



International Leaders'

Reference Manual

USA • CANADA • UK • MALTA • SOUTH AFRICA

Welcome to

EC London Young Learners

We hope you have had a pleasant journey and that you have found our airport team welcoming and helpful. Our customer service team will be available to you throughout your stay. Please feel free to ask them for any information or support that you may need.

This manual has been designed to answer most general questions you may have. We suggest that you do find some time to read through the whole manual. For your convenience the manual is split into specific sections for easier reading.

We hope you and your group really enjoy your stay with us at EC London Young Learners – and learn lots of English of course!

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Living in London Shoreditch

Our Young Learners language programme in London is based at a college in the trendy Shoreditch area. With a spacious campus right in the heart of England's fashion and arts capital, students enjoy an inspiring learning environment combined with a buzzing, cosmopolitan vibe bursting with creativity and countless sights.

A good part of any experience in a foreign country is to absorb the lifestyle and cultural differences of the country you are visiting. It might take a few days for you to adapt to the local habits, with things not always being done in the same way which you are accustomed to at home. It is important that you encourage your students to do the same. This will help you in ensuring that you and your group enjoy yourselves and make the most of your stay in London.

Living in a different country

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Currency

The local currency is the Pound (£). The pound sterling (symbol: £; code: GBP), commonly called the pound, is the official currency of the United Kingdom. It is subdivided into 100 pence (singular: penny).

Coins used 1p, 2p, 5p, 10p, 20p, 50p, £1, £2

Banknotes used £5, £10, £20, £50

Please visit the following website for update currency conversion: www.xe.com

Cost of living

A sim card - £2 | 2 litres of water - £1.50

Bus ticket - £2/ £4 Return | 1 litre of milk - £0.80

Cinema - £8 | Coffee in a cafe - £3.00

A loaf of bread - £0.80 | A big mac - £2.89

Climate

The summer months, June, July, August and September bring London plenty of sunny days and temperatures are generally rather hot. However, the weather can be quite unpredictable and variable.

Health system

European students travelling with a European Health Insurance Card (EHIC) are entitled to free public healthcare. All other students are required to pay approximately £60 to see a doctor, which students must pay at the time of their visit.

Transportation

The most convenient means of transport to get around the city is by underground or public bus.

Single and weekly ticket costs vary depending on the zones/destination, up-to-date prices will be displayed in the EC office.

Accommodation

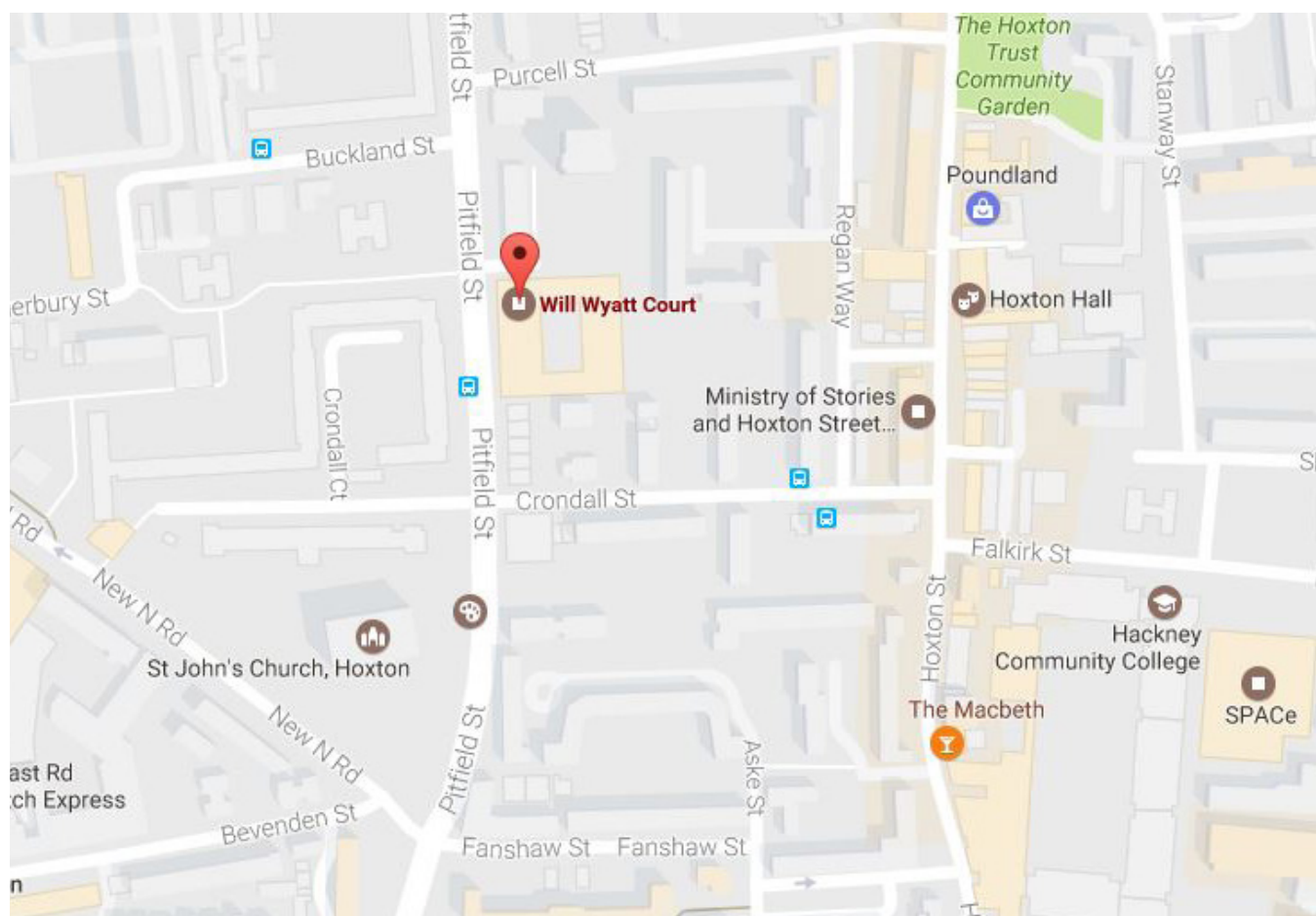
Campus

Campus students will be staying at EC Young Learners Will Wyatt Court – 168 Pitfield Street, London, N1 6JP during their stay. There are some important rules that you must ensure your students follow throughout the programme. Students have these rules in their student handbooks and will be reminded of them during their first day welcome talk.

- Keep your room tidy
- Be quiet and respectful of neighbours & other residents when travelling to and from accommodation, especially at night or early morning
- Curfew times must be respected
- Take very good care of your key card and never lend it to anyone. If you lose it you will have to pay to have it replaced (£35.00)

- Ask for your Live-in social leader's number and give your number to your leader
- Girls are not allowed in boys' rooms and viceversa
- Friends not residing at the residence will not be allowed to enter the premises
- Any breakages and/or damage to residence property must be paid for
- You will have meals on Campus
- Fire alarms and extinguishers are for emergency only - you will be fined if you misuse them (£220.00+VAT)
- No Smoking (£50 fine)

There are laundry facilities on Campus. If students need help with their laundry a Residential Supervisor will be available to help (only on specific days!). Please help your students with their laundry.



Curfew Times

EC enforces fixed curfew times by which students must return home every night. Unless your group is attending an excursion, which ends later than curfew time, we urge you to ensure that all your students are home on time. This is especially important because students are staying with homestay hosts, who may be waiting up until students return.

Curfew times are:

13–15 year old students must be at their homestay by 22:00

16–17 year old students must be at their homestay by 23:00

NB Curfew times must be respected at all times and no exceptions will be made even if your parents say that you may stay out later. Failure to comply with curfew times may lead to expulsion.

Homestay hosts will notify the school if any students break the curfew. Appropriate disciplinary action will be taken accordingly.

Meals

Depending upon the type of accommodation that has been selected by the members of your group, the following meal arrangements will apply:

Campus

If you are living on campus your meals will be served in the dining hall at the Hub. The meals' timetable is displayed in front of the EC office.

Make sure that your students know that they **MUST** eat all their meals on campus. Exceptions can be made if, as a group leader, you sign a waiver form to take students off site. In this case you must take full responsibility of the students you are taking off campus.

First Day at EC

On the first day, all students sit for a placement test, allowing academic staff to place students in the relevant group for their ability. In the afternoon students will be given an orientation tour. Students will receive a Welcome Pack, containing general information about their programme.

Sunday:

09:45 Arrival at the learning centre
10:00-10:15 Welcome talk
10:15-11:45 Placement test
11:45-13:00 Lunch break
13:00-15:00 City Orientation

Any student unable to attend their first day on Sunday should arrive at the learning centre on Monday by 08:30:

08:45-09:00 Welcome talk
09:00-10:30 Placement test
10:45-12:15 Lessons
14:30 Orientation tour
19:30 Join fellow students for film night

Placement Test

Upon arrival at school your group will be directed to a room for a Welcome talk and then a placement test will be held. The placement test is designed to assess every student's level of English. This will last for about an hour and a half. It is important that the students are aware that the score they achieve will determine the class level which they will be placed in therefore cheating on the test may result in the student being placed in a class which may be too difficult for them.

The results of the test will be displayed on the school notice board along with the class list. The test is usually very accurate in placing the student to the appropriate class level however, if any of your students feel that the level they are in is too easy or too difficult, they may approach the academic coordinator present in every school to request a level re-assessment. The academic coordinators can be contacted at the respective academic offices at every school.

Leisure Activities

A number of pre-paid leisure activities are included in your group's package. If you have any questions about your programme please speak with the Programme Manager for more information.

The leisure programme for the Young Learners will be confirmed on a weekly basis, but EC reserves the right to cancel or change activities without notice in the event of unforeseen circumstances such as bad weather or indeed at the Programme Manager's discretion.

Students who do not attend a programmed EC activity will remain the sole responsibility of the International leader in charge of the group, and permission for this must be arranged with the Programme Manager in advance. If the group leader therefore allows

students not to attend an activity, EC will not be held responsible for the well being of these students during this time. It will also be the group's responsibility to ensure that the students get home after school.

EC reserves the right to cancel or change activities without notice or refund in the event of unforeseen circumstances such as bad weather. EC will however endeavour to replace the activity with the same or an alternative on a different day.

Your Role as an International leader

Guidelines and duties

As the leader of your group you have a huge responsibility towards the students you are accompanying. A positive attitude and strong leadership skills can make a big contribution towards a successful language trip for you and your entire group. Although it is important that your students can relate to you do remember that you are a leader and not just a friend. A gentle manner is more appropriate than a dictatorial one but do not let students overcome you. It is very important that you assert your leadership from day one. Your students are all here to learn English and to enjoy themselves, however they must do so whilst obeying some basic rules. Please never lose sight of this.

Here are some basic guidelines to remember:

- Always maintain a positive attitude with your students. Your attitude and behaviour reflects that of the entire school and the agency you are representing.
- Do not complain in front of students. Any problems should be addressed to the person/s responsible at the right time.
- Show enthusiasm for and join in with the leisure activities.
- If there ever is any inter-staff conflict please do not allow this to become apparent in front of the students. Discuss any such problems away from the students.
- Maintain discipline at all time.
- Be punctual. Always plan meeting points and times with your students well in advance. Keep in mind that some students are always late so always allow 10 to 15 minutes of extra time for your group to collect.
- Avoid preferring any students over others. Ensure that all students' needs are being catered for. Under

no circumstances should Group Leaders discipline students outside their group – these should be highlighted to the Programme Manager for referral.

- Never make generalisations about students of a certain nationality since this can hurt people's feelings.
- Try to speak English as much as possible, especially at school and while out on activities. Remember that

students have come to London to be exposed to English at all times, not only in the classroom but also during their free time so this must be encouraged.

- Use the expertise and local knowledge of the EC activity leaders assigned to your group to your benefit. Your social leaders should be regarded as partners in a team of leaders leading your group.

The following are your basic duties:

- Be available at all times (24hrs a day) for your group in case of emergency.
- Carry your EC London Emergency number (+44 (0) 7823411344) with you at all times.
- Be present at the school at break times as well as for all social activities.
- Ensure that your group adheres to EC London Young Learners regulations.
- Ensure that all your students are on time at their pick up points for activities.

International Leaders' Meetings

Information and good communication are key to a successful operation. Throughout your stay EC Young Learners organises International Leaders' Meetings.

The objective of these meetings is to share information and for you to raise any concerns or advice that you may have.

Key Contacts

Key summer staff details are as follows, with specific contact details available on arrival in London:

- Programme Manager
- Academic Manager
- Activity Manager
- Activity Leaders
- Residential Team

Course Evaluations

Feedback from our clients is very important to us. We are constantly on the look-out for new ideas and opinions about our services. Whilst the EC team is always at your service to answer any questions and listen to any concerns we will also ask you and your students to complete online feedback form during their stay with us. These evaluations will be sent to the students by email or sms

Student Complaints

Problems and complaints might come up from time to time. Most of these will usually be really minor and you will be able to resolve these immediately with ease. Always try to solve problems and complaints as they arise. The longer a small problem or complaint remains unsolved the larger it becomes.

Please remember that you can always count on a member of the EC staff to facilitate the resolution of any such issues.

Although you should always set a positive mood among your student group, you must also encourage students to bring up any issues with you first before calling home and telling their parents about such problems. Being their leader in London places you in a much stronger position than their parents at home to sort out their

discomfort immediately. Many students possess mobile phones and use them to call home on a regular basis. A student who is missing home may emphasise a small problem when speaking to parents who would naturally become concerned about their child's welfare. Parents would then normally call the overseas office in panic and lodge a serious complaint about their child. In most cases, by the time the problem is relayed back to the EC London it would have been completely blown out of proportion by the parents even if it might already have been solved in London! Experience has shown that regular contact and communication with your students leads to a happier group.

Most problems and complaints arise within the first few days after arrival. The first week is the time when students are most vulnerable to culture shock and hence complaints and problems seem to occur more frequently. Remember that the students are far from home and many may be travelling without their parents for the first time. Whilst many of the students are here of their own choice, some may have been pushed to come here by their parents. Whatever the case, arriving in a completely new country for the first time can be quite daunting to the student and it may take a few days to adjust to the new environment, climate and culture. The best way to overcome this is to ensure that your students are busy at all times, that their time is well organised and that they are aware that you are there to help them whenever the need arises.

What do you do if there is a problem or complaint?

Always show genuine concern for all problems and complaints however small they may seem. If you feel that the problem or complaint is not serious then try and solve it yourself. If you feel that it may need other parties to be solved please contact these parties as soon as possible and explain the problem to them clearly, concisely and politely.

At EC we constantly endeavour to keep our promises and maintain a high quality of service. If you have any complaints our group coordinator will be happy to listen to you and deal with your problems as quickly and effectively as possible.

Discipline

To ensure that your group's stay is safe and enjoyable you must maintain an orderly and disciplined conduct of your group at all times.

Departure Transfers

Upon arrival you are to collect all the flight tickets and passports from your students for safe keeping. Details about your departure transfer will be given to you from the Transport Manager.

Emergency Contact

EC offers a 24hr on-call telephone service, but in a severe emergency the first port of call should be 999 for Police - Ambulance - Fire.

The EC Emergency number is +44 7823411344

Police non-emergency number 101

Please ensure that your students have both your contact number and that of the Emergency Telephone. An EC staff member will answer your call and take any action required. Whilst we encourage you to use this

service whenever needed, please restrict the usage of this number to emergencies especially during the night. Always ensure that your students have your contact number and their homestay host's number. If a student ever gets lost during their stay in London please ask them to call their homestay host in order to get the right directions home.

If anyone of your students would like to change homestay host upon arrival please ask them to wait until Monday to speak with the Programme Manager.

Disclaimer

Please sign below to confirm that you have read and understood all of the contents in this manual and that you agree to abide by the rules and regulations contained therein. Please also sign the attached declaration regarding working with students under the age of 16.

Group Leader

NAME _____

SIGNATURE _____

DATE _____

EC Representative

(Please print name)

Confidential

Group leaders' declaration form

Children Act 1989 and the Care Standards Act 2002

Under the terms of The Children Act 1989 and the Care Standards Act 2002, EC is also required to ask whether you know of any reason from your past why you should not have substantial unsupervised access to look after children who are living away from home.

I declare that I know of no reason why I should not have unsupervised access to look after children whilst they are living away from home.

NAME _____

SIGNATURE _____

DATE _____

Please return this form to the Programme Manager on your first day in school.