



***Group  
Leader  
Manual***



Dear Group Leader,

Thank you for choosing to bring your group to Plus Education. We look forward to welcoming you and your students. Client satisfaction has been our company's primary aim for more than forty years. The many thousands of students from all over the world who year after year enrol at one of our summer campuses is testimony of the success our company has achieved in the international education market.

The meticulous planning of every single aspect of the course, along with the commitment, motivation and professionalism of our staff are the key ingredients of our success. As a Group Leader, you have important role to play in making sure that you and your group have a successful stay and make your experience with PLUS and that of your students, one they will treasure for the rest of their lives.

This manual is intended to assist you during your stay and to answer any of the possible questions you may have. It covers all aspects of your duties from the moment you arrive at the centre until the students are safely back with their families.

Please read it carefully and sign the declaration form to confirm you have read and accept the conditions set out in this manual.

If you have any questions or concerns during your stay, our staff will always be happy to help.

We wish you a very pleasant and enjoyable stay,

The PLUS Team



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### **Group Leader Requirements**

- Group Leaders must be at least 25 years old and speak fluent English.
- Group Leaders MUST undergo a criminal background check or provide evidence of a police check in their own country.
- The Group Leader is the ultimate person responsible for supervising his/her group constantly day and night and must comply with the student welfare, security and safety rules as set out in PLUS' Safeguarding and Child Protection Policy.

### **Arrival to the UK**

Upon arrival, you and your students will be required to go through standard immigration and passport control procedures. In order to supervise your students, ask them to go through the check first. Invite them to politely answer any questions they might be asked and stay as close as possible to the group. Together with your group, proceed to the baggage reclaim to collect your luggage. Ensure all students are with you and do a headcount, if necessary. If one or more bags are missing, please immediately go to the Baggage Service Office in the baggage reclaim areas of the airport where your baggage claim will be registered and then you will receive a Property Irregularity Report (PIR) with a personal reference number. You need this number to check the status of your delayed baggage. Once your baggage has been found, the airline will contact you to arrange delivery.

Once your group has collected all their luggage, please proceed toward the exit. If PLUS has arranged your transfer from the airport to the centre, your group will be met by an airport assistant holding an arrivals logo with PLUS, who will welcome you, your students and accompany you to the coach bay to meet the coach.

If you don't see the airport assistant, do not panic! Airports can be very busy in the summer and sometimes it can take a while for the assistant to locate you and your group. If after a while you still have not met the assistant, please call the Emergency number on **(+44) 07956 218 226**

### **Arrival at the centre**

When you and your group arrive at the centre you will be met and welcomed by the Campus Manager or another member of PLUS staff. You will receive a "Welcome Pack" which includes: welcome letter, activity programme and forms to be filled in and/or signed (i.e. Rooming list, Student ID form).

The first day the students spend on campus is very important as it sets the tone for the rest of the programme. On arrival, there are a number of essential administrative related tasks that need to be completed:

- 1) Student list: have the list of your students with relevant parents' contact details ready.
- 2) Rooming list: get rooms assigned to your students and write the name of their residence and their room number next to their names on your list.
- 3) Student I.D. Cards: collect and distribute the student identity cards and make sure your students wear them at all times.
- 4) Orientation tour: accompany your students on the orientation tour of the campus with a Plus member of staff.
- 5) Homestays: make sure your students know their homestay provider's address, telephone number, and bus route home.
- 6) Passports: collect your students' air tickets and passports.
- 7) Visa students: if your group is comprised of visa students please collect photocopies of their passports and hand them to the Campus Manager.
- 8) Welcome meeting: make sure your group knows the time and place. Key information is presented in these meetings and attendance is mandatory.



Areas covered include:

- Introduction to PLUS staff
- Information about campus facilities
- Information on security and emergency services.
- Safeguarding Under 18s
- Fire safety
- Anti-bullying policy
- Behaviour, discipline and disciplinary actions
- Leisure Programme Presentation
- Academic Programme and examinations (Course Director)

Please make sure your students call their parents after arriving in the UK and give them your phone number as well as the PLUS emergency number for any problems or emergencies which may arise.

### **Key People on Campus**

All our staff are highly trained and ready to help you.

### **The Campus Manager**

In every centre, the senior figure is the Campus Manager who has overall responsibility for the running of the centre and for the welfare of all students and their leaders. He/she oversees all aspects of campus life. Feel free to discuss any general matters regarding any aspect of your stay with the Campus Manager.

### **Activity Manager (AM)**

The Activity Manager is the first point of contact for all matters regarding the leisure programme. He/she will coordinate activities/excursions and is responsible for overseeing the Activity Leaders and Choreographers on a day to day basis.

### **Activity Leaders and Choreographers**

The PLUS Leisure Team (Activity Leaders and Choreographers) is responsible for delivering, promoting and running the leisure programme as well as encouraging and motivating students to participate in all activities and events.

### **Course Director (CD)**

The Course Director has overall responsibility for the academic programme - teachers, teaching, placement testing, certificates and students' academic progress. The main areas of responsibility are the management of the teaching staff (punctuality, attitude, delivery of high quality lessons); timetabling; teacher-class allocation; lesson observations; organising and leading a weekly coffee meeting for the Group Leaders to discuss student progress. If you or any of the Group Leaders have a problem with any of the teaching staff, please speak to the Course Director so that they can deal with the teacher directly.

### **Assistant Course Director – some centres only**

The Assistant Course Director is the CD's deputy. Depending on the number of students at the centre, he/she may teach in the morning and support the Course Director with admin work.

### **Teachers**

PLUS teachers: Non-Residential Teachers and Residential Teachers.

Non-residential teachers live locally to the centre. Residential teachers receive accommodation.

They have experience in teaching in the UK or abroad and regularly participate in training to improve their skills. Plus teachers play a key role in the delivery of high quality, fun English lessons. Some teachers also take part in the leisure programme, accompanying students during excursions.



### **Recommendations for Group Leaders**

- Always be on time. If you are punctual your students will be too.
- Keep a positive attitude even amidst a challenging situation; we are all on the same team and can find solutions to any challenge by working together. If you are dynamic and positive, your group will be the same.
- If any problems arise, deal with them immediately. Don't forget that the centre management team are the best people to help you find a solution. Inform the Campus Manager if there is a problem with a student or if anything comes to light that is important.
- Don't buy cigarettes or alcohol for students.
- Do not invite guests on campus.
- Do not leave the campus for personal reasons.

### **Code of Conduct**

At PLUS we believe that children should be:

- Listened to and heard.
- Valued and treated as individuals.
- Respected for their identity and uniqueness.
- Encouraged and praised.
- Involved in decisions, as appropriate.

Staff must ensure that their conduct does not pose any risk to the safeguarding or welfare of students and refrain from any behaviour or action which might be misconstrued. They also should be role models by setting a good example. They should therefore at all times:

- Avoid being alone with a child. If this is unavoidable, for example if a child wants to talk to them privately, they need to find a public place where they can talk without being heard but can still be seen by other people. Alternatively, they can talk in a place where a colleague is discreetly present.
- Use appropriate language with children.
- Treat all pupils with respect.
- Encourage positive, respectful and safe behaviour amongst pupils.
- Understand the content of Plus' Safeguarding and Child Protection Policy and all other policies and codes of conduct that may be issued by PLUS.
- Be aware that someone might misinterpret their actions.
- Never flirt with a student or make sexually suggestive or provocative comments, even in fun.
- Try to recognise if a student is developing a 'crush' on them and do nothing that might be construed as encouraging this. If appropriate, they need to inform the Campus Manager if this is suspected.
- Maintain an appropriate standard of conversation and interaction with and between pupils.
- Maintain professional standards of pastoral care and avoiding the use of sexualised, derogatory or over familiar language in the company of pupils.
- Be aware that The Sexual Offences Act 2003 states that it is an offence for a person aged 18 or over to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual.
- Report any sensitive incidents as soon as possible after they happen to the Campus Manager.
- Avoid displays of affection between staff members.
- PLUS operates a zero- tolerance policy on drug taking.
- Never introduce or consume alcohol on campus at any point during their employment with PLUS.



- Never smoke in front of the students and abide by the host institutions smoking policy.
- Ensure their manner of dress and appearance are appropriate to their professional role.
- Be aware that the breaking of the above-mentioned rules may result in disciplinary actions which could include summary dismissal.

For further information, please refer to “PLUS Safeguarding and Child Protection Policy”.

## **Accommodation**

### **In residence**

Once the bedrooms have been assigned to your students, please:

- Record the students’ room numbers on your list, next to their name.
- Within 24 hours after the arrival, hand a copy of it to our Campus Manager who needs to keep it for security reasons.
- Ask your students to immediately report any damage or problems i.e. broken wash basin/toilet, lamp bulb etc. so that our staff may intervene promptly.
- Display a label with your name and your room number at the floor entrance so that every student on your floor knows where to call for help.
- Ensure that this rule is followed by other group leaders if they are lodged with some of your students.
- Check that your residence has fire extinguishers and that fire exits are visible.

### **Homestay Providers**

Due to the multicultural nature of the UK, there is no one ‘typical’ type of homestay host. We recommend that students in home stays have visited the UK before and are comfortable communicating with native speakers. Generally we believe students benefit from home stays if they are a little older (ideally 14 and above) and have a good foundational knowledge of English (intermediate and above).

#### **Homestay Providers - General overview**

- Providers are not allowed to host more than four students at the same time
- Providers will ensure that students under 16 will not be with accommodated with students of 18 years or older.
- Providers usually live no more than one hour by public transport from PLUS centres. In order to improve the students’ use of the English language, all communication with the student must take place in English.
- The student has to provide the homestay provider with his/her mobile number and the provider will ensure that the student always has the “PLUS Student Card” with a contact number and the family address.
- The student is allowed to use laundry facilities once a week. Clean bed linen and towels will be provided weekly.
- Accommodation includes full board. i.e. breakfast, dinner and a packed lunch. The homestay provider is expected to have dinner with the student. Allergies and dietary requirements must be communicated in writing prior to arrival. If a student is going to miss or be late for meal times, he/she has to inform the homestay provider.
- Transportation fees are not included.



## Homestay Providers - Student welfare

- The student should treat the hosts courteously and respectfully. He/she must keep the room clean and tidy and respect the household by keeping the noise to a minimum level, especially at night.
- The student must be back in time for dinner and no later than 7pm. If this rule is broken, the homestay provider is requested to contact the PLUS Campus Manager.
- In general, a homestay student should spend their evenings with the host family after dinner. ***If the student decides to return to campus for the evening then this is done at their own expense and the Group Leader must take responsibility for the student. We do not recommend that the student return to campus, as this may involve the Group Leader having to accompany their student on a journey home late at night.***
- If the student wishes to join the evening activity, the Group Leader has to ask for authorisation from the PLUS Campus Manager using the "Family Late Night Authorisation form" at least 48 hours in advance. The Group Leader must make sure the student gives a copy of this form to the homestay provider. The student is not allowed to be back home later than 11:00 pm. The Group Leader must take responsibility for the student and ensure they return home safely.
- The student must pay for any damage he/she causes in the home.
- The student is not allowed to bring guests home.
- If available, the student will have access to a landline phone. Under no circumstances should the student make outgoing calls unless authorised.
- It is illegal in England for anyone under the age of 18 to buy alcohol or cigarettes. The use of cigarettes, alcohol and drugs is strictly prohibited whilst in the UK.
- The homestay provider will immediately report unacceptable student behaviour to the PLUS Campus Manager who in turn will discuss the matter with the student and his/her Group Leader and, if necessary, inform the agent and parents and take any necessary action.
- Upon arrival on campus, homestay students have to sign the "Homestay Student Form" to confirm they have read the PLUS Home Stay Guidelines and to abide by them.

## The Study Course

### Course Structure and Objectives

The courses are usually planned from Monday to Friday around 15 hours a week, at five different levels from Elementary to Advanced. Please ensure that the Course Outlines are displayed in each classroom. The classes will be taught by two teachers, and will have a maximum of 15 students. Teachers swap classes with their partner teacher after the break. We use specially designed text books which have been specifically written for teenage students on short summer courses.

PLUS courses are designed for students who wish to become more proficient in English and more confident in their speaking and listening skills. Our highly-interactive course reflects our students' needs and is focused on functional and communicative language studies. We make the most of the environment and focus on communication, pronunciation and vocabulary, and often include project work. We pay attention to recording vocabulary and try to foster a genuine interest in the language. Reading and writing skills are also enhanced through course book work although feature less in our syllabus. We strongly believe that students will learn much more if they are enjoying their study so our lessons are always fun and educational.





Classes are learner-centred with all students being given the opportunity to speak as much as possible. Lessons involve the use of pair and group work, as well as whole class participation. Prior to arrival, students will have completed an online placement test and therefore will automatically be placed into the correct class level based on their test scores. If you feel that one of your students has not been allocated to the appropriate level, please speak immediately to the Course Director. He/ she will take all reasonable steps to assess the situation and possibly modify it.

Final note: If your group has arrived after the course commencement because of some difficulties with the flight schedule, it may be necessary to organize some make up lessons so that all your students attend the 15 hour tuition weekly programme. In this respect, you should contact the Course Director and agree an alternative course plan.

### **Task Based Learning Lessons**

A new addition to the PLUS Young Learner Programme is Project Lessons. The aim of the project lessons is to create a real need for students to communicate in English and to use their subsequent output for feedback and learning opportunities.

Project lessons are included in the curriculum because they:

- Build confidence and independence
- Create genuine communicative need
- Encourage co-operative learning
- Encourage creativity
- Build classroom relationships
- Good for mixed ability classes/whole school activity
- Allow students to work on content, language and communication skills simultaneously

### **PLUS Student Diary**

All students will receive an A5 diary; some of the features include: sections for self-reflection – a space where students can review what they have learnt on a daily basis, blank pages where students can record vocabulary/make notes, tips to learning English, spaces to stick photos/tickets from excursions.

The aim of the diary is to encourage learner autonomy and to be able to review and reflect upon their own learning. It is also hoped that students will be able to look back on what they have achieved with a sense of pride and to have a souvenir of their time with PLUS both for themselves and their parents.

### **Pre and Post-Excursion Lessons**

All students will do at least 2 excursion lessons per week. Students on PLUS Young Learner courses have a full social programme consisting of a variety of half day and full day excursions and it is the aim of these lessons to link classroom learning and the outside world as well as to ensure maximum learning opportunities are generated during the excursions as well as in the classroom.



The excursion lesson is an opportunity for students to try and make the most of their stay in the UK. Groups have an excursion to a place of interest once or twice a week, usually at the weekend. Therefore, these lessons can take place before the excursion on a Friday, with follow-up work or feedback on the Monday. Every centre visits different destinations, therefore the exact content of these lessons will need to vary from centre to centre.

### **Vertical Zig-zag programme (London Kingston and Brunel)**

PLUS centres in London have a different programme called a 'Vertical Zig-zag programme'.

All the groups are divided into two different groups, 'Group A' and 'Group B', and they have lessons and full days in London on different days. I.e. If Group A has lessons, Group B will have a full day in London. The students have about 6 hours of tuition a day divided into two sessions. In the PM classes at these centres, teachers are encouraged to adopt TBL/Project Lessons.

### **Horizontal Zig-zag programme (Canterbury, Chester and Edinburgh)**

In some centres, PLUS run a 'Horizontal Zig-Zag Programme' where all groups are divided into two different groups, 'Group A' and 'Group B' switching activities in the mornings and afternoons. I.e. If Group A have sports in the morning, group B will have lesson. In the afternoon Group A have lesson while group B will have sports. The following tuition day they will swap, so Group A will have lessons in the morning, and Group B in the afternoon etc.

### **Course Levels**

#### **Level 1 - Elementary:**

The course covers basic vocabulary such as places, family, jobs, times, sports, interests and hobbies, food and drink. It introduces grammar for initial communication. Students also learn to introduce themselves, ask questions, give a description, and talk about their likes and dislikes.

#### **Level 2 - Pre-Intermediate:**

This level builds on students' vocabulary, revising and developing grammar and lexis for more sophisticated interaction. Students learn to communicate on a variety of topics: talking about daily lives and routines, making comparisons, talking about free-time activities, describing activities, people and feelings, talking about past events.

#### **Level 3 - Intermediate:**

At this level students are taught a range of techniques to increase their vocabulary while grammatical concepts are revised and reinforced. Skills and functions include: introducing themselves and each other, discussing differences, making complaints, giving advice and discussing past and present habits.

#### **Level 4 - Upper – Intermediate:**

Students are expected to refine and develop vocabulary topics and areas of grammatical competency. Functions include: asking for and giving personal information, making future predictions, talking about character and emotions, discussing hypothetical situations, writing a magazine article.



### **Level 5 - Advanced:**

At this level students take an active role in discovering which areas of language they need to work on and improve, and to learn ways of doing this effectively. Students begin to identify aspects of phonology such as word stress and intonation. Functions covered include: debating, hypothesising, evaluating, identifying and participating in debates on contemporary topics.

### **Teachers**

All our teachers have undergone a careful selection process and have been recruited based on their teaching qualifications, professionalism, friendliness and enthusiasm. In line with the British Council and to maintain high standards in teaching, all teachers are observed by the Course Director. Should you wish to observe a lesson, please speak to the Course Director and he/she will schedule an appropriate time for you. Please note that you **must notify a Course Director giving at least 24 hours' notice** of a class you wish to observe.

Absent Teachers: If for some unforeseen reason one of the teachers arrives late or fails to arrive altogether, the Assistant Course Director or the Course Director will replace him/her for the time being. If, for some unforeseen circumstance more teachers are absent, the Course Director will "restructure" classes so that students do not miss out on their lessons. In this unfortunate circumstance, classes may need to consist of more than 15 students.

### **Class Attendance**

All students **must** attend morning/afternoon classes and adhere to their academic timetable. Each teacher is required to register the students' attendance daily and to report any absence to the Course Director.

### **Student Absences**

Group Leaders are required to communicate beforehand the name of students not attending lessons due to sickness.

### **Immigration Home Office Regulations**

As from March 2009, Education Providers in the UK are required to report student visa immigration rule violations.

Repeated/unjustified absences, as well as non-commencement of the course or abandoning it before its termination represents a violation of the immigration laws (for students entering the UK on a study visa) and will result in the Campus Manager informing the Home Office without delay.

### **Certificates**

A certificate of attendance is issued to each student at the end of the course during the final day ceremony. This certificate includes assessment comments from his/her teachers.



### **The Leisure Programme**

PLUS is particularly keen to provide a well-balanced cultural and recreational activity programme, for all ages and tastes. Activities usually include full day trips, walking tours and visits to town, treasure hunts, talent contest, karaoke, discos, social games, sport activities and dance sessions.

Be sure to check the Main Board as it will have all the information you will need to know about the activity programme and encourage your students to attend. In the event of bad weather, the activity programme may change so please remember to check the Main Board for updates.

Activities finish around 22:30, giving students enough time to be in their bedroom for 23:00 when the lights are turned off.

**Remember that you must accompany your students to lessons and to activities to check attendance and punctuality and that you are responsible for the supervision of your students at all times. This includes lesson breaks.**

### **Academy Centres**

In some centres, PLUS runs a special programme called "Academy Programme". The PLUS Academy Programme is a structured programme designed and implemented to provide the students with courses and training in specific areas of interest. The students will follow a specific and pre-arranged programme with a fixed timetable, led by PLUS staff and, depending on the activity, by external qualified coaches.

Plus Academy centres include the Football Academy, the Rugby Academy and the Dance Academy. Students will have already enrolled in one of these prior to arrival. The PLUS Sports Academy is a fun, safe, structured programme divided into sessions, which allows the students to develop and improve their tag rugby and football skills.

The sessions take place on outdoor pitches and are run by external, highly qualified and experienced coaches from a range of backgrounds to enable the best support possible for the developing players. The PLUS Dance Academy includes dance sessions led by experienced choreographers who will teach students a variety of dance styles from hip-hop, street dance, salsa, jazz, to contemporary dance and a lot more.

### **Excursions**

Trips are a very enjoyable part of the social programme for both students and Group Leaders. In all the centres there are a number of "Full Day" or "Half Day" trips to the most popular destinations in the area, reached by private coach or public transport.

Students will be accompanied by PLUS staff who will lead a walking tour, providing the students with information about the main sights.

### **Supervision on Excursions**

On coaches or on public transport, please make sure your students follow British law and have respect for their fellow passengers. E.g. wearing seatbelts, putting rubbish in bins, not using priority seating areas etc.



Please make sure you assist the school staff by being contactable and ensuring that your students are on time by regularly taking the register. Continual co-operation with the school staff will make your day more safe, enjoyable and focused.

Please be aware that meeting times are non-negotiable on the day of your trip. The Leisure team and transport provider will have a timetable to stick to. Each centre has deadlines and transport must leave on time. If you are not at the meeting point on time, then the rest of the group will have to leave without you and will supervise your students on the journey home.

If any of your students are not at the meeting point on time, it is your responsibility to wait for them and return to the centre by public transport at the expense of the students. In the unlikely event that one of your students goes missing, the school will have procedures in place. Please adhere to them.

Ensuring your students observe a few basic rules will make each trip pleasurable for everyone.

- Be on time
- If travelling by private coach, seatbelts must be worn
- No eating or drinking is permitted on coaches
- Ensure students wear their lanyard with their ID card at all times

Please also ensure that:

- Students know the meeting points and times.
- Students should not leave the group without your permission.

On excursion days you will usually be given a packed lunch. Before departing, please make sure that your group has collected their packed lunches.

Once per week our Activity Managers and Campus Managers will have a meeting with Group Leaders to go through the itineraries, explain the walking tours and generally answer questions regarding the excursions. You will then be given Excursion worksheets/ tasks your students need to complete whilst on the excursions.

In the unlikely event that scheduled transportation is unable to collect the group or complete the journey for unforeseen reasons (i.e mechanical failure, driver sickness, accident, 3<sup>rd</sup> party dereliction of duty) and alternative private transportation is unavailable, the Group Leader will assist PLUS staff in transporting students through the use of Public transportation and act at all times in the safety of the students as directed by PLUS members of staff. PLUS will be responsible for any costs incurred through the use of alternative transportation. PLUS will not be responsible for costs incurred by any alternative course of action to transport or to accommodate students, which is taken independently of, or contrary to the direction of PLUS staff.

### **Free Time Policy**

Free time may be considered and authorised for students 14+ years of age. If authorised, free time will be up to a maximum of 2 hours. It is important that students remain on campus and be in a minimum group size of 3. If on an excursion, and free time is authorised, the Group Leader must maintain visual contact with his/her students AT ALL TIMES. It remains the responsibility of the Group Leader to know their students' whereabouts at all times.



### **Overnight Excursions**

In some centres, students may have an "Overnight Excursion" to another destination as part of their programme. The overnight could either be at the beginning of the programme or at the end whereby students stay at one of our London Centres (or similar accommodation). If your group is attending a course that includes an "Overnight" you will receive detailed information from Head Office prior to departure.

The Overnight is an important part of the educational experience/programme, giving students the opportunity to fully discover London with its museums and sights. To make this experience as enjoyable as possible, we kindly remind you to keep your students under control at all time, paying particular attention to the night time curfew. It is your responsibility to ensure your students are in their rooms by 23:00 and do not cause any nuisance to other guests.

### **Student Welfare and Safeguarding**

The Group Leader plays a major role in providing the pastoral care appropriate to the age of our students on campus. Your responsibilities include the overall welfare, security and safety of your students (24 hour availability), helping out with accidents, illness, homesickness, students' personal problems as well as any religious observance.

### **Supervision**

By definition, the Group Leader is in charge of his/her students' welfare and you remain the person ultimately responsible for the ongoing supervision of your group, day and night.

***No student can be left unsupervised at any time.***

If, under certain circumstances, a student cannot take part in the planned outings with his/her group leader and remains on the campus to participate in sport or social activities, the Group Leader must complete the "Student Foster Care Form" available at the PLUS office with the student's name, hall of residence, bedroom number etc.

### **Night time**

Social activities generally terminate at 22.30. Students are expected to be in their bedrooms and lights must be turned off at 23:00. A routine night check is carried out by the Campus Manager and Group Leaders to verify that students comply accordingly.

Throughout the night Group Leaders, the Campus Manager and other members of staff must be available for help or assistance.

### **Emergency Phone Number**

All students must always wear their I.D. card on their lanyard, with the centre address and emergency phone number. In an emergency you can contact the emergency services: fire, police or ambulance, by dialling **999** from any telephone. This call is free.

### **Risk Assessments**

Student safety remains our utmost concern both on and off campus. We have prepared various risk assessments which all Group Leaders must familiarise themselves with.



### **Fire Procedure and Fire Drills**

Prior to the arrival of students at the centre, specific risk assessments are carried out by the management team to make sure that the fire exits in the halls of residence, the refectory, the common rooms, the teaching block, the class rooms and the sport buildings are visible and that the extinguishers are in place. The Fire Risk Assessment must be read by Group Leaders and signed to confirm this.

PLUS will ensure, so far as reasonably practicable, to minimise the risks to staff and students, which may arise from fire whilst attending its courses. Fire drills are carried out on a regular basis. Group Leaders and students are obliged to take part in it: they must locate the fire exits, understand the use of fire equipment and memorise the correct evacuation procedures.

For further information, please refer to the PLUS Fire safety policy.

### **Accidents & Emergencies**

PLUS staff and Group Leaders should take the most appropriate action with no delay i.e. use the first aid kit in the PLUS office, call an ambulance (999, the number is free), go to the local GP or hospital and always stay with the student. A detailed description of the accident (time, place of accident, witness etc) must be prepared and filed in the Accident Register together with any hospital or doctor's certificates. After consulting with the Campus Manager, the Group Leaders are expected to inform the students' parents so that appropriate insurance procedures can be started and followed.

Please note: The Campus Manager and Activity Manager will decide the best course of action for the student but it will be the Group Leader's responsibility to accompany the student to medical appointments/A&E, supported by a member of Plus staff.

### **Student Behaviour and Discipline**

In order to ensure the safety and welfare of our students, there are a number of rules for staying in one of our centres and also UK laws which students need to abide by. Students will be reminded of these upon arrival, but please help us by advising the students prior to departure too.

Good behaviour is required at all times in and out of the classroom. Explain to students that it is customary to say "Please" "Thank You" and "Sorry" whenever needed, and encourage them to use expressions such as "Can you tell me...?" or "Can you help me?", as well as to be punctual at all times. Furthermore, explain to students that in Britain people form a line and wait in turn to be served or to get on to buses etc. If they "jump the queue", or ignore the people in front of them, it won't win them friends! This is particularly relevant for meal times on campus.

### **Abusive Behaviour**

Abusive behaviour, harassment, bullying, actual or threatened violence, damage to personal property and verbal and other abuse based on racial discrimination, sexual or religious differences are considered criminal offences and will be severely punished.



### **Anti-Bullying Policy and Procedure**

We are committed to providing a caring, friendly atmosphere and a safe environment for all of our students. Bullying of any kind is unacceptable and will not be tolerated. Please see PLUS' Anti-Bullying Policy (included in the Safeguarding and Child Protection Policy) for more details and ensure that all students are fully briefed on this.

### **Procedures to deal with bullying:**

Incidents of (suspected) bullying should be reported to the Campus Manager. The bullying behaviour must be investigated and stopped quickly. Serious incidents must be recorded by the Campus Manager, and reported to Head Office. After investigating the matter properly, together with Head Office the Campus Manager will deal with bullying in different ways, depending on how serious the bullying is. Students who are bullying will be warned and possibly excluded from participation in our courses and more serious incidents might be reported to the police or social services.

### **Student Discipline and Disciplinary Action**

It is prohibited:

- To go into other students' bedrooms of the opposite sex.
- To use, carry, buy or sell drugs or to bring them into the country.
- To enter other students' bedrooms at any time without permission.
- To cause a nuisance or to disturb the staff or other residents on the premises or during classes.
- To dirty, vandalise or damage bed rooms or any part of the college.
- To misuse fire extinguishers or anti-fire material when not required (in Great Britain and Ireland this is a criminal offence and can result in imprisonment and /or a fine)
- To play rough or noisy games in those areas of the College next to the administrative building or in those areas defined as communal.
- To buy cigarettes or any kind of tobacco for anyone under the age of 18 (from summer 2007, smoking in the UK is banned in all public indoor spaces i.e. pubs, wine bars, restaurants, nightclubs, cinemas and public transport as well as in all London underground and railway stations, and outdoor locations such as football grounds).
- To carry or buy alcohol of any sort for anyone under the age of 18 (older students must be advised that being drunk in public is not acceptable, and that the police can arrest people for being drunk in public).

The management reserves the right to expel from the school any student whose behaviour affects the smooth running of the course. If discipline rules are contravened, the Campus Manager will issue only one verbal warning to the student(s) and inform his/her group leader(s) accordingly. There will not be a second warning.

The CM may then decide to report the case to PLUS Head office and begin expulsion procedures from the centre. In this event, after informing his/her parents, the student will be sent home. Relevant transportation fees will be charged to the parents and no reimbursement will be made for the shorter stay on campus.





More serious offences such as violation of Home Office immigration laws, use of drugs, abuse of alcohol, bullying, theft, and so on will result in an immediate expulsion from the centre. No warning will be given.

### **Damage**

Students are responsible for any damage they may cause and must pay the full cost of replacement or repair of the damaged item(s). If the responsible person(s) is (are) not identified, the whole group may be asked to pay the relevant damages to the college before their departure whatever his/her insurance. If damage occurs PLUS will charge the amount to repair the damage to the students who caused the damage, if identifiable or where this is not possible to all the groups residing on campus. If the damages are relevant to one single hall relevant repair costs will be levied to those living in that residence. Failing this, PLUS will charge the repair costs to the agent who will need to collect relevant fees from the families.

### **Quality Control**

To ascertain that the services offered meet our clients' expectations, you and your students are required to complete a satisfaction questionnaire at the beginning of the course and one at the end. Should you or your students be unsatisfied with any aspect of your stay with Plus, please rest assured that this will be given proper consideration and if necessary, remedial action taken and registered. Should the problem persist, please follow PLUS' Complaints Procedure.

### **Complaints Procedure**

Any complaint received will be given our full attention and will be thoroughly investigated. If a not a Group Leader is not happy with any part of their stay/programme, they need to contact:

1. PLUS Campus Manager, or for Academic Matters, the Course Director.
2. If nothing has been resolved after 36 hours, the Group Leader needs to contact the PLUS Office in London on 020 7730 2223.
3. If you are not satisfied with PLUS' response, you are advised to contact English UK ([www.englishuk.com](http://www.englishuk.com)) to make use of their complaints procedure. The complaint to English UK must be received in writing in English, be signed and sent via email to [info@englishuk.com](mailto:info@englishuk.com)
4. You should say whether action has already been taken by PLUS and state whether he/she is happy for the complaint to be copied to PLUS.

### **Student Services**

#### **The National Health Service (NHS)**

International students may be entitled to NHS hospital treatment if they are nationals of an EEA (European Economic Area) country, Swiss Nationals resident in the EU or Switzerland or if they are students from a country that has a reciprocal health agreement with the UK. The students will be covered for necessary treatment including treatment for pre-existing medical conditions if they have a European health insurance card in their own country before coming to the UK.

#### **Doctors' Services**

The phone number for emergencies, with the name, address of the nearest hospital and of the local GP are available in the Campus Manager's office.

Doctors will not normally visit people in their place of residence, but they might if it is an emergency and students are too ill to leave their bed. If students are covered by the NHS, there is no charge for



consulting a doctor. If the doctor decides that his/her patient needs medicine, he or she will give them a 'prescription' to present to the chemist (a pharmacy).

#### Dental Services

Ask the Campus Manager for the name, address and phone number of a dentist.

If your student requires any medical assistance the Group Leader is expected to accompany the student on these appointments. PLUS staff will help you book appointments and advise on the best course of treatment and accompany you and the student (if required) to the medical facility.

#### Religious Diversity and Discrimination

The population of the UK is increasingly diverse, and a great many religions and ethnic groups are represented. In addition to the various forms of Christianity, many different religions are practiced. Everyone in the UK has the right to religious freedom, and the law offers protection against unfair discrimination. If you think that you or your students have been subjected to any form of racial discrimination, report it to the Campus Manager who will follow a formal procedure for those who feel they are being discriminated against.

#### Places of Worship

If you need help please feel free to contact the Campus Manager.

#### **On Departure**

- ✓ Check your flight and transfer details with the Campus Manager and your airline, at least 3 days prior to your departure in case there have been any last minute changes.
- ✓ Meet with your students at least 30 minutes before the actual coach departure time. Remind them to label their luggage.
- ✓ Check for any damage in your student bedrooms when collecting the bedroom keys; and inform the Campus Manager accordingly.
- ✓ Return the keys to PLUS staff and collect the relevant deposit.
- ✓ Collect all your students' passports and air tickets from the safety box.
- ✓ Make sure all your students board the coach before leaving the campus (head count).
- ✓ If a student is missing, phone the host family and if he/she cannot be found and the coach has to leave to catch the plane, then one leader should remain behind to travel with the missing student.
- ✓ If the coach is more than 15 minutes late, call the Campus Manager and phone the coach company. If you think that you will miss your connection, phone the PLUS office emergency number immediately. They will in turn call the airport rep.
- ✓ Before leaving the coach, check that nothing has been left on it.

#### House Keeping and General Information

##### Bed Linen

The bed linen is supplied and changed each week.

##### Towels

Check your campus factsheet to find out if they are provided. If your programme includes a London overnight, check the factsheet of the London centre where you will be staying or refer your query to



a member of the PLUS head office team in London who will provide you with the relevant information before departure.

#### Bed Making

Beds are made up before the students' arrival, and generally every time the new bed linen is changed. Students are expected to make their own bed every morning.

#### Entrance Fees

Unless specifically confirmed in writing by PLUS, entrance fees to museums and other tourist attractions are not included in the cost of the stay.

#### Keys

If a student loses their key they will need to pay for a replacement. This cost varies from £30 to £120 depending on the centre. If the student cannot pay this then the Group Leader will need to organise for the Agency to pay this cost.

#### Laundry

Most campuses have coin-operated washing machines. Homestay providers generally do students' laundry once per week.

#### Meals

Breakfast is usually continental, while lunch and dinner generally consist of a starter, a main course, a dessert, fruit, bread, water. A packed lunch will be provided on excursion days.

Meal times can be busy; in order to ensure that meals run smoothly please ensure your group arrives at the designated time.

#### Money

Never carry or let your students carry large amounts of cash. Tell them to be careful of their handbags, backpacks, purses or wallets when they are in crowded places, especially airports, stations and crowded streets.

#### Passports

Do not carry your passports around. It is better to leave them in your bedroom with your air tickets or deposit (them) in the safety box on campus. Please refer to the Campus Manager.

#### Taxis

Always use a licensed taxi. Some minicabs that stop in the street may be cheaper but are not licensed, and are therefore not as safe as taxis or minicabs that you arrange by telephone.

#### Voltage

The voltage in the UK is 240 V. Please make sure your students bring an appropriate adaptor with them.

#### Lost Passports

1. If a student notices their passport is missing, they should notify you and with your help, carry out a thorough search of their luggage, room, classroom, and other places where they have been with the passport.



2. If after a thorough search the passport has not been found, the Group Leader should notify the Campus Manager that the passport is missing.
3. The Group Leader must take the student to the nearest police station to report the loss of the passport.
4. Keep any criminal reference number and paperwork as proof of loss of passport.
5. The Group Leader must contact the nearest relevant embassy or consulate to organise travel documents so the student can travel back to their country of origin.

*Plus' main priority is to make sure that you and your students have a wonderful and safe time in the UK. The campus staff are there to help and support you, so please do talk to them if you have any concerns or problems. This will help in the smooth running of your programme.*

*We look forward to working with you and thank you for your cooperation.*