

GROUP LEADER MANUAL



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Dear Group Leader,

Welcome to PLUS and thank you for choosing to work with us.

Client satisfaction has been our company's primary aim for almost fifty years.

The many thousands of students from all over the world who year after year enrol at one of our centres are a testament to 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 too.

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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### 1. Arrival In the UK

#### UK Arrival

##### Immigration and passport control

- Go to the officer and tell them you have a group and you will stay at the window while they each go through one by one.
- Tell students to go through the check first while you stand by the window.
- Tell them to politely answer any questions they might be asked.

##### Arrivals Hall

- Follow signs to the Arrivals Hall.
- Do a headcount when you get there.
- Help students get their bags
- If one or more bags are missing, go to Baggage Reclaim to register lost baggage, you will get 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.

##### Meet your PLUS Representative – Transfers Booked with PLUS

- Once your group has collected all their luggage, go to the exit.
- If PLUS has arranged your transfer from the airport to the centre, your group will be met by an airport assistant a PLUS sign.
- Have a look in the PLUS APP - Campus Info – General Info Find your Airport Representative – and download the file which shows you where to meet the Rep at each airport.
- Your PLUS Rep will take you to your coach bay to meet the coach.
- You may have to wait for the coach to be released from the coach airport parking area to the pick-up bay, this is not because the coach is late, but because UK airports requires coaches to wait in their coach parking area and only release them once the Representative lets the Coach Parking Marshall know that the group is ready and waiting at the appropriate bay.
- 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 you have any issues, please call the Campus Manager.
- Please also try to send a text message to the Campus Manager with your group reference number, how many students and GLs you are and which country you are from letting them know that you are on the coach and on your way.

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### 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 welcome you to the centre.

- The Campus Manager or another member of PLUS staff will meet you when you arrive.
- You will be given: an Activity Programme, a rooming list, a damage inspection report if applicable etc, lanyards (please tell your students to wear them at all times and to attached their keys to them / or put their key cards inside them) and some policies to sign.
- The Campus Manager may ask you for a Damage Deposit. Each student must hand over £50 in cash each to the CM to cover any damages during their stay. If there are no damages, the money will be returned on departure day.
- An AL will take you all to your rooms and tell you where and what time to meet them (usually 30 minutes to 1 hour later) for the Orientation Tour. If you group has arrived late, the tour will be given the following day.
- If you have had a tour you will be expected to find the refectory by yourselves. If you haven't had a tour an AL will meet you and take you to dinner.
- After dinner will be the Welcome Presentation and some get-to-know-you games. All students and GLs must attend.

### **2. Key People on Campus**

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

#### *The Campus Manager (CM)*

The Campus Manager has overall responsibility for the centre, as well as for the wellbeing of all students and their leaders. They 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.

#### *Activity Manager (AM)*

The Activity Manager has the responsibility of overseeing 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 clients' expectations.

#### *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.

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### *Course Director (CD)*

They have overall responsibility for the Academic Programme - teachers, teaching, placement testing, 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 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 teachers; Non-Residential and Residential.

Non-residential teachers live locally to the centre. Residential teachers live on Campus. They are all fully qualified and experienced.

## **3. Safeguarding**

Group Leaders MUST read and sign the Plus Safeguarding & Child Protection Policy which is updated annually. Please bear in mind the following additionally when on campus:

- 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 and staff with respect.
- Encourage positive, respectful and safe behaviour amongst pupils.
- Understand the content of the 'PLUS Safeguarding and Child Protection Policy' and all other policies and codes of conduct that may be issued by PLUS.
- Never flirt with a student or make sexually suggestive or provocative comments, even in jest/ as a joke.
- Try to recognise if a student is developing a 'crush' on them and do nothing that might be construed as encouraging this. If appropriate, inform the Campus Manager if this is suspected.
- Maintain professional standards of pastoral care and avoiding the use of sexualised, derogatory or over familiar language in the company of pupils.
- Never smoke in front of the students and abide by the host institutions smoking policy.

## **4. General Code Of Conduct For A Group Leader**

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Group leaders must always strive to set a great example to their students. Remember that CMs, AMs and AL's priorities are to make sure the students are happy and enjoy their stay with PLUS. We recognise that you will want the best for your students but it is also imperative to work alongside our staff in a harmonious and respectful manner.

Bearing this in mind, it is essential that when on campus, Group Leaders adhere to the following:

- Supervise the children at all times (apart from when they are in class/ they are given free time on excursions).
- When supervising, please ensure minimum time on your phone, you must be safeguarding your students and students will also lose their enthusiasm in activities if they see you on your phone.
- Encourage your students to speak English.
- Respect the other members of staff you will be working alongside; you are working in a team.
- Report any problems you may have to the AM or CM (they will always be contactable on a WhatsApp group).
- Make sure that the CM & AM can reach you while you're on and off campus in case of emergency and to communicate any changes of plans (there is wi-fi on all campuses).
- Attend any necessary meetings with the CM & AM.
- Ensure you report any accidents or safeguarding issues to your CM immediately.
- Ensure you report any illnesses to the CM & AM (see Covid 19 section)
- Bring the children on time to coaches, coaches will not wait if all of the other students are there.
- Bring the children on time to all activities.
- Ensure children are always aware of all the necessary meeting points.
- Ensure your children all have the app if they have a mobile phone.
- Ensure your children follow all necessary rules, all rules will have been put in place due to safeguarding issues (such as no girls and boys sharing rooms) or by the university (such as lights out at a certain time).
- Help to supervise during night duty, you must ensure all your students are in their assigned rooms. The CM & AM will patrol for a while after lights out but you must help assist in night time duty beforehand.
- At least one group leader in every group **must** be first aid trained and familiar with PLUS's First Aid and Accident Policy.

### **5. Accommodation**

#### ***In residence***

The CM will endeavour to satisfy all accommodation requests, however, at times is not always possible. We have Safeguarding rules to follow, and we have to fit all groups within the layout of the Campus. PLUS staff are here to help, please do not get angry with them if all your requests have not been met. Once the bedrooms have been assigned, please:

- Double check the rooms correspond to the correct names.

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- 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. You'll be given a form to annotate.
- Ensure every student knows exactly where your room is in case they need assistance, you are their first port of call.
- Know you will have been assigned a place as close as possible to your students.

### **6. 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.

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.

### **7. 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

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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.

### **8. The Study Course**

#### *Course Structure and Objectives*

Courses are planned around 15 hours per week unless otherwise is requested, for more in depth details please see our website.

On the first day of the course, students are put into the correct levels through our Placement Test , 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 not the Campus Manager. 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. The Course Director will agree an alternative course plan.

#### *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. Should you wish to observe a lesson, please speak to the Course Director and he/she will schedule it appropriately. 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.



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A certificate of attendance is issued to each student at the end of the course during the final day ceremony.

### **9. 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, and sport activities.

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 11:00 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. You must make sure students are in their rooms with lights off at 11:00.

### **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- coaches cannot wait for individual students.
- If travelling by private coach, seatbelts must be worn and if applicable- masks.
- No eating or drinking is allowed 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.
- Ensure students have understood the meeting points and times.
- Ensure students do 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. It is your responsibility to ensure your students have done this.

### **10. 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.

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### **Risk Assessment**

We have prepared a Generic Risk Assessment, a Specific Risk Assessment for trips and town visits and a Fire Risk Assessment which Group Leaders must familiarize themselves with. For more details see our website.

### **Emergency Action Plan**

The Emergency Action Plan (EAP) is for Grade A emergencies that involve serious incidents, injury or worse. For more details see our website.

### **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 assist in this.

### **Accidents & Emergencies**

Group Leaders should take the most appropriate action with no delay i.e. 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 given to the CM.

### **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.

### **Medical Services**

Ask the Campus Manager for the name, address and phone number of the nearest medical service. This will also be displayed on the app.

### **Dentists' Services**

Ask the Campus Manager for the name, address and phone number of a dentist. This will also be displayed on the app.

### **Lost Passport**

Please follow the Lost Passport Procedure on our website.

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### **11. 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. Please see our student handbook.

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

Please see our Anti Bullying Policy. If you suspect bullying, please report it immediately to our Campus Manager.

### **13. Quality Control & Complaints Procedure**

To ascertain that the services offered meet clients' expectations, you and your students are required to complete an online questionnaire at the beginning and 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 on the website.

### **14. On Departure**

Organising your departure will be aided as much as possible by the campus manager, it is paramount that you organise your students the night before your departure and bear in mind the following:

- 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.
- Check your students have any necessary PCR pre departure tests.
- Meet with your students at least 30 minutes before the actual coach departure time.
- 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.

### **16. Covid- 19**

Due to the current ongoing global pandemic there are certain measure that will be in place to prevent the spread of covid-19 and keep our students and staff safe. Please see our website for our monthly updated covid policy and what do in the event of you or your student catching covid 19.