

INFORMATION FOR GROUP LEADERS



eastbourne

Hello and welcome to LTC Eastbourne!

We hope your stay here will be pleasant and memorable and we will do our best to help you enjoy your time here. Here is some information, which will help you understand what will happen when you come to us.

We are sure you will enjoy your stay as much as we will enjoy hosting you.



Paul Clark
Principal

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Alisdair Goldsworthy
Director of Studies

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Maria Bayne
Group / YL Operations Manager

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Radek Kwietniewski
Group / YL Admin Officer

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Martin Kent
Finance Officer

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Nicole Eregyin
Homestay Officer

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Tony Hennell
House Manager

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Tiziana Coccia
Catering Manager

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Maria Bayne is your main contact.

Please email her (maria@ltc-eastbourne.com) with any questions about your stay.

No concern is too small – please get in touch and ask!

Please send us

- ▶ a completed group enrolment form
- ▶ a completed Medical Consent Form for each student and group leader with a medical condition or special educational needs
- ▶ a completed Group Leader Declaration and a police certificate for each group leader (or the agency declaration)
- ▶ a completed Pre-Course Academic questionnaire
- ▶ Acceptable Use Statement

You can find these documents here

<http://ltc-english.com/ltc-eastbourne/pre-departure-information/>

BEFORE ARRIVAL

Either through your agent or directly

You will receive

- ▶ your group confirmation with the transfer arrangements
- ▶ a confirmation of your group's accommodation
The homestay details will be sent by Nicole. The bedroom allocation list will be sent by Maria.
- ▶ your social programme
If you want to discuss it or ask for more details, please contact Maria.
- ▶ your invoice

GENERAL RULES & USEFUL TIPS

Safeguarding statement

LTC believes that it is unacceptable for a child or young person to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all children and young people, by a commitment to practice which protects them. All our staff are subject to a police check prior to their employment. We ask all of the group leaders to do the same as well before coming to the UK.

You can download a copy of our Safeguarding and Prevent Policies here <http://ltc-english.com/wp-content/uploads/2012/10/Safeguarding-Policy-2017.pdf>

General Rules

- Please respect our Safeguarding Policy and report any concerns to the Designated Person immediately.
- You may not film or take photos of other students who are under 18 years old without their parents' consent. You may not place them on any social media
- Under 16s are not allowed to smoke. 16- and 17-year-olds may smoke if their parents give appropriate consent.
- You are responsible for your students' welfare at all times.
- You are only responsible for your own students. Please do not discipline or take off site the students from other groups / individual students.
- Please do not go off-site without telling us. If you want to take your students out of the school, please inform us. We must know where you are going and what time you will be back.
- Please keep the LTC mobile phone switched on at all times and check for messages. We will top up your credit if you run out.
- It is illegal in the UK for anyone under the age of 18 to buy and consume drugs, alcohol & cigarettes. It is also an offence to buy them for an underage person.
- All students must attend English lessons, all meals, activities and excursions. It is your duty to make sure that they do so.
- The school reserves the right to expel students for gross misconduct or continuous misconduct. The student will then leave the school and accommodation as soon as possible and their care and transfer home is the responsibility of the group leader. Students who are expelled do not receive a refund.

Health & Safety Rules

- One of the leaders must stay on site with their students. We do provide our own staff to look after your students during lessons and organised activities but we also need your help. You know your students better than anyone else and also speak the same language, both of which can prove invaluable in emergencies or when students are distressed. Please supervise your students during breaks and any other free time / your own activities & trips. Do let us know if you need help or advice with supervision.
- Please sign in and out every day when you come to school or leave the building.
- If the fire alarm sounds, please follow the FIRE EXIT signs to the assembly point. Make sure you count all of your students when outside and report to a member of staff.
- In the event of an accident or injury requiring First Aid or an emergency service you must inform any member of staff. First Aiders have a red cross on their badges. If your students are ill, we can make an appointment to see a doctor. We will pay for a taxi to get to the hospital if you / your student have a medical emergency. Otherwise, we will ask you to pay for a taxi.
If a residential student in your group is ill, we will expect one of the leaders to stay behind to look after them. We may not be able to provide staff supervision in low season.
- The school reserves the right to charge students who engage in vandalism or graffiti for the repair / replacement cost of the damage they cause.
- Supervision ratios in the UK for children under 12 are 1 adult to 8 children and for ages 12-16 are 1 adult to 15 children. We expect all groups to follow these ratios when sending groups to LTC.
- Staff, students and group leaders must ask permission if they want anyone to visit them. Please do not bring visitors or leave the school without telling us first.
- Please wear your badge whilst in the school and ask your students to wear their wristbands. They have all the contact information your students may need if they get lost.
- You may use our WiFi network and our computers if you sign the Acceptable Use statement.

**For more general information on being a group leader in the UK,
please follow this link**

<http://yleuk.com/for-agents-and-leaders/role-group-leader/>

What we expect of your students

- **RESPECT** - Students must treat all staff, members of the public and each other with respect at all times.
- **PLEASE AND THANK YOU** – Students must remember to be courteous and show good manners to staff, members of the public and each other.
- **SPEAK ENGLISH** – Students are expected to try and speak English at all times whether you are talking to people of the same or different nationalities.
- **NO BULLYING** – Bullying is the deliberate and / or repeated action of making another person unhappy. Bullying of any nature will not be tolerated and may result in students being sent home at their own expense. Any incidents of bullying must be reported to a member of staff.
- **CURFEW** – Unless there is a specific curfew set by the group leaders, host families will use the East Sussex curfew guidelines as follows:

13-15-year-olds are not allowed out after 21.00 hours.

16-17-year-olds must be home by 23.00 hours.

USEFUL TIPS

Communication

The cheapest way to phone is to buy a phone card from us. We will also lend a mobile phone per group. Parents may wish to get in touch with you using the number provided in the transfer confirmation.

We have a student phone located in the school under the stairs

01323 722 485

Students should tell their family to phone at specific times and wait by the phone. LTC staff never answer these phones. Our e-mail address is: info@ltc-eastbourne.com

Please remind your students that not all host families will be happy for them to use their home phone. They will need to check with the family first before making any calls.

Internet - we offer free wireless connection. Students under 16 can use our computers for free after 16.30.

Elderly People

Please remember that some elderly people can find large groups of young people intimidating. If you are taking a large group of students along the pavement, please make sure they leave room for elderly people coming the other way.

Electricity

Remember our system is different as we use 3-pin plugs. You can buy an adapter in the local shops. Please bring your own hairdryer and straighteners.

Money

Ask your students to be careful, there are pick-pockets. We can keep your money and passports in a school safe for you.

Traffic

Remember we drive on the left so please tell your students to be careful when crossing the road. Look right first, then left!

Weather

The weather in England can be rather changeable. It is always wise to bring an umbrella and a raincoat regardless of the time of the year you come! For the most up-to-date information on local weather click on this link <http://www.bbc.co.uk/weather/> and put our postcode in "BN21 1EH".

Useful Links

British Council "Safety First" guide

<http://www.britishcouncil.org/accreditation-safety-first.pdf>

Eastbourne

<http://www.visiteastbourne.com/>

Eastbourne maps

<http://www.eastbourne.org/maps/>

Eastbourne buses

<http://www.stagecoachbus.com/routemaps-east-sussex.aspx>

National Rail

<http://www.nationalrail.co.uk/>

Problems

Sometimes little problems can seem very big. Let us know if there is anything you are worried about, we are always happy to help.

Emergency Numbers

The emergency number for Fire, Police or Ambulance in England is 999.

LTC emergency number is +44 (0) 79 85 3434 40



ARRIVAL

If you are coming in own coach, please contact us for a map of how to get into the grounds. We have a stone gate at the entrance and it can be quite tricky.

If you booked our coach on arrival, we do not usually send a member of staff to the airport to meet groups. If you would like someone to meet you, please contact us before your arrival to arrange and pay for this service.

Once you land, you will need to find your coach. The coaches are usually parked outside the terminal. You will then be taken to the school.

If you are staying in residence

- ▶ you will be shown to your bedrooms and given something to eat.
- ▶ you will receive a Welcome Bag with maps, badges, wristbands, a mobile phone, some information about Eastbourne. Your students will be a drawstring bag with our logo.
- ▶ your students will be asked for a £20 refundable deposit for keys. You may want to collect all the deposits in advance and give them to the staff on arrival.

If you are staying with the host families, they will come and pick you up from the school.

Coach Company	"Star Coaches"
Emergency contact number	+44 78 36 543 067

The coach will have a sign displayed on the windscreen with a logo and the name of the school.



language teaching centres

Airport / Train Station	How Far From Eastbourne	Information & Maps
Heathrow	2 hours	http://www.heathrowairport.com/heathrow-airport-guide/arriving-passengers
Gatwick	1 hour	http://www.gatwickairport.com/at-the-airport/flying-in/
Stansted	3 hours	http://www.stanstedairport.com/stansted-airport-guide
Luton	3 hours	http://www.london-luton.co.uk/en/terminal/
London City	2 hours	http://www.londoncityairport.com/travelandbooking/destinationmap
Ashford International	2 hours	http://www.eurostar.com/uk-en/travel-information/at-our-stations/ashford-international
St Pancras	3 hours	http://www.eurostar.com/uk-en/travel-information/at-our-stations/london-st-pancras-international

- ▶ If you have any difficulties at the airport, please call LTC emergency number.
- ▶ If you don't arrive at the airport pick up point at the pre-arranged transfer time, the transfer fee will be non-refundable, unless a 24-hour notice given. Please contact our emergency line straight away so we can re-arrange your pick up coach. For unannounced arrivals or changes to pre-arranged bookings, the only alternative transfer option may be to arrange a taxi transfer or a shuttle bus to your LTC accommodation at the group's own expense.
- ▶ Please note that the school office is not open at weekends, so any changes to flight details, transfer cancellations or any other requests connected to your arrival must be received on a weekday (or call our emergency line).
- ▶ Failure to advise LTC of excess luggage could result in the transfer company not being able to accommodate the extra luggage.



FIRST DAY

Your first day arrangements will be defined in your social programme. Host families will bring your students to LTC for either a trip or lessons.

- ▶ If your students have lessons, they will start at 09.00 with an English test and a tour of the school. At 11.00 they will be placed into classes according to their level.
- ▶ You will be met by Maria and taken on a tour of the school and the induction.
- ▶ We will lend you a mobile phone during your stay with us. You will receive the contact number before you come. You can use it to get in touch with us or your host families. Please do not make international calls using our phone.



ACADEMIC PROGRAMME

As a rule, your students will be studying in a closed group. We only mix students in classes during our summer school. In order for us to cater for your needs, please complete the academic pre-course questionnaire.

If you want to observe some classes, the Director of Studies will be happy to arrange this but it is better not to do it in the first few days of the course to let the students settle in. Typical timetable

09.00 – 09.45	Lesson
09.45 – 10.00	Break
10.00 – 10.45	Lesson
10.45 – 11.00	Break
11.00 – 12.30	Lesson
12.30 – 13.45	Lunch
13.45 – 15.30	Afternoon Lessons



ACCOMMODATION

Residence

- ▶ 4-5 students per room on average (but some rooms are bigger and have 6 -12 beds). Twin rooms for group leaders to share allocated as near the students' bedrooms as possible.
- ▶ You will receive the room allocation list before your arrival, which you will need to fill in and send back to Maria. We need to have the completed list before arrival for Health & Safety reasons.
- ▶ We will try to accommodate your students according to their wishes but it may not always be possible. **Boys and girls are placed separately. Male leaders can check on their girls (not share bedrooms) in the presence of either their female leader or our female member of staff. Female leaders can check on their boys (not share bedrooms) in the presence of either their male leader or our male member of staff.**
- ▶ Please check all of the bedrooms allocated to your group on arrival and departure. Any graffiti and/or damage must be reported to the LTC staff. We will ask you to leave a £20 deposit for each student in case such damages do occur. It will be returned to you in full should everything be in order on departure. You may want to collect it in advance to speed up the check in.

- ▶ LTC will not accept any responsibility if any money or valuables left unsecured in bedrooms go missing. All valuables must be kept in the lockers provided. We will charge £20 for any lost/damaged bedroom keys.
- ▶ Bedrooms must be kept tidy to allow cleaners to vacuum and dust. We will not change bedding if there are any belongings (clothes, bags, etc) left on top of them.
- ▶ Please note that we do not provide towels. However if a group is staying with us for more than 2 weeks, we can provide a fresh towel each week for a deposit of £5.
- ▶ We have laundry facilities at the school. It costs £2 per wash and £1 per one cycle of drying. If you are with a homestay family, they will usually wash your clothes for you once a week.

Homestay

- ▶ We will try to accommodate students according to their preferences.
- ▶ If we have to change host families for your students and it is not an emergency, we will have to charge you one week's money to pay the family.
- ▶ Group leaders can also be accommodated in homestay families. However, this is not always possible in the summer months and group leaders might be accommodated in self-catering flats. If some of your students are staying in residence, at least one leader must stay with them.
- ▶ You are responsible for your students' safe return to their homestay. We advise using taxis if a late return is anticipated.



FOOD

- ▶ Please note that neither group leaders nor students are allowed in the school kitchen, for insurance reasons.
- ▶ During the meal times, you are expected to monitor your students' behaviour in the dining hall.
- ▶ Please make sure that the students with allergies wear silver wristbands (to show that they have a food allergy) at all times. If there is anything you or any of your students can't eat, please tell us in advance. We try to cater for different needs.

Residential groups	Homestay groups
<p>LTC kitchen is open from 07.00 until 19.00.</p> <p>Usual serving times 08.00 – breakfast 12.30 - hot lunch 18.00 – dinner</p> <p>We can provide a packed lunch if necessary (please give us 3 days' notice).</p> <p>If the group is likely to return to Eastbourne after 19.00, we cannot provide dinner but will a refund per person instead (so the students can eat elsewhere).</p>	<p>From Monday to Friday lunch is provided at LTC (either hot or packed).</p> <p>Host families provide breakfast and dinner every day plus lunch (at home or packed) at weekends.</p> <p>Homestay groups will need to arrange their dinner time directly with the host families.</p> <p>Evening activities usually start at 19.00 at LTC. Host families are aware of this arrangement and will usually provide dinner at 18.00. However, please double-check all meal times with your host family.</p>



LEISURE PROGRAMME

- ▶ All of the activities and excursions are arranged in advance. It may not be possible to anything at the last minute.
- ▶ Own trips and activities
 1. Please liaise with Maria Bayne regarding any intended excursions / activities for advice on safety and costs.
 2. You may use our classrooms and other facilities for your own activities. Please check the availability with us beforehand and tidy up afterwards.

3. We can help you book an excursion on the days when you don't have anything organised. We work with Discovery Tours <http://www.discoverytours.uk.com/> who provide guided excursions to places like Oxford, Bath, Stonehenge, etc. You may contact them directly prior to your arrival.
4. Homestay groups must inform their host families in case of any delays when coming back. Please organise taxis to get to the houses safely if you come back to Eastbourne late at night. Host families will not be able to pick students up from LTC.
5. Residential groups must inform LTC staff of their intended departure and arrival times and also organise their meals accordingly in advance. If you come back after 19.00 from an excursion, we will not be able to provide dinner. We will issue a monetary refund instead. You must give us 3 days notice in advance in order to get a refund.

- ▶ Please stay and help our staff during activity sessions. We use registers to make sure that every student attends the sessions.
- ▶ Please stay with your students on excursions and help LTC staff to make sure your students do not get lost. When walking with your students spread the adults out along the line and help with crossing the roads. Please ask the students to keep to the left of the pavement. With large groups it is essential to leave enough space for other pedestrians, especially elderly ones.
- ▶ If one of your students is late for an excursion for more than 30 minutes, we reserve the right to ask one of the leaders to stay behind to look after the student. The coach will then leave with the rest of the students, group leaders and LTC staff.
- ▶ We may ask group leaders to give us feedback on our staff during excursions to improve the quality. We really appreciate your help in this matter.



SECURITY

Please note that for security reasons all LTC staff and group leaders are required to sign in and out of the building and wear name badges whilst on the school premises.

Each group leader will be issued with a name badge, which they will need to wear every day whilst at school for security reasons and also to get meals in the Dining Hall.

Each student will be issued with a soft plastic wristband, which cannot be removed once put on (unless cut with scissors). The wristbands act as meal tickets and also as security in case students get lost (they have the name of the college and the contact numbers printed on them). Students with allergies will be issued with silver wristbands. If the wristband is taken off, students will have to pay £5 to get a new one as otherwise no meals will be provided. If your group is staying with us for more than two weeks and therefore replacement may be required through natural wear and tear, in which case it will be free of charge.

They have several purposes

- to act as meal tickets so our kitchen staff know who is entitled to which meals.
- to act as security in case the student gets lost as they have the name of the school and the contact numbers printed on them.
- to act as tickets for some activities.

Blue – homestay students; **Green** – residential students

Silver – student with allergies; **Yellow** – individual residential students (summer school only)

Red - - individual homestay students (summer school only)

COMPLAINTS

LTC is committed to providing a high-quality of service to all our clients. When something goes wrong, we want people to tell us about it so we can continue to improve. We believe that most complaints, if dealt with quickly, openly and honestly, can be sorted out here at LTC. Please tell us if you or your students are not happy with something, and we will do our best to put it right.