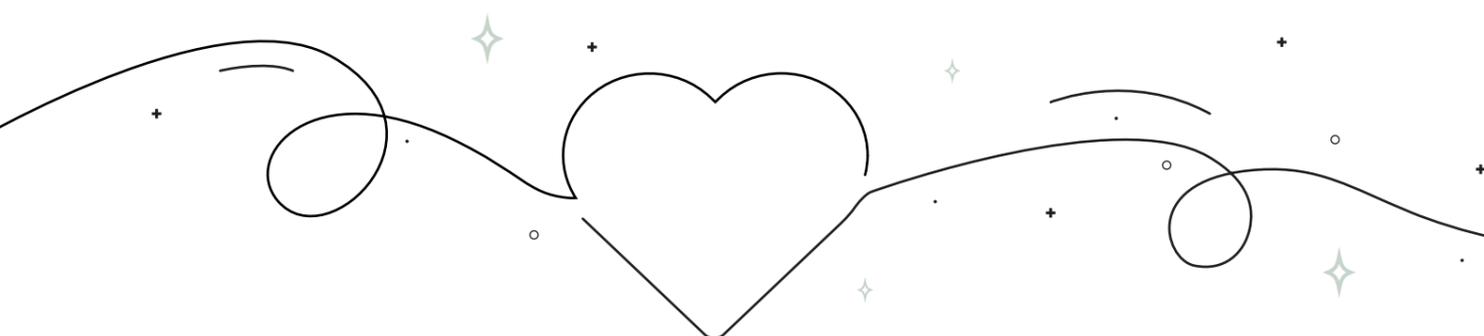
There may be occasions when a boarder wishes to speak with someone who is not part of the college. The National Minimum Standards for Boarding (September 2022) require boarding schools to "identify at least one person other than a parent, outside the staff, and those responsible for the leadership and governance of the college, who boarders may contact directly about personal problems or concerns at college". MPW has an Independent Person who acts in this capacity. Boarders are welcome to contact him.

His contact details are as follows:

- **Simon Naylor** | Telephone: 020 7590 6917

Students may also contact other external agencies for support such as the following:

- **Childline: 0800 1111** - [www.childline.org.uk](http://www.childline.org.uk)
- **The Children's Commissioner:** [www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk)
- **The Samaritans:** 116 123 - [www.samaritans.org](http://www.samaritans.org)



## 6.2 On arrival: Health-check and GP Registration

Parents are required to provide as much relevant information as they can about the health of their child on the medical form prior to the child's arrival. In particular they must make the college aware of medical issues such as asthma or allergies that present an ongoing concern for their well-being as well as all medication they are taking. On arrival, boarders will undergo a health-check conducted by the Boarding Nurse as part of the new boarder induction programme. The Boarding Nurse will talk to boarders about any medical issues that have been raised and also measure their height and weight. This enables us to monitor boarders' medical or health conditions and remain aware of any changes.

As part of the induction process, the boarder will be registered with the NHS and a local GP practice, the Brompton Medical Centre (237 Old Brompton Rd, London SW5 0EA - [www.bromptonmedicalcentre.nhs.uk](http://www.bromptonmedicalcentre.nhs.uk)). Boarders may choose to be registered with another doctor, but they must provide evidence that this has been done. All boarders will have access to a dentist and an optometrist and other specialist services as required. Houseparents and the Boarding Nurse will help them make appointments to see any of these health-care professionals.

## 6.3 Vaccinations

Boarders and their parents should follow their child's vaccination regime with their doctor at home. The Boarding Nurse will not administer vaccines but they can arrange for vaccinations to be given locally.

## 6.4 Sickness

Boarders who feel unwell during a school day should report to the Boarding Nurse, who is on-site 8am to 4pm from Monday to Friday during term time or, alternatively, a Houseparent. Boarders who are unwell will be supervised in their rooms unless their condition requires them to be collected by their parents or educational guardians, or taken to hospital. In such a case, their parents or guardians will be notified as soon as possible.

Boarders who feel unwell during the night will need to contact the duty boarding staff who will provide assistance directly. Contact details are provided on a Contacts for Support poster in every room.

Boarding house staff will provide medical support during weekends and also during holiday periods.

## 6.5 Medication

All prescribed medicines must be declared on the admissions forms. Boarders are not allowed to store, carry or take over-the-counter or prescription medicines without permission from the Boarding Nurse. Young people who are 16 or over are presumed (like adults) to have the capacity to consent to medical treatment. However, for a student who is under 16 years of age to consent to medical treatment, it is necessary to establish whether they are 'Gillick competent'. Gillick competence is an assessment that the individual concerned has the intelligence and maturity to understand the risks and consequences of either agreeing to or refusing treatment. This determination will usually be made either by the Boarding Nurse or a doctor. More information about Gillick competency can be found at [learning.nspcc.org.uk](http://learning.nspcc.org.uk).

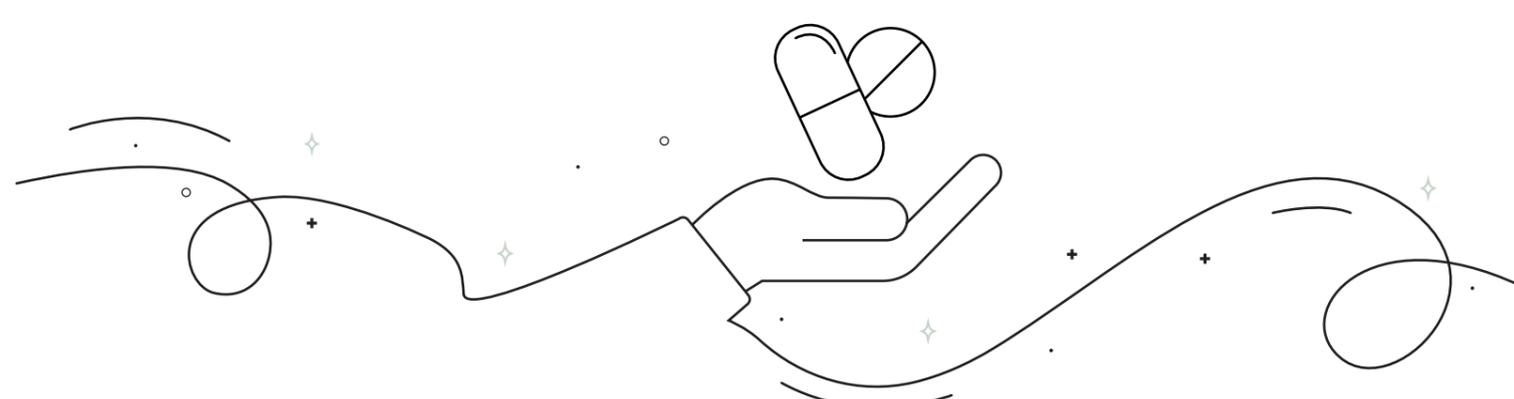
A student's IHCP will clearly indicate, where relevant, whether or not the student is deemed Gillick competent.

Students may not keep prescription or non-prescription medicines (e.g., over-the-counter pain-relief tablets such as paracetamol) in their rooms. Certain medications (e.g., Epipens and asthma inhalers) will be allowed in rooms at the discretion of the Boarding Nurse. Should boarders have pre-existing prescriptions, these must be submitted to the Nurse in advance or brought with them on their arrival, signed by their doctor and translated if possible.

Students are not permitted to bring medicines (including homeopathic medication) obtained overseas into the college or QGH as they may not be licensed for use in the UK. UK-equivalent medication can be obtained by prescription once they have been seen by a GP. Exceptions to this rule can only be made if permission has been sought from the Boarding Nurse, who will conduct a risk assessment in order to make a final determination. If unauthorised medications are discovered, the items will be confiscated and appropriately disposed of.

The college will maintain a record of all medicines prescribed to a student and the occasions on which they are administered.

Full details of the college's policy on medicines are provided in the Administration of Medicines Policy, which is available on request.



## 6.6 Food Allergies and Intolerances

It is very important that MPW is made aware of any food allergies or intolerances students have. As part of the enrolment process, parents are required to complete a health form detailing any specific dietary needs that we should be aware of. It is very important that this information is kept up to date because exposure to allergens can trigger an allergic reaction which can be life-threatening. Health forms when they are received are reviewed by the Boarding Nurse who will, if appropriate, write a health care plan detailing the likely symptoms of an allergic reaction, along with the emergency procedures to follow in the event of a serious reaction. This care plan will be circulated to staff on a need-to-know basis. Students vulnerable to anaphylaxis (severe allergic reactions) may have been prescribed an Auto-Adrenaline Injector (AAI) by their doctor and if so, they should carry it with them at all times.

One of the most common allergens is nuts. Our caterers do not include nuts in any of the food they provide and all students are strongly discouraged from bringing products containing nuts into the college or QGH. However, there is always a risk that food containing nuts may inadvertently be brought on site which is why the College does not claim to be a 'nut-free' school. Consequently, students who suffer from a nut allergy must themselves take reasonable precautions to minimise their exposure to risk.

## 6.7 Health Education

Boarding provides an ideal opportunity for students to develop an understanding of their health needs and how to develop and maintain a healthy lifestyle and make informed decisions about their own health. In addition to the college's PSHE curriculum, boarders will attend a series of talks on themes such as diet, fitness, alcohol and smoking.

## 6.8 Drugs and Alcohol

The misuse of drugs (including 'legal highs' and other substances) is not tolerated by MPW because it represents a significant threat to the physical and emotional wellbeing of our students. All cases where we have reasonable cause to suspect a student is in possession of or has taken illegal drugs will be investigated. Such investigations are likely to involve a drugs test, a search of the student's room and possessions and confiscation of suspicious items found. Cases where a student is found to be involved in drug-related activity are likely to result in permanent exclusion and could be referred to the police. Illegal drugs (those classified as Class A, B or C) must not be stored, taken, supplied or offered to others anywhere on MPW premises. The same applies to prescription drugs not prescribed for you, other psychoactive substances such as "legal highs".

Boarders of any age are not permitted to possess or consume alcohol in QGH. They are not allowed to have others bring it into QGH for them and they must ensure that any permitted visitor does not consume alcohol within QGH. The purchase of alcoholic drink at shops, off-licences or online is not allowed even if the intention is to consume it off-site. Boarders aged over 18 may be allowed on Friday or Saturday evenings to visit a local establishment serving alcohol (pub, bar or restaurant) between 7.00pm and 10.00pm if they have the permission of the Vice Principal (Pastoral) to do so, and the student's parents or guardians have given their general consent. In such cases, boarders are expected to show self-restraint and drink in moderation.

Boarding staff have clear guidelines on dealing with suspected intoxication, including provision of medical care, initial investigations, breathalysing procedures and communication with parents. Boarders should be aware that the college holds a breathalyser, and that we reserve the right to breathalyse boarders. Refusal or inability to provide a suitable sample to a breathalyser is tantamount to an admission of guilt on the part of the boarder.



## 6.9 Smoking

MPW is committed to providing a healthy environment for its students and staff, which is why students, regardless of their age, are not allowed to smoke or vape in or around MPW premises (please see map above) or when otherwise in the care of MPW, such as when on a college trip. It should be noted that the smoke detectors in QGH are also vape detectors and that tampering with fire equipment is a criminal offence and will be treated very seriously. Students aged 16 and under are not allowed to be in possession of cigarettes or vapes in the Boarding House and will face appropriate sanctions if they are found with them.

## 6.10 Catering

Breakfast, lunch and dinner are provided in the college restaurant and are included in boarding fees. The college restaurant is open from 7.30am on weekdays and from 9am on weekends and closes at 7pm everyday. Our meals are nutritious, varied and reflect the cultural needs of boarders. Boarders are welcome to offer feedback at any time and the views of boarders on food will be considered when planning future menus. There is a Food Committee which meets half-termly, and which will be attended by our caterers, Chartwells.

Boarders should note that college meals should not be substituted by takeaways on a regular basis and fast-food generally should be consumed in moderation. Boarders aged 16 and under may only order takeaways on Fridays, Saturdays and Sundays. The same rule applies to Boarders aged 17 and over, but they may also order on one additional weekday as approved by a Houseparent. If a boarder orders a takeaway, they should inform a Houseparent and ask for it to be delivered directly to QGH main entrance and wait in Reception for it to arrive.



## 07 Information for Parents and Guardians

### 7.1 Parents/Educational Guardians: Contact Details

Parents and educational guardians must ensure that they inform the college of any change to their contact details, including phone number, email address or home address. It is essential that we are able to contact boarders' families in case of an emergency.

### 7.2 Guardianship Arrangements

It is a requirement for all boarders whose parents or legal guardians do not live in the United Kingdom to have an educational guardian. Guardians are a valuable source of support for boarders outside of college and can host them on weekends, in holiday periods, or if they must be away from college for an extended period due to illness.

Parents are responsible for providing a guardian for their child whilst they are students at the college. Ideally the guardian should be well known to the student. Alternatively, if parents do not have a suitable contact in the UK, it is possible to approach guardianship agencies that can provide this service. MPW can advise parents on how to go about finding a guardian but it does not appoint guardians on parents' behalf. When parents have successfully appointed a guardian for their child, they must complete a guardianship agreement form providing full contact details. This must be done before their child commences boarding. Guardians must meet a range of eligibility criteria, details of which are provided in our Educational Guardianship Policy. If a nominated guardian is unable to fulfil their responsibilities to the college's satisfaction, MPW may require a change of guardian or revision of the arrangements if that is felt necessary. Any changes to guardianship should be notified to the college and Houseparents immediately.

### 7.3 Contact with Parents and Educational Guardians

Boarders are free to contact their parents or educational guardians at any time, though parents should be sensitive to time differences, and should avoid calling boarders after curfew UK time, as this can affect boarders' sleep patterns and lesson attendance. Most boarders will choose to contact their parents via social media or the telephone. In cases of emergencies where a boarder is unable to contact their parents using these means, they should ask a Houseparent who will be able to provide access to a landline phone.

### 7.4 Visiting Other Students at Home

For safety reasons, boarders may not visit private residences without written permission from their parents (or educational guardian) while in the care of MPW. Requests for leave are raised through the REACH boarding software by the boarder's parents or educational guardian. They will be sent login details and instructions for REACH before the start of term and Houseparents will be able to assist them should they have difficulty using the system. The parents or educational guardian will submit via REACH the following:

- The contact details of the host: name, address (which will be where the boarder is staying), phone and email address.
- Details of travel arrangements (including whether they will be using public transport, flying or using taxis, etc.)
- Expected departure and return times.

The host will be contacted and asked to confirm that they will take responsibility for the student during the period of absence. If the host agrees, the Houseparents will check all the details and alert the parents or educational guardian of the agreement before approving the leave request.

# 08 Student Matters

## 8.1 Student Code of Conduct

Our expectations are high, in order to ensure safety, wellbeing and to maintain a comfortable and homely environment in boarding. Behaviour in boarding should be consistent with the general behaviour expectations of the college (see the Student Guidelines). In addition, boarders must:

- ensure that they are contactable by boarding staff by ensuring that they have their mobile phone with them when outside of QGH;
- keep to curfew (return to building time);
- always be in their own rooms after evening registration, at which point the House should be quiet;
- never be present in a corridor other than the corridor in which their room is located;
- not engage in anti-social behaviour;
- not wear nightwear in the common areas of QGH and should wear appropriate clothing outside their room at all times; and
- not use, bring, or possess alcohol, drugs, other substances or prohibited items in or around the college or boarding house.

## 8.2 Positions of Responsibility

Boarders are encouraged to apply to be a member of the Boarding Committee, which is a representative role to reflect the view of the boarders. Members of the Boarding Committee will be Mentors and positive role models for new boarders. Boarders will also be encouraged to apply to be Boarding Ambassadors, which is a role that represents the Boarding House in all aspects.

## 8.3 Boarding Policies and Procedures

Policies and procedures specific to the Boarding House can be found on Firefly, our Virtual Learning Environment.

# 09 Boarding Rewards and Sanctions

## 9.1 Boarding Rewards

We seek to use positive reinforcement to help boarders contribute to their boarding community, and value boarders taking initiative, responsibility, and supporting one another.

Houseparents and the Vice Principal (Pastoral) can award Boarding House Points for supporting others, initiative, community involvement, effort and improvement.

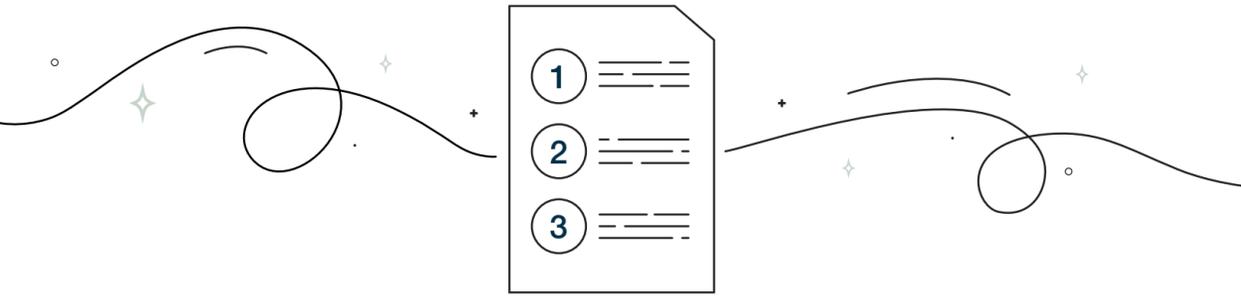
<p><b>10 House Points</b></p>  <p>A certificate from Houseparent with an email home.</p>	<p><b>20 House Points</b></p>  <p>A free coffee and a snack from the college restaurant. A certificate from the Head of Boarding with an email home.</p>
<p><b>30 House Points</b></p>  <p>A takeaway such as a pizza. A certificate from the Vice Principal (Pastoral) with an email home.</p>	<p><b>50 House Points</b></p>  <p>A £20 Amazon voucher. A certificate from the Principal and an email home.</p>

## 9.2 Boarder Recognition Award, Community Awards and Boarder of the Year

- The Boarder Recognition Award is presented every two weeks at the Boarders' Meeting following the Houseparents' Meeting discussion. This equates to 5 House Points.
- Boarding Community Awards are given for exceptional cases of community-mindedness or special contributions to the boarding community. They equate to 10 House Points.
- The Boarder of the Year Award is presented at the end of the Academic Year for exceptional and outstanding service to the boarding community throughout one academic year.

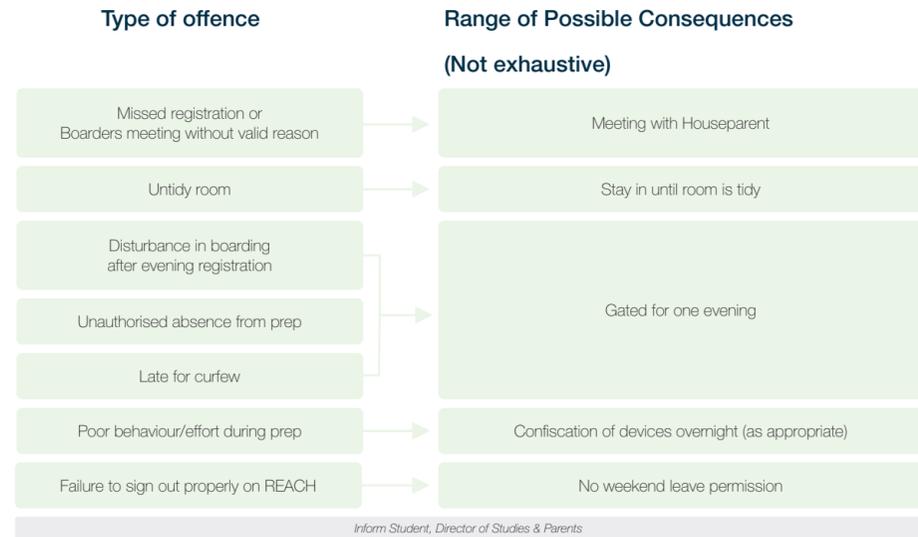
## 9.3 Expectations and Sanctions

QGH is intended to be a home from home for boarders and we try to keep the number of rules to a minimum. The rules we do have are there for the safety of boarders and for the good of the boarding community as a whole. House rules are supplementary to those set out in the Student Guidelines which apply to all students. There is a hierarchy of sanctions that can be imposed by boarding staff for breaches of these rules. Serious misbehaviour or persistent ill-discipline may result in a referral to Vice Principal (Pastoral) or the Principal who will determine whether a student should be suspended or excluded from QGH or from the college. The table overleaf is intended to be illustrative not exhaustive.

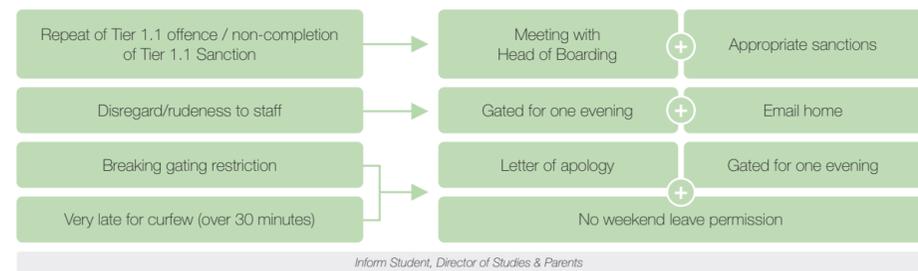


Tier

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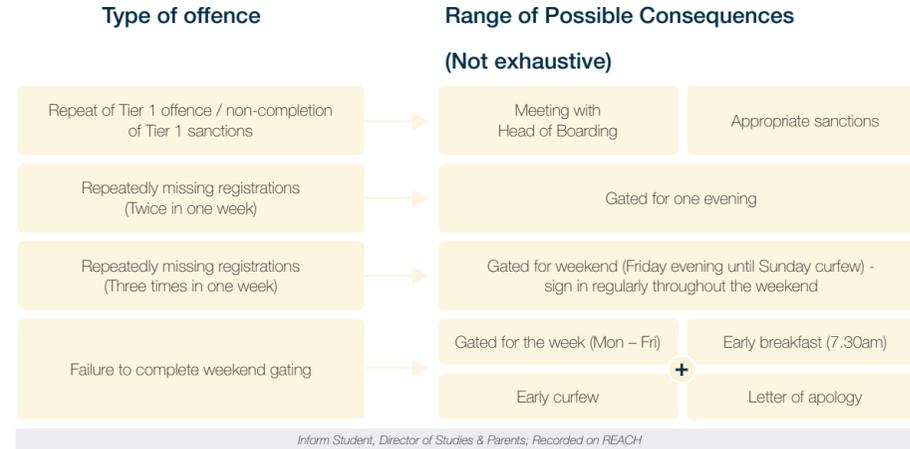


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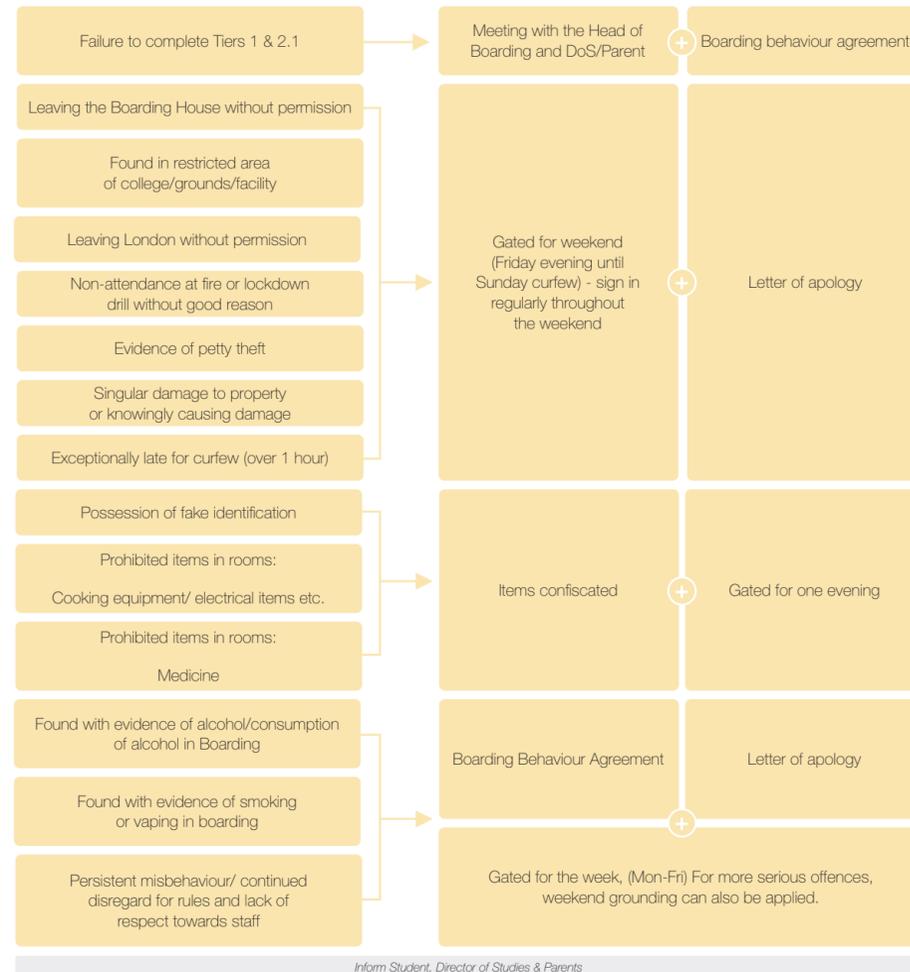


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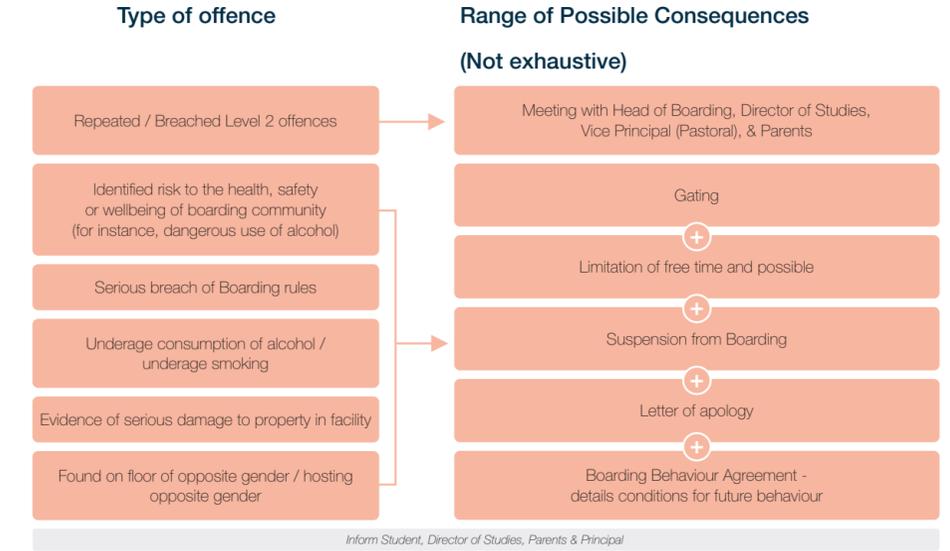


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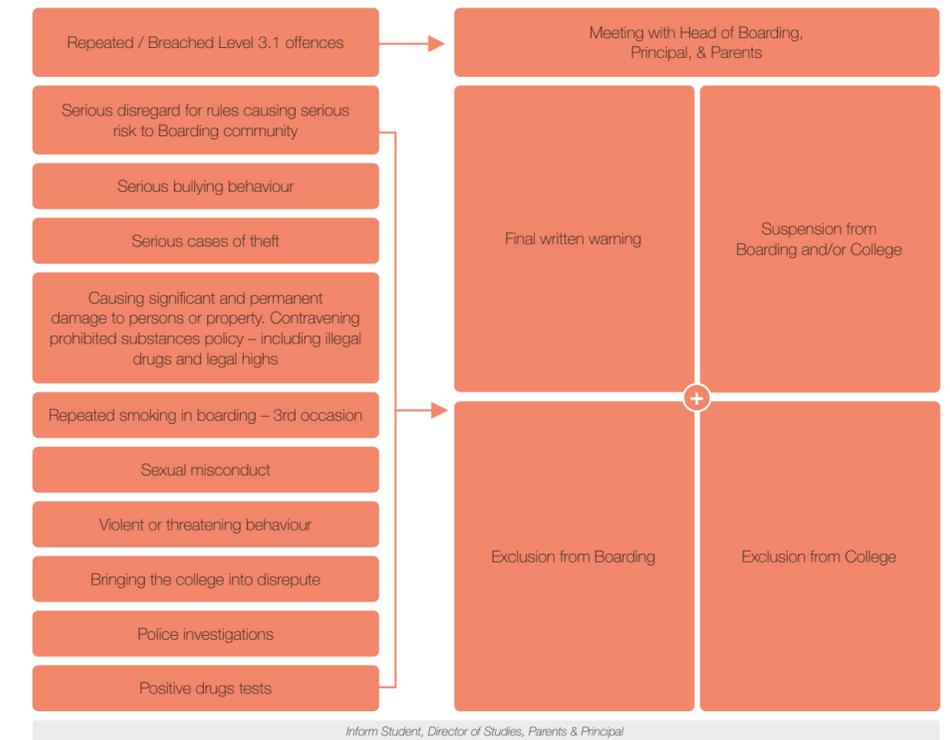


Tier

3.1



3.2



# Contacts for support

## BOARDING NURSE

The Boarding Nurse works weekdays during term-time. Visit the medical room or email

**[londonnurse@mpw.ac.uk](mailto:londonnurse@mpw.ac.uk)**

## COUNSELLING TEAM

You can book an appointment with the college Counsellors via email

**[counsellor@mpw.ac.uk](mailto:counsellor@mpw.ac.uk)**

## INDEPENDENT PERSON

You can contact our Independent Person with any concerns about boarding: Simon Naylor

**020 7590 6917**

## HOUSEPARENTS (Including Overnight)

**07495 429587**

If there is no response, knock on the duty House Parent's door or see the night porter at reception.

