



QUEEN'S  
COLLEGE

BOARDERS' HANDBOOK

**The purpose of this document is to act as a practical handbook for pupils and parents covering all aspects of a boarder's life at Queen's. The content is designed to promote the well-being of individual pupils while enabling them to live safely and alongside their fellow boarders. For a full list of school policies, please go to [www.queenscollege.org.uk](http://www.queenscollege.org.uk)**

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## AIMS

We aim to:

- Create a supportive, family atmosphere within the Boarding House in which all of you feel safe, secure and happy.
- Help you develop respect: for yourself, for others in the community and for the environment.
- Help you develop all of your talents be them academic, sporting, artistic, or in the performing arts.
- Help you understand the value of team work and provide you with the opportunity to develop leadership.

## EXPECTATIONS

You should:

- Act with kindness towards others. Show respect for the views, feelings and property of others in the whole school community. You should treat others as you would like to be treated yourself.
- Do your best whether it is in academic or extracurricular activities and be prepared to embrace a challenge. Make a positive effort to enjoy life.
- Behave honestly and with integrity at all times.
- Think for yourselves.

**Most importantly, always remember that there are always people who can help and answer any queries you may have. See pages 12 and 13**

**IF IN DOUBT – ASK**

# 2

## FIRE SAFETY

In the event of the fire alarm sounding you must leave the building by the nearest safe exit and assemble at you agreed muster point. See the 'House Information for Pupils and Parents' booklets for details of the muster point for your house.

**Do not return to you room to collect anything.**

If you discover a fire, raise the alarm and leave the building by the nearest safe exit.

**Do not tackle the fire yourself.**

The specific evacuation routine and muster point for each house will be explained by house staff when you arrive.

Each house will carry out regular evacuation practices.



# 3

## BOARDING HOUSES AND THEIR STAFF

Each boarding house has a houseparent/s, assistant houseparent and resident tutor who all live in the boarding house. In addition there are visiting tutors associated with each house who carry out evening duties in the house during the week.

Supporting these staff are a dedicated team of housekeepers who work in the laundry rooms of each house and help keep the house clean.

Each pupil also has an academic tutor who oversees their academic work. Any concerns over academic work should go, in the first instance, to their academic tutor and, any pastoral concerns, to their houseparent.

However, we understand that these two aspects of life are often interlinked and we work closely with each other to help each pupil achieve their potential.

### We have 4 boarding houses

#### School House

Boys' Boarding House for Years 9 to 13



#### Channon House

Boys' boarding House for Years 9 to 13



#### Hutton House

Girls' Boarding House for Years 9 to 13



#### Cotlake

Junior Boarding House for boys and girls up to Year 8



# 4

## DAILY ROUTINE

Pupils wake up from about 7.00 and breakfast is served in the school dining hall from 7.15 to 8.00.

Pupils register in either the Sixth Form Centre or in their day house area from 8.15 and then attend either assembly or tutor group meetings.

The school day usually runs from 9.00 until 16:00 at which point boarders can either return to their house or will be involved in after school co-curricular activities.

During the day the pupils will have a locker in their 'day area' to store their belongings and are fully integrated into school life with the day pupils.

In the evenings there are allocated sessions for individual private study (prep) and free time. Pupils are checked back into the house in the evenings and have specific bedtimes.

As for breakfast, supper and lunch are served in the school dining hall.

Each house may have additional roll-calls at times that are dependent on each house requirement (see house information booklets)

The evening and weekend timings are given below:

### Evening Routine

#### Compulsory Prep Times

Year 9	18.45 to 20.00
Year 10 and 11	18.45 to 20.15
Years 12 and 13	19.00 to 20.30

Prep for Years 9 and 10 is supervised by a member of staff.

Years 12 and 13 will need to work at other times in addition to this but are expected to manage their time to meet their work requirements.

#### Supper

Junior boarders (up to year 8)	17.45
Years 12 and 13	17.50
Year 11	18.10
Years 9 and 10	18.15

### Bedtimes

(Cotlake have a separate evening routine – see Cotlake information booklet).

	Back in the House times	Prepare for bed	Lights out
Year 9	21.15	21.30	21.45
Year 10	21.30	21.45	22.00
Year 11	21.45	22.00	22.15

	In House	In Rooms
Year 12	22.15	22.30 Turn own light off
Year 13	22.15	22.30 Turn own light off

There will be separate arrangements for study leave during the exam period which will be published at the time

### Saturday

9.00	Breakfast
Morning	Roll-call – time is dependent on each house (see House information booklet )
10.00–12.00	Boarders' activities programme (compulsory for pupils up to year 10 and optional for other years)
12.00	Lunch
18.00	Supper
19.00	Roll-call

Saturday 'in house' times are the same as the rest of the week but may be negotiated later with house staff.

All 'Prepare for bed' and 'lights out' times are 30 minutes later than weekdays.

### Sunday

Morning	Roll-call time dependent on each house
11.30	Brunch (pupils can attend breakfast at 9.00 if they wish – compulsory for Cotlake boarders)
18.00	Supper
19:00	Roll-call and House tidy up

Evening routine is otherwise the same for weekdays

### Saturday Morning Boarders' Activities Programme

Pupils can opt into a range of supervised activities that include:

Cookery, Creative Art, Drama and the Performing Arts, private study in the library or a sporting programme in the sports hall and gym.

# 4

## DAILY ROUTINE continued

### Weekend Activities

There are a variety of activities arranged for Saturday evenings and Sundays which will be publicised in advance. Some of these activities are organised by each house and some are arranged for the whole boarding community to opt into. The pupils are encouraged to take an active part in suggesting ideas for trips.

Some of the activities and trips include:

- Cinema trips
- Thorpe Park
- Visits to local beaches
- Taunton High Ropes
- Paintballing
- Combat Archery
- Ten pin Bowling
- City visits eg. Bristol, Bath, Exeter & Cardiff
- Christmas shopping
- National League Basketball at Plymouth Pavilions
- Mendip Activity Centre
- Horse riding
- Formal dinners
- Discos
- BBQ's
- Pizza nights
- Games' nights



**SIGNING OUT AND SIGNING IN**

**Pupils sign in and out of the boarding house on an iPad by the entrance to the house.**

They need to sign in and out whenever they leave or enter the boarding house.

Pupils are allowed to visit other boarding houses in their free time (see visitors to boarding houses below).

Pupils are allowed to go to the sports hall and music block during supervised sessions in the evenings and the astro turf and the school café.

**Pupils are not allowed off site except for the following situations:**

The Comeytrowe Centre  
(local shops within five minutes walk of School)

- Years 9, 10 and 11 are allowed to visit the Comeytrowe Centre between the end of school and 17.15 on nominated days of the week. These will be published in the boarding houses. They should stay in uniform until 17.15 unless remaining in the House. Years 12 and 13 are allowed to visit the Centre in any free time after school until 18.45. They must be in prep at 19.00

Taunton Town Centre

Weekdays:

- Year 9, 10 and 11 must seek permission to go into town by a member of the house staff. There would need to be a specific reason for the trip.
- Years 12 and 13 are allowed into town on any weekday (permission to go to town in lesson time must be sought from one of the House Staff)
- Everyone must sign out and sign back in again on their return
- Everyone must be back for a prompt start to Prep

Saturdays and Sundays:

- Years 9, 10 and 11 are allowed into town provided permission is sought from the House Staff
- Years 12 and 13 are allowed into town.
- In all cases access is only possible after games/activities or school matches
- Everyone should be back from town by 18.00 unless on a school fixture or trip or by prior arrangement with the member of staff on duty.
- No pupil is allowed off site after 19.00 unless permission has been given by a member of staff on a case by case basis.

**Anyone going off site should be accompanied and must sign out.**

**Sleep-Outs**

Pupils may wish to spend the night out of the House, back at home at weekends for example or perhaps to visit friends or guardians. These are called 'sleep outs'.

- Weekend 'sleep outs' are available provided school commitments are honoured
- Parents or guardians requiring 'sleep outs' should complete a leave request using 'boarding ware' (software that manages boarders whereabouts and leave requests – see separate section)
- Boarders may be asked to a friend's house for the weekend. This is fine provided that both parents and hosts inform us that they are happy for this to happen.
- Boarders may return on Sunday evening by their normal 'in house time' or on Monday morning before registration
- **Any special requests to be excused from any school commitments must be made through the Head Teacher.**

**Day trips beyond Taunton**

Pupils may wish to visit places within an hour or so of Taunton for the day such as Exeter, Bath or Bristol. Pupils in year 12 and 13 may do so provided parental or guardian permission is given, they are accompanied by another pupil and they return before 1900.

If they wish to travel further afield the guardian or parent will need to take responsibility for the pupil from the time they leave school until the time they return.

**Leaving and returning to the House at the start and end of terms**

The dates of terms are published on the website. Any requests to leave early or return late must be made through the Head Teacher. Transport is provided to and from Heathrow on the first and last days of a term.

Other travel plans are made by guardians. Arrangements for communicating the travel arrangements at the start and end of term or half term will be made through 'Boarding ware' (see separate section). If a parent or guardian wishes to book a place on the school coach to Heathrow, they must do this through 'Boarding ware'.

If a pupil needs to leave the house before 6.00 or arrive after 22.00, then the guardian will need to make arrangements for the pupil to stay with them and either leave school the day before or arrive the day after.

# 6

## VISITORS TO THE HOUSE

### Queen's College Pupils

1. Other Queen's College pupils are allowed to visit the house but only if invited in by a member of that house or having been given permission by a member of the House Staff.
2. They must sign in and sign out in the visitors' book.
3. In all years visitors are only allowed to visit the communal areas which include the TV, game's rooms or Prep room. No visitors of any year are allowed in the kitchen unless agreed by a member of staff.
4. Any one pupil can only invite a maximum of three pupils into the House unless agreed by a member of staff.

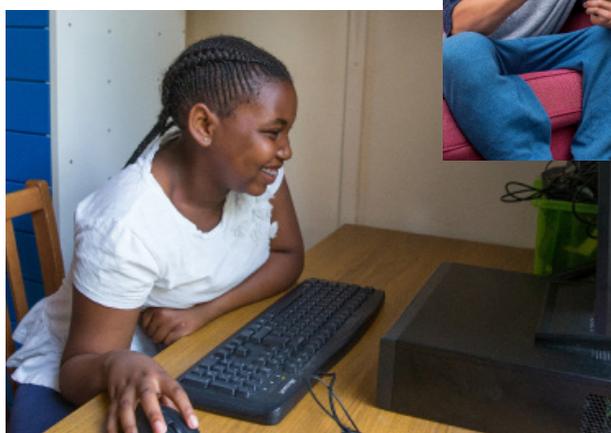
5. Visitors must leave the house by the following times in the evening:

- Year 9 21.15
- Year 10 21.30
- Year 11 21.45
- Years 12 & 13 22.15

6. All visitors must adhere to the House Rules.

### Visitors other than Queen's College Pupils

- Visitors who are not current pupils or members of staff are not permitted into the House unless accompanied by a member of staff.



# 7

## USE OF SOCIAL AREAS AND ROOM CARE

### Care of Rooms

All rooms are cleaned on a daily basis by our house keepers. However, pupils have a responsibility to keep their room tidy.

1. Any electrical cables should be kept out of the way. Don't overload the sockets.
2. Fridges, kettles, cookers, TV screens are not allowed in rooms.
3. If you cause any damage or spot any fault then this must be reported to the teacher on duty **immediately**.

### Kitchen rules

1. Wash up and clean up after yourself
2. No raw meat should be stored or cooked unless agreed and supervised by a member of staff

### Pupils of the House Visiting Other Boarders' Rooms

The Golden Rule:

No pupil should enter or stay in another pupil's room unless the occupant of that room has invited them in and is present.

Only pupils resident in the House are allowed in the dorms. Other pupils may visit but must remain in the social areas only.

# 8

## 'TAKE AWAY' FOOD

### 'Take Aways'

'Take aways' are not a substitute for eating in the dining hall.

- 'Take aways' on a Friday and a Saturday night only
- Cardboard takeaway boxes must be recycled

When you order a 'take away' you must be ready to meet the delivery person outside the House. The person delivering food is **not** allowed in the House.

# 9

## LAUNDRY

- All laundry is done in the boarding houses. The particular arrangements will vary from house to house (see house information booklets for more details)
- All clothes must be named.

# 10 FEELING UNWELL?

There is 24-hour medical cover at school and daily surgeries in the medical centre. The times for these will be published in the boarding houses

- If you feel ill or unwell, you should report to the teacher on duty or go straight to the medical centre. A member of staff will be on duty overnight and will have the house mobile overnight.
- If you have felt unwell overnight then you should go to the medical centre between 7.30 and 8.15 am.
- You will be assessed by the medical staff who will

make a decision concerning whether you should stay in the medical centre or go back to lessons.

- You are not allowed to go back to your room to rest without having first gone to the medical centre. You must go to the medical centre and follow their advice.
- If you are taking medicines given to you by a doctor from home you must inform the medical centre as soon as you return to school. You should not take medicines brought from home that haven't been given to you by a doctor or that the medical centre doesn't know about.



# 11 VALUABLES

## **Pocket Money/Passports**

- Deposit your money in the 'House Bank' for safe keeping. Withdrawals can be made through the House staff.
- Passports have to be left in the House safe and are signed in and out by a member of staff.
- Do not lend or borrow money.

## **Theft/Loss of Property**

- This must be reported as soon as possible to the teacher on duty

## **Lost Property**

Lost property and unnamed items will be collected and opportunities for reclaiming lost items will be available in each house.

All pupils are expected to contribute in some way to the House community. How this is organised will vary between boarding houses although all the senior houses will have house prefects. Pupils' views on how the house is run are actively sought by staff.

### **Prefects**

In addition to the 'Head of House' and 'Deputy Head(s) of House' some older pupils will act as House Prefects. As a House Prefect they will be responsible for helping with the day to day running of the younger years (9 to 11) in the House e.g. room tidiness, prep supervision, and bedtime routines. They are overseen and mentored by the House Staff in this important role.

A good prefect should show characteristics of empathy and fairness but also be assertive when necessary. These attributes can be developed within the role and represent important educational aims for the prefect in terms of leadership.

Above all they should act in a way in which they are a positive, fair and thoughtful role model for younger students

### **Pupil Behaviour**

Pupils' behaviour is managed in a positive way and praise and positive reinforcement are given at every opportunity.

However, pupils are expected to follow house and school rules. This includes: keeping their room tidy, completing duties properly and all times being punctual, polite and well behaved. If they fall below these standards, then behaviour may be managed in the following ways:

### **Sanctions**

These should be proportionate and relevant as far as possible to the behaviour. They may include for example:

- Cleaning jobs
- Extra duties

### **Loss of Privileges**

These may include restricted bedtimes, confiscation of laptop or phone, separated private study, extra prep, restrictions on 'take away' food or 'gating' (gating requires a pupil to report to a member of staff at regular intervals as directed).

Prefects are supported by the House Staff in carrying out their duties. Sanctions may be given on the advice of Prefects but this is done in consultation with a member of staff. Prefects are not allowed to confiscate any item/s.

If a pupil feels they have been unfairly treated in any way either by another pupil, prefect or member of staff including their Houseparent, they should always report this to either the Head of House or a member of staff.

# 13 BOARDINGWARE

This is a software package which enables us to manage the whereabouts of boarders. Pupils sign in and out of the boarding house on an iPad at the entrance to the house. This allows us to know if pupils are in the house in the event of an evacuation and where they are if we need to contact them.

It also allows pupils, parents, guardians and hosts of boarders to request 'a leave of absence' from the boarding house. This includes communicating the arrangements for boarders during holiday periods.

Instructions on the use of this software are given to boarders and parents on arrival and at the start of the year or when necessary. Further information can be found at <https://www.boardingware.com/>



# 14 CARS AND BICYCLES

## Cars

Boarders are allowed to drive to and from school by car if they have satisfied the Sixth Form requirements for the use and parking of cars. They are not allowed to use the car for journeys while at school unless they have been given permission by their houseparent for a specific journey. Boarders bringing cars to school will need to hand the keys to their houseparent on arrival so they can be stored safely.

For each journey by a boarder in a car, the houseparent will need the permission of the driver and passenger's parents.

## Bicycles

Boarders are allowed to bring bicycles to school at the discretion of their houseparent.

A cycle helmet and lights will be required and the houseparent has to satisfy themselves that the boarder is competent to ride safely.

The bicycle will need to be locked in the school bicycle rack or at the house, if there is an appropriate place to do so.

# 15

## USEFUL NUMBERS AND EMAILS

01823 needs to be dialled before all numbers if calling from the UK but outside of Taunton or from mobiles. If calling from outside the UK the international dialling code (0044) will be needed and remove the 0 at the start of the number)

### General Numbers

School Office (senior school)	01823 272559
School Office (junior school)	01823 272990
Mr Shepherd (Head of Boarding)	01823 340853

### Numbers for the Houseparent landlines

School House (Mr Shepherd)	01823 340853
Hutton House (Mrs Elliott)	01823 340827
Channon House (Mr Clark)	01823 284234
Cotlake (Mr Baker)	01823 340860

### House Mobiles

School House Mobile	07541 385400
Channon House Mobile	07541 385402
Hutton House Mobile	07541 385410
Highgrove wing mobile	07823 348950

### Emergency Numbers

Medical Centre	01823 340819
Medical centre Mobile	07980 868476
College Way Doctor's Surgery	01823 259333
Musgrove Hospital (accident and emergency)	01823 333444
Childline	0800 1111
Independent Listener	01823 340893
NSPCC Helpline	0808 800 5000
Samaritans	116123
Somerset Direct	0845 345 9122
Local Authority Designated Officer	
Children's Commissioner	0800 528 0731

**In an emergency dial 999 for the emergency services.**

### Emails

Head Teacher  
Dr Earps [le@queenscollege.org.uk](mailto:le@queenscollege.org.uk)

Chair of Governors  
Mr Edwards [headgovernor@queenscollege.org.uk](mailto:headgovernor@queenscollege.org.uk)

Deputy Head Teacher  
Mr Free [asf@queenscollege.org.uk](mailto:asf@queenscollege.org.uk)

Head of Boarding  
(and houseparent of School House)  
Mr Shepherd [jps@queenscollege.org.uk](mailto:jps@queenscollege.org.uk)

Hutton House  
Mrs Elliott [jme@queenscollege.org.uk](mailto:jme@queenscollege.org.uk)

Highgrove wing of Hutton  
Mrs Mackey [yim@queenscollege.org.uk](mailto:yim@queenscollege.org.uk)

Hutton assistant houseparent  
Mrs Allan [maa@queenscollege.org.uk](mailto:maa@queenscollege.org.uk)

Channon House  
Mr Clark [arc@queenscollege.org.uk](mailto:arc@queenscollege.org.uk)

Cotlake  
Mr Baker [dob@queenscollege.org.uk](mailto:dob@queenscollege.org.uk)

Boarding Governor  
[boardinggovernor@queenscollege.org.uk](mailto:boardinggovernor@queenscollege.org.uk)

If you wish to view the pupils' complainants procedure or have a worry and want to know who to contact, please [CLICK HERE](#).

If you wish to view the parents' complaints procedure, please [CLICK HERE](#).

# Safeguarding Children



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**Are you feeling upset or unsafe?  
Are you worried about a friend, student or family member?  
Does something not feel right?**

Please speak to the Queen's College Designated Safeguarding Leads (contact details below)  
If you're worried, tell someone. In an emergency dial **999**.

Independent Listener  
**01823 340893**

ChildLine  
**0800 1111**

NSPCC Helpline  
**0808 800 5000**

Samaritans  
**116123**

Somerset Direct/  
Local Authority  
Designated Officer  
**0845 345 9122**



## DESIGNATED SAFEGUARDING LEAD TEAM



**Mr Andrew Free**  
Deputy Head – Senior School  
Designated Safeguarding Lead  
e-mail: [asf@queenscollege.org.uk](mailto:asf@queenscollege.org.uk)  
Tel: 01823 340803  
Mobile: 07541 385 434



**Dr Lorraine Earps**  
Head of Queen's College  
Deputy Designated Safeguarding Lead  
(Senior School)  
e-mail: [le@queenscollege.org.uk](mailto:le@queenscollege.org.uk)  
Tel: 01823 272559  
Mobile: 07541 385 332



**Mrs Tracey Khodabandehloo**  
Headmistress - Junior School  
Deputy Designated Safeguarding Lead  
(Junior School)  
e-mail: [tjk@queenscollege.org.uk](mailto:tjk@queenscollege.org.uk)  
Tel: 01823 272990  
Mobile: 07766 168 625



**Mrs Teri Underwood**  
Junior School  
Deputy Designated Safeguarding Lead  
(Junior School)  
e-mail: [tmu@queenscollege.org.uk](mailto:tmu@queenscollege.org.uk)  
Tel: 01823 272990



**Miss Sam Horner**  
Pre-Prep Head and Year 2 teacher  
Deputy Designated Safeguarding Lead  
(Pre-Prep)  
e-mail: [smrh@queenscollege.org.uk](mailto:smrh@queenscollege.org.uk)  
Tel: 01823 340886



**Miss Lizzie Hayes**  
Head of Nursery Education  
Deputy Designated Safeguarding Lead  
(Nursery School & Highgrove Nursery)  
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Tel: 01823 340887



**Mrs Donna Kershaw**  
Highgrove Nursery Manager  
Deputy Designated Safeguarding Lead  
(Highgrove Nursery)  
e-mail: [dmk@queenscollege.org.uk](mailto:dmk@queenscollege.org.uk)  
Tel: 01823 340892



**Mr Jon Shepherd**  
Head of Boarding  
Deputy Designated Safeguarding Lead  
e-mail: [jps@queenscollege.org.uk](mailto:jps@queenscollege.org.uk)  
Tel: 01823 340853



**Mrs Amanda Free**  
Teacher of Learning Development  
Year Leader  
(Senior School)  
Deputy Designated Safeguarding Lead  
e-mail: [ajf@queenscollege.org.uk](mailto:ajf@queenscollege.org.uk)  
Tel: 01823 340825



**Mr Sam Chislett**  
Year 6 Form Tutor and Head of  
Computing (Junior)  
Deputy Designated Safeguarding Lead  
e-mail: [swc@queenscollege.org.uk](mailto:swc@queenscollege.org.uk)  
Tel: 01823 272990



**Mrs Sally Murray**  
Pastoral and Compliance Administrator  
Deputy Designated Safeguarding Lead -  
Admin  
e-mail: [sem@queenscollege.org.uk](mailto:sem@queenscollege.org.uk)  
Tel: 01823 340846



**Mrs Jan de Caux**  
Business Development and Events  
Manager  
Deputy Designated Safeguarding Lead  
e-mail: [jdc@queenscollege.org.uk](mailto:jdc@queenscollege.org.uk)  
Tel: 01823 340880



**Mr Mark Edwards**  
Chair of Governors  
e-mail: [headgovernor@queenscollege.org.uk](mailto:headgovernor@queenscollege.org.uk)  
Tel: 01823 340885



**Mrs Janet Walden**  
Nominated Safeguarding Governor  
e-mail: [safeguardinggovernor@queenscollege.org.uk](mailto:safeguardinggovernor@queenscollege.org.uk)

School Office	Senior	<b>01823 272559</b>
	Junior	<b>01823 272990</b>
Medical Centre		<b>01823 340819</b>
Medical Centre Mobile		<b>07980 868476</b>
School Doctors		<b>01823 259333</b>

