



UKLC

**Sport & Activity Instructor/
Excursion and Activity Leader**

Handbook

2024

Our values:



Thank you for accepting a position as a Sports and Activity Instructor or an Excursions and Activity Leader with UKLC. 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. It contains important information about how you should conduct yourself in certain circumstances, as well as some useful advice about the programme you are about to be involved in. You are expected to have read all of this document by the time you attend induction, and yes, you will be tested on it! Your induction will be in three parts, the first will focus on UKLC's Operating & Safeguarding Procedures (see separate document "Operations & Safeguarding Handbook") then there will be a Centre Induction with the Centre management team and finally some role specific training.

1. Introduction

Your role is to help 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 the new environment and enjoy different experiences, and a chance to mix with fellow students. It is also the time they have most fun!

The social programme is divided into three parts:

1. Sports/afternoon activities
2. Evening activities
3. Excursions

Each group has been sold a different package that will involve a varying number of lessons and activities. 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 be told which students have chosen to do which activities. On the whole, most groups conform to the standard 15 hours of lessons, sports/activities on three afternoons, two half-day excursions and one full day excursion per week.

In our London centres, there will be no sports activities as the students will go out on trips around London every day.

You will be working as part of a large team. The Centre Manager (CM) has overall responsibility for the site and all staff and students. They are assisted by the Course Director who oversees the teaching and the Excursion and Activity Manager (EAM) who will be your direct line manager. The EAM is supported by the Sports Coordinator and manages the sports and activity team.

2. The Students

We work with agencies all over the world and host students from Italy, France, Spain, China, Portugal, Turkey, the Ukraine and others. Generally speaking, the students arrive in groups organised either by an overseas school or travel agency and are supervised by a Group Leader during their stay. In some Centres, we also accept a handful of individual students. In these centres, where the number of individuals is low, the SWC will take on Group Leader responsibility for them. Where there are more than 6 individual students enrolled, a UKLC Group Leader will be employed to fulfil the role. They are usually between 11 and 17 years of age but we do have some groups aged between 8 and 11.

2.1 Student Behaviour

UKLC operate a 'Ground Rules' policy. If a student behaves badly, the Centre Manager can decide to give him/her an initial verbal warning. If it happens again then we issue a 'Yellow Card' and organise a

telephone call home to the student's parents. If this fails to work and the student continues to misbehave then we will issue a 'Red Card' and ask them to leave and contact their agent to organise their transport. Other consequences for poor behaviour include missing activities or other similar penalties as appropriate to the centre. Equally, a serious first offence could result in the parents being called immediately.

3. A Typical Day

Here is an example of a typical day at an UKLC Language summer school (times may vary from centre to centre depending on the package that has been sold to groups and in our London centres the timing will be slightly different).

Lessons:

Lesson 1	=	9:00 until 10:00
Break	=	10:00 until 10:15
Lesson 2	=	10:15 until 11:15
Break	=	11:15 until 11:30
Lesson 3	=	11:30 until 12:30
Lunch	=	12:30 until 13:30

Afternoon Sports / Activities:

Activity 1	=	14:00 until 15:00
Break	=	15:00 until 15:15
Activity 2	=	15:15 until 16:15
Break	=	16:15 until 16:30
Activity 3	=	16:30 until 17:30
Dinner	=	18:00 until 19:00

3.1 Afternoon activities

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). These will need to be three one-hour sessions with a short break between that will start at 14.00 and end at approximately 17.30.

The EAM, with the help of the SC if there is one at your centre, will 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. **You must ensure that you have the correct register for all activities you are supervising, that you take it and that you return it to the EAM when the activity is finished. If a student fails to show for an activity after 15 minutes, you MUST let a member of the management team know!**

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 (if available at your centre), photography workshops, dance, football, and drama etc. Students are moved through two or three activities on rotation in each 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 Leadership & Life Skills

This course is tailored on the needs of those older students (16+) who are thinking about their future after school. During these lessons, students will engage in different activities designed to develop their leadership and life skills, like how to take part in a debate, developing a marketing strategy,

delegation and how to communicate as a leader. Moreover, they will also work on presentation design and delivery, UX design and what a 21st century leader is like.

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.

Afternoon sports for multi activity: Football, cricket, tennis, baseball, uni- hockey, team building, swimming, dance, lacrosse, tri-golf, ultimate frisbee, volleyball, adventure solutions, badminton, basketball, netball, water polo.

On English Plus Multi Activity, we may also want to offer some non-sporty options. It is a good idea to discuss these at induction with your EAM especially if you have any particular skills that you would be happy to use (musical instruments, art and crafts, drama or specific sports).

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

Please note that we have excellent session plans for ALL English Plus activities. Ask your SC or EAM for them.

In our London centres we operate slightly differently and offer students the chance to go out on excursions into London every day. The EAM will organise the students into smaller, more manageable groups, and you will accompany them on the tube for their excursions.

3.2 Friday afternoon activities

If your programme and numbers allow, then each Friday afternoon may become 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).

3.3 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 boarding houses and no one should be out of their house after 23.00.

However, we suggest the following bedtimes:

- Students aged 10 and under – finish activities at 9pm and are in bed by 9.30pm
- Students aged 13 and under – finish activities at 10pm and are in bed by 10.30pm
- Students aged 14 to 17 – stay up a little after evening activities and are in bed by 11pm

3.4 Exceptions

It is sometimes necessary to run a zigzag programme where some lessons take place in the morning and in the afternoon which means activities take place in the morning and afternoon too. If this is the case in your centre, then you will be given detailed information about it ahead of time.

4. Centre Set Up

You need to help the Centre Manager and the Excursions & Activity 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. It will be used to advise of any changes and to inform students if mail has arrived for them.

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 through. Make it look inviting! Make sure that the programme for the week is displayed. Use large, coloured signs and pictures. If you are artistically-minded then offer to help do this! Then keep your eye out and make sure 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 board should be colourful, eye catching and most importantly kept up to date. It must inform, invite, interest and include everyone! There should be pictures of the UKLC team on it.**

Students and Group Leaders should receive a welcome pack as soon as possible after arrival and you will be asked to help prepare these. The contents should be:

Student pack –, Lanyard*, ID wristband*, journal and a pen

Group Leader Welcome Folder – Welcome card, Programme for the duration of their stay, ID wristband, lanyard, map of centre, Group Leader handbook and a pen

***if you spot a student who is not wearing their lanyard or wristband you must make them go and get it. A £1 fine can be issued for students found without. (If you fine a student then you must take their name and submit it and the £1 to a member of the management team!)**

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 photos) of all members of the UKLC team

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

A teaching timetable showing where each classroom is located and which teacher/s will be teaching there

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

Fire Instructions

SIS (Safest Internet Student) poster

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 Excursions & Activity Manager over the first few hectic days. Making sure that all of the above are in place will help this. Make sure that you have familiarised yourself with the centre before you take students around on orientation and be sure to smile lots and talk to the students when they first arrive.

5. 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 a trip, their safety is our first concern. Please ensure that you read the risk assessment that is relevant to the destination that you are visiting on an excursion. Please sign the Risk Assessment form to ensure that your EAM knows that you have read and understood the content of the risk assessment and that you are familiar with where you're going and what you'll be doing.

Prior to the course, all trips will have been researched and you will be given details of each destination and the proposed schedule for the visits. Make sure that you have any information relevant to the trip if you are accompanying students. It is important that you have a good pre-knowledge of your surroundings so that you have the ability to keep the students engaged with facts and notes of

interests where possible. Information about the excursion should be available to you at least 24 hours before, giving you some time to look over it and familiarise yourself with it.

Please ensure all students have their student journal with them. Within the journal there are exercises for the students to complete during the excursions. It is important that you encourage the students to complete these. They will be checked by the teachers upon their first lesson back.

5.1 Excursion information

For each excursion there will be a minimum of two members of the 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 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
- Tourist information regarding the destination and the museum/attraction?
- A method of payment if one is required/ voucher / letter of authorisation?
- A letter confirming the booking with the relevant museum?
- The phone number of the coach company and of the driver?
- The phone number for your centre office, Centre Manager and the emergency mobile number?
- The students have their journals

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 misfiled or entered in the wrong date. If you have a confirmation letter this will usually resolve 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, Unit 1d, Rossett Business Village, LL12 0AY

You have been delayed departing and you will arrive at 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. In this day and age of mobile phones, these matters are usually easily resolved with a quick call. 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 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 UKLC team to take over 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 person 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 missing 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. If this happens, s/he must retain the Emergency money to enable return 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 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 else. 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 for 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 teachers and activity leaders 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.

5.2 London Excursion procedure

If you are working at one of our London centres or visiting London and using public transport, then there is an extra procedure to follow.

Students should be divided into smaller groups of approximately 20 students accompanied by their Group Leader and be assigned a member of UKLC team to guide the excursion.

Departure times for groups will be staggered in order to prevent more than one group at a time getting onto tube trains.

Getting on and off the tube:

The procedure for getting the group onto the tube is that the Group leader should get on first followed by the students and the UKLC team member should get on last after ensuring that everyone else is on board.

When disembarking, the same applies but in reverse with the UKLC team member getting off last once everyone is off.

Potential problems:

If not all the students make it onto the train in time, the UKLC team member will remain behind with those left on the platform. They will then get on the next available correct train. The Group Leader on the train will continue to the destination station if direct and await the rest of the group.

If the journey involved a change then the Italian Group Leader should wait at the station at which they were meant to change trains, on the platform with their students (in this scenario they need to pick a lead student to get off first and the Italian leader should get off last). They should then all wait for the remainder of the group with the UKLC team member to meet them.

If only one student is ever left behind at a station on their own, then we operate a **STAY PUT** policy. The student should not move from where they were last seen until a member of the UKLC team comes to get them. The UKLC team member would get off at the next stop and return to where the student was left. The rest of the group carries on as above to either the final destination or change station and waits there for the missing student and UKLC team member to join them.

If it is the Group Leader who fails to get on the train, then they should catch the next correct train to join the group who will wait for them at either the destination station or the change station.

In all these scenarios, where part of a group have gone ahead and are waiting for someone to catch up, they should wait for a maximum of 45 minutes after which time they need to come out of the tube station and call the Centre Manager.

It is very important for the UKLC team and Group Leaders to exchange telephone numbers when out and about on trips.

For London sites:

All our trips around London will be using public transport. It obviously requires a good deal of organisation to get large groups on and off trains. It is essential that you:

- 1) Are **always** on time as you will need to go for specific trains
- 2) **Always remember your own travel card! You will be issued with one but if you lose it then you must buy another one.**
- 3) **High vis jackets are a must in and around London – you must wear them, carrying them is not enough!**
- 4) Please be respectful of commuters and the general public and ask your students to be too, especially at rush hour.
- 5) Get ready in your groups before you get onto the platform so that you can get on at different doors.

6. Golden Rules for SAIs and EALs

Most of these are obvious, but it never hurts to be reminded ...

1. Never be late for your session! Never be late for an excursion meet! **This is especially important in London centres where you will need to be catching specific trains!**
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 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! The students are not only here to learn English but also to have a good time!
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. Set a good example to your students in your own behaviour.
16. Enjoy yourself!

7. Supervision outside of activity times:

As part of your contract, you will be asked to do some light supervision at break and mealtimes (and for residential staff, after evening activities). This will be organised on a rota basis and should only occur a few times per week. When you are on duty just make your presence known and walk around to keep an eye on things. When the students are not in class, their Group Leader is asked to keep an eye on them but we like to have some of the UKLC team on duty as well in order to support the leaders at this time.

If you are residential and you are asked to supervise after evening activities, it usually involves "herding" students towards their accommodation and ensuring that they make it safely inside with their leader ready to go to bed. Once all communal areas are quiet and there are no students outside of their residences, you can speak to the Management team and ask to finish.

8. UKLC team uniform

You will be issued with a couple of UKLC t-shirts which you are expected to wear when you are involved in sports, activities and when you go on excursions. In addition to your uniform shirt, for coaching you are expected to wear black or blue sport shorts or tracksuit bottoms and trainers. No caps. Also, for

excursions, we will provide high vis jackets to wear. Please make sure that you wear these as they are a safety precaution and extremely necessary for trips with large groups in busy venues.

9. Residential team members

As a residential member of the team, you are part of the closer community of the centre. This means that you must make sure you know all the Group Leaders and that they know you. They are our clients and we want to keep them happy. Plus, if they know you and have a good relationship with you then they will moan to you less!

After evening activities are over, you should encourage students back towards their boarding houses. Then you are off duty. Please be discreet if you decide to go out at this time and let the Centre Manager know. For our fire lists, we need to know who is in and who is out. Your CM will set up a what's app group for you sign in and out of when you are out for the evening or the night. Please remember to do this as we do not want to be looking for you if you are not there or if we believe you to be out when you are in!

If you are disturbed by students during the night then you must wake the Group Leader. Please be polite. Don't shout at the students; it is the Group Leader's responsibility to ensure they are quiet and in their bedrooms. Please also let the Centre Manager know.

You will be very involved in the centre as you will spend 24 hours a day there. Be sure to use your time off wisely. Go for a walk, go into town or have a sleep. Make sure you keep rested so that you can keep going.

Hopefully you will feel like part of a team and so therefore please be aware that sometimes you may be asked to volunteer for things. We like to create a positive and informal atmosphere and our policy is that if you need anything, we will try and help. Obviously, we expect the same in return.

Please make sure to insure your belongings. It is best not to keep anything of any value with you as often the doors do not lock in the residences. You may use the safe if you need to. We cannot be held responsible for anything that goes missing.

9.1 Alcohol & Drugs

UKLC are aware of our responsibilities and encourage our team to be sensible when it comes to alcohol. If you are residential then it is obviously up to you what you do with your time off, however, you will probably be accommodated near students so we ask that you are responsible and sensible. We do not mind our team members having a quiet drink if they are off duty but any drunken behaviour or turning up for work 'worse for wear' will not be tolerated and will result in disciplinary action being taken. You need to remember that you are responsible for setting a good example.

Also, it is forbidden to consume alcohol whilst out on an excursion with students, even if you have some free time during the day!

10. Safeguarding and Child Protection

At UKLC we are committed to safeguarding the students in our care and we ask everybody on the team to commit to this fully. You will have completed a Level One Child Protection course online before taking up your position with us and we offer further training in this at induction.

Please read the Safeguarding and Child Protection policies in our "Operating and Safeguarding Handbook" (OSH) and make sure that you know who to go to if you have any concerns.

Safeguarding / Child Protection Statement:

UKLC is committed to providing a safe and secure environment for the young people in our care.

The way we ensure this is by:

- Operating a rigorous recruitment process and thoroughly vetting all staff (Appendix 19 **Recruitment policy**)
- Having a clear Safeguarding Policy (this document) and clear procedures for protecting the students in our care and keeping them safe
- Having a clear Child Protection Policy and clear procedures for its implementation.
- Ensuring that all our staff, accompanying Group Leaders and subcontractors (e.g. homestay providers) are aware of and conversant with the relevant areas of our Safeguarding Policy, that all staff are trained in it (see induction procedures) and that all staff are invited to complete an online **Safeguarding In Language Centres*** course and submit the certificate to head office and that all staff and Group leaders agree to adhere to the Code of Conduct for Adults (Appendix 7)
- Having a clear Behaviour Policy in place and procedures to ensure that our centres are free from bullying, harassment and extremism (see Behaviour Policy).

* <https://accreditation-uk.english.britishcouncil.org/>

Please also read this code of conduct and adhere to it:

Code of Conduct for Adults

We are committed to establishing an atmosphere of trust between the students in our care and all adults they come into contact with. This document describes the standards of conduct and practice that UKLC employees and Group Leaders should follow. Our aim is to protect all young people and adults connected with UKLC.

Terms

Young person:	Any student or young person enrolled on a UKLC course
Adult:	Any UKLC team member, Group Leader, employee of hosting institution

- All students and adults must be treated with respect.
- In all activities, UKLC team members and Group Leaders are required to be aware that physical contact with a young person may be misinterpreted. It is especially important to note the different cultures present at a UKLC course. Whilst we understand that in some other cultures physical contact may be viewed differently, we ask all adults on our courses to understand that we are operating based on British culture and we expect them to also.
- Any physical or manual touching required should be provided openly and if this is in a sporting situation, it should be in accordance with the guidelines provided by the appropriate National Governing Body.
- All adults are expected to dress appropriately at all times. For the UKLC team, this means wearing their uniform when on duty, but for off duty members of the team and Group Leaders, we would ask you to be considerate to the sensitive age of our students and avoid revealing too much flesh (low tops / shorts / miniskirts). This is especially important for those of you who are residential and in accommodation with students.
- In all lessons and activities, UKLC team members should recognise that special caution is required when discussing sensitive issues with young people.
- In all lessons and activities, feedback should be constructive rather than negative.

In all dealings with young people, adults should never:

- play rough physical games or sexually provocative games
- share a room with a young person
- enter a young person's room unless it is absolutely necessary and, if entering a young person's room, you must do so accompanied
- allow or engage in any form of inappropriate touching
- be alone with a young person
- allow young people to use inappropriate language without challenging it
- make sexually suggestive comments even in jest
- reduce a young person to tears as a form of control
- allow allegations made by a young person to go unchallenged, unrecorded or not acted upon

In all dealings with young people, adults must:

- always set a good example for the young people in our care
- behave appropriately at all times and maintain professional boundaries
- ensure that their own behaviour is beyond reproach

- promote core British values
- be vigilant and act immediately if they become aware of any behaviour that gives cause for concern
- be sensible with regards to technology e.g. text, emails, digital cameras, videos, web-cams, websites and blogs.
- avoid giving personal contact details to young people, including their mobile number, home phone or personal e-mail address
- not use internet or web-based communication channels to send messages
- be sensible during any time off, especially with regards to socialising and alcohol consumption and especially when returning to sleep in accommodation where there are students lodged

11. Feedback

We are committed to improving our courses every year and so UKLC value your feedback and suggestions. You are asked to complete an on-line staff questionnaire before the end of your contract but also to contribute fully in team meetings and give us your opinion as the course is happening. If your Centre Manager does not give you a link for the Feedback Form, please ask for one.

Have fun!

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

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