



Student Handbook

Summer 2024

Contents

Welcome	2
Associated Documents	2
Key People on Campus	2
Accommodation	4
Your Course	4
The Leisure Activity Programme	6
Attendance Policy	7
Student Behaviour and Discipline	7
Safeguarding	9
Fire Emergency Procedures	11
Safety First!	11
Homesickness	13
Healthcare	14
Emergency Services	15
Damages and Deposits	16
Closing Message	16

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 Presentation our team will explain our programme and centre rules to you. 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!

Associated Documents

This booklet should be read together with our Student Code of Conduct and our Complaint Procedure, both of which are available on the footer of our website at www.plus-ed.com.

Key People on Campus

Group Leader

The Group Leader serves as the primary supervisor for you and your fellow students throughout the duration of your stay. They are responsible for overseeing your activities,



ensuring your safety, and providing guidance and support both during the day and throughout the night.

Campus Manager

Responsible for the overall management and operation of the programme. Ensures all services are professionally and punctually carried out, meeting our clients' expectations.

Activity Manager

Oversees the Leisure Programme, managing Activity Leaders to ensure the successful delivery of leisure activities and excursions.

Welfare Officer

Ensures the well-being, safety, and overall welfare of students. Also addresses issues such as damages and discipline to maintain a harmonious and positive atmosphere.

Activity Leaders

Support groups on arrival and departure and deliver the Leisure Programme, including games and activities on site and walking tours during excursions.

Course Director

Manages the Academic Programme and teaching staff to ensure teaching quality and student academic progress.

Assistant Course Director

Supports the Course Director with administrative duties and assists teachers in lesson planning, in addition to also fulfilling teaching responsibilities.



Teachers

Deliver engaging English lessons tailored to the diverse needs of our international students. They promote interactive learning and a supportive classroom atmosphere for effective language acquisition.

Accommodation

Welcome to your home away from home! To ensure that your stay is as comfortable as possible, we've outlined a few key points below.

- Check the location of the fire exits and fire extinguishers and familiarise yourself with the safety and evacuation procedures explained during the welcome presentation.
- Your Group Leader is your go-to person in case you need assistance, especially during the night. Make sure you know where their room is.
- Check that there are no damages in your room and everything is in good working order. If there is any damage, be sure to report it immediately to your Group Leader so that you are not charged for it.
- Please keep your room tidy and in good order, otherwise the cleaners may refuse to clean it.
- Please ensure keep your room key with you at all times, it is a good idea to attach it to your lanyard.

Your Course

Our English course is designed to improve your language skills in all areas, with a particular focus on oral skills and spoken communication. Through interactive lessons and



engaging activities, you will have the opportunity to enhance your skills and knowledge of English.

Our experienced and certified English teachers are dedicated to helping you achieve your language learning goals. They create a supportive and dynamic learning environment where you can practice your English skills with confidence.

You will have access to our 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.

Upon successful completion of the English course, you will receive a certificate to recognise your achievement and progress in English language learning.

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, disco, social games, sport activities and dance sessions.

When attending activities, please arrive on time so that you will not miss out on any of the fun. Please participate actively in all activities and help us promote an engaging, inclusive environment for everyone.

When going on coach excursions, please remember that you need to meet at least 10 minutes before the coach departure time, and please make sure you are always punctual for any booked attractions.

Evening activities finish around 22:00, giving you enough time to be in your bedroom for 22:30.



Attendance Policy

At PLUS, we believe regular attendance is essential for effective learning and student welfare. Our attendance policy ensures that students fully benefit from their time with us while adhering to visa regulations and safeguarding requirements.

- Students are expected to attend all scheduled classes and activities. Punctuality for all sessions is mandatory.
- If you are unable to attend due to illness or emergency, inform your Group Leader immediately.
- Attendance is recorded on a register for every session. Failure to attend without valid reason will be followed up.
- Consistent unexplained absences may lead to disciplinary action and, for visa students, could impact your visa status.

If you're experiencing difficulties affecting your attendance, speak to your Group Leader or our Welfare Officer. We're here to help.

Your commitment to attending and participating in all aspects of the programme significantly contributes to your learning success and overall experience at PLUS.

Student Behaviour and Discipline

At PLUS, we strive to create a respectful, inclusive, and positive learning environment for all our students. Our behaviour and discipline policy outlines the standards of conduct expected from students and the procedures followed in case of misconduct.

Expectations

Respect for all individuals, regardless of background, is mandatory. This includes respect for fellow students, staff, and members of the local community.



Students are expected to adhere to all rules and guidelines set forth by PLUS, including those in the Student Code of Conduct.

Prohibited Behaviour

Students are expected to follow our rules while attending our programmes. The rules are explained during the Welcome Presentation and through the Student Code of Conduct.

We will take action if you do not follow these rules. Serious offences will result in disciplinary action, including for example:

- Harassment, bullying, actual or threatened violence
- Any form of abuse including verbal abuse
- Any form of discrimination including racial, sexual or religious
- Damage to property of any kind, vandalism, theft, or any illegal activities
- Purchase, attempted purchase, possession, or consumption of alcohol, cigarettes (including e-cigarettes, vapes) or tobacco, and illegal substances
- Unsatisfactory attendance at lessons/activities

These behaviours will not be tolerated and will be addressed with the utmost seriousness, potentially resulting in expulsion and in some cases involving local authorities.

Disciplinary Actions

If you are found to have broken any rules, your Group Leader will be informed and the Welfare Officer will decide on the course of action. Minor infractions will be addressed with a verbal warning and discussion on how to positively change behaviour. Repeated or serious offences may result in further sanctions, including written warnings, suspension from activities, or in extreme cases, expulsion from the programme.

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.



Safeguarding

Safeguarding encompasses all the measures we take to protect our students from harm, including abuse, bullying, harassment, and neglect. It's about ensuring that all students feel safe and respected during their time with us.

What is Safeguarding?

Safeguarding refers to the actions we take to promote the welfare of all our students and protect them from harm. This includes:

- Protecting students from abuse and maltreatment.
- Preventing harm to students' health or development.
- Ensuring students are provided with safe and effective care.

Types of Issues

Safeguarding issues can encompass a wide range of concerns, including but not limited to:

- Physical, emotional, or sexual abuse.
- Bullying, including cyberbullying.
- Discrimination or harassment based on race, gender, sexuality, or religion.
- Mental health distress.
- Neglect or inadequate care.
- Any form of violence or threat.

How to Report Concerns or Incidents

If you feel unsafe, witness unacceptable behaviour, or are concerned about someone else's safety, it's crucial that you report it immediately. Here's how you can do so:



Speak to a Trusted Adult

This could be your Group Leader, the Welfare Officer, or the Campus Manager. We are all here to help and support you.

Email our Safeguarding Team

If you prefer, you can use our confidential reporting system by sending an email to safeguarding@plus-ed.com. This allows you to report concerns anonymously if you wish.

Emergency Contact Numbers

For immediate assistance, please use the PLUS Emergency Number provided on your Student ID card. In case of an emergency, you can also dial 999 to reach local emergency services.

Our Response

Upon receiving a report, our trained safeguarding team will take immediate action. Our response will always be guided by the need to ensure the safety and well-being of our students. This might involve:

- Speaking confidentially with the person(s) involved to understand the situation.
- Conducting a thorough investigation if necessary.
- Taking appropriate actions to address the issue and support those affected. This could include mediation, disciplinary action, or external support services.
- Providing ongoing support to ensure the well-being of everyone involved.

Confidentiality and Support

All concerns and reports will be treated with the utmost confidentiality. Information will only be shared with those who need to know to ensure a proper response. Our aim is to support and protect, not to penalise those who raise concerns.

Remember, your safety and well-being are paramount. Never hesitate to report any concerns, no matter how small they may seem. Our team is here to support you.



Fire Emergency Procedures

Fire drills are carried out on a regular 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.

- 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.



- Always keep your passport safe, and don't take it with you on excursions. If you lose your passport, let your Group Leader know as soon as possible.
- Don't carry large amounts of cash with you on excursions.
- Avoid displaying expensive items such as jewellery, mobile phones and iPods (including earphones) in busy public places.
- Avoid all fights, walk away if someone is being aggressive towards you.
- Keep your bag close to you however if someone tries to take it let it go. Your safety is more important.

If you get lost

We 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 them know you are lost. If you cannot get through to them contact PLUS staff. You will find all numbers on your Student ID card.
- During your call communicate your name, the centre you stay at and where you are. If you do not 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.

Unsupervised time

If you are allowed unsupervised time, please follow these procedures at all times.

- Ensure you have clearly agreed with your Group Leader beforehand including on a designated meeting point and time.
- Before venturing out, make sure you're acquainted with the local area. Avoid taking shortcuts through less-travelled paths, dark alleyways, or parks, especially if you're uncertain about their safety.



- Ensure your mobile phone is fully charged before any excursion to guarantee you have a full battery when you're out. Keep your phone with you at all times and set it to sound mode so you don't miss any important calls or messages.
- Exercise caution in sharing personal details with strangers, including where you're staying, your daily plans, or personal contact information.
- Always have a small amount of cash or a payment card on hand for emergencies.
- Always stick with at least two other students during unsupervised times. There's safety in numbers, and it ensures you have someone to turn to in case of an emergency.
- Remain conscious of your surroundings. If you suspect you're being followed, cross the street or change your path. Seek out a safe place with people around, like a shop or café, if you continue to feel unsafe.
- If something doesn't feel right, trust your gut and leave the area immediately. Your intuition is a powerful tool for your safety.
- Do not use public transportation and stay within a radius of 1 kilometre from the campus or designated meeting point.

Homesickness

Being away from home can be very difficult and although most students get over their homesickness after a few days there are some students who experience more long-term difficulties. Some of the reasons could be, for example, the culture, the weather, the food, or missing family and friends. If you are experiencing homesickness, there are some things you can do to help:

Keep busy

Attend not only your classes but also all scheduled games, activities, and excursions. This will help you to make new friends. It is never a good idea to stay in your room as this is likely to make you feel lonely.



Keep a positive attitude

Try and keep positive. Try not to think about the things that make you sad and try and concentrate on your studies and your new experiences. The more positive you are the quicker the negative feelings will go.

Stay fit and healthy

Eating properly and sleeping well are both important. If you make sure you eat regularly and as healthy as possible, your energy levels will improve and you will feel better. Good quality sleep is essential.

Speak to your Group Leader

If you feel sad or depressed, you should always speak to your Group Leader for support. They can give you lots of advice and ideas. Remember most students feel homesick when they arrive, and you are not the only student with these issues.

Healthcare

If you're visiting the UK from another country, you might be wondering how to get medical treatment if you need it. Here's a quick guide:

Europe

If you're from a European country or Switzerland, make sure to bring your European Health Insurance Card (EHIC) with you. This card lets you get medical care during your visit if you suddenly become ill or have an accident. After Brexit, the rules are a bit different, but your EHIC should still cover you for necessary treatments. Check the latest information before you travel.



Other Countries

Some countries outside Europe have special health care agreements with the UK. If you're from one of these countries, you might also be able to get some medical treatments while you're here. The details can vary, so it's a good idea to check what's covered before you come to the UK.

What's Covered?

These cards and agreements usually cover you for treatment that can't wait until you get home. This includes emergency care, treatment for illnesses or injuries that happen while you're here, and care for ongoing conditions.

Extra Tips

Remember, these cards and agreements don't cover everything. They won't pay for things like being flown back to your home country if you're very ill, non-urgent treatments, or seeing a private doctor. It's a good idea to have travel insurance to cover these extra costs.

It's important to check the most recent information before you travel, as rules can change. If you have any questions about healthcare while you're in the UK, feel free to ask your campus manager or welfare officer.

Emergency Services

All contact information for the nearest hospital and local GP can be found in the PLUS app. Please make a note if needed 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.

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 or misused. Upon arrival at the centre, you may be asked to pay a deposit in cash. 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, the cost will be shared by all the students that have had access to the area concerned.

Closing Message

Thank you for reading this handbook. We hope it's been helpful in getting you ready for your time at the camp. From everyone at PLUS, we're excited for you to have an amazing time full of great memories. And don't forget, if you need anything, we're here to help you out.

The adventure begins!

