



*Dear Group Leader,*

*Welcome to PLUS. Client satisfaction has been our company's primary aim for well over forty years. The many thousands of students from all over the world who year after year enrol at one of our PLUS summer campuses is testimony beyond any doubt of the success our company has achieved in the international market.*

*The meticulous planning of every single aspect of the course, along with the commitment, motivation and professionalism of our staff are the simple ingredients of our success and your role as Group Leader plays an important part in this process. Please help us to 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 very carefully and if you have any questions do not hesitate to contact the Campus Manager or Course Director at your Summer PLUS Centre.*

*We wish you a very pleasant and enjoyable stay,*

*The PLUS Team*



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### **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 delivery bays to collect the 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 sign 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.

### **Arrival at the centre**

When you and your group arrive at the centre you will be met by the Campus Manager or another member of PLUS staff. They will introduce themselves and welcome you to the centre.

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, etc).

The first few hours and the first day the students spend on campus are very important as they set the tone for the rest of the course. There are several things that must be done and can be done in a different order depending upon the time and the day of your group's arrival at the centre. We have listed them here to make your task easier in assisting our staff:

- 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) Damage deposit: you might be required to collect a damaged deposit from each student.
- 4) Student I.D. Card: collect and distribute the student identity cards and make sure your students wear them at all times.
- 5) Orientation tour: accompany your students on the orientation tour of the campus with one of our staff, this may be done the day after your arrival day depending on arrival time.
- 6) Host family: make sure your students know their host family address, telephone number, and bus route home.
- 7) Passports: collect your students' air tickets and passports.
- 8) Visa students: if your group is comprised of visa students, please collect photocopies of their passports and hand them to the Campus Manager.



9) Welcome meeting: make sure your group knows the time and place and participates in it. The topics include:

- Presentation of the PLUS staff
- Information about the services on campus including security and emergency services.
- Fire safety
- Anti-bullying policy
- Behaviour, discipline, and disciplinary actions
- Leisure Programme Presentation
- Study course and examinations (Course Director)

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

### **Key People on Campus**

All our staff are highly trained, full of enthusiasm and ready to help you, they include:

#### *The Campus Manager*

The Campus Manager has overall responsibility for the centre, as well as for the wellbeing of all students and their leaders. He/she will set up the centre following the company's guidelines and ensure that all services offered are professionally and punctually carried out to meet with our clients' expectations at all times.

#### *Activities Manager (AM)*

The activities manager has the responsibility to oversee the activity leaders on a day-to-day basis. They will help set up, run, organise, and close down the centre as per Head Office guidelines as well as ensure that all services offered are professionally and punctually carried out to meet with clients' expectations at all times.

#### *PLUS Team*

The PLUS Leisure Staff Team is made up of Activity Leaders and Choreographers. Even though they have specific duties, they are all responsible for organising, promoting, and running the leisure programme as well as encouraging and motivating students to participate in all activities and events.

#### *Course Director (CD)*

They have overall responsibility for the academic programme - teachers, teaching, placement testing, diplomas and students' academic progress. The main areas of responsibility are the management of the teaching staff (punctuality, attitude, delivery of high-quality lessons); timetabling; level allocation; teacher-class allocation; lesson observations; allocating any residential teachers to the leisure programme, ensuring excursion lessons are delivered effectively; leading a weekly teacher training afternoon session and organising a weekly coffee meeting for the teachers and



Group Leaders to network and 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, and the teachers with lesson planning.

#### *Teachers*

PLUS employs 2 types of teacher - Non-Residential Teachers and Residential Teachers.

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

They have experience of teaching in the UK or abroad and regularly participate in training to improve their skills.

#### **The Host Family Organiser – some centres only**

The Host Family Organiser selects the host families and allocates students to them though in some locations this role may be carried out directly by PLUS.

Recommendations to Group Leaders

Some simple and good recommendations to all our group leaders:

- Always be on time. If you are punctual your students will be too.
- Keep a positive attitude even if things go wrong – don't think of PLUS staff as "them".

We are all on the same team! We can find solutions 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 you have a problem with a student or if anything comes to light that is important. Your communication is needed so that we can supply the student parents with accurate information.

- Don't buy cigarettes or alcohol for the students.
- Do not invite guests on campus.
- Do not leave the College for personal reasons.

#### **Code of Conduct**

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.
- Never use any drugs, 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*

Trying to satisfy students’ and group leaders’ expectations by combining their requirements with the accommodation available on campus may prove a difficult task for anyone. Though we perfectly understand that you are responsible for your students, that you would like to keep them under control at all times, it may sometimes not be possible to meet these expectations. Our staff are certainly willing to assist and help as much as they can but please do not blame them, feel annoyed or frustrated if they simply cannot comply with your request.

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.

### **Host Families**

Generally PLUS families have hosted international students for many years. There is no one 'typical' type of homestay host in the UK, there are a variety of situations.

We recommend that students in home stay have visited the UK before and are comfortable communicating with native speakers. Generally we believe students benefit from home stay if they are a little older (ideally 14 and above) and have a good working knowledge of English (intermediate and above).

#### **Host Families - General overview**

Families are not allowed to host more than four students at the same time

Providers will ensure that students under 16 lodged by them or their agency in home stay will not be lodged with students of 18 years or older.

Home stay families usually live no more than one hour by public transport from the PLUS centre. 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 host family with his/her mobile number and the family 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.

If the student can't attend classes due to illness, the family has to contact the PLUS Campus Manager to report the absence.

Accommodation includes full board. i.e. breakfast, dinner and a packed lunch. The host family is expected to have dinner with the student. Allergies and dietary requirements must be communicated in advance in writing. If a student is going to miss or be late for mealtimes he/she has to inform the host family. Transportation fees are not included.

### **Host Families - Students' welfare**

- The student should treat the hosts courteously and respectfully. He/she must keep the room clean and tidy and respect the family's peace 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 family will 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 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 host family. 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 family will immediately report unacceptable student behaviour to the Family Organiser or 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 action.
- Upon arrival on campus, home stay students have to sign the “Homestay – Students’ form” to confirm they have read the PLUS Home Stay Guidelines and to abide by them.

## **The Study Course**

### *Course Structure and Objectives*

Courses are planned around 20 lessons per week (45 minutes each) from Monday to Friday which is a total of 15 hours a week, at up to five different levels from Elementary to Advanced.

The topic areas of the course are the subject areas covered in the Trinity College London ESOL exams. 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 with a specific focus on vocabulary and pronunciation skills. Reading and writing skills are also enhanced through course book work as well as through diary writing which is included in the daily schedule. 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. There are maximum of 15 students in each class.

On the first day of the course, students are put into the correct levels through our Placement Test which checks their listening, grammar and vocabulary, writing and speaking abilities. They are also monitored throughout the course. 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.

### **Study Course levels**

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

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

#### **Level 2- Pre- intermediate:**

This level builds on students' vocabulary, revising and developing 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 and life experiences, 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, planning a trip, completing and collating surveys, 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, participating in an interview, 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 work with authentic texts and 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.

### **E.F.L. Teachers**

All our teachers are professional, well-prepared and have been selected for their experience, friendliness, and enthusiasm. They hold at least a certificate in ELT/TESOL or have a qualified teacher status in conformity with the British Council criteria. To enable PLUS to maintain the highest tutorial standards, to help the Course Director identify potential problems and act accordingly, to assist teachers in their professional development, to provide a basis for the weekly teacher training sessions



and to provide information for future teacher reference writing, the Course Director and his/her assistant are required to monitor their teachers and organize a weekly training session.

Should you wish to observe a lesson, please speak to the Course Director and he/she will schedule it appropriately. Absent Teachers: If for some unforeseen reasons one of the teachers arrives later 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 "redefine" 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 and Certificates**

The students are compelled to attend morning/afternoon classes and strictly adhere to the teaching timetable. Each teacher is required to register the students' attendance daily and to report any absence to the Course Director. Repeated/unjustified absences of visa students as well as the non-commencement of the course or abandoning it before its termination represents a violation of the immigration laws and will cause the Campus Manager to inform the Home Office without delay. 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.

### **External Examinations**

PLUS is a registered centre for the Trinity Graded Examinations in Spoken English. We encourage students to take this exam because it is a spoken exam and particularly suits the emphasis of our courses.

### **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 hunt, talent contest, karaoke, disco, 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 case 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 attend the beginning of each lesson and activity 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". 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 and led by PLUS staff and, depending on the activity, by external qualified coaches.

PLUS Academy is structured into Sports Academy and Dance Academy. Beforehand, students will be asked to apply for one of the two.

PLUS Sports Academy is a fun and 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 green-field pitches and are run and overseen by external highly qualified and experienced coaches from a range of coaching backgrounds to enable the best support possible for the developing players.

PLUS Dance Academy includes dance sessions led by experienced choreographers who will teach them hip-hop dance, street dance, salsa, jazz, contemporary and lots more.

### **Excursions**

Trips are a very enjoyable part of the programme for students and Group Leaders. In all the centres there is a number of "Full Day" or "Half Day" trip by private coach or public transportation to the most popular destinations in the area.

The students will be accompanied by PLUS staff or teachers who, once at the destination, will lead a walking tour providing the students with information about the main sights. Remember they are not professional tour guides!

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 on the coach
- Ensure students wear their lanyard with the ID card
- Free time– Students may be given some free me. It is important that they travel around in a minimum group size of 4. Students under 14 must stay with their group leader at all times.

Please also ensure that:

- The students have understood the meeting points and times.
- Students should not leave the group without permission from you.

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

### **Overnight**

As part of the programme in some centres, students could have an "Overnight" to another destination, usually London for centres in the UK. The overnight could be either at the beginning or at the end of the holiday and the 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 the Study Tours office prior to departure.



The Overnight is an important moment of the holiday and will give the students the opportunity to fully discover London with its museums and main sights through the walking tours that we have organised. Optimise the time and we kindly remind you to keep your students under control at all time, with particular attention to the night time when you are required to ensure your students are in their room and do not cause any nuisance to the other guests.

### **Student's Welfare**

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 etc as well as religious observance.

### **Supervision**

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

### **Night time**

The 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 by the Group Leaders to verify that students comply accordingly.

During the night the Campus Manager as well as the group leaders and members of staff are available for help or assistance.

### **Emergency Phone Number**

All students must always wear their I.D. card 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. Non-emergency calls to the police should be made to your local police station using the local telephone number.

### **Risk Assessment**

We are very concerned about the safety of students both on and off campus. We have prepared a Generic Risk Assessment, a Specific Risk Assessment for trips and town visits and a Fire Risk Assessment which staff and Group Leaders must familiarize themselves with.

### **Emergency Action Plan**

The Emergency Action Plan (EAP) is for Grade A emergencies that involve serious incidents, injury or worse. This could happen at any time in any place. Both staff on campus and at Head Office need to have clear procedures to follow and there must always be one appointed staff member in event of an emergency. The Campus Manager is the appointed staff member on campus.



### **Fire Safety and Fire Drills**

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 memorize 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 etc. 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.

### **Student Behaviour & Discipline**

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

#### **Behaviour**

Good behaviour is required at all times in and out of the classroom. It is customary to say "Please" "Thank You" and "Sorry" whenever it is needed, and "Could you tell me....?" or "I wonder if you can help me?", as well as being punctual at all times. Above all it is important to respect the queue for services and transport. In Britain people form a line and wait in turn to be served or to get on to buses.

#### **Discipline**

It is prohibited:

- To use, carry, buy or sell drugs or to bring them into the country. Students found in possession of drugs will be expelled from the campus.
- To carry, buy or introduce alcohol.
- To smoke on campus. It is also illegal in the UK for persons under the age of 18 to buy cigarettes.
- To cause a nuisance or to disturb the staff or other residents on the premises or during classes.
- To dirty, vandalise or damage bedrooms 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 £600 fine)
- To enter other students' bedrooms at any time without permission.
- To leave the campus unless accompanied by the Group Leader or a member of PLUS staff.

Please help us to ensure the smooth running of the course by advising the students on these guidelines prior to departure. They will also be reminded on these upon arrival.



### **Disciplinary Actions**

The management reserves the right to issue a verbal warning or to expel from the school any student whose behaviour affects the smooth running of the course.

If PLUS decides to activate the expulsion procedure from the centre the parents will be informed and will have to pay any relevant transportation fees. No reimbursement will be made for the shorter stay on campus.

### **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.

If it does occur students are advised to immediately inform their group leader, the Campus Manager or any member of PLUS staff. 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.

Pupils 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.

Please refer to "PLUS Safeguarding and Child Protection Policy".

### **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 the student does not have any money, the Group Leader must contact the Campus Manager immediately. If damage occurs and the cost of repair is above the deposit given, PLUS will charge the outstanding amounts 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. Rooms are inspected at the beginning and end of each course by Campus Managers in order to know when damage has incurred.

### **Student Safety**

By international standards, the UK is a safe country, with low levels of violence and street crime. Nevertheless, as in any country, there can be problems in certain areas. You need to be aware of the types of situations that may put you or your students at risk and what you can do to avoid them. Should you have the misfortune to be involved in any incident involving theft or personal attack, report it as soon as possible to the police. The police have a duty to protect all citizens and can be safely approached. Also, you will need a certificate from the police if you need to claim for theft on an insurance policy.



### **Walking Around**

Sensible precautions must be taken:

- Students must be vigilant when withdrawing cash from a Cash Point and make sure no one is looking over their shoulder at their PIN number.
- If anyone does threaten and demand money or other valuables, it is better not to resist – Students must give up their money and valuables and then report the incident to the police as soon as possible.
- If a student feels he/she is being followed, he/she must cross the street (more than once if necessary), and if he/she is still unhappy move as quickly as possible to a public area, such as a restaurant or bar, and telephone for help. It is not necessarily the best idea to use a public telephone box, if it is in an isolated spot.
- When crossing the road, students must remember that traffic will usually come from the right-hand side.

### **Student Temporary Foster Care on campus**

Students cannot be left unsupervised at any time.

Where a student does not wish to take part in the planned outings with his/her group leader and decides to remain on the campus to participate in sport or social activities or if the student is ill, 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. The Campus Manager shall complete the form indicating the name(s) of the person(s) charged with the student's supervision, relevant time frame, activity, etc. Where more people are involved, the form must be handed out from person to person and signed following the daily schedule to signify the "Foster Care" acceptance. Should students be authorized to travel unescorted, the relevant parent's written authorization must be obtained and kept on file at the PLUS office.

### **Quality Control & Complaints Procedure**

To ascertain that the services offered meet clients' expectations, you and your students are required to complete one questionnaire at the beginning and one at the end of the course. Negative comments will attract proper consideration and remedial action will be immediately taken and registered. Should the problem persist, please follow PLUS Complaints Procedure

**STAGE 1** In the event of a Group Leader having a complaint relating to his/ her stay he/she should, in the first instance, verbally discuss the problem with the Campus Manager. He/she will try to resolve the complaint.

**STAGE 2** If the problem persists, the Group Leader should make a complaint in writing to the Operations Manager at Head Office where the complaint will be recorded, and we will continue to try to resolve the complaint.

**STAGE 3** If the complaint between the Group Leader and PLUS cannot be resolved, then the Group Leader may take the complaint to ([www.englishuk.com](http://www.englishuk.com)) to make use of their Complaints Procedure. Your complaint to English UK must be received in writing in English, be signed by you and sent by post to The Chief Executive, English UK, 219 St John Street, London, EC1V 4LY or by email to



eddie@englishuk.com. You should say whether action has already been taken by PLUS and state whether you are 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 office.

Doctors will not normally visit people in their home, 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 patients need medicine, he or she will give them a 'prescription' to present to the chemist's shop (a pharmacy).

### **Dentists' Services**

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

### **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 college fact sheet to find out if they are provided. If your programme includes a London overnight, check the centre fact sheet of the London centre you are staying at or refer to the information PLUS office will provide you 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, the entrance fees to museums and other tourist attractions are not included in the cost of the stay.

#### Key and Damage Deposit

Colleges may require a (returnable) £ 30 - £ 50 deposit for the bedroom key plus any other amount they consider adequate for any possible damages to the college structure. It will be reimbursed at the end of the course if the key is returned.

#### Laundry

Most colleges have coin-operated washing machines. The host families 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 student carry large amounts of cash. Tell them to be careful of their handbags, purse, or wallet when they are in crowded places, especially airports, stations and crowded streets.

### Passports

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

### Taxi

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. If students have not purchased an appropriate adaptor, they can do so at an electrical shop or at some supermarkets.

### **Lost Passport**

1. If a student notices their passport is missing, they should notify their Group Leader and 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 organize travel documents so the student can travel back to their country of origin.

### **Conclusion**

The programmes we offer are complex and involve many different factors and although we carefully plan for everything despite our best efforts sometimes things can go wrong.

If that does happen remember to cooperate with your team and work together for a solution. Always remain professional as you are a representative of PLUS and not doing so will only make the situation worse. If you ever need more assistance you can speak to our staff on campus or the Head Office at any time. We look forward to working with you and thank you for your cooperation.