

**UKLC**

**Excursion and Activity Manager**

Handbook

2024

Our values:



## 1. Introduction

Thank you for accepting a position as an Excursion & Activity Manager with UKLC this summer. This handbook is a guide that will hopefully give you the advice and information necessary to successfully fulfil your role. Please bear in mind that it is written to cover many different sizes of centre. We welcome your feedback and comments on any aspect of the handbook before, during or after the course.

Your role is to successfully manage, organise and deliver the social side of the students' stay. Social activities offer the students a balance to the academic programme, an opportunity to explore their new environment and enjoy different experiences, and a chance to mix with fellow students.

The social programme is divided into three parts:

1. Sports/afternoon activities (including English Plus)
2. Evening activities
3. Excursions

Students buy a package including lessons, activities, full board accommodation and excursions.

Students are given the choice of enrolling on an English plus course. English Plus courses are: English plus Multi-Activity, English plus Drama, English plus Football, English plus Dance, English plus Intensive English, and English plus Life Skills. You will find which students have chosen to do which activities on your student database.

We sell a standard 14-night programme with 15 hours lessons, sports/activities on three afternoons, two half-day excursions and one full day excursion per week.

However, there are always exceptions to this to watch out for where other programmes or durations have been agreed. For example, many Italian groups have opted for 13-night programmes, some groups are coming for just one week, the French agents Telligo and Nacel have a different programme of excursions and a different number

of hours that you need to be aware of. Also, in the London centres – we will not operate English Plus options but instead follow a programme of excursions every day.

You will be fully briefed on which groups are coming from which agents and what they have been sold and we will cover a lot of this at management training. It is then your job to ensure that the correct number of teaching hours are delivered and the correct amount and type of activities are offered.

## 2. The Social Programme

The success or failure of this part of the course depends on proper planning, thorough briefing and enthusiastic leadership. Unmotivated, unprepared team members will lead to the disintegration of the social programme and then you will be dealing with a lot of complaints.

The social programme is divided into three parts:

1. Sports/afternoon activities (including English Plus)
2. Evening activities
3. Excursions

**How to make it work:** The social programme is your responsibility but you will be supported by the Centre Manager. As soon as you receive access to the programme for your centre, please study it carefully. Try to think about all the potential pitfalls prior to arrival of the students so that alternatives can be thought of. Discuss any ideas or problems you may have with the Summer Senior Leadership Team.

Most excursions will have been tried and tested in previous years but this doesn't mean that they always suit every group.

During the course, if an activity or excursion proves to be a total disaster and another group is scheduled to do the same thing, then think of an alternative and discuss it with the SSLT.

To run a successful programme, you need to have the UKLC team and the Group Leaders behind you. You can help by making sure you act professionally and appear in control and organised at all times. The social programme requires a lot of organisation and flexibility so do not be afraid to ask for help.

You should be at induction and spend some time talking to every member of the team to learn about what they do and do not like doing and find out any skills they may have that could be incorporated into the programme. In the same way, you need to be present at the Welcome Talk for the students and maybe say a few words, so everyone knows who you are. You should attend Group Leader meetings with the CM where the programme, activities and excursions will be discussed.

You should ensure early on that there is a plan for the week in place and that everyone knows it. Make copies of the week's programmes for the **Teachers, for the Sports and Activity Instructors, for the Group Leaders and for the notice boards** and be sure to communicate any last-minute changes. Communication is the key!

In smaller centres, you or some SAs could **go around the classes to advertise activities**. We always like there to be a strong link between the English classes and activities / excursions. A good way to link activities/sports may be to involve some of the sports team in the final 10 or 15 minutes of a lesson and to have them describe what will be taking place later that afternoon or evening. It would also be good to have the sports teams come up with a list of vocabulary linked to the sports and evening activities that they can share with the teaching team.

Please remember that the social programme for students is as much a part of the package that their parents have paid for as the lessons are. This means that if an activity is cancelled for reasons such as poor weather, an alternative **must** be provided. This is especially true for English plus sports courses. For example, if a group of students are

enrolled on an English plus Football course and it is raining so hard that they cannot play outside, you should organise use of the Sports Hall.

## 2.1 Afternoon sports/activities (English Plus)

On two or three afternoons a week (depending on the centre) there will be "Sports and Activity or English Plus afternoons". These are structured sessions divided into three slots (there may be occasions when a shorter session is implemented over four slots or longer sessions are implemented over two slots). They will need to be three one-hour sessions with a short break between that will start at 14.00 and end at approx. 17.30.

As the EAM, it will be your responsibility, with the help of the Sports Coordinator (SC), to organise the students into groups for these sessions and plan a rota of activities for each group. **These activities are obligatory and registers must be taken.** After 17.30, students have free time until dinner. The time of dinner varies from centre to centre.

All students are given the choice of enrolling on an English plus course:

### English Plus Multi-Activity

The "typical" summer programme consisting of a wide variety of activities and sports. Sessions are structured and are coached by our team. Sessions can include tennis, basketball, volleyball, swimming, photography workshops, dance, football, and drama etc. Students are moved through two or three activities on rotation in each session. This is a great team opportunity to get creative and use individual team members' strengths and interests. As this is a multi-activity option, make sure to incorporate at least one non-sport activity per afternoon session.

### English Plus Dance

This course is designed for students with a passion for modern dance. Previous experience is not necessary, but a motivated attitude is! Each three-hour session will begin with a warmup and will include a well-needed break. The first part of the session will involve learning new techniques and steps and putting together routines. The second part of the afternoon will give students time to practice what they have learnt and rehearse any routines that will be included in the final performances. Styles covered include Street Dance, Modern Jazz, Contemporary and West End.

### English Plus Drama

An excellent way for students to improve their English and grow in confidence. This course involves students of all abilities looking at various elements of acting, including improvisation, mime and role play. They will also study a chosen piece from a well-known play to perform at the final performance.

### English Plus Life Skills

This programme is for students aged 16-17 who want more from their summer school experience. The purpose is to develop students in a way that is going to be useful to them as they go on to become young adults. They will undertake seminars and workshops on topics such as "CV Writing", "Interview Skills", "Presentation Skills", "Writing for Academic Purposes", "Projecting Confidence, Competence and Credibility" etc. Elements of this will be incorporated into project work that will be presented at the end of the course.

### English Plus Football

This exciting football course is aimed at players who have the goal of wanting to improve their knowledge of football and English and emulate their footballing heroes like Ronaldo, Messi and Bale. It includes sessions on tactics, playing systems and technical skills. Previous experience not necessary but motivation is!

## **English Plus Intensive English**

Additional English lessons for those who really want to maximise their language learning during their stay in the UK. Students will build on their lessons through additional taught classes at a level appropriate to their achievement in the placement test. The lesson content will be a continuation of the UKL4 programmes as outlined in the Academic Summary in our brochure.

We ask the agents to tell us the students' choices before they arrive so we can employ the appropriate trainers but there may need to be some flexibility when they arrive.

We offer various sports or English Plus courses depending on the facilities available at each site. What follows here is an idea but not an exhaustive list:

**Afternoon sports:** Football, Cricket, Tennis, Baseball, Team building, Swimming, Dance, Rounders, Ultimate Frisbee, Volleyball, Handball, Adventure solutions, Badminton, Basketball, Netball, Water Polo, Dodgeball.

## **2.2 Sports**

1. Check any bookings made with the sports centres/conference offices to make sure that they coincide with the programme.
2. Are the facilities booked adequate for the number of students in your centre?
3. Have you got all the equipment you need to run your session?
4. Make sure that where teachers (TALs) are supervising sporting activities and assisting the Sports and Activity Instructors that they understand they need to get involved and motivate the students. They should organise tournaments, maybe even participate themselves. International competitions are usually a great success – if well supervised!
5. Make sure also that team members are allocated to the sports or activities that suit them best. More sporty teachers can assist the SAs or less sporty members can organise other activities including the quizzes, talent shows etc.
6. Make sure that if you have a group who has come to do a specific English and Sports course that you: have the relevant sports coaches booked, that they will complete the full number of hours necessary, that you keep a check on how it is all going.
7. Given the unreliable weather we often have in the UK, it is vital that a wet weather alternative is planned, especially where students are enrolled on an English and sports course.

## **2.3 Non-sporty English Plus sessions**

For English Plus Intensive English and English Plus Life Skills, you will need to coordinate with the Course Director for teachers and classrooms and course content.

On English Plus Multi Activity, you may also want to offer some non-sporty options. It is a good idea to discuss these prior to the start of the course with the CM. You need to find out if any members of the team have particular skills that they wish to use (musical instruments, arts, drama or specific sports).

Quiet afternoon activities for those who are not sporty can include: bracelet making, makeovers, videos, bingo, board games, postcard making, scavenger hunts, drama, painting, or anything else you can think of!

**Please note that we have excellent session plans for ALL English Plus activities. Make sure that you pass them on to the relevant people.**

## **2.4 Friday afternoon activities**

If your programme and numbers allow, then you can make each Friday afternoon a sign-up activity afternoon for English plus Multi Activity students. They will have the opportunity to sign up to activities, such as sports, arts & crafts and drama. It is important that all students sign up to an activity in each timetabled session. Where possible

it may be good to run a big team fun event on the final half hour of the Friday afternoon activities (a good event to include here is 'Soak the Leader' as this usually goes down well with the students).

## 2.5 Evening Activities

Evening activities usually start between 19.30 and 20.00 and should last until at least 22.00, if not 22.30. Then students must be accompanied back to their residences and no one should be out of their house after 23.00. When there is a Disco and it ends at 22.30, all students must be in their houses by 23.00. Younger students however, must leave the activities earlier and get to bed earlier (see Centre Management Handbook or OSH for details)

**Examples of evening activities:** Disco, Karaoke, Paparazzi, Film Night, Trashion Show, Blind Date, Speed Dating, Britain's (or the centre's name) Got Talent, It's a Knockout, Murder Mystery Night, Ghost Tour, Casino Night, Race Night, Glee Night, Quiz Night, Oscars Night, Treasure Hunt, Scavenger Hunt.

Through experience we have found that the best way to set the activity programme off to a good start is to form teams. The EAM could divide the students into teams or houses and for each activity they can lose or gain points for their team. Students may be unwilling to participate but a little competition goes a long way to convincing them.

## 2.6 Excursions

Half and full-day excursions can easily degenerate into yet another visit to McDonalds and walk around Primark! This is inexcusable. To avoid this all members of the team should be fully briefed prior to the excursion. The day should be clearly structured and the students should know beforehand why they are going and what they are going to see. When taking the students out of the centre on an excursion, their safety is our first concern.

The following preparation is your responsibility.

Prior to the course, all excursions will have been researched and you will be given details of each destination and the itinerary for the visits. Make sure that you have any information necessary if you are accompanying students on an excursion. **You should stress the importance of your team being able to speak confidently about the places they are visiting, and give them the tools to provide information as well as answering questions to the best of their ability. To allow them to do this competently, it is vital that you provide your team with any and all information they will need well ahead of time.**

The day should be clearly structured and the students should know beforehand why they are going and what they are going to see. The CM, EAM and CD should liaise and prepare for Group Leader and teacher briefings. An itinerary needs to be decided for the day. We will provide you with some ready prepared that just need amending as required.

## 2.7 Before any excursion

You will ensure the following:

- Check the coaches have been booked and that it is the correct number and size of coaches.
- There will be a minimum of two team members (one to act as Excursion Leader) prepped to go on any excursion and ideally two per coach on the excursion. The foreign Group Leaders will be counted as part of the adult/student ratio (only in relation to their own students). The ratio will need to reflect, on the basis of risk assessments, the excursion to be undertaken and the age and maturity of the students. (Between 1:10 and 1:20 would be expected)  
Each student is issued with an ID wristband and a lanyard so, before departure, the team should ensure students are wearing them.

- Before the coach leaves the centre, all Group Leaders will have confirmed numbers and the UKLC lead team member on each coach, will have completed a register and head count (The excursion leader will ensure that this is repeated before departure to any second or subsequent destination, and then again before departing back to the Centre).
- The excursion leader will have a working phone and a first aid kit and will stay in regular contact with site.
- Make sure the coach company knows the time and place of the pick-up. Pass this information on to the students and Group Leaders.
- UKLC team members on the excursion should exchange phone numbers with the coach drivers before disembarking the bus at the destination
- Discuss the venue with Group Leaders so they know what their students are going to do, and that they understand the value of the excursion.
- Draw up an itinerary for the day, again talked through with Group Leaders and the team.
- In class, students should be prepared by teachers and given a task to do during their visit.
- Make sure that the UKLC team have their high vis jackets and that they wear them!

## 2.8 Preparing the team

Prior to the course, all excursions will have been researched and you will be given details of each destination and the proposed schedule for the visits. Make sure that you pass this information on to the team and remind them that accompanying students on an excursion requires preparation.

All team members who are going on an excursion:

1. Should attend a briefing with the Centre Management Team and receive an itinerary,
2. Should read the relevant Risk Assessment for that excursion and the Risk Assessment for free time on excursions and sign off the 'Read Risk Assessment Form',
3. Should read the itinerary.
4. Will have an accurate register of who is going on the excursion

On excursions, team members should have:

- Tourist info about the destination and the museum/attraction
- Maps
- A UKLC voucher/email confirming the booking
- The phone number of the coach company and of the driver
- The phone number for the CM and EAM
- A group numbers form
- First aid kit

Team members should ensure each student has their student journal with them. This is filled with useful exercises and excursion information. Team members are encouraged to help the students in completing these tasks.

They should also have left the mobile number of at least one member of the team on each coach.

## 2.9 Preparing the Group Leaders

All group leaders who are going on an excursion:

1. Should attend a briefing with the Centre Management Team and receive an itinerary,
2. Should read the relevant Risk Assessment for that excursion and the Risk Assessment for free time on excursions and sign off 'Read Risk Assessment Form',
3. Will have explained to them their role on the excursion with regards to the safety and supervision of their students,
4. Will have their list of students and contact details with them.

## 2.10 Preparing the students

Students must always know where they are going and what they are going to see there. The best way is to get teachers to incorporate some information and briefing regarding the excursions into their lessons using the student journal which has been created. They can then do feedback after the trip to find out what aspects the students enjoyed. In most larger centres, students will go on the same excursions on the same days, as far as is possible, but sometimes this is not the case and so you may want to organise briefing meetings with the teachers.

One way to ensure that ALL students are prepared for their excursion is for the UKLC team members to hold a mini prep lesson on the coach on the way there. It needn't be too complicated, just some nicely presented info including tasks to complete that the team talk them through.. The major advantage to this idea is that the Group Leaders are also sitting there and so unlike trip prep in class, they actually get to witness we are doing it and cannot later accuse us of not preparing their students.

Make sure students are wearing their wristbands with the emergency number on.

## 2.11 The Itinerary

Broadly speaking, an itinerary for a full day trip should include the following:

- **Departure** – with anticipated arrival time (check journey times with the coach company)
- **Morning** spent on a “guided” tour of the town led by you and other team members including entrance to a venue where applicable. Include times.

In most instances, excursions are charged via invoice to Head Office.

Where an entrance charge is involved, an appointed member of the team will phone the venue in advance and then present the voucher on arrival, signing for the agreed number of people (students normally go in on junior/group/educational rate, Group Leaders and UKLC team, in excess of any free places, on the adult rate).

- **Lunch** – with venue and time
- **Afternoon** – offer further organised visits with or without optional entrance charges and students may also go off in groups with UKLC team members and/or Group Leaders for shopping etc. with times.
- **Departure** with expected time of arrival back at school.

You should plan a basic itinerary based on what bookings have been made and then get the relevant Group Leaders together and discuss it. Don't give them too much opportunity to change things as you may find that you have five different groups wanting five different itineraries. Try and accommodate some of their requests and suggest splitting up at various points in the day if that helps. It helps to have some tourist info to hand to show them about the destination.

Once the itinerary has been agreed then you should type it up and make sure that everyone is given a copy. There is a sample itinerary and an example of this can be found at the back of this handbook.

Remember to consider the age of students when planning in any free time. On excursions, students are supervised by our team and their Group Leader/s. All excursions have an element of free time incorporated into the itinerary if the Group Leader agrees (if no free time is desired then UKLC team members will continue to supervise the group). Free time is age dependent as follows: under 10 years old – no unaccompanied free time, 11-14 – groups of 4 to 5 students are allowed free time but must return to the agreed meeting point every 30 to 45 minutes (this is city dependent e.g. in larger cities the time will be shorter) and if possible UKLC team members and Group Leaders will still accompany, 14-17 – groups of 3 to 4 students are allowed free time and must return to the agreed meeting point every hour. On no account should students wander off alone.



## 2.12 On the day of the excursion

- You are responsible for who is on which coach. Put signs up on the notice board the night before which clearly show which groups are going where. It helps to number the coaches and then put signs in each coach stating the number of the coach, the names of the Group Leaders and Teachers / Sports & Activity Instructors on it. E.g:



- Make sure you know how many seats the coach has and that the groups you have allocated to it all fit on!
- The coach should be parked and ready 15 minutes before the departure time. At that time, the team should all be ready along with the maps, itineraries, first aid kits and signs for who is on which coach and packed lunches. Make sure that everyone is reminded beforehand of the departure time!
- Put the signs in the window of each coach. Put the appropriate number of packed lunches (for full-day excursions) on each coach. Make sure students get on the right coach.
- Check that all team members have the info and numbers they need. Make sure you know who is on which coach and that you have their numbers.

## 2.13 Excursion Information for the team (taken from the OSH Appendix 17)

For each excursion there will be a minimum of two members of the UKLC team per destination. One of these will be nominated as the **Excursion Leader** and will be responsible for communicating with the coach driver/s and Group Leaders. This involves arranging meeting points and pick up times, taking a register and liaising with Group Leaders to ensure that all students are present (with wristbands on) and have understood the various meeting points and times and informing the coach driver/s of any pickups and the final departure time.

The other UKLC team member will be responsible for ensuring that all students and Group Leaders have been given the relevant tourist information and any worksheets or maps. They will also deal with any museum bookings, tours or other entrances that have been organised for the day.

### *Checklist:*

Do you have...

- Packed lunches (if required)
- First Aid Kits
- High-vis jackets
- Hand sanitiser and anti-bacterial wipes
- Links for tourist info re the destination and the museum/attraction?
- A method of payment if one is required/ voucher / email of authorisation?
- Email confirming the booking with the relevant museum?
- The phone number of the coach company and of the driver?
- The phone number for your Centre Manager and Excursions and Activity Manager, your phone fully charged and the emergency mobile number?

## What to do if.....

### *The venue you are visiting has no record of your booking.*

It sometimes happens that the person you encounter in a museum or attraction will not be able to find the record of our booking. It may have been mislaid or entered in the wrong date. If you have a confirmation email this will usually solve the problem. If not, keep calm and try and resolve the situation amicably. You can ask the person to ring your Centre Manager or just see if there is another time that they can fit you in.

### *There has been a mix up regarding payment*

Most attractions will usually count the students in and then send an invoice to us. However, sometimes one person will agree to invoice over the phone and then when you get to the reception you are asked to pay. Never pay out of your own money! At this point you need to contact the Senior Leadership Team to sort it out and give them the address to invoice:

UKLC Ltd, Unit 1d,  
Rossett Business Village,  
LL12 0AY

### *You have been delayed departing and you will arrive back at the centre later than planned.*

You must inform the Centre Manager of any delay especially as it will probably affect dinner. Please do this as soon as you can to avoid any problems with food once you return to site.

### *You are at the coach at the arranged meeting time and one student fails to show.*

On the coach before letting the students go anywhere you must brief all students on what to do if they get lost. As all students have phones, generally this is easily resolved with a phone call to locate them. However, if a student (miraculously) does not have a phone with them then they should try and find their way back to the meeting point and wait. Any Group Leader missing a student should always return to the meeting point to find them.

Stress to students that they should always have the 24hr emergency number with them (on their wristbands): 00 44 1244 567 695.

If the missing person(s) incident occurs in the morning or while visiting the first of two destinations in one day, the Excursion Leader should remain at the first destination and continue trying to find the student(s). If they turn up, all of you should make your way to the second destination to meet up with the rest of the group and the coach. If you will not make it to the other location before the scheduled departure time, call one of the other team members on the coach and arrange for the coach to come and pick you all up on the way back to the Centre.

Whatever happens, if a student is lost and you are being significantly delayed (over an hour), then you should leave an adult (either the Excursion Leader or another member of the team or a Group Leader if they speak good English and they have another leader / a member of the UKLC team to take over looking after the rest of their group) at the departure point. Make sure they have all phone numbers and enough money to get themselves and the student home, then accompany the rest of the group home.

On return to the Centre an Incident Report Form should be completed. The Excursion Leader (and/or a member of SLT) should then liaise with the relevant Group Leader to notify the parent(s) of the missing student(s).

Depending on the extent to which missing the deadline was wilful, the student(s) participation in further excursions may be restricted. This will be evaluated by the SLT.

### *A member of the excursion is injured and has to go to Hospital:*

If a student requires hospital treatment, a member of the UKLC team AND a relevant Group Leader should accompany the injured student to the hospital. The SLT must be notified too. The team member should ensure that they have a working mobile phone.

On return to site, an Incident Report Form should be completed. The Excursion Leader (and/or a member of SLT) should then liaise with the relevant Group Leader to notify the parent(s) of the injured student(s) if this has not already been done. Please keep receipts for any expenses you may incur in order to travel back to the centre.

*A student is arrested or detained by the Police (i.e., for shoplifting or a public disorder offence):*

Depending on the time of the incident and the expected timescale involved for the Police to process the case, it may be necessary for the Excursion Leader to send the coach back to the Centre. The Group Leader should remain with the Excursion Leader to help with any translation issues. In the event that the student will not be released on the same day, the SLT must be contacted and the Group Leader should be liaised with in order to notify the parents.

On return to site, an Incident Report Form should be completed.

The student(s) concerned may be sent home or banned from further excursions, depending on the severity of the offence.

*There are not enough packed lunches.*

This is a classic! The best thing is to check and double check before you get on the coach that you have enough lunches for the number of people on your coach. Never give the students the packed lunches before they get on the coach as they will just eat them and create mess. When you arrive at your destination, it is vital when giving out lunches that no one takes two. Obviously, this is difficult and so if you end up with some students who have no lunches, then you can tell them to go and spend up to £3.50 on lunch and **keep their receipts**. They will then be reimbursed by the Centre Manager when you return. Do not start giving out money; if they do not have any then they should borrow from their Group Leader. If you absolutely have to spend money, then **get receipts! No money can be reimbursed without receipts.**

*For some reason a Group Leader decides that they don't want to visit the museum that has been arranged*

Sometimes the Group Leaders will try and take over the day. You must insist firmly but politely that everything has been booked and paid for in advance and that no changes can be made. If they are not satisfied with the visit, then they must speak to the Centre Manager when they get back. Remind them that they had time to talk to the Centre Manager before the excursion and should have asked for any changes to be made then.

It is a difficult juggling act. You must always be polite with Group Leaders and try to accommodate them as much as possible. After all, they are the client. However, you cannot let one Group Leader who is being particularly demanding ruin the day for everyone. Remember that there is always someone on the duty mobile or the Senior Leadership Team can be contacted. If you are in a difficult situation, then ring and ask advice.

*You feel that the students are at risk*

Everyone's awareness of risk is heightened today especially when European cities are vulnerable to terrorist attacks. If you feel that the students you are accompanying are at risk in any way then you must act. In stressful situations people will often panic and it is more frightening if you are in a foreign country. So, whether it be a group of drunken football fans who suddenly appear, or a bomb scare, you must try as much as possible to take control of the situation. Walk the students towards the nearest public building and keep checking that they are all there. Call the Police if you feel it is necessary and call the coach driver to come and pick you up. Please also call your Centre Manager immediately if you need advice. We expect our team to act with common sense and responsibility in the face of any risk to students.

*A final note*

On excursions your role is to guide and assist. You are not expected to be the fountain of all knowledge regarding the history and age of buildings etc., but you are not expected to say "I dunno, I've never been here before!" either. Members of the team who are not involved in teaching should also be familiar with what content has been covered in the lessons so that they are in a position to help students with any worksheets they may have. You will have plenty of opportunity to research the excursion beforehand and you will be responsible for the smooth running of the day.

Try to mix with the students as much as possible and talk to them about what they are seeing. Let them try their English out on you and answer their questions.

There will always be some free time on excursions where the groups go off to have a look around or go shopping and during this time you can relax and have a break. If however, there are younger students who need accompanying, then work out a rota between the team members of the excursion to make sure that the students are supervised but that everyone gets a break.

**A final word on excursions.** They can be the best times ever and the bits the students will really remember! However, they can also be a moment when things somehow seem to unravel and everyone arrives back at the centres feeling exhausted and annoyed. The Operations team at Head Office will have spent months planning the excursions and writing the itineraries. However, there are always unforeseeable events when moving large numbers of people around during peak tourist season. You can really play your part by being prepared. Do some research, make sure you know where you are going and what the itinerary is. Find out which groups you are accompanying and introduce yourself to the leaders in advance of the excursion. If you take some responsibility for the day then things will work out much better and your Excursion and Activity Manager will love you! Remember that there is always someone just a phone call away.

## 2.14 Optional excursions

As you will see when you look at the programme, everyday has been carefully planned and booked. However, in some centres at least one Sunday can be a little less structured.

The morning will generally be free for students to rest or do their laundry. In the afternoon, however, you must make sure that there are some sports activities on offer for any students who stay on site. Please keep this in mind when you are doing the rota!

Some Group Leaders will opt to take their students into town in the afternoon having allowed them to sleep in and do their washing etc. or sometimes they wish to go on an optional excursion. These are extra to the programme and need paying for. Please gather as much information from the Group Leader as possible, such as: destination, entrance, group size and how they would like to travel (e.g train or bus) and pass all this information onto a member of the UKLC Head Office team to cost this. This may take a day or two so please ensure you communicate this to the Group Leader.

It is a good idea to broach these at a Group Leader meeting in the first few days. You can let them look at the information, judge how many people may be interested and then enquire immediately about reserving coaches. Ensure that everyone's plans for Sunday are made clear before the end of the week. Offer the Group Leaders different options at your meetings earlier in the week and gently persuade them to make a decision so you can organise excursions, sports and catering accordingly.

You may also need to find a member of the team to accompany them and therefore take this into consideration in the rota. Some Group Leaders are keen to take their students off on their own for these trips, but you must always offer to send a member of the team should they need it. If they are going on their own, it is important that you risk assess the trip that is proposed. For example, a Group Leader with very limited English who wants to take their large group into London on their own, would not be wise. In this case we would insist on sending a member of staff. However, a Group Leader with excellent English who wants to take their small group off for the day would be fine. Look at the situation and assess the risks. Do ring the SSLT if you are unsure. The Group Leader must sign the *Group Leader Excursion Declaration form*, which provides written consent and understanding of their responsibilities.

**Remember also that if they require packed lunches for these trips, your Centre Manager must inform the catering team by Wednesday (may vary from centre to centre) morning for a Sunday trip!**

You will then need to ensure that all optional excursions are paid for by the Group Leaders. Once the coach is booked and the leaders have confirmed, arrange a time before the day for them to come and give you the money. Put it in the safe in a clearly marked envelope to be collected by the SSLT. It is not to be confused with petty cash!

## 2.14 Town trails

A Town Trail may be written in as part of the programme. This is usually in order to recuperate lesson time and should be run predominantly by teachers. If this is the case then find out if there is already a version saved from a previous year. If there is not a trail available then get a teacher to spend time before the students arrive to collect information and questions that can be used. The Town Trails should usually be done in lesson groups and should last the relevant lesson time to be recuperated. It is essential that the trail is structured so that the students regularly return to the accompanying member of the team and check in. Please explain the plan clearly to the Group Leaders and enlist their help where necessary.

## 3. Centre set up

You need to help the Centre Manager set the centre up for the arrival of the students and make it welcoming:

1. Familiarise yourself with the layout, the names of any buildings and rooms of which we have use.
2. In each house, set up a house notice board which will serve as a means of communication with the students in that house. Make sure it is pointed out to them at orientation.
3. Prepare large signs to welcome groups to the main body of the Centre and into their accommodation.
4. Put up a detailed map of the site indicating classrooms, dining hall, residences and activity rooms. Put this up in various places.
5. Set up the main notice board (in bigger centres you may need two) in a central area where students regularly pass. Make it inviting! Make sure that the programme for the week is displayed. Use large, coloured signs and pictures. Find out if you have artistically minded team members to help do this. Ensure that this board is ALWAYS kept up to date!\*
6. Put up direction signs to all major facilities. Everything can seem overwhelming for students during the first few days and signs directing them to the dining room or classrooms etc can really help.

**\*The notice boards should be colourful, eye catching and most importantly kept up-to-date. It must inform, invite, interest and include everyone! Take, print and put up pictures of the team. Then during the course ask teachers to photograph activities, trips and sports and regularly display the photos (be sure to check that we have consent from the students/parents via the agent to take and use photos – this will be logged in the student database).**

Students and Group Leaders should receive a Welcome Pack as soon as possible after arrival, the contents of which should be:

**Student pack** – ID lanyard, ID wristband, map of centre, journal and a pen

**Group Leader Welcome Folder** – Welcome letter, programme for the duration of their stay, ID lanyard, ID wristband, map of centre, map of local area, Group Leader handbook and a pen

### CENTRE NOTICE BOARD CHECKLIST

***Anyone visiting the centre will expect to see the following displayed in one or two prominent positions accessible to students, teachers and leaders.***

UKLC Banner

Welcome sign

Map / plan of the Centre with all facilities and accommodation labelled

Names (and preferably photos) of the UKLC team

An activity section with the programme for the week showing all excursions, sports and evening activities

A teaching timetable showing where each class is located and which teachers teach it

Class lists giving the name and number of students in that class

Fire instructions

**SIS (Safest Internet Student) poster**

**Code of Conduct**

Health and Safety Law poster with information regarding first aid  
Tourist information  
Map of the town  
Maybe even a map of the region  
Emergency telephone numbers  
Bus information and taxi numbers

**Remember to use coloured paper and pens to make the notice board eye catching and KEEP IT UP-TO-DATE**

It is your responsibility to support the Centre Manager over the first few hectic days. Making sure that all of the above are in place will help this. But also be pro-active in organising a brief orientation for all students when they arrive and make sure you are around and smiling to give them the best first impression possible.

**Summary**

You have obviously been recruited for your enthusiasm and creativity and so we want to hear your ideas as well! There will be a file of ideas and readymade sessions available for you to look at.

You will be provided with a two-week sports and activity rotation. You will have the help of the Sports Coordinator to plan the activities and the sports and activity leaders / teaching staff will help to deliver the programme. You must liaise with the Centre Manager regarding the rota so that you always know how many members of the team you can use for each activity.

**Student Teams:** You will have access to the lists of students' names prior to their arrival. You can decide to split them into x number of teams according to age, sex and nationality. These teams need to be widely publicised from the start and the Centre Manager must tell the students about them in their welcome talk. Alternatively, in larger centres you may wish to divide students according to their boarding houses. In this case you should put a small notice board up in each house informing them of this and keeping them up to date of their progress.

You can use the teams for nearly all evening activities and students can gain points for their team in many different ways. They can also lose points for bad behaviour!

It is imperative that you organise these teams and that you make it work. You must keep score of the points and ask all members of your team to inform you if they give or take points from a student team. You could have a running total on the notice board and give weekly prizes for the team with the most points.

**4. Golden Rules for your SAIs/EALs**

Most of these are obvious, but it never hurts to remind them:

1. Never be late for your session!
2. Learn the students' names.
3. Wear your uniform when you are on duty (this includes sports, activities and excursions)
4. Make sure all the students are involved in the session.
5. Organise your session so it flows and it is safe.
6. Make sure your session has an aim, theme and development.
7. Ask for feedback on the session and take action accordingly.
8. Encourage students to use English as much as possible and teach them the relevant words for your session. (e.g. Football – pass, score, goal, man on)
9. Make your students laugh!
10. Vary the session and maintain a good pace.

11. Remember to demonstrate. Don't talk too much. Use gestures. Control your use of language, slow down and simplify (don't dumb down) according to your students' grasp of English.
12. Talk to your colleagues to exchange ideas on what works and doesn't with different groups or nationalities.
13. MAKE IT FUN!
14. Tell us if you have a problem, are finding it difficult, aren't coping or have any discipline issues. We want you to enjoy this experience and the management team is there to help and support you.
15. Enjoy yourself!

## 5. General administration

All the information that you need for your centre will be available on Sharepoint in the student master database or on the UKLC booking system that your CM also has access to. You will be given your email details at Management Training and access to the information for your centre. This will give you a chance to look over everything before you arrive and make a list of questions.

If you are new to this, then it can all seem overwhelming as there is a lot to get your head around. The following lists will hopefully clarify things:

- 1) Documents for reference and support:
  - A. **Operating and Safeguarding Handbook (OSH)** *details all our policies and procedures*
  - B. **Centre Management Handbook** *general information for all management roles at site*
  - C. **Excursion and Activity Manager Handbook** *role specific handbook*
  - D. **Culture Book** *for reference regarding employee rights and information*
  - E. **Group Leader Handbook** *details their role and responsibilities*
  - F. **Team Profile and CVs** *to show you who they are and what they have done*
  - G. **Job Descriptions** *detailing responsibilities for every role*
  - H. **Airmanual** *for checklists and support with processes*
  - I. **Booking System** *for updated group and students details*
  
- 2) Documents regarding your centre:
  - A. Master spreadsheet detailing all the groups coming to your centre, number of students, leaders, programme that has been booked, excursion info (this is where you will find the rota spreadsheet)
  - B. Booking System for all group lists and information on the students, their medical issues, their programme choices etc.
  - C. Itineraries folder pre-prepared itineraries for every excursion to be amended and used
  - D. Sports and Evening Activity session plans
  - E. Risk assessments folder
  - F. BAG – Book of Activities and Games
  - G. Activity register spreadsheet
  
- 3) Forms that need completing and scanning and emailing to Head Office:
  1. Minutes of meetings, signed risk assessment forms, incident forms, accident forms, team appraisal forms, feedback forms, registers

### 5.1 How to keep on top of it all:

What follows is a checklist of the documents and information that you need to keep updated. It is best to keep on top of things from the start and give yourself a bit of quiet "admin" time each day. It seems worse than it is and with a bit of planning and organisation, keeping on top of these things will help your centre run smoothly.

1. **Master Spreadsheet** amendments regarding programme changes to be recorded and emailed to Head Office on a weekly basis

2. **Minutes of meetings** file up to date (GL meetings, team meetings)
3. **Inventories** of materials done and displayed
4. **Team file** up to date with CVs, appraisals for any leavers
5. **Feedback link** make sure every student, Group Leader and team member has received the link and completes our online feedback form. It is also helpful to keep a **record of any action taken based on feedback!**
6. **Accident / Incident forms / Child protection concern forms completed, signed and filed**
7. **Registers for activities**

## 5.2 Registers:

We need to know where every student is at every point of the day. In lesson time, the teachers will take and record a register. Outside of lessons, this is how you need to manage registers:

- 1) Activity sessions: For English Plus or Multi Activity sessions you must give your SAI a register with the students expected to attend. Due to a lot of this being outside, this will need to be a paper copy which someone will then have to upload into a main register spreadsheet for activities.
- 2) Excursions: as previously mentioned, the team will go out with the relevant group lists and register for each group and they will take the register at various points in the day and keep a record.
- 3) Evening activities: This is the most informal session of the day. For evenings, it will suffice for you (or the SWC) to have a list of the groups and to speak (or in bigger centres communicate via whatsapp using a broadcast list) with every Group Leader and ask if their students are present and record any absences (e.g. Giovanni is in his room as he is a bit tired).
- 4) Bedtime check: once the activities are finished and all students have gone back to their houses, each Group Leader is asked to message the duty phone to say they are all present and correct.

## 6. Petty Cash

Your centre will be given a float of money and a preloaded debit card for petty cash This is to be spent on emergencies and any purchases deemed necessary by the CM to enhance the programme. Any unexpected expenditure will be subject to discussion with a member of the Summer Senior Leadership Team.

All expenditure **MUST** be validated by a receipt. All spends will be recorded by the CM online on the equals platform (for electronic transactions) and the petty cash tab on the master spreadsheet for cash transactions. Money spent by a member of the team who is not in possession of a receipt cannot be reimbursed.

## 7. End of the course

There is an end of course shut down procedure that will be sent to you a week or so before your centre closes.

You must make sure that everything is being left as we found it including the office, teachers' room, classrooms and sports facilities.

Check the sports equipment and academic equipment and make a list of anything lost or damaged, as we will be invoiced for this later.

Make sure all your paperwork is in order and that you will be handing over a complete set of receipts for petty cash.

Finally, we would like you to write a brief report of how you think the course has gone. It may include any difficulties you have faced at the centre, any issues with groups or Group Leaders that you wish to remind us of and any suggestions you may have for future years.



**Have fun!**

**Excursion Itinerary:** Manchester Inc City of Manchester Stadium Tour and MOSI

**Excursion Leader:**

<b>Time</b>	<b>Actions</b>	<b>Actual</b>
08:00	Breakfast at Canteen	
08.45	Meet at ..... meeting point. Collect packed lunches & assist in distributing (leaving extra packed lunches for all remaining staff)	
08.55	Board coach and depart for Manchester ( 1 x49 seater) . Remember to count heads. (33 students +5 staff)	
10:00	Arrive at City of Manchester Etihad Stadium, walk students to meeting point, explain the importance of being on time, set time for meet. Split into smaller groups.	
10:15/ 10:30	Begin Stadium Tours (designated tour times). Allow students into the club shop before or after their tour. (dependent upon stadium tour times).	
12:30	Finish stadium tours and board coach for Museum of Science and Industry (MOSI).	
12:45	Arrive at MOSI and find a safe place for the students to have lunch, (Gardens across road or in MOSI outside area)	
13:30	Finish Lunch and walk them to entrance (meeting point). Explain the importance of the children being on time and not to be alone, and set them off to explore the museums.	
15:00	Meet back at meeting point, make sure all the students are accounted for and walk groups to city centre down Deansgate.	
15:20	Arrive at city centre. Identify meeting point (National Football museum) and given time for students to meet back up. Allow students free time to explore city.	
16.35	Depart for Chester (coach is booked for ..... return if they want more time and liaise with driver)	
18.00	On arrival at Chester, students can walk straight to the canteen for their evening meal.	

**UKLC Staff:**

**Date: Saturday 12<sup>th</sup> August**

<b>Group Name</b>	<b>Bus No.</b>

**\*UKLC team memebtrs should be at designated meeting points 10minutes before, please.**

**Excursion Leaders & Contacts**

EAM -00000 000000

Duty phone- 00000 000000

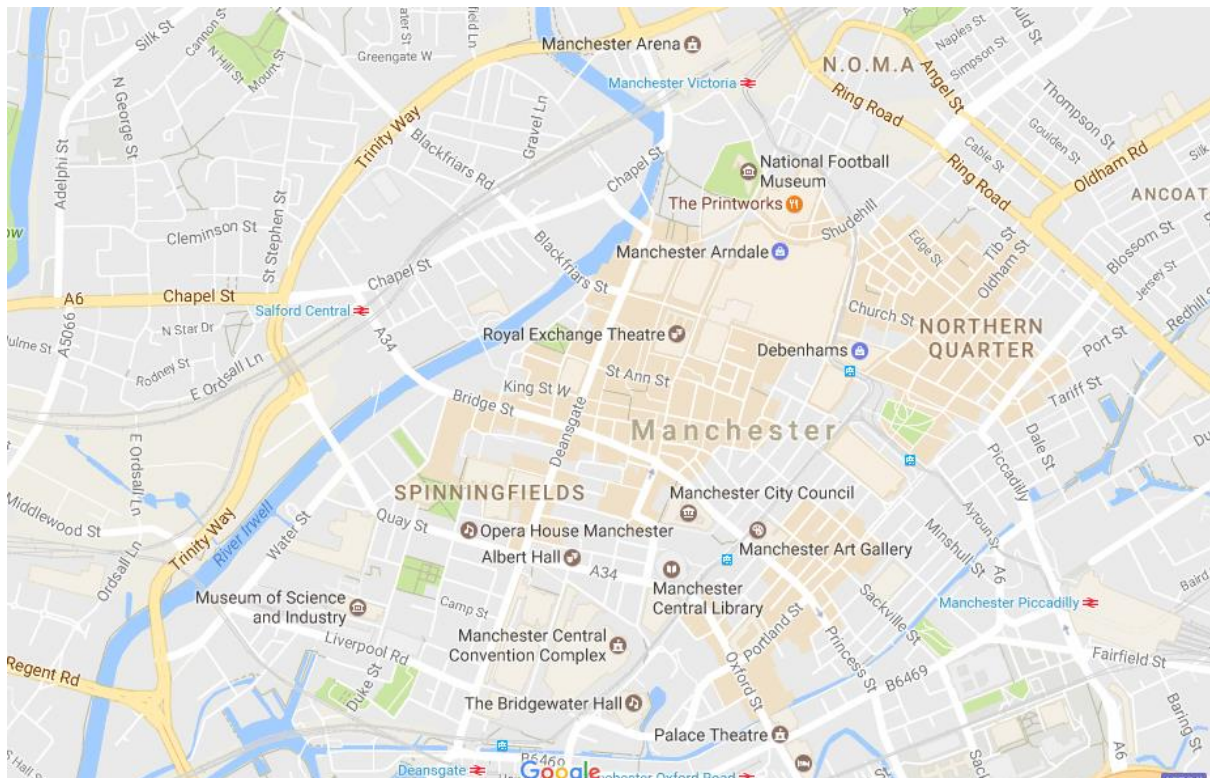
Attraction Number- 00000 000000

## Manchester

The Museum of Science and Industry (MOSI) in Manchester, England, is a large museum devoted to the development of science, technology and industry with emphasis on the city's achievements in these fields. The museum is part of the Science Museum Group, a non-departmental public body of the Department for Culture, Media and Sport, having merged with the National Science Museum in 2012

There are extensive displays on the theme of transport (cars, aircraft, railway locomotives and rolling stock), power (water, electricity, steam and gas engines), Manchester's sewerage and sanitation, textiles, communications and computing.

Manchester is a city and metropolitan borough and is the principal settlement in the metropolitan county of Greater Manchester, North-West England. It is the sixth largest city in the United Kingdom with a population of 510,700 (2012 est.). It lies within the United Kingdom's second most populous urban area which has a population of 2.55 million. Manchester is located in the south-central part of North-West England



Have fun!

**We are looking forward to seeing you soon at Management Training and we hope this information will help you to be well prepared and have a fantastic time with us this summer!**

**uklc.org**

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