

## GUIDE FOR GROUP LEADERS

This fact sheet is meant as a general guide for group leaders – please read it carefully and use this information to brief your group before they arrive at the School. If you have any specific concerns, please contact us on +44 (0)1723 362 879 or [info@english-language.uk.com](mailto:info@english-language.uk.com).

### Emergencies

The main School telephone line is also our 24 hour emergency number, call +44 (0)1723 362 879. Please ensure that we have emergency contact details for you – and all of your students. (See booking form)

### Student Identification

On arrival, every student receives their own School identification card (which includes the photo that you supply when you make your booking), with emergency contact details for the School.

### Accommodation & Welfare

Our Accommodation and Welfare Managers can be contacted daily at the School between 10am - 2pm. A private office is also available, where any confidential matters may be discussed.

When you arrive with your group, please make contact with the Accommodation and Welfare Managers and the Team Leader allocated to you. Let them know details of the students expected evening arrival time at their Home stay Accommodation.

Group leaders are welcome to visit host families, but you need to make arrangements in advance – either directly with the Host Family or with the Accommodation and Welfare Managers.

### Smoking

If your students smoke, please remind them that they must not smoke in the Host Family bedrooms – this is vital to comply with strict health and safety regulations. All Host Families have their own rules about smoking in the house and areas where smoking is (or is not) allowed.

### Telephone Usage

Students can bring with them or buy upon arrival phone cards, so that charges are made to their phone account in their own country. Reverse charge calls can be made from the Host Family telephone but please ask first so that they may assist you with the call. Host Families also accept incoming telephone calls. Please be aware of any time differences!

### Internet and email access

Free internet and email access is available for students at the school and also at the local library. There is also access through cyber cafés and computer stores who will charge for this service.

## Students under 16 years

For students under the age of 16 years, we adhere to current guidelines as set out by the British Council Accreditation Unit on all matters pertaining to guardianship, staff supervision ratios and health and safety.

## Medical and Healthcare

Please make sure that your students have filled out their booking form accurately and let us know of any significant medical conditions or allergies.

### Minor ailments

As part of the ENGLISH UK health and safety policy, School staff and the host families are not allowed to give any medicine to students, including aspirin or paracetamol for minor ailments. Students need to bring their own medication with them – and inform the School and their Host Family of any medication that they are taking. If a student experiences a minor ailment during their stay, we recommend that they go directly to a chemist to be prescribed a remedy, if they have not brought their own medication with them. Details of chemists and opening hours are given during your induction at the School.

### Seeing a doctor or dentist

During their stay, if a student needs medical or dental treatment, they can see their Host Family's doctor or dentist. Host families will arrange appointments for their student.

Depending on nationality, a student may not have to pay to see the doctor, but if a prescription for medicine is required, there is a minimum charge of approximately £7 for each medicine prescribed. A dentist will charge for a consultation and any treatment necessary. The cost for this can vary from £10 to £30 (or more, depending on the work required).

## Education

The Director of Education is available to discuss any course matters with students, who can also make a more formal, confidential appointment to discuss any learning concerns.

Group leaders can observe classes by seeing the Director of Education in advance, to book a mutually suitable time.

If your organization requires that student reports are completed by the School, please advise the Director of Education before you arrive. We have our own report forms which we can use, or we can use your own forms, if they are provided by you in advance of the course start date.

Group leaders are welcome to join a full morning class by prior arrangement, subject to availability – please see our Director of Education to arrange this.

## Code of conduct

We ask you to discuss the code with your group at the beginning of their trip. It is important for your students to understand that we will firmly follow our code of conduct on the rare occasions where there are problems with student behaviour in School or in their Host Family situation.

## Activities

During your course, activities and excursions are available in the afternoons (and during some evenings in the summer months).

We ask you to ensure that your students sign the activity booking sheets individually for each activity that they would like to join. We need the name of each student attending an activity in order to comply with the ENGLISH UK health and safety policy.

## Insurance

**Students and their possessions are not insured by Scarborough International School of English, who will not be held responsible or accept liability whatsoever for any accident, loss or damage to students or their belongings howsoever caused or sustained during the course. Therefore personal insurance cover is strongly recommended.**