

# KEY CAMPUS POLICIES

Things normally go well at our campuses, but issues and misunderstandings do happen sometimes. To help prevent these, we have put together a summary of our key campus policies. This is so you are aware of potential issues from the outset and can take steps to avoid them.

These policies are also essential for the smooth operation of our Head Office. With a small team managing a complex summer programme, we rely heavily on clear, well-defined policies to maintain efficiency. When policies aren't followed, it leads to an overwhelming number of enquiries and requests, making it difficult for our team to function effectively.

It is not our intention or general practice to withhold support from our campus staff when things go wrong, but we do expect that you understand and follow our policies as outlined below and that you exercise caution at all times.

## Accommodation

### ✔ What we can do

- ✔ If you hold a residential position, we will arrange your accommodation within the agreed check-in/check-out dates.
- ✔ You will receive an accommodation confirmation email with your check-in/check-out dates.
- ✔ We will reserve a single room for you.
- ✔ Bed linen is provided. Towels may also be provided – check the fact sheet on our website for details.
- ✔ Roughly once a week, your room will be cleaned and your bed linen and towels if provided will be changed.

### ✘ What we cannot do

- ✘ We cannot guarantee ensuite rooms for staff, as we don't determine which rooms are available for PLUS. It is possible that you may need to share a bathroom with other staff.
- ✘ We cannot guarantee who else will be allocated to your flat. We normally try to room staff by gender, but in some cases mixed-gender flats may be necessary.
- ✘ We cannot guarantee that your room will be lockable if you are at a boarding school, notably at our Windsor centre.

- ✗ We cannot cover costs incurred from changes to your check-in/check-out dates.
- ✗ We cannot guarantee that your room will be in a quiet area. While we will try to allocate staff to quieter locations, this is not always possible. Please come prepared for this (e.g., by bringing earplugs).
- ✗ We cannot accept requests for room changes. Once rooms have been allocated, the decision is final and cannot be altered.

### ★ What we need from you

- ★ Ensure your check-in/check-out dates correspond with the dates shown on the accommodation confirmation email. If you haven't received this email, let us know.
- ★ If you require changes to your check-in/check-out dates, seek approval from Head Office. Campus staff, including Campus Managers, are not authorised to make changes.
- ★ Whenever you check in or out, sign and date, then take a photo of your signed and dated check-in/check-out along with your key return.
- ★ Be prepared for the possibility that your room may need to be changed during your stay. In some cases, we may not be able to provide advance notice.

## Meals

### ✔ What we can do

- ✔ If you have a residential position, you will receive three meals a day.
- ✔ The meal cycle starts with the first lunch on arrival day and ends with the last breakfast on departure day.
- ✔ If you have allergies, we will take note and do our best to provide suitable options.

### ✗ What we cannot do

- ✗ We may be unable to provide lunch at the canteen sometimes, especially on excursion days. In these cases, packed lunches will be provided even if you remain on site.
- ✗ If you have allergies, the catering team will normally be able to cater to your needs at the canteen, but we cannot guarantee that packed meals will always be suitable.
- ✗ Meals may sometimes not be provided by the host institution prior to group arrivals. In these cases, we may or may not be able to arrange meals from HO.

- ✗ We may not be able to provide some / any meals on your first and last day.
- ✗ We are unable to offer individual reimbursements for meals.

### ★ What we need from you

- ★ Let us know your allergies in advance.
- ★ Be prepared to occasionally cover your own meals according to the points above and possibly due to other reasons.

## Non-residential staff

### ✔ What we can do

- ✔ If you would like to change to a residential position, we can consult with the host institution to check if rooms are available.
- ✔ If a room becomes available, we can book it for you and send you an accommodation confirmation email with your check-in/check-out dates.

### ✗ What we cannot do

- ✗ We cannot cover costs associated with room use outside of the dates shown on your accommodation confirmation email.
- ✗ We cannot cover meal costs for non-residential staff. Remember that non-residential staff are not entitled to meals.

### ★ What we need from you

- ★ If you would like to change to a residential position, agree with Head Office. Campus staff, including Campus Managers, are not authorised to make this change.
- ★ Ensure your check-in/check-out dates correspond with the dates shown on the accommodation confirmation email. If you haven't received this email, let us know.

## Personal property

### ✓ What we can do

✓ If personal property goes missing at the centre, we can liaise with our campus staff and the host institution's to investigate the incident and try to recover lost items.

### ✗ What we cannot do

✗ We cannot accept liability for any lost items, including in accommodation or common areas (like kitchens, bedrooms, classrooms, or offices). We are not physically present to investigate if something goes missing and cannot control this.

### ★ What we need from you

★ To prevent losses, it's recommended you bring a padlock and secure your belongings at all times (including in your bedroom).

## Parking

### ✓ What we can do

✓ We can assist in filling out forms and preparing documentation required by the host institution if you ask us for this.

### ✗ What we cannot do

✗ We cannot make arrangements or assume any responsibility for staff parking at the centre.

### ★ What we need from you

★ If you drive, please make arrangements directly with the host institution and follow their instructions to avoid fines. Let us know if you need anything from us.

## Payments

Please note that this information is only relevant to employees on an hourly rate and not to those on a weekly rate.

### ✔ What we can do

- ✔ We will review and process all payment data swiftly at the end of the month to ensure that you are paid before or on the 15<sup>th</sup> day of the following month.
- ✔ If you have an hourly rate, we will pay you according to the salary claim form that both you and your line manager have signed.

### ✘ What we cannot do

- ✘ If you have an hourly rate and do not have signed salary claim forms as proof, we have limited ability to investigate or rectify discrepancies between the payment you expected and the amount received.

### ★ What we need from you

- ★ You have a responsibility to review and sign the salary claim forms prepared by your line manager at the end of each month and at the end of your employment.
- ★ You have a responsibility to keep photographs of all salary claim forms with your signature and your line manager's signature so that any discrepancies between expected and actual payments can be addressed duly and transparently.