



# Group Leader Handbook

Summer 2025

## Before you begin

We have prepared a short training video to give you a quick overview of the main points covered in this handbook. We recommend you watch the video first, as it will help you understand the key information before reading the full handbook. You can watch the video here:

[tiny.cc/GLVIDEO](https://tiny.cc/GLVIDEO)



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# Welcome

## **Welcome to PLUS, and thank you for joining us!**

Since we started in 1972, ensuring the satisfaction of our clients has always been at the heart of what we do. Every year, thousands of students from around the world choose to return to our programmes — something we're really proud of.

The secret to our success is simple: careful planning and a brilliant team who are passionate, committed, and professional. Your role as a Group Leader is a big part of this. We count on your support to help make the PLUS experience memorable and rewarding for your students — and for you too.

This handbook is here to guide you during your stay. It explains what's expected, answers common questions, and outlines your responsibilities, from arrival right through to the students' safe journey home.

Please take the time to read it carefully, and don't hesitate to get in touch with our team if you need anything.

We look forward to working with you during your stay.

*The PLUS Team*

## Associated Documents

Please read also our Safeguarding Policies Handbook, Student Handbook, and Student Code of Conduct, all of which are available on the footer of the PLUS website at [www.plus-ed.com](http://www.plus-ed.com).



# Key People on Campus

## **Campus Manager**

Responsible for the overall management and operation of the programme and the team. Ensures all services are professionally and punctually carried out.

## **Welfare Officer**

Provides close assistance to the Campus Manager. Will often be your first point of contact and act as a deputy Campus Manager.

## **Activity Manager**

Oversees the Leisure Programme, which includes all on-site activities such as social evening activities, sports, and games.

## **Activity Leaders**

Support groups on arrival and departure and deliver 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, in addition to also fulfilling teaching responsibilities.

## **Teachers**

Deliver engaging English lessons tailored to the needs of our students, promoting an interactive and supportive classroom atmosphere for effective language acquisition.



## General Responsibilities

As a Group Leader (GL), your main role is the full-time supervision of our students. You are also responsible for ensuring that all students attend scheduled excursions, activities, and lessons on time, and that they participate actively. You will also manage student behaviour, making sure that all students adhere to PLUS' rules and expectations.

Beyond this, it is essential for you to be fully familiar with all guidelines within our Safeguarding Policies Handbook, including our Code of Conduct. Please ensure that your students understand and follow the Student Code of Conduct and the Student Handbook. Kindly offer the necessary assistance to ensure their comprehension of all expectations and rules, monitoring and reinforcing as needed.

Your adherence to the guidelines in this handbook will help us achieve a smooth and positive experience for your group, as well as for all others participating in our programmes. In the interest of maintaining high standards, PLUS reserves the right to suspend or replace GLs who do not comply with these guidelines. We appreciate your support and commitment to making the programme a success.

## Supervision

As the primary caretakers of our students during their stay, GLs are expected to supervise their students from breakfast until bedtime. Below, we outline key aspects of the supervision you are entrusted with.

- Your main responsibility centres on the full-time supervision of your students. You must always monitor your students' movements.
- PLUS staff are here to deliver the activities within the programme but they are not trained to supervise your students. At no time may your students be left on their own with PLUS staff, except during lesson time.



- Supervision is not required during lesson time, but it is required during lesson breaks and at any other time during the programme. This includes also meal times and even rest and shower time, when you are still expected to supervise your students albeit less directly and without intruding on their privacy.
- The students may be granted unsupervised time during excursions, but it remains the responsibility of GLs to maintain a watchful eye and direct contact with their students at all times. Any unsupervised time must always be in line with the guidelines set out in PLUS' Safeguarding Policies Handbook (Welfare section) and subject to parental consent having been obtained for the student.

## Health and Medical Care

As GLs, you play a crucial role in addressing health-related concerns, including providing first aid, medical assistance, and emergency response. Some important considerations are outlined below.

- In cases of medical needs, you should not hesitate to visit the nearest hospital or call an ambulance as needed, ensuring you remain with the student at all times.
- In scenarios where medical conditions require splitting your group – such as a student being sick or a student requiring a hospital visit – coordination with the Campus Manager is essential to ensure that appropriate supervision arrangements are made. Under no circumstances should any student including sick students be left unsupervised.
- GLs bear responsibility for managing the medical information provided through parental consent forms, including overseeing the administration of any medications.





## Night Supervision

GLs are to ensure that all students are settled in their assigned rooms by 22:30, with all lights turned off by 23:00. Following this, your direct supervision duties for the evening conclude, allowing you to take your well-deserved rest. Our team will continue to support you by conducting night checks for all groups to ensure compliance with curfew and quiet hours regulations.

Despite the conclusion of your direct duties, we require you to remain on-call throughout the night. This ensures that you are available to respond to any incidents or emergencies involving your students. Please also make sure that your students are aware of where your room is located to facilitate contact in case of emergencies.

We have a zero-tolerance policy for night-time disturbances. PLUS takes the rest and well-being of our camp participants, college staff, and any other residents very seriously.

## Safeguarding and Child Protection

This section outlines key responsibilities and actions you must undertake to protect our students from harm and ensure a safe environment.

- GLs must stay vigilant for any signs of abuse or neglect among the students. This includes unexplained injuries, changes in behaviour, and signs of distress.
- If you suspect abuse or a student discloses information suggesting they are at risk, you must act promptly. Do not attempt to investigate; instead, report your concerns to our Safeguarding Team.
- In case of immediate danger to a student, contact emergency services. Inform the Safeguarding Team as soon as it is safe to do so.
- Keep accurate records of any incidents or behaviours that raise concerns, including dates, times, and details of your observations.



Remember, safeguarding is everyone's responsibility. Your vigilance and prompt action can make a significant difference in the lives of the young people we serve.

## Phone Communication

As a GL, you are expected to have a dedicated work phone number which you have shared with your students and our staff. You are also expected to be available for phone communication around the clock.

We will use WhatsApp for day-to-day communication between the Campus Manager and GLs. Given the widespread availability of free Wi-Fi across the UK and Ireland, staying connected should pose no significant issue. However, should you encounter any challenges using WhatsApp, you may place a regular phone call to connect with our Campus Manager.

Please remember that on arrival, once aboard the coach on your way to the campus, it is your responsibility to contact the Campus Manager and confirm expected arrival time.

Students are strongly encouraged to carry their phones during excursions. During any periods of unsupervised time, they must have a phone with sufficient battery.

### Mobile Phone Etiquette

Mobile phones represent one of the biggest obstacles we need to overcome in order to provide an enjoyable and memorable experience to our students. We have made sure to schedule enough free time in our programmes when the students can use their phones, but we have a policy of zero tolerance for phone use during lessons and organised activities.

We ask that you actively monitor phone usage among your students, enforcing strict guidelines, and if necessary, confiscating phones to ensure compliance with our policy.



We also ask that you set a positive example for students by minimising phone usage while on duty. Similarly, our staff are instructed not to use their mobile phones while on duty, except for essential internal communication.

## Lanyards

On arrival, you will be provided with lanyards and ID cards for your group. Your students must accurately fill out these ID cards with:

- Your phone number as their main contact.
- Allergies, written in English.
- The correct Group ID number.

Remind your students that in emergencies or for any concerns, they should first contact you and only reach out to PLUS staff when absolutely necessary.

Wearing lanyards at all times is mandatory for identification and safety reasons. Kindly emphasise this to the students and monitor for strict compliance at all times.

## Damages

It is essential that all students treat the facilities with the utmost respect. Remember, we are guests at the host institution, and it is our responsibility to ensure that their property is well cared for throughout our stay. Please address any issues you notice, no matter how small, as soon as possible.

At PLUS, we take any damage to the facilities very seriously. We expect the site to be left in the same condition as it was when we arrived. Any damages will be thoroughly investigated, and the individuals responsible will be held accountable. The cost of repairs will be charged to the responsible parties, typically before they leave the centre. In



situations where damages or incidents occur and the responsible party cannot be identified, the cost will be divided among all students who have had access to the affected area.

Additionally, some keys can be expensive to replace, so please remind your students to keep their keys on them at all times and ensure they are returned properly at the end of their stay.

## Rooms

PLUS will make every effort to accommodate rooming requests submitted to us, but due to safeguarding policies and the specific layout of each campus, it may not always be possible. Upon arrival, GLs will be informed of the room allocations for their group, which must be adhered to without exception. To ensure a smooth and safe stay, please follow these guidelines:

- Ensure that students are in their assigned rooms. Accurate room allocation is vital in emergency situations such as fire evacuations.
- Ask your students to report any issues in their rooms such as malfunctioning switches or sockets.
- Conduct your own room checks to identify and report any damages. Inspect for potential hazards such as sharp objects to prevent accidents.

All room allocations are final, which means that room changes are not permitted. Please note that Campus Managers are not authorised to make any changes to room allocations. This is stipulated in the terms of their contract with PLUS, meaning that, despite any desire to assist, they cannot make changes without breaching their contract.

Unapproved adjustments by students or GLs are strictly prohibited. Non-compliance with room assignments is seen as a serious violation of our terms as they compromise the safety of our programme.



## Meals

Please supervise your students effectively during meal times, ensuring they queue in an orderly manner. Pay special attention to any students with allergies to prevent exposure to allergens.

The first meal provided upon your arrival will be dinner, and the final meal before your departure will be lunch. Depending on the timing of your airport transfers, the first and last meals might be packed.

On excursion days, packed lunches will be provided. Please check your group has collected their lunches before departure. Please ensure that your students only collect the meals assigned to your group. If any students take meals assigned to other groups, an additional cost will be incurred.

## Your Programme

Upon your arrival, the Campus Manager will provide you with a detailed overview of your Activity Programme. If you notice any discrepancies between what you expected and the information provided, it is important that you bring this to the attention of the Campus Manager. The Campus Manager will then liaise with our Head Office, if necessary, to verify the details. Should there still be concerns about inconsistencies, you are encouraged to communicate these concerns through your Agent, who can then reach out to our Head Office team on your behalf.

Please be aware that Campus Managers do not have the authority to make alterations to your programme. Any changes required must be approved and coordinated through our Head Office, ensuring all adjustments are centrally managed for consistency and quality control. This also means that we cannot assume responsibility for any alterations made to the programme without Head Office's authorisation.



If you are interested in additional excursions or entry tickets beyond the planned programme, please contact your Agent. Your Agent can contact our Head Office team on your behalf to arrange these bookings. Your Campus Manager does not have the authority or resources to make such bookings.

## The Language Course

On the course's initial day, students may need to undergo a Placement Test to ensure they are assigned to the most suitable level. Should there be any concerns regarding a student's level placement, please consult with the Course Director.

In the event of teacher absences, the Course Director may adeptly adjust class arrangements to ensure continuity of learning, which may occasionally result in larger class sizes.

Attendance at classes is mandatory, with adherence to the set timetable being strictly enforced. Repeated or unexplained absences could breach immigration regulations and will be addressed immediately.

## Leisure Activities

Our Activity Manager will coordinate a variety of on-site leisure activities designed to enhance the students' experience beyond the classroom. Attendance and active participation in these activities is expected for all students.

We strictly prohibit students from wandering the campus unaccompanied while these activities are taking place, and under no circumstances are students permitted to return to their rooms without proper supervision from their GLs.



Should a GL choose to opt the entire group out of a scheduled leisure activity for an alternative outing, please inform the Campus Manager in advance.

While leisure activities require less supervision than off-campus excursions, the presence of at least one GL per group is mandatory throughout these activities.

## Excursions

To ensure that the excursions are enjoyable and run smoothly for everyone, please adhere to the following guidelines:

- Always carry a list of all students' emergency contact information including also their parents' or guardians' contact details, along with any relevant medical details.
- Headcounts must be conducted regularly throughout the excursion, such as when entering and exiting transport and attractions, and at each stop of the walking tour.
- Make sure all students clearly understand the designated meeting points and times.
- Coaches operate on a strict schedule and cannot delay departure for latecomers. Please ensure your students are aware of the importance of being on time.
- Your Activity Programme includes the specific times when attractions have been booked, and it is essential that you diligently check these times to avoid any missed attractions due to delays, miscommunication, or other preventable issues.
- Our policy instructs Activity Leaders to proceed with the entry into an attraction, wherever possible, even if part of a group is left behind. It is crucial that all participants gather at the designated entry point at least 10 minutes before the scheduled entry time to avoid missing the attraction.
- Your students must not leave the group at any time without your explicit permission.
- Encourage students to download any videos for the day's walking tour from the PLUS app before the excursion.



## Visitors

Under normal circumstances, visitors not affiliated with the programme, including family members, are not permitted on site. If there are exceptional reasons for a visit, please communicate this request to the Campus Manager well in advance. The Campus Manager will review your request according to our established protocols as outlined on our Safeguarding Policies Handbook (Welfare section). They will then inform you if the visit can be authorised, along with any next steps required.

Should your visitors require meals during their stay, these must be requested ahead of time and will be subject to the college's standard charges which must be paid in advance.

## On Departure

The Campus Manager will provide as much support as possible to facilitate your departure. It is crucial that you organise your students the night before your departure and bear in mind the following:

- Check and monitor your flight and transfer details with the Campus Manager and your airline in advance in case of last-minute changes.
- Meet with your students at least 30 minutes before the actual coach departure time.
- Return the keys to the designated PLUS staff member.
- Make sure all your students board the coach before leaving the campus (head count).

In the event of a student missing and when a minimum of two GLs are present, one GL should remain with the missing student while the other departs on the coach with the group. If there is only one GL accompanying the group, immediate communication with your Agent and the Campus Manager is necessary to decide on best course of action.





## Closing Message

Thank you for taking the time to read this manual. We hope that it provides you with valuable insights and guidelines to successfully lead your group during their stay at our camp. On behalf of the entire PLUS team, we extend our warmest wishes for a pleasant and unforgettable experience. Remember, we're here to support you every step of the way.

**Welcome Aboard!**

