Guidelines for Group Leaders 2016

Thank you for choosing Anglo-Continental and for accompanying your students to our school. We look forward to working with you to ensure that your students have a very enjoyable and profitable stay with us. Anglo-Continental has a responsibility for the care and well-being of all of its students and follows strict regulations outlined by the British Council and the Independent Schools Inspectorate (ISI). As a Group Leader you are responsible for all members of your group and therefore you must also follow these regulations and the attached school regulations. These guidelines will assist you in carrying out this duty and working closely with Anglo-Continental staff to ensure the smooth organisation of your students’ course. A copy of the Anglo-Continental Student Handbook is also attached for your information.

BRIEFING YOUR STUDENTS
Please explain to your students that they:

Education
• are subject to the authority of their Anglo-Continental teachers and administrators in all matters affecting their programme;
• must be taught at the correct level and should NOT ask to be in the same classes as their friends;
• should never be late for or absent from, any lesson, excursion or activity;
• should mix with students of other nationalities and use every opportunity to speak English;
• should refer directly to their class teachers, if they have any questions about their lessons or scheduled activities.

Homestay Accommodation
• must respect and adapt to the differences in family life in England;
• play a full part in the life of the homestay family;
• telephone their parents regularly (this is particularly important for younger students);
• ask their parents and friends to call them at pre-arranged times in the homestay family, as it is not possible for them to receive calls at the school;
• allow 2-3 days to settle into the homestay family;
• if they are thinking of changing homestay family they must give two weeks’ notice to the school;
• carry their student cards with them (including their homestay family address and telephone number) at all times;
• must comply strictly with the regulations concerning permission to leave the centre or their homestay families without supervision, if they are under 16 years of age.

Health and Student Support
• ask for the Student Support or First Aid staff at Student Service if they need to talk with someone or need medical assistance while at school;
• ask the homestay family to contact their doctor or the emergency services if you need medical assistance while at the homestay.

THE FIRST DAY OF THE COURSE
Before the Entry Test you are asked to:
• arrive at the school by 0830 hours;
• assemble your group outside Student Services and check that they are all present;
• collect the group’s passports and hand them into Student Services (Adult Students) or the Young Learners Reception (Young Learners);
• ask the Course Coordinators for information about the intake procedure;
• explain the Entry Test procedure to your group;
• guide your students to the test room;
• warn your students not to copy the answers of others;
• assist in issuing test cards to your students if asked to do so by the school’s staff;
• collect your Group Leader/Student Card from the Education staff at Class Allocation (you will be notified of the time and location during the Entry Test).

In the afternoon (for Groups arriving June, July and August):
• you may be asked to attend a welcome meeting with a member of Anglo-Continental’s Marketing Department.

SPORTS AND LEISURE ACTIVITIES
Information about sports and leisure activity programmes can be found on the notice-boards around the school, on the timetable in your group leader file and from Student Services.

EXCURSIONS
Our staff are available in Student Services to offer further information on our excursions. Please meet with them to discuss any excursions.

Some groups may have pre-paid excursions. If you have pre-booked excursions, please collect the tickets for the group from Student Services on your first day.

Tickets will not be re-issued or refunded if they are lost. Please ensure that your students arrive at the school at least 15 minutes before the published time of departure. You should inform your students that if they participate in a full-day excursion on Saturday or Sunday, they should request, at least 2 days in advance, packed lunches from their homestay families.
Where groups are split between a Vacation Course and a Young Learners Course, Group Leaders may wish the group to follow the same excursion. Young Learners may join the Vacation excursion provided that the Group Leader(s) accompanying the excursion accepts full responsibility for the Young Learners and provides a sufficient number of adult supervisors to meet current British Council and ISI supervisory ratios. Current guidelines for adult to student ratios require that in addition to the Anglo-Continental Tour Supervisor the group is accompanied by:

1 Group Leader for every 10 - 15 students aged under 11 years
1 Group Leader for every 15 - 20 students aged 11 – 16 years

Excursions must be confirmed with Student Services not less than 5 days before the planned excursion. The Group Leader must sign the Agent’s/Group Leader’s Declaration Statement for Students Under 18.

Students not enrolled on a Young Learners Course are not permitted to join the excursions programmed for this Course.

RESTAURANT VOUCHERS AND PACKED LUNCHES
Arrangements for these can be made in Student Services.

SPECIAL PROVISIONS FOR YOUNG LEARNERS
If you are the leader of a group of students who are under the age of 18, you should have:

- complete documentation on the arrangements for their course and accommodation;
- contact telephone numbers for all parents and other concerned parties for the period of the students’ stay.

As a Group Leader of children under the age of 18, you also have “parental” responsibilities. Should a student misbehave or not attend the programme, then it will be your responsibility to speak to the child concerned and, if necessary, to make his or her parents aware of the situation. Similarly, should a child’s behaviour be such that it is found necessary for him or her to be excluded from attending the programme, then it will be your responsibility to keep the child away from Anglo-Continental until they leave England. None of the above actions will be taken without first referring to you, but it should be understood that the School’s decision must be complied with and is final.

We ask you to note, in particular, that:

- the highest priority must be given to the safety and well-being of every student;
- you should arrange with the Course Coordinator for a time and place where it is convenient to meet with your students.

Access/Check-in
For the security of the Young Learners, it is essential that all adults within the centre are identified. If you wish to enter the Young Learners’ centre to visit your students, you must sign in at the Young Learners’ Reception office. The staff will issue you with an identification badge which must be visible at all times when you are in the Young Learners’ Centre. It is essential that you return your badge and sign out when you leave the building, even if you plan to return later in the same day.

OFFICE HOURS & EMERGENCY TELEPHONE NUMBERS
Anglo-Continental is here to help you 24 hours a day. Please take note of the following contact numbers:

All Courses (except Young Learner Courses)
Monday to Friday : 08.30 – 16.30 hours, call (0)1202 - 55 74 14.

Young Learner Courses
(Wimborne Road)
Monday - Friday : 08.30 - 16.00 hrs, January call (0)1202 - 41 18 12.
Monday - Saturday : 08.30 - 16.00 hrs, June, July & August call (0)1202 - 41 18 69.
At other times call (0)1202 - 55 74 14 or (0)7831613193 in an emergency.

GENERAL GUIDELINES
You will be issued with a Group Leader/Student Card on the first day of the course. This card must be carried with you at all times, and produced when requesting meals or participation in excursions.

As the Group Leader, you should:

- encourage your students to regard themselves as members of the school, rather than members of a single-nationality group;
- ensure that your students comply with the regulations and procedures of the school;
- ensure that any private arrangements you make for your group do not conflict with the programme of activities arranged by the school (which cannot be changed without the approval of a director or manager of Anglo-Continental);
- advise the Course Coordinator of any private arrangements you make for your groups;
- assist the school in administrative tasks such as the issuing of restaurant vouchers, packed lunches and pocket money to your students;
- make the arrangements at Student Services when you need to discuss any matters with Anglo-Continental staff, or if you wish to visit any class or educational activity;
- telephone the homestay family to make an appointment at a mutually convenient time if you wish to visit a student’s homestay;
- pay particular attention to the requirements of safety and security of students aged under 18;
- inform Student Services if you are planning to be absent from Bournemouth and leave contact telephone numbers.

NB: If you have students under 18 years of age in your group, you are required, by current regulations, to sign an Agent’s/Group Leader’s Declaration Statement for Students Under 18. Please complete the Statement at the end of this document and return it to us before course commencement.
Agent’s/Group Leader’s Statement

Please complete this statement for each Group Leader and return it, before course commencement, to Marketing:

To be completed by the Agent:
There are strict rules in the UK for the care, supervision and protection of students under the age of 18 years. In order to comply with these measures, we ask you as the agent responsible for selecting the group leader:

a) to check that the parents/guardians of students enrolled in the group have agreed to their child being accompanied by the named group leader;

b) to make all necessary checks to ensure that the group leader is suitable to accompany students under 18 years of age. This must include police checks which you have verified to ensure that the group leader has not been convicted of any criminal offences or accepted any reprimands, cautions or police warnings which would affect their suitability to accompany students under the age of 18 years. Police checks must be less than 3 years’ old at the end date of the course.

Organisation Name ............................................................ Full Name ............................................................
Signed ............................................................ Date ............................................................

To be completed by the Group Leader:
In accordance with the British Council and the Independent Schools Inspectorate (ISI) regulations we are required to ensure that there is adequate supervision of students under 18 participating in the School’s Excursions/Activities programme. We are also required to check the suitability of all Group Leaders to supervise students under 18 years of age. We would therefore ask you to sign the statement below:

As a Group Leader, I accept responsibility for the members of my group (in particular those under 18 years of age) participating in the excursion/activity programme arranged by the school as well as activities organised independently of Anglo-Continental. I understand that I cannot make arrangements with other group leaders to care for my students and I understand that I cannot care for students in other groups.

I confirm that I have not been convicted of any criminal offences or accepted any reprimands, cautions or police warnings which would affect my suitability to accompany students under the age of 18 years. I confirm that there are no other reasons why I would not be suitable to accompany students under 18 years of age. I confirm that I will familiarise myself with Anglo-Continental’s Safeguarding Policy:

Signed ............................................................ Date ............................................................
Print Name ............................................................ Ref Number ............................................................
Course(s) ............................................................
Group Name ............................................................ Group Number ............................................................

If you will have a mobile phone please give us the number:

We will only use this number in case of an emergency. If you purchase a UK SIM card on arrival in the UK, please inform us immediately of the number.

For office use only

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