



BRITISH SPRING COLLEGE AWKA

STANDARD OPERATION PROCEDURES (SOP) FOR BSC, AWKA

These are sets of behavioural patterns that every member of an organization is expected to observe for the smooth running of such organization. The Latin calls them *modus operandi* (mode of operation).

To ensure effortlessly seamless operations within the college community, some sort of behavioural patterns have been adopted in British Spring College, Awka. This is purposefully to enable students, staff and parents interact with a mutual sense of understanding of the other's responsibility, and generally to enhance work and standard delivery.

Some of our prominent procedures are:

1. Employment Procedure
2. Admission procedure
3. Lesson Delivery and Supervision Procedure
4. Complaints Management Procedure
5. Parent Appointment Procedure
6. Healthcare Procedure
7. Behaviour Management Procedure (Classroom and Hostel)
8. Child Protection and Safe-guiding Procedure
9. Withdrawal Procedure
10. Emergency Procedure
11. Resignation Procedure

Employment Procedure: BSC as an international school is open to recruit its staff from any part of the world. But with our child protection policy, certain measures are taken to ensure that wrong people are not brought into the college as staff. The following are our procedures for employment.

- Application is submitted either via email or physical submission at the college
- Written test is conducted for the shortlisted candidates. English remains a general subject every applicant will take. Other subjects are dependent on the candidate's area of study.
- Upon passing the written tests, the candidate will be invited again for oral interview. At this stage, the college will expose the candidate to a micro-teaching practice (if the candidate is intended as a teacher).
- If satisfied with the responses got from the candidate during the oral session, the college will let the candidate know what our salary structure is.
- Upon acceptance, will issue an offer letter (of employment) to the staff.

- The college will inform the staff when to resume with the original certificates for verification purposes.
- A background check is conducted on the staff using the information they supplied.
- The candidate is mandated to submit a medical history of self, fill guarantor's form, as well as police check certificate clearing them of any criminal records.
- At this stage, an orientation exercise is conducted for the staff. This session is to thoroughly integrate the staff into the work ethics of BSC. They will be given staff code of conduct, students' code of conduct, child protection and safe-guiding document and any other information they need to know to enable them excel in their new responsibility at the college.
- If the staff is a teacher, beside meeting the head of department and being given the teacher's documents, the staff will be made to observe lessons for a period of two weeks. This is to expose them the more to the rudiment of teaching in our college, and more importantly, to expose them on how to deal with classroom behaviour issues that might crop up.

Admission Procedure: This summarizes the process by which a child is admitted to the school. This procedure helps us to ensure that our standard of education is not lowered. It also checkmates against the possibility of admitting people who were probably expelled from their previous school. To ensure that admission process is even and affords every child equal opportunity to seek admission to BSC, we have the following procedure to follow:

- Admission form has to be purchased first either from the college secretary or our agents across the nation.
- Our admissions are only into Year 7, 8 and 10. The college, as a matter of policy, does not admit into Years 9, 11 and 12. These are our examination classes. It is expected that before a child does any external examination with us, he or she must have been groomed and tutored at least, for a year. This is to ensure that our standard is not lowered in any way.
- On purchase of the form, a date is fixed for all candidates to come for entrance examination. For examinations into Year 7, the candidates are tested on English and Mathematics. For the ones into Year 8 and 10, English and Mathematics are compulsory, in addition to Basic Science, for a Year 8 candidate; either Physics or Chemistry, for Science candidate or Government, CRS, Commerce or Financial Accounting for Arts and Commercial candidate, respectively for Year 10 candidates.
- On beating our benchmark for admission, the said candidates will be invited for oral interview (for Year 7 ones). Admission or offer letters are prepared and send out to the passed candidates.
- Their parents are required to pay acceptance fees within two weeks of the receipt of the offer letters. Admission can be forfeited if this deadline is not met by prospective parents.
- The remaining fees are offset before the student joins the college on resumption.
- Uniforms are issued the moment the fees are completely paid.

Lesson Delivery and Supervision Procedure: For learning activities to thrive, certain procedures must be observed, both by teachers and students. The following constitute our lesson delivery and supervision process.

- Every teacher must adequately prepare for the lesson they intend to deliver, about one hour ahead of time.
- There must be a lesson plan submitted and duly signed by the teacher's head of department. Such plan has to be submitted on Wednesday of the preceding week to the week of the lesson delivery.
- Every teacher is expected to prepare their slides (power point presentations) for each lesson using enough resource materials.
- A teacher must be in the class of the lesson at least three minutes before the time of the lesson.
- The students must be seated in the class before the arrival of the teacher, and ready for the lesson of the day.
- Teachers are expected to build their lesson on student-centered methodology. This means that the content of the lesson is expected to be broken into tasks and class activities or exercises for the students. Thus, each step of the lesson introduces a task for the students. Out of the one hour of the lesson, the teacher is expected to talk for just about 15 to 20 minutes, while the remaining 40 to 45 minutes will be spent by the students solving the questions or tasks given by the teacher.
- The teacher goes round the class, meeting the students individually to observe how they get on with the task. Should a student struggle with a task, it is the duty of the teacher to guide the student further to enable them arrive at the expected conclusion.
- During lessons, heads of department and academic supervisors are expected to visit classes and occasionally observe lessons to note the possible areas the observed teacher has to work or improve on as regards lesson delivery and or classroom management.
- Such lesson observation exercise must have a feedback session. This is a time when the observed teacher meets the leader who observed them for corrections (feedbacks). It is important that feedbacks are given the same day as when the lesson was observed. This will help to avoid a possible erosion of salient issues the leader wants to correct.
- The teacher must not stay beyond his or her time for the lesson, as another teacher's time will be affected.

Complaints Management Procedure: As long as there is a service-provision and client relationship between two parties, complaints are bound to occur from time to time. It is important these complaints are expected, thus, certain measures are put in place to receive, process and resolve them. And as soon as such are resolved, feedback is expected immediately. This complaints can come either from a student against a teacher or from a teacher against a student. In some cases, it is from the parents against the services of grooming and tutoring of their wards. The latter

will be discussed under this heading as another heading on classroom management will deal with the former.

- Complaints which border on academic challenges ones ward is facing, the Academic Supervisors are the ones to receive and process the complaints
- Should such be on the fees and administrative issues, the Head of Administration handles it and feedback given to parents immediately.
- Head of Pastoral is in charge of all the complaints that have to do with hostel lives.
- However, where a parent feels that he or she has not received solution(s) to his or her complaints, or should they think that their complaints were very serious that the management should be aware of, such complaints should be channeled to the Principal of the college.
- Teachers and heads of department are not expected to deal with parents' complaints directly. Such complaints, if directed to them, should be quickly redirected the parents to meet the appropriate office for the issue to be resolved.
- All complaints, especially, from parents must be resolved within 24 hours of their presentation.

Parent Appointment Procedure: As a learning environment, frequent visits from parents to school can pose a huge distraction or disruption of lesson process. To ensure that this does not happen, certain measures and policies have been put in place to checkmate the incessant visits. The following are our procedures for parents' appointment with the school.

- Every parent who intends to visit the college must book an appointment with the school secretary at least, 24 hours before the visit.
- The secretary enters such visit in her log book, and notifies the management officer the parent intends to visit.
- The management staff checks his or her schedule to ensure that he or she will be free to receive the parent.
- In event such appointment time is not convenient for the management staff, the appropriate time will be communicated to the parent via the secretary.
- If the meeting is to see one's ward, on arrival, the parent will be directed to wait at the secretary's office. The child will be notified but will be allowed to see the parent only outside the lesson hours.
- Every meeting between the parent and the student must be in secretary's office.
- Parents are encouraged to drop items or toiletries brought for their wards at the gate but tagged for easy identification after filling forms to indicate that some item were brought. The security operatives at the gate will later bring all items submitted to them to the secretary who acknowledges them and later invites the students to claim their items.

Healthcare Procedures: The school has a clinic with 8 nurses, a medical doctor and a medical consultant. Unserious maladies are treated at the clinic. There are some laid down procedures to follow as regards healthcare delivery of our students.

- Depending on the peculiar situation, students on medication may be advised to stay at home until they are fully recovered.
- Where it is expedient, any student who is required to take medication prescribed by a doctor, must be assisted by the school clinic.
- However, before such assistance can be rendered, parents must deliver the medication themselves along with a written letter consenting to that and detailing how it should be administered.
- In event the student falls ill at the college, the parents are notified through the clinic medical doctor, with the principal's consent, and if the parents so wish to pick their wards, the college allows them to do so.
- Should the student stay at the school to complete his or her medication, he or she must visit the clinic at the stipulated time for the medication, but strictly in the company of a staff of the school
- Children are not allowed to possess or take any medication at school except as outlined above. Parents should not leave medications in the custody of their children. All medications must be handed over to the school clinic, and the school management notified.

Behaviour Management Procedures: As long as formation of young adults is concern, occasional act of tantrum and unguided behaviour is sometimes displayed. The college has mapped out certain measures to employ so as to check their excesses. The following are measures to be used in classrooms during lessons.

- School leaders and Year Group Heads according to the daily duty schedule, must be on patrol during lessons to support the teachers.
- Any student found (or reported to be) sleeping/talking/disturbing other students/not responding in class; shall be spoken to as to desist from such act by the subject teacher. After which the lesson continues with the student in question responding as directed by the subject teacher.
- In event the said student has to be warned up to three times by the same teacher during a lesson, he or she shall be booked for appointment with the subject teacher. This appointment shall take place in the evening between 5 and 5:30pm for about 10 to 20 minutes on a sports day.
- But where a student, during a lesson, is outrightly rude to a teacher either verbally or by behaviour, to the extent that the teacher feels that the student's continued presence in the class jeopardizes the progress of the lesson, the teacher shall seek the help of a school leader available to remove such a student from the class.
- After which the academic supervisor shall fix a resolution appointment with the teacher and the student with the Head of Pastoral in attendance, in his office on the same day, and

the student shall be further detained for 40 minutes in all. This later appointment shall be supervised by the HoP.

- Any teacher who fails to address or escalate a students' misbehaviour during a lesson session, shall be made to do a community service as a sanction on the Saturday following the day in question.
- For students who commit more serious classroom offences such as, refusal to do classroom task, absconding from the classroom, not participating in lesson, incomplete note etc., they would be booked for appointment. During this appointment, the erring students, while reflecting on their actions, shall be made to update their outstanding academic work, be it note copying, classwork or any other exercise the supervising staff shall assign to them.
- The teacher who books the student for appointment shall generate an appointment slip to that effect which shall be handed over to the Academic Supervisors of the respective schools through the Year Group Head, for identification of students on appointment and for record purpose. Any teacher who does not follow this process through shall be said to have compromised, and thus, shall be sanctioned with a community service.
- Every student booked for appointment for any classroom misbehavior shall have a corresponding deduction of points from his/her reward booklet.
- The venue for appointment shall be Year 11 Ivory for Years 9 and 10, and Year 11 Spring class for Years 11 and 12. Year 7 Amber class shall be for junior school. All the teachers on duty are to coordinate the appointment exercise while the HoD on duty shall monitor it.

Child Protection and Safe-guiding Procedure: As an international school with numerous caregivers, BSC must see child protection as her number one priority. To ensure this, the school must create a child-friendly atmosphere in her community at all time. Therefore, certain measures have been taken by the school to see that every child here has the same right to our facilities as his or her peers. And also, to erode any possible hindrance that might make a child here feel unsafe or threatened. This is to say that every child at BSC must be protected from physical, emotional and psychological harm either from fellow student or from a staff. The following are our standard procedures to guaranteeing the safety of every child here.

- As a staff, you must keep your personal contact with students under review and minimize the risk of any situation arising in which misunderstandings can occur. The following sensible precautions should be taken when working alone with individual or small group of students:
 - Work in a room where there is a glass panel on the door or, preferably, leave the door open
 - Make sure that other adults visit the room occasionally.
 - Do not give out personal mobile phone numbers or private e-mail/social network addresses to students.

- Do not give students lifts in your car. If a student needs to be taken somewhere, the school will arrange for the transport.
- Do not arrange to meet students outside school hours or outside arranged school events without prior permission from the authorities.
- Do not chat or 'friend' school students on social media, e.g Facebook, Twitter, etc.
- Do not change in the same room as students for Physical Education or swimming.
- Any use of physical restraint against students must be reasonable in the circumstances and must always be documented.
- If it is necessary to use physical restraint to prevent a student from injury to themselves or others, parents must be informed.
- Students will not be punished by way of hitting, slapping, shaking or other degrading treatment.

Withdrawal Procedure: As a private school, British Spring College recognizes the possibility of some of her parents wanting to withdraw their wards due many reasons such as change of environment, inability to pay the fees, etc. Thus, to enable the college make effective plans for those who are still our students, certain procedures have been mapped out for parents to follow whenever they intend to withdraw their wards.

- If a child is to be withdrawn at the end of a term, the parents are expected to communicate to the school their intentions.
- Where this decision is made during holiday, the parents are expected to communicate to the college about their intentions at least, two weeks before resumption of a new term.

Emergency Procedure: Emergencies are situations that were not anticipated. Most a times, emergencies demand prompt and immediate decisions. In the case of health challenge, the clinic should;

- Contact the principal immediately.
- Then proceed, with the permission of the principal, to call the child's parents.
- First aid treatment should be quickly administered and or the child should be immediately sent to a hospital.

Emergencies can be as a result of fire incident. In this case, the following procedures are observed.

- Emergency alarm is sounded.
- Every college activity is put to a halt.
- All staff move the students in their care at that time to the mustard point.
- Students must be moved in single files and in an orderly manner. Nobody must run.

- The care givers will return to the classrooms, toilets, hostels, stores and offices to ensure that every child has been brought to the mustard point.
- Roll-calls are taken by form tutors or house parents (in case the emergency occurs during hostel time). This is to ensure that no child is left behind.
- While all the above is taking place, the emergency agency such as fire fighters have been contacted by the management.

Resignation Procedure: For a staff to resign their appointment with the school, the following procedures must be taken by all confirmed staff.

- He or she may resign their appointment by giving a one-month notice in writing to the school
- The resignation letter must be submitted physically, and in person.
- A forfeiture of one month worked for should be made in case the resignation takes immediate effect.
- Should the immediate effect of a resignation come about one to two weeks after the payment of the previous month, the staff must pay the school his or her one month salary in lieu of notice.
- The transmission of such letter should be done in the school not from home.
- All the appropriate line managers of the said staff member must sign the letter before it gets to the Principal.
- Resignation during long vacation is not allowed. In event a staff tenders resignation within the long vacation, they shall pay the college a month salary in lieu.