



IMPORTANT INFORMATION FOR GROUP LEADERS

RESIDENTIAL

We are so glad you have decided to bring a group of students to study with us at Mackenzie School of English. Before you travel to the UK we have collected some information together to help you feel ready for your trip. Please read the following and take a look at our 'Get Ready!' section on our website for downloadable forms and info sheets. If you have more questions don't hesitate to contact us.

PRE-ARRIVAL

There is some information that we need from you in advance. Please ensure you get this information as soon as possible:

- Student details (names, ages, allergies, dietary requirement and sharing preferences)
- **Parental Consent Forms** for all students signed and sent back to us.
- Evidence of Police checks
 - We have a duty of care to all students under the age of 18 and as a result we must follow British Council Guidelines on this matter.
 - Please read the Police Check document for more information on this.
- Over 18s
 - **N.B. in the summer we do not accept students older than 17 or younger than 12.**
- Make sure you have valid travel insurance before your trip begins.
- Deposit
 - There is a **£40 deposit** (or 50 Euros) that will be taken on arrival and given back on the day of departure.
 - This deposit is **per student not per room.**
 - This deposit is for damage to rooms or loss of keys etc.
 - All students will need to pay this, without exception, so please prepare your students and give them enough notice to withdraw the cash.

ARRIVAL DAY

When you arrive at the airport we will be waiting to greet you and welcome you to Edinburgh. Please ensure that you:

- Have your airport 'Meet & Greet' person's **telephone number.**
- **Wait in the arrival lounge;** do not wander around the airport. Even if you can't see a Mackenzie School of English member of staff they will be there or on their way to you. Please stay in one place so we can find you easily!

Transfer from the airport takes about 45 minutes. At school, you will meet the Centre Manager who will show you and the students to their rooms. Depending on your arrival time you will either have immediate access to your rooms or your luggage will be left in a secure location until your rooms are ready.

Please remember:

- All our staff have been chosen because they love working with students or Group Leaders. They are very **welcoming and accommodating.**



- It's important to remind your students not to forget to **communicate with our staff**. They are not telepathic so if a student has a problem or a question they need to talk to them!
- Prepare your students (and yourselves) for **cultural differences**. Managing expectations is important. Little differences can feel really strange to a student who is travelling away from home for the first time.
- Allow a **couple of days to settle** in. It takes some students longer than others to feel at home.
- Most small **problems are solved quickly** by our team. If a student has a formal complaint, it will need to be done in writing.
- Encourage your students to have a **positive attitude**... no need to be nervous!

WHAT'S NEXT...

On the group's first academic day, although you will have time to relax and get comfortable, you are expected to be in school for:

- Student Placement **Test**
- Student and Group Leader **Induction**
- During the students' first lesson you will have a **meeting with the Centre Manager** to go over your expectations, student welfare, tuition and your programme. This will be your chance to ask any questions and make more plans for your stay with our help.

THE REST OF YOUR STAY

As well as making sure your students have a wonderful time, it is important that you do too...

- We do everything in our power to ensure that group leaders feel **welcome, comfortable** and **part of the team**.
- If you are planning on taking your group on an **independent activity** (e.g. shopping in the city centre without one of our activity leaders) we will need to know about this in advance. We will do a **risk assessment** with you for each independent activity.

There can sometimes be uncertainty about a group leader's responsibility or how much you should participate in the programmes. We understand that you also want to explore and enjoy some time for you, so here are a few points about **what we expect**:

- Group leaders are a **part of our team**. We are aiming for the same thing – to provide the students with a fantastic experience whilst maintaining their safety and welfare.
- Group leaders and staff cooperate fully and **communication** is key.
- Group leaders **lead by example** – if group leaders are late for activities, the students will think they can be too.
- Group leaders always encourage the students to **speak English**. Avoid using your mother tongue with students.



- Group leaders are **contactable 24 hours a day**. If you prefer to purchase a UK sim card to use during your stay we can advise on where to get one. They cost around £10 which normally includes some call time and 3 or 4G data.
- For safeguarding reasons, group leaders wear '**Group Leader**' ID whenever on the school campus.
- At least one group leader is **present for activities outside of the school**, i.e. local visits and excursions. You do not need to be here for activities on campus, such as sports sessions or evening activities. We will assume you'll be present unless informed otherwise.
- If a student needs to **visit a doctor** or attend the hospital, it is the **group leaders' responsibility** to accompany the student. The school can arrange appointments and transport if required but any costs incurred, i.e. taxis or medical bills are the responsibility of the group leader or student, unless the problem/injury is due to negligence or liability lies with the school.
- Group leaders deserve free-time too and we fully understand this so **you don't need to be at school while the students are having lessons** but you will need to supervise your group in-between activities and dinner and on free days.
- Our staff are well-trained and professional but always welcome the extra assistance from group leaders! After all, many hands make light work and can **make the experience more enjoyable** for everyone.

✓ CHECK LIST ✓

PARENTAL CONSENT FORMS RETURNED	
STUDENT DETAILS EMAILED	
POLICE CHECKS DONE	
EMERGENCY TELEPHONE NUMBERS FOR TRAVEL	
MEET & GREET NUMBER FOR ARRIVAL	
QUESTIONS OR DOUBTS ANSWERED	
PACKED AND READY TO GO!	
TRAVEL INSURANCE	