



# STUDENT HANDBOOK



# Welcome!

*Dear Student,*

*Welcome to your PLUS summer campus!*

*This booklet gives you important information on your PLUS centre and how to make the most of your time here in the UK.*

*Please read it very carefully and do not hesitate to ask our staff if you have any questions.*

*At the Welcome Meeting the Campus Manager and the Course Director will explain the centre rules to you. They will also introduce your leisure organisers (Activity Leaders). Listen carefully as the information provided will be very helpful during your time in the UK.*

*We wish you a safe and enjoyable stay at your PLUS summer campus and we hope you will make many great memories!*

*- The Plus Team*

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# On Arrival



You will be given a warm welcome by our staff at our PLUS summer campus. When you arrive our staff will show you around so that you can familiarise yourself with the campus. You will be given a campus tour so that you will know where you will eat, study, sleep and take part in leisure activities. You will also see the PLUS office and the Main Board—which we recommend you check daily, as it will include important information about your stay and will be updated daily with the Activity Programme.



Whilst waiting for your bedroom to be assigned to you or for the member of your host family to come and collect you, please relax in the space provided where you can help yourself to snacks especially prepared for you. Enjoy a nice snack and a drink with your friends!



## **Before moving to your bedroom, please ensure:**

- Your group leader has your parents' home and office phone numbers.
- You have written the name and address of your centre on your PLUS identity card. Be sure to wear it at all times!
- You have collected your room key.
- If you are staying with a host family, you will need to have their address and phone number.
- If you have travelled to the UK on a visa you will need to give us a photocopy of your passport.
- You have all your personal belongings with you.



## **You MUST...**

- Always be on time for lessons and activities
- Call your parents after your arrival in the UK and give them your Group Leader and the PLUS Emergency Number
- Try your best to keep a positive attitude and participate in all activities, PLUS summer school is a place for an enjoyable and exciting learning experience.
- Inform your Group Leader or a PLUS staff member if somebody or something upsets you, or you have an issue, see the Complaint Procedure on page 11. Everyone at PLUS is happy to help you resolve your problem.
- Not take drugs, smoke or drink alcohol. We want all of our students to be safe and well so that they can enjoy all of the fun activities and learning experiences.

# Key People on Campus

## Group Leader

The Group Leader is the ultimate person responsible to supervise his/her group constantly day and night as well as helping out with accidents, illness, homesickness, students' personal problems and religious observance

## The Campus Manager

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

## The Activity Manager

The Activity Manager works with the Campus Manager to ensure the Campus is well organized and all our students are safe and happy. They organize the leisure programme and ensure our Leisure staff are working within the companies' guidelines.

## Leisure Staff

PLUS leisure team is made up of Activity Leaders, Choreographers and Sports Leaders. They are responsible for organizing, promoting, and running the leisure programme as well as encouraging and motivating students to participate in all activities and events.

## Course Director

The Course Director has the overall responsibility for the academic programme - teachers, teaching, placement testing, diplomas and students' academic progress.

## Assistant Course Director - some Centres only

The Assistant Course Director usually teaches in the mornings (other than in large Centres where they may be non-teaching) and is in the staffroom during the afternoons to support the Course Director with admin work and the teachers with lesson planning.

## Teachers (Non - Residential and Residential)

PLUS employs 2 types of teacher - Non - Residential Teachers (NRT) and Residential Teachers (RT). Non - residential teachers live locally to the center. Residential teachers stay on campus.

## The Host Family Organizer - some Centres only

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



# Accommodation



## **Information for Students Staying on Campus**

We hope that you have a great time staying on campus with your new friends. Here is a list of a few things we would like you to do:

- ❑ Check that your hall of residence has fire extinguishers, memorise the location of the fire exits and familiarise yourself with the safety and insurance procedures explained by the Campus Manager in the welcome meeting.
- ❑ Ask your group leader to show you his/ her room in case you need help during the night.
- ❑ Check that all the light bulbs, the wash basin/toilet in your room are working perfectly and check to see if there is any damage to the room furniture or walls. If there is any damage, be sure to report it immediately to your Group Leader so that you will not be charged for it.
- ❑ Please keep your room tidy and in good order, otherwise the cleaners may refuse to clean it.



## **Information for Students Staying in a Host Family**

We hope that you will enjoy staying with your host family. They will be able to help you with your English as it is their first language. Please be respectful to them and their house by obeying their rules. If you are unsure if you are allowed to do something, please ask them first! Here is a list of a few things we would like you to do:

- When you arrive, contact your parents and give them the PLUS emergency telephone number.
- If available, you will have access to a landline phone. Under no circumstances should you make outgoing calls unless authorised.
- You should be home for dinner time with the family no later than 7pm. Any later than this you must get permission from your Group Leader and the Campus Manager.
- You are not allowed to be home later than 11:00 pm.
- Please do not help yourself to any food in your host family's fridge, without asking them for permission first.

# The Study Course



PLUS courses are usually planned from Monday to Friday, for between 3 - 4 hours every day (6 hours every other day on a zigzag programme), at five different levels from Elementary to Advanced. Each class will be taught by two teachers, and will have a maximum of 15 students. Teachers swap classes with their partner teacher after the break.

On the first day of the course, you will take a test so that we can put you in the correct class. It is important that you do the best you can on this test and do not cheat. We want to help improve your English and so making sure you end up on the right study course is very important.

After the placement test, you will be put into the right class for you.

You are expected to attend all of your classes and your teachers will record your attendance on a register everyday. If you do not attend class without a valid reason, you may be in violation of immigration laws and you may be reported to the Home Office.

You will receive your own course book and a variety of other learning materials. The course book is yours to keep so that you can continue to improve on your English after the course.

Some centres have access to a library which you can use in addition to your book for studying. At the end of the course you will receive a certificate of attendance with comments on your progress.

## The Study Course Levels

*Elementary* if your study course level is elementary, you will learn basic vocabulary. You will learn how to say numbers, places, families, jobs, times, dates, clothing, interests, hobbies, food and drink. You will also learn how to introduce yourself, ask questions, and describe things.


*Pre - Intermediate* - if your study course level is elementary is pre - intermediate, you will learn how to communicate on topics such as talking about past events, expressing yourself and comparing things.

*Intermediate* - if your study course level is intermediate, you will be taught techniques in order to increase your vocabulary and grammar. You will learn how to express intention and purpose, give advice, talk about past habits and express obligation and necessity.

*Upper - Intermediate* - if your study course level is upper- intermediate, you will learn how to develop your vocabulary and grammar. This includes expressing feelings and emotions, making future predictions, speculating, expressing beliefs and discussing hypothetical situations.

*Advanced* - if your study course level is advanced, you will take an active role in discovering which areas of the English language you need to work on and improve. You will get the chance to work on collocations, phrasal verbs, proverbs, idioms, words confused or misused and pronunciation.

# The Leisure Activity Programme



We want you to have an amazing time, so we have put together an exciting and enjoyable activity programme. 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. When attending activities, please try your very best to arrive on time so that you will not miss out on any of the fun and when going on coach excursions, please remember that you need to meet at least 10 minutes before the coach departure time. If the weather is bad, the activity programme may change so please remember to check the Main Board for updates.

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

## Fire Emergency procedures



Fire drills are carried out on a weekly basis. It is very important that you know the location of all fire exits and assembly points.

Here is the general procedure for fire drills or in the event of a fire.

- ❑ When you hear the alarm sound, you must leave the building immediately and proceed to the assembly point.
- ❑ Do not stop to collect anything but proceed to the nearest emergency exit (not necessarily the front door) and get out.
- ❑ Do not use the lift.
- ❑ You must wait outside the building until you are told that you may re - enter



# Safety First!

We care about your safety and want you to have the best possible experience with us so please read the following information carefully.

- Please be careful at all times.
- In England and Ireland, cars travel on the left-hand side so be sure to look both left and right twice before crossing the road!
- When travelling in a vehicle, remember to buckle up. Seatbelts must be worn at all times when in a vehicle.
- When withdrawing cash from an ATM, be very careful and aware of your surroundings.
- Make sure you do not leave your bag unattended and please keep all of your personal items with you at all times.
- Do not take part in any activities such as swimming or rugby without a trained member of staff being present.
- Under no circumstances are you allowed to leave the campus on your own



## **What to do if you get lost...**

We value your safety and hope that you do not find yourself in this particular situation, but if you do get lost, please remember the following:

- Call your Group Leader immediately and let him/her know you are lost. If you cannot get through to them contact the PLUS emergency number. You will find this on your Student "Identity card": (0044) 07956 218 226
- During your call communicate your name, the centre you stay at and where you are. If you don't know where you are, give a point of reference such as a landmark.
- Follow the instructions you are given whilst waiting for a member of our staff to come and collect you.
- Do not get into a vehicle with a stranger.



# Student Behaviour and Discipline

## Abusive Behaviour

Any form of abusive behaviour will not be tolerated. The following forms of abusive behaviour are considered criminal offences and will result in severe punishment. They include harassment, bullying, actual or threatened violence, damage to personal property, verbal abuse and racial, sexual or religious discrimination. If you become a victim of abuse or notice that another student is being bullied, please inform your Group Leader immediately. Bullying is a very serious matter and will be dealt with severely. Any student that is found bullying, will be warned and may be sent home.

## Student Conduct

The following information is very important and it is vital that you do not break any of these rules:

- Please do not go into another student's bedroom. Under no circumstances are you allowed to go into a student's bedroom who is of the opposite sex to you.
- Do not have any contact with drugs. It is illegal to use drugs, to be in possession of drugs, to bring drugs into the country or to sell drugs, so please stay away from drugs.
- Please be considerate to other students and members of staff by not being loud or causing any trouble.
- Please do not vandalise or cause damage to your bedroom or any other area on campus.
- Please do not misuse the fire extinguishers or anti-fire material when not required. Anyone who does this will have to pay a fine.
- Buying cigarettes and alcohol is illegal for anyone under the age of 18. You can be arrested for smoking or drinking under age.

## Disciplinary Actions

If you are found to have broken any rules, your Group Leader will be informed and the Campus Manager will issue a verbal warning or ask you to leave the campus. If this happens, your transportation fees will be charged to your parents and you will not be eligible for reimbursement for your short stay on campus.

Serious offences include violation of Home Office immigration laws, use of drugs, drinking alcohol, bullying or theft.

We sincerely hope that there will be no need to enforce such procedures and that you will follow all of our rules and recommendations. It may seem like there are a lot of rules but we want to make sure you are all safe and thoroughly enjoy your time with PLUS.



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# **Student Services**

## ***Student Services***

*You may be entitled to NHS hospital treatment if you are a national of an EEA (European Economic Area) country, Swiss nationals resident in the EU (European Union) or Switzerland or if you are from a country that has a health agreement with the UK. You will therefore be covered for necessary treatments including treatment for pre-existing medical conditions if you have requested and obtained a European health insurance card (which is available from your national health authority) before coming to the UK.*



# Emergency Services

In an Emergency:

999

All contact information for the nearest hospital and local GP can be found in the Campus Manager office. Please write them on your ID card and keep it with you at all times. In the case of a medical emergency you should either telephone 999 for an ambulance to take you to hospital (free of charge) or get a member of staff to take you to the nearest hospital with an A&E, (accident and emergency) department. The accident and emergency services provided are free for everyone in the first instance. However, if you are admitted to hospital for treatment after an accident and you are not covered by the NHS, you will have to pay for the necessary treatment. If you have a minor accident, please contact a member of staff who will be able to assist you.

There is a First Aid Box in the Campus Manager's office.

## Useful information

### **Places of Worship**

Please ask the Campus Manager for information on different churches near your PLUS centre.

### **Immigration Home Office Regulations**

As mentioned before, the schools in this country are required to report visa students' repeated or unjustified absences or if they abandon the course with no proper explanation or authorisation to the Home Office as this is a violation of the Immigration Laws.

### **Quality Control**

To ensure that our services meet your expectations you will be asked to fill out a questionnaire at the beginning and at the end of your course.

# Complaint Procedure

## **Complaint**

*If for any reason you are unhappy or dissatisfied with any part of your summer school experience, please follow these steps:*

- 1. Your Group Leader. Your Group Leader will be able to solve most problems.*
- 2. Your Campus Manager, or for Academic Matters, your Course Director.*
- 3. If nothing has been solved after 36 hours, please contact the PLUS Office in London on 020 7730 2223.*
- 4. If you are not satisfied with our response, you are advised to contact English UK ([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](mailto: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.*

## Damages and Deposits

*You are responsible for any damage you may cause during your stay and are required to pay the full cost of replacement or repair for any items you have damaged. Upon arrival at the centre, you may be asked to pay a deposit for the bedroom and the key. Your deposit will be refunded to you at the end of your stay if you return the bedroom key and have not caused any damage to your bedroom or any other area on campus. If there is damage caused on campus, and nobody admits to causing the damage, your whole group may be charged for the cost. If you do not have enough money to cover the damage charges, PLUS Head Office will charge the outstanding amount to all the groups in campus accommodation, or just to those students living in a hall if the damage is limited to that particular residence. If this is not possible, PLUS will charge the repair costs to the agent who will need to collect relevant fees from your families.*

# Insurance

*By international laws, the tour operator who has organized your travel should maintain insurance to cover for public liability, event and personal injury liability to or the death of any person and any loss or destruction of or damage to property not attributable to any fault or neglect of its clients.*

## Useful Information



### **Meals**

*Meal times depend on the specific centre and day of the week. Generally breakfast is served between 08.00 and 08.45, lunch 12:45 and 13:30 and dinner between 17.45 - 18.30.*

*Breakfast is usually continental (bread with butter or jam and coffee, tea or hot chocolate), while lunch and dinner may consist of a starter, a main course, a dessert (choice of hot or cold dessert such as ice cream, yoghurt etc), fruit, bread, orange squash, water.*

*A packed lunch is provided on full day trips and on days with activities off campus.*



### **Laundry**

*Most colleges have coin - operated washing machines, while home stay students are allowed to do laundry once a week.*









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