

OXFORD SPIRES
INTERNATIONAL



Group Leader Handbook

GREYFRIARS SCHOOL | 2025

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Welcome

Hello and welcome to Oxford Spires International!

We are very happy to have you and your students here with us, and we are looking forward to spending a wonderful time together.

At Oxford Spires, we are very proud of the high-quality English tuition and the exciting array of social, cultural and sporting activities that we offer. We will do everything we can to ensure that you and your students have a safe, enjoyable and memorable experience with us at Greyfriars School.

As group leader, you have an important role to play in keeping your students safe and happy during their stay with us. You will act as a vital link between Oxford Spires and your students, so please make sure you ask our staff if you have any questions or problems, and they will be happy to help you.

Please read this handbook carefully. It contains important Information about the programme and your role within our team. A staff member will also discuss several elements of this handbook with you upon arrival.

We look forward to working with you on your programme and hope you and your students have a great experience with us!

Wishing you a fantastic stay.

Best wishes,

Owen McGovern

Owen McGovern
Owner, Oxford Spires International



About Oxford Spires International

Oxford Spires International is part of the Oxford Active family, which has been providing safe and exciting programmes for young people since 1998.

Oxford Spires International offers English programmes in Oxfordshire, Bedfordshire and Gloucestershire for international young learners to explore the UK, experience British culture, and develop their skills and confidence in using English.

Our programmes are a combination of English lessons, activities, workshops, and excursions, which means that all of our students have lots of opportunities to have fun, make new friends and practise their English skills!

Our Mission is to provide a safe, enjoyable and enriching learning experience. We aim to be helpful and efficient, honest and reliable, and strive to build students' confidence in using the English language through meaningful experiences.

We use the following values to influence the way we behave and operate:

Integrity

We aim to take an honest, open and fair approach

Team spirit

We value the benefit of a united team and a collaborative attitude

Learner centred

The children and young people we work with are at the forefront of everything we do

Dynamic attitude

We are constantly seeking to reflect, improve and develop

Holistic learning

We want all of our students to have positive associations with the UK, and learning and speaking English

Inclusivity

We promote respect, tolerance and acceptance, offering equal opportunities throughout

Meet the Team

If you need anything during your stay with us, our staff are very happy to help you and your students. We want to make your time with us safe and enjoyable!

You will meet your **Centre Manager** on your first day at Greyfriars School. He or she is responsible for keeping you and your students safe and happy during your programme with us.

Please speak to your Centre Manager if you or your students have any questions or problems about any aspect of your programme.

Contact details for your Centre Manager will be given to you in your Welcome Pack upon arrival.

If you have any questions before your group arrives, you can contact a member of our team at: **info@oxfordspires.education**



Duties and Responsibilities of a Group Leader

As a group leader, you will travel with your students to and from their host country, and will have overall responsibility for many aspects of their welfare whilst staying with us.

In order to keep your students safe, happy and healthy during their stay with us, and to facilitate the smooth overall running of the programme we request the following from you:

- To **monitor the wellbeing of your students** at all times and to bring any issues to the Centre Manager as soon as possible.
- To **assist the Centre Manager in communicating with your students** (providing translation as necessary) and support conversations regarding their welfare, behaviour and academic progress.
- To **communicate effectively with the Centre Manager and the Oxford Spires team** regarding all areas of your students' welfare (ie. dietary requirements, learning difficulties, allergies, medical requirements, etc.).
- To follow the Oxford Spires International **Safeguarding and Prevention** policies.
- To ensure that your students know what **behaviour** is expected of them, and that they have understood **on and off-site safety procedures including the emergency plan**, explained to them upon arrival.
- To ensure that your students have understood and adhere to being at the right place at the right time, for example **attending lessons punctually** and being on time for all timetabled events, excursions and transport bookings.
- To communicate with the Centre Manager effectively and to be **contactable at all times** in case of an emergency, even if you are not on-site with your students. *Please give your Centre Manager your phone number when you arrive.*
- To **actively supervise** your students during on and off-site activities when requested.
- To carry out **residential supervision duties**, if applicable.
- To **liaise between Oxford Spires and your home organisation** (company, school, or agency) and the students' parents where necessary/appropriate.
- To work with Oxford Spires and provide a **united, professional and positive front** to all students.

Group Leader Rules

- Please help us to uphold our **“English only”** rule by speaking to your students in English as much as you can and encouraging them to integrate and socialise outside your group.
- Please **do not take photographs of any students other than your own** without the explicit consent of the Centre Manager. Not all of our students or students at host schools have given permission to be photographed.
- **Do not take your students off-site** at any time unless you have the explicit permission of your Centre Manager to do so. This also applies to taking your students away from the group during excursions.
- **Do not enter the bedroom** of any students other than your own. Even then, only do so when necessary, and be sure to leave the door open at all times.
- If a student **outside of your group** has a problem, please make the Centre Manager or a member of our staff aware of the situation immediately, do not try to resolve it yourself.
- **Do not bring alcohol on site.** If you wish to consume alcohol off-site (and never with or in front of your students or whilst on duty), please be prudent and responsible and remain contactable at all times. Please ask your host family for permission before bringing any alcohol into their home.
- If you wish to smoke, please ask your Centre Manager where you can go. **All of our sites are non-smoking**, and we request that you refrain from smoking in view of any of our students or those of our host schools.
- If any of your students are **unwell** and you wish to administer medication, please inform the Centre Manager.



At the Airport

Please read this information carefully before you arrive.

When you arrive:

- ➔ Go through passport control
- ➔ Collect your bags and ensure that all of your group have their luggage
- ➔ Lead your group out of the baggage claim area
- ➔ Contact coach marshall. Instructions will be given before arrival

Please note: airports in the UK can often be very busy and at peak times, it can take 1-2 hours from the time a flight lands to complete passport control and baggage collection.

Our staff will always follow the live flight information and will be aware of any delays.

If you cannot find us:

If you cannot find us, or if you have any problems, **do not leave the airport.**

Go to the airport information desk and ask them to phone the **emergency number** for your programme.

This is:

+44 (0) 1865 800 290

We may sometimes need to wait for other students before we travel, but this will not be for longer than two hours.

Centre Arrival

Once at the centre, you and your group will be checked in and then shown to your accommodation where you will be given time to unpack and settle in to your rooms. You will be introduced to an Oxford Spires member of staff and to other Group Leaders and students in the accommodation.

Average journey times to and from Greyfriars School are:

London Heathrow Airport	2 Hours
London Gatwick Airport	2.45 Hours
London Stansted Airport	2.45 Hours
London Luton Airport	2 Hours
London (St. Pancras International) – Train	2.45 hours

Greyfriars School & the Local Area

- Situated in Cowley, Oxfordshire
- Access to: London, Cambridge, Bath and more
- Oxford city centre is only 15 minutes by bus.
- Look beyond Oxford's dreaming spires and impressive history, and you'll find a buzzing student community – almost a quarter of the Oxford population are student.
- At Greyfriars the accommodation available is homestay, or at a local hotel.
- **Homestay Students** – Breakfast and Evening meals will be provided by the host family, with a hot lunch provided at school.
- **Hotel Students** – Breakfast and Evening meals will be provided by a local Oxford Spires partner restaurant, with a hot lunch provided at school Monday to Friday. Please note on Saturday & Sundays, Breakfast, Lunch and Dinner will be provided as a packed lunch.
- Laundry facilities can be made available upon request.

Classroom



School Stage



School Field



Greyfriars School – Sample Menu*



Street	Curried Coconut Chilli Chicken Wholegrain Rice n Peas	Homemade Spicy Falafel Flatbread	Roast Lemon & Thyme Chicken, Roast Spuds & Gravy	Low Salt & Chilli Chicken Firecracker Rice	Choose from: Battered Fish Chicken Sausage (battered or plain) Margherita Pizza Chicken Nuggets Chips & Gravy or Curry Sauce
Veggie	Jamaican Black Eyed Peas Stew Wholegrain Rice n Peas	Plant Based Creamy Green Pea & Spinach Pasta	Root Vegetable & Bean Stew Roast Spuds	Japanese Yakisoba (Japanese Stir Fried Noodles)	Choose from: Margherita Pizza Veggie Sausage (battered or plain) Chips, Gravy or Curry Sauce
Sides	Lime Dressed Slaw	Mixed Salad	Roast Carrots & Parsnip	Sweet Chilli Sticky Greens	Minty Peas or Baked Beans
Extras	Flatbread Wedge	Hummus Pot	Cauliflower Cheese	Prawn Crackers	Onion Rings

*Please note that this is a **SAMPLE menu only**, and is subject to change by the dining room staff at Greyfriars School. Please inform us in advance if you have any specific health problems, food allergies or learning requirements. Please note that we need to know about food allergies and special requests for you and your students at least **two weeks before you arrive**.

Greyfriars School – Sample Timetable*

Download sample timetable (Groups)



*Please note that this is a **SAMPLE timetable only**, and the order, type and times of activities may change by the time of your arrival to Greyfriars School.

You and your students will be given your finalised schedule on arrival and the daily timetable will be placed on the school notice boards.

Your First Day at Greyfriars School

All group leaders are required to be present on the first day of school with their group.

When you arrive at school, your Centre Manager and other staff will meet you and your group and show you where to go.

Once the students are in their first class or on their activity, the Centre Manager will have a short meeting with you to discuss the programme, answer any questions and check that you and the group are happy so far. They will also highlight various information and policies from this handbook and go through any necessary paperwork with you.

English Programme

Our qualified teachers will be using fun activities and teaching materials to promote active use of real life English... so your students will have interesting lessons. And here's some important information about your student's classes...

- They'll have two different teachers for their English classes.
- Students should bring pens and paper to class.
- On occasion Students will be given a short amount of homework. Please make sure they do it – the teacher might want to use it with the class in the next lesson.
- There will be different nationalities and different ages in each class, but your students will be with other students who have a similar level of English.
- If a student has a problem with their classes or other students, they should tell you or their class teacher.
- If a student has a problem with your teacher, they should speak to you. You can then talk to your Centre Manager.
- If a student is ill and can't come to a class, the student must tell you before the class starts. You then need to tell the Centre Manager.

English Lessons

Learning Objectives

At Oxford Spires International we want our students to have FUN learning English with us!

During their programme, we want students to:

- **enjoy** learning English!
- improve their **confidence** in using English
- develop their **learning skills**
- **practise** their English inside and outside the classroom
- use their English skills to meet new people and **experience the UK**

Lessons may take place in the morning or afternoon, depending on your specific programme. You will have received a sample copy of this timetable in advance.

Group Leaders in the Classroom

Group leaders may be able to observe their students in English lessons or lessons at their host school during integration, but **you must arrange this in advance** with the Centre Manager.

If you are observing a lesson, we respectfully ask that you do not take photographs of any students other than your own, and that you do not distract your students or translate for them.

Learning Support

If your students have any **Special Educational Needs**, please tell us before you arrive so that we can support them as much as possible.

You can also speak to the Centre Manager when you arrive if any of your students need extra help with anything.

We are happy to adapt our lesson content and materials wherever possible to accommodate any Special Educational Needs your students may have, but please give us as much notice of this as possible so that we can prepare.

If you need to support a student in the classroom, please arrange this with the Centre Manager when you arrive.

Student Certificates

At the end of their stay, we can arrange for your students to receive certificates. Please let your Centre Manager know at least three days in advance of your departure if you require this service. We can also provide electronic copies of these certificates, upon request.

Attendance & Punctuality

In order to ensure the safety of our students and the efficiency of the programme, all students at Oxford Spires International are expected to attend **all** lessons and activities.

Students must be on time to all of their lessons and activities and must not leave the school, residence/ homestay or group without permission from Oxford Spires staff.

If you know your student is ill, lost or running late, please tell the Centre Manager or any staff member straight away.

It is the responsibility of all staff and group leaders to monitor student attendance and alert the Centre Manager or Senior Staff if a student is not present when they should be after 10 minutes. Please refer to the Missing Student Procedure and Student Attendance and Punctuality Policy for more details, which are available from the Centre Manager.

School Rules

The following school rules are explained to your students in their Student Handbook. Please familiarise yourself with these rules so that you are aware of what is expected of your students.

Your English Classes

- You must come to your English classes every day
- If you are ill, or have a problem, tell your Group Leader or Centre Manager
- You must come to your classes at the correct time – do not be late!
- Always listen to your teacher
- Respect your teacher and the other students in your class
- Always speak English in class
- Do not be disruptive in class

The Activity Programme

- You must come to all the activities and excursions on your programme
- If you are ill, or have a problem, tell your Group Leader or Centre Manager
- You must come to activities and excursions on time – do not be late!
- Respect Spires staff, Group Leaders and other students
- Always listen carefully to instructions given to you by Spires staff

Residential Rules

- You must never leave the college campus alone or with friends
- You can only leave the college campus with Spires staff or with your Group Leader if they have permission from the Centre Manager to take you out
- You must be quiet in your residence bedrooms in the evenings
- The lights in your bedroom should be switched off by 11pm

If You Break These Rules

- You will be excluded from the activity programme and/or your English classes
- You will have to explain to the Spires Centre Manager
- Spires will telephone your parents or your agent
- You will have to explain to your parents or agent
- You may have to return home early and your parents will have to pay

Forbidden Items

Oxford Spires International operates a **zero tolerance** policy on the possession or use of any of the following items. This list can also be found in the Student Handbook.

- ✗ Tobacco/cigarettes
- ✗ Alcohol
- ✗ Illegal drugs / 'Legal highs'
- ✗ Blades, firearms, air guns, replica firearms or any other form of weapon
- ✗ Poisonous/corrosive liquids
- ✗ Flares, lighters or candles, pepper spray, explosives
- ✗ Clothes irons, kettles, cookers, or other heated appliances

Disciplinary Procedure

If a student breaks any of the school rules, the Centre Manager will speak to them about what happened and why their behaviour is unacceptable. The Centre Manager will inform you of the situation and may ask you to support them during this discussion.

If a student behaves very badly, or repeats bad behaviour, we will use the following sanctions:

- 1. First Warning** – the student is given a verbal first warning by the Centre Manager and may lose some free time/participation in an activity.
- 2. Second Warning** – the student is given a written second warning by the Centre Manager and their parents are informed of the situation. They may lose some free time / participation in an activity.
- 3. Final Warning** – the student is given a final written warning by the Academic Manager, which says that they will be immediately sent home if they repeat the unacceptable behaviour. The student may lose some free time or miss an activity or excursion.
- 4. Exclusion** – the student is sent home at the expense of the student's family.

Oxford Spires International reserves the right, at the discretion of Management, to administer an immediate Final Warning or Exclusion for any serious breaches of discipline.

Bullying Policy

Oxford Spires International is committed to providing a secure environment for both students and staff. Oxford Spires International will not tolerate extremist views of any kind in the school, whether it is from students, staff or external sources.

What is a bully?

Somebody who uses repeated, hurtful behaviour towards another person who cannot defend him/herself.

Examples of bullying:

- Hitting, kicking and taking personal possessions
- Calling people names, insulting people, making racist comments
- Telling nasty stories about people, excluding people from groups

If a student is found to be bullying another student:

- They will be excluded from activities, lessons or both
- They will have to write to their parents to explain to them why they are being excluded
- We will tell you and the Centre Manager
- We will inform Oxford Spires International Head Office if the student does not stop bullying
- We may tell the police
- The students' parents may have to pay for them to go home

Is a student being bullied?

If a student is being bullied, they should tell a staff member or you.

We will listen to the student and take their complaint very seriously and offer the support they need.

WE DO NOT TOLERATE BULLYING AND WE EXPECT ALL STUDENTS AND STAFF TO RESPECT THIS.

Keeping Safe Online

Online safety is an important issue for everyone, but especially young people or vulnerable adults. We have posted the following information around the school to ensure that students are aware of the risks of online interaction with people they don't know.

Do you really know who you're talking to online?

It's great to be able to chat to your friends online but it's important to keep safe.

Some people use the internet to trick, pressure or force children and young people into sex. They use sites and apps that children and young people use to chat, game or find support.

When online, you can pretend to be someone you're not.

What are the warning signs?

Here are some warning signs they could be an abuser:

- They share all of your interests and give you lots of attention
- They make you feel good about pictures on your profile
- They talk about sex and send explicit pictures or videos
- They ask you to send them explicit pictures. **Remember**, if you send one they could threaten to share it with your friends or family if you don't do what they want
- They ask to talk to you in private using an app or ask for your phone number
- They ask you to keep your chats secret
- They tell you their webcam is broken. **Remember**, it's easy to record and fake a webcam video

How can I keep safe?

- Never use your real name online
- Don't share personal information like your phone number, address, school / college or places where you hang out
- Keep your profiles private and be careful who you add as a friend
- Block people who talk about things that make you feel uncomfortable
- If they say they know your friends, check this out
- Don't send pictures you wouldn't show your friends or family
- Don't do anything embarrassing on webcam. **Remember**, it's illegal to take or share erotic images of anyone under 18, even if you're the person in the picture
- Listen to your gut feelings. If something feels wrong, end the conversation and tell someone you trust

Activities & Excursions

At Oxford Spires International we want our students to have fun, speak lots of English and experience life in the UK as much as possible!

That is why it is very important to us that when they are not in the classroom, students are participating in activities which will develop their language skills, encourage them to communicate with others, and teach them more about UK history and culture.

You and your students will receive your weekly timetable upon arrival.

Activities

Our fantastic city locations mean that we can visit the town many times every week to play games, explore, and visit museums, colleges and other interesting places. Sometimes we also have activities at the park or at the school.

Examples of activities include: sports and games, quidditch, paparazzi, selfie challenges, teambuilding games, visiting museums and colleges, and walking tours.

Day Trips

As well as visiting local places of interest and exploring the beautiful city, your timetable may also include trips each week to explore other places.

During your stay, you might visit: London, Bath, Stratford-upon-Avon, Oxford, Cambridge or many other beautiful and historical places nearby!

Evening Activities

We will organise evening activities such as games, competitions and visits.



English Outside the Classroom

Please help us to encourage students to use their English skills outside the classroom, during activities and excursions.

During activities, please encourage your students to **mix with other students and groups** than their own. This is important for them to feel that they have made new friends using English.

You might like to **discuss the places we are visiting** with your students – often they will have already learned something about where they are going in their lessons that week.

When you are out and about, please encourage your students to **pay attention to the English around them**; written on signs, menus and brochures, and spoken in shops and in the streets. If there are words they don't understand, you could translate them together, ask your activity leaders, or **write them down to ask a teacher** in the students' next lesson!

Student Activity Board

The main way in which you and the students will be able to see what Activities you are doing each day is via the **Activity Board**. This will usually be located either in the school social area or outside the classrooms.

It is **very** important that you encourage the students to take a few minutes to read the Activity Board **each day**, as it will contain a lot of useful information that they may need to know.

The **Activity Board** will include:

- The day of the week and date;
- Brief Weather Forecast for the day i.e. 22 degrees Celsius with possible rain;
- A section of the board broken up into Morning, Afternoon and Evening, and within each of these sections:
 - Which activity will be running at each time of day;
 - Which groups will be participating i.e. Group 1 and Group 4 for morning excursion;
 - Which Spires Activity Leader will be leading the Activity;
 - How long the Activity will last for.
- Breakfast, Lunch and Dinner times;
- Any reminders for tomorrow i.e. if it's Excursion Day tomorrow, what the students will need to bring; if there are any students or staff arriving or leaving tomorrow; any planned fire drills etc.

Your Centre Manager will update the Activity Board each day by 8:30am, and will remind yourself and the students to look at it after breakfast. If you have any questions about the Activity Board, please ask your Centre Manager.

Keeping Your Students Safe

In general, Britain is a very safe place to visit, and celebrates being a multicultural and diverse country.

However, **it is important to be careful and responsible**, especially when we visit big cities such as London, and we will request your support during such times to keep your students safe.

Please ensure that your students:

- ✓ Listen to instructions from Oxford Spires staff
- ✓ Have understood instructions
- ✓ Close their bags and keep them with them at all times
- ✓ Cross the road ONLY at pedestrian crossings, being especially careful of cars and bikes
- ✓ Drink lots of water – especially during sport, walking around, and if the weather is very hot
- ✓ Are seated at all times on coaches and are wearing their seatbelts
- ✗ Never leave the group without permission
- ✗ Do not bring lots of money, or expensive phones and cameras with them

If you or your students are lost, you can always phone the emergency number and we will help you.

24/7 Emergency Number

+44 (0) 1865 800 290

The UK number for emergency services is 999.

Risk assessments

These are available for all of our activities and excursions. Please speak to the Centre Manager if you would like to see any of these. Before excursions, we will ask you to read the appropriate risk assessment, or we will discuss any risks with you verbally.

First Aid Kits

First Aid Kits are kept at the school, the residence, and with various staff members on all excursions and activities. Many of our staff are trained to administer first aid. We will tell you where to find first aid kits and which staff are trained to help you on your first day and before excursions.

Emergency Plans

We have plans and procedures designed to keep students and staff safe in the event of emergency situations on and off site, which we will discuss with you upon arrival. Please save our emergency centre number to your phone.

Supervision

Our Supervision Policy is available for you to review at any time. Here is a summary of the information that pertains directly to you as a group leader:

During periods such as school meal times and free time, we would like you to be present, contactable and making sure that your students follow the school rules. Generally, group leaders have a lot of free time during classes and sometimes on activities. During these periods you will often be able to go off site, **but you must be contactable**.

On trips, activities, and anything that takes place off of the school or residence premises, you must employ **active supervision** with your students. This means that you are interacting with your students, are encouraging them to speak English, and are aware of what they are doing.

If you see that a student is **misbehaving or putting him or herself in danger**, you must **respond quickly** and appropriately. Also, it is important to make students aware that they must be **respectful** of the members of public around them. Situations where this is particularly important include:

- Walking along pavements
- Crossing roads (remember, in Britain we **drive on the left!**)
- Free time in town
- On public transport
- In crowded areas
- When visiting museums / historic sites of interest etc.

You must make sure your students know the timings for trips, particularly if they will be given free time. Make sure they know **what time to be back** and that they know the **location of the meeting point**.

As Group Leader, you must have your students' phone numbers so that they can be contacted in case they get lost or are late getting back. You must also make sure that your students know **where to find a member of staff** at all times. We will always have a **fixed meeting point** where a member of staff will be positioned, in case you or any student needs help during their free time.

You are expected to supervise your group in the following situations:

- During arrivals and departures
- During their integration at a host school, if applicable and requested
- During free time off-site, if your students are aged 12 and under, or if they don't have parental consent for unsupervised free time
- During excursions and activities if requested by Oxford Spires staff
- During free time at the residence
- During the night in residence (you will be the first contact for your students if they have any problems overnight). **Unless your group has more than one leader, you must not leave the residence overnight**
- During evacuation procedures
- If one of your students is unwell and has to stay at the residence or in the school (if they are a homestay student).

We will never ask you to supervise a child who is not in your group.

Residential Accommodation

Wherever possible, we will try to place groups together in the residence and ensure that they are close to their leader(s). We will provide you with a list of your students' room numbers when you arrive.

If you and your students are staying in residential accommodation, please assist the Oxford Spires staff in handing out **room keys** to the correct students upon arrival.

Please explain the importance of keeping this key safe to your students! If your students lose their key, they may have to pay a fine for a new key and/or a charge for emergency staff to change the locks.

Residential Rules

Whilst staying in residential accommodation, students must be **respectful of their surroundings**. Please make sure that your students are aware of the rules they must follow while staying in the residence, which are outlined below.

These rules can be found in the Student Handbook and around the residence. They will also be mentioned in the first day induction:

- Students must follow school rules at all times, including while in the residence.
- Girls and boys accommodation at the residence is separate. Boys must not enter girls' bedrooms and girls must not enter boys' bedrooms.
- Students must keep their bedrooms tidy and leave the bathroom clean.
- Students must not eat in their bedrooms. They may drink water, but no hot or fizzy drinks are allowed in their rooms.
- Students must not touch fire equipment in the school unless in an emergency.
- Unless there is an emergency, we ask students to stay in their bedrooms after "lights out."
- Be respectful of school property and other people's property.
- Respect fellow students (and the Oxford Spires staff!) and do not make too much noise in your bedroom. If you want to socialise with friends, use the social areas such as the common room.
- Your bedroom key is **your** responsibility. If you lose it, you will need to pay for a new one.
- You must not cook or use any of the appliances in your communal kitchen.



Cleaning & Laundry

Your bed linen will be changed and your room will be cleaned weekly; the common areas will be cleaned daily. You can wash your clothes once each week using school washing machines. We will tell you which day, and how to use the machines, when you arrive at the residence. There is a small charge to use the machines; approximately £2 per wash and £2 per dry.

Remember to bring a towel because these are not supplied in residence!

Food & Allergies

Weekly food menus will be displayed on the student noticeboard. Your Centre Manager will be happy to provide you with a copy of the menu if requested. Allergy information should be displayed clearly in the canteen. **Please ensure that the Centre Manager has been informed of any allergies.**

Please accompany any of your students with allergies during their first mealtime at the school, to introduce them to canteen staff and show them where to find details about what they can/cannot eat.

Questions & Problems

We regularly ask students for feedback about their accommodation and try to resolve any issues as quickly as possible.

If one of your students has a problem at the residence, please speak to the Centre Manager or any staff on duty, who will all be happy to help you.

If your student is unwell at the residence, please let us know straight away and we will liaise with you to care for them. This may involve caring for the student at the school during the day, asking you or a member of staff to supervise the student at the residence, or taking them to a doctor.

Lost Property

If a student believes that they have lost any of their belongings while at Greyfriars School, they should speak to you or the Centre Manager.

If you or a student realises, once returning home, that they have left belongings at Greyfriars School, please contact us (info@oxfordspires.education) as soon as possible.

Any unclaimed lost property will be kept for **1 month**, then given to charity.

Residential Supervision Duties

At our school residences, there will always be staff members from the school or the site to assist you when needed and offer support. However, group leaders are expected to carry out the following responsibilities:

Duties of a Group Leader overnight at the residence:

- to **remain on-site** at the residence at all times during the night
- to **remain contactable** via the duty phone or equivalent at all times throughout the night – no silent mode!
- to have a **room list and student register** to hand in the event of an evacuation
- to **provide support and logistical assistance** to students in their group with any issues arising overnight (e.g. medical emergencies)
- to ensure **“lights out”** is being upheld and all students in the group remain onsite and in their own rooms
- to **report** any incidents overnight through verbal feedback to senior staff the next day for follow up
- to **alert the on call staff member** if assistance is required
- to **evacuate and account for all students** in their group in the event of an emergency or building evacuation
- to **assist Oxford Spires and site staff in any emergency situation** and/or building evacuation



Residential Evacuation Procedure

In the event of an evacuation:

On duty teacher/activity leader/site staff:

- actively ensures that all individual (non-group) students have left the building
- takes a register for individual (non- group) students once outside
- reports any missing individual (non-group) students to senior staff member
- assists senior on call staff member accordingly thereafter

On duty senior staff member/site staff:

- waits at the designated meeting point to meet students leaving the building
- contacts appropriate emergency services, if necessary
- ensures group leaders have taken a register and accounted for all students and adults in their group
- ensures on call staff members have taken a register and accounted for the individual students in their block
- ensures all staff members are accounted for
- contacts Head Office as necessary

All group leaders:

- ensure all students from their group have left the building
- take a register of their students and ensure all are accounted for in their group
- report any missing students to the senior staff member/site staff
- keep their group together and well-behaved until they are allowed back into the building

Fire Alarm Procedures

There are notices in the classrooms, the student residence and other areas that outline the action to take in the event of a fire and where to obtain First Aid.

Please read them carefully and make sure that you understand what to do.

If you discover a fire:

1. Immediately raise the alarm – either activate the nearest fire alarm button or inform the nearest member of staff.
2. Only if it is possible and safe to do:
 - A. Call the Fire Brigade by dialling **999 (in the UK the emergency number is 999)**
 - B. Give the Operator your telephone number and ask for '**FIRE**'
 - C. When asked to give the address give the name distinctly '**FIRE AT GREYFRIARS SCHOOL ON CRICKET ROAD**'
 - D. Do not replace the receiver until the address has been repeated and confirmed by the Operator

If you hear the fire alarm:

3. You **MUST** assume that there is a fire and evacuate your classroom immediately and in an orderly fashion.
4. Report to the designated assembly point.
5. Close the classroom door as you leave.
6. If you are in a classroom adjacent to a toilet, the teacher will check to see that anyone in the toilet has also evacuated.
7. Evacuation should be via the **NEAREST AVAILABLE EXIT**. This may not be the one most commonly used.
8. At the **Assembly Point** (this will be indicated on the Fire Notice inside the building) the Teacher should take a roll of all pupils known to be in the classroom when the alarm was sounded.
9. Upon completion of the register the Teacher should inform the **Centre Manager** that all pupils are present and accounted for.
10. No one should return to the building until directed to do so by the **Fire Brigade** and the **Centre Manager**.

DO NOT TAKE RISKS

DO NOT STOP TO COLLECT PERSONAL BELONGINGS

DO NOT RE-ENTER THE BUILDING

DO NOT USE LIFTS

Student Curfews

All visiting students are expected to follow the curfew expectations. As Group Leader, you may request a curfew extension but permission must come from the Centre Manager, and be approved ahead of time. Students must remain with you during the Curfew extension.

In Building Curfew: 9pm/9:30pm

In Room Curfew: 10:45pm

Lights Out: by 11pm to encourage a good night's sleep.

If students miss curfew, the Residential Team will activate Oxford Spires' Missing Students Procedure (as seen on pages 42-43 of this handbook).

In-Building Curfew: Students are required to be inside the Residential Building at the listed time above.

In-Room Curfew: Students are required to be in their assigned room at the listed time above. Curfew checks will take place during this time. Curfew checks consist of Spires staff checking every room to ensure the student's presence. Students are asked to remain in their assigned rooms from 11pm until 6:30am the next morning. There shall be no door propping or moving between rooms after 11pm.

Overnight Hours: During overnight hours (11pm until 6am), no noise may reach beyond the individual rooms. Students should not create unreasonable, excessively loud, irritating, or disturbing noise in the residence halls at any time.

Student Welfare

The health and safety of our students is the first priority of all the staff at Oxford Spires International. As their group leader, it is your responsibility to communicate regularly with your students and tell us if you know of any problems or if any of your students are unwell or unhappy.

You can expect our full support, cooperation and sensitivity with any safeguarding or student health issues you share with us.

Please also see our safeguarding information on page 38.

Consent Forms

Prior to arrival we ask for parental consent and emergency contact information for every student. We should have received this information in advance from you or your organisation, but also recommend that you bring copies with you for reference,

Without parental consent, we cannot give students aged 13 and over any unsupervised free time on excursions and may ask you to stay with them.

Insurance

Make sure that you carry a **copy of every student's insurance documents** and details. This will be essential if a student requires any medical attention during their stay.

Illness & Medication

If your student is unwell, please let us know straight away and we will liaise with you to care for them. This may involve caring for the student at the school during the day, asking you or a member of our staff to supervise the student at the residence, or taking them to a doctor.

We should be informed of all pre-existing medical conditions or regular medications for you and any students in your group before you arrive.

If you have a student taking **prescribed medication** please tell the Centre Manager upon arrival. If that student has to go to hospital with an emergency, we must be able to show them exactly what medication they are taking very quickly.

Under **no circumstances**, can you give medication to a student who is not in your group, even if their parents say that you can.

Please speak to the Centre Manager if you have any questions or need to store any medication.

Staying in the UK

Banking

Check that your bank card has one of the following symbols on the back: Cirrus, Maestro or Visa (Plus). Most UK bank machines (ATMs) will accept cards using these networks. If you are not sure, ask your home bank. Also, make sure you tell your home bank that you will be using your bank card abroad, otherwise they might stop your card from working.

The majority of ATMs are easy to use and let you take money out without any charges, but if you're not sure, ask a member of staff and they will be happy to help you.

Medical Care

The National Health Service (NHS) is the main provider of public healthcare in the UK. It offers a free telephone advice service if you have a non-urgent medical problem. The number for this service is 111 and it is available 24 hours a day.

If you think you need to see a doctor, dentist, or if you have a more urgent concern, please speak to a senior member of staff.

OUT OF HOURS SUPPORT

The local **NHS Walk-In Centre** can be found at:

Address: Abingdon Community Hospital, Marcham Road, Abingdon, OX14 1AG.

Contact: Tel. 01865 904346

Opening times: Monday – Sunday 10:00 – 22:30;

EMERGENCY/HOSPITAL DETAILS

Call 999 and ask for the Ambulance Service

Accident and Emergency (A&E)

John Radcliffe Hospital

Headley Way

Headington

Oxford

Tel. (0300) 304 7777

Keeping Safe

Although you are here primarily to care for your students, we want to remind you to also look out for yourself and pay attention to your own safety and wellbeing.

- Always tell someone where you are going if you leave the site
- We do not recommend going out alone after dark
- If you go out after dark, please take a taxi home
- Remain contactable at all times
- Stay hydrated!
- Ensure that you are finding time to eat, rest, and get good sleep.

Places of Worship, Local Transport Links, and Local Facilities

For a list of any of these services please speak to the Centre Manager who will help you find what you need.

Departure

Your Centre Manager will discuss your **departure transport** details a few days before you leave. Please inform us immediately if there are any changes to your flights or departure plans.

Please ask your students to pack their bags **the evening before departure**. It is your responsibility to ensure that your students do this, as it will prevent any late arrivals at the airport. Other students may need to use the same transport as your group to leave for the airport, and so we cannot be late!

Residential Groups

Please collect all keys from your students and record the names of any students who have lost their key. Please return the keys and the name list to the Centre Manager, or staff on duty, before you depart.

The fee for a lost key is £60.00.

You and your students should check that you have not **left any belongings** in your bedrooms, as it will be difficult to return them to you after the programme.

We also request that you check your students have left their bedrooms and bathrooms in a respectable condition. We may charge the students or your company if we incur an extra cleaning bill or have any damages to rectify.

Some airlines require online check-in prior to departure to guarantee a flight booking. It is your responsibility to ensure that this has been completed by the student and/or their parent/guardian.

Where online check-in is offered as an option, we recommend that parents do the online check-in, as this can save time once at the airport on the departure date.

If possible, any registration documents, e-tickets or boarding passes should be given to the students prior to travelling to the UK. If this is not possible, we can assist with printing off any required documents if they are emailed to the office during the student's stay.



Will there be Wi-Fi?

Yes, there is Wi-Fi in all schools and accommodation. We will give the necessary passwords when you arrive. Please note that some Wi-Fi areas may restrict the sites that you are able to visit, for example, occasionally some social media sites are blocked due to the host school's internet policies.

Equally, some Wi-Fi areas have unrestricted use, which means that you and your students can access all sites. We will ask for prior parental consent for all students to use this type of Wi-Fi. **Please speak to your students about safety online and check school rules surrounding phone use if you are on an integration programme.**

Will students be able to use their phones during the school day?

Please speak to your Centre Manager about host school rules surrounding the use of mobile phones during the school day. This will vary from school to school.

Must I stay on site at all times?

It will depend on your specific programme as to whether you are required on site. You **must** check with the **Centre Manager** before going off site. If you are given approval to go off site, make sure you leave your **contact details** with the Centre Manager and any other members of relevant staff.

Although you may not need to be present during class time, it is very important that you remain **contactable**, in case our staff have any problems requiring your attention. You are obligated to **check with your Centre Manager before going off-site during lesson time.**

Is there a dress code for group leaders?

There is no formal dress code for group leaders, however your clothes must be **appropriate, smart and comfortable**. Keep in mind that you will be walking around during activities and trips, so comfortable shoes and clothing is a good idea.

The students must also wear appropriate clothing at all times. Whilst they do not have to be formally dressed, they should be dressed **smartly and practically**. They will also need to move around and be active on trips and activities, so sensible footwear and comfortable clothing is necessary.

Be aware that the weather in the UK can be unpredictable. Please ensure that both you and your students bring **waterproof coats and/ or umbrellas**, as well as sufficient clothing to keep **warm** in cold weather.

There is an additional list of FAQs on our website with a dedicated section for group leaders which you may find helpful.

The link is: <https://www.oxfordspires.education/faqs>

Where can I find...?

Risk Assessments for activities and excursions	Your Centre Manager will provide you with these on request or before an excursion where relevant.
Travel information for my group departure	Your Centre Manager will discuss your departure transport details in advance.
Host family contact details	You should have all of your groups' host family details before you arrive. The Centre Manager can provide you with additional copies if requested. Please keep this information safe.
Student class certificates	Certificates are presented at the end of your stay, if requested. Please ask the Centre Manager at least 3 days in advance if you require certificates and/or electronic copies of the documents.
Information about my students' progress	You can speak to the Centre Manager if you have any questions about student progress.
Food menus and allergy information	In residences, a weekly food menu will be displayed on the student notice board and in the canteen, We can provide you with a hard copy if requested. Allergens will be indicated as appropriate in the canteen at school or at the residence. Students staying in host families must communicate any allergies in advance of their stay.
The weekly activity timetable	You and your students will be given the weekly activity timetable when you arrive.
School / Residence / Homestay rules	The rules can be found in both this handbook and also in the Student Handbook.
School policies and procedures	We have hard copies of all of our policies and procedures at the centre. Please speak to your Centre Manager if you would like to see any of these or if you require a copy.
Emergency contact numbers	You can find the emergency number for your centre in this handbook on pages 8 and 37. Please save it to your phone and always keep it with you.

What should I do if...?

...I am unwell?	If you are feeling unwell, please speak to the Centre Manager, who will be able to help you.
...my student is unwell?	If your student is unwell at the residence, please let us know straight away and we will liaise with you to care for them. This may involve caring for the student at the school during the day, asking you or a member of our staff to supervise the student at the residence, or taking them to a doctor. We should be informed of all pre-existing medical conditions or regular medications for you and any students in your group before you arrive. If you have a student taking prescribed medication please tell the Centre Manager upon arrival. If that student has to go to hospital with an emergency, we must be able to show them exactly what medication they are taking very quickly. Under no circumstances, can you give medication to a student who is not in your group, even if their parents say that you can. Please speak to the Centre Manager if you have any questions or need to store any medication.
...my student is unhappy?	Please speak to your student to find out more about why they are unhappy, and encourage them to speak to the relevant person to resolve their issue themselves (we like to promote student independence!). If necessary, you can of course speak to the Centre Manager at any time on behalf of your student and we will strive to resolve the problem.
...my student wants to change their class?	We encourage students to speak to their teachers if they are finding their lessons too difficult or too easy. Teachers are ready to adapt their lesson content and materials in order to correct the level. If this does not resolve their issue, students should speak to their Centre Manager who will decide whether or not to move them. They will take into account the student's test results, their teachers' opinion of their level, and the class profiles.
...there is a problem with another student who is not in my group?	If you notice a problem with a student who is not part of your group, please inform a member of Oxford Spires International staff immediately. Please remember that you must not give medication to students outside your group and that you should not enter other students' bedrooms.

...I want to change my group itinerary?	All of the itineraries for our activities and excursions have been prearranged, with a lot of care and focus on the students safety and enjoyment. If you need to make a change to the itinerary, please notify Head Office in advance of your arrival. Unfortunately, it may not always be possible to change the itinerary if bookings have already been completed.
...I have a complaint?	If you have any problems, we hope that these can be resolved through communication with our staff. If you wish to lodge a formal complaint, please follow our complaints procedure, found in the office at your centre.
...I have any special requests?	We will always try to accommodate your requests to keep you and your group as happy as possible. Please remember, however, that we need to know in advance if you have any requests, so that we can ensure the safety of all of our students, the efficiency of the programme, and the cooperation of our partners, such as the kitchen staff.
...I have a safeguarding concern?	Your designated Safeguarding Lead is Josh Mair. Alternatively, you can contact the local safeguarding authority.

GDPR & Privacy

All information about you and your students shared with us will be kept confidential, according to our GDPR and Privacy Policy.

The policy can be found online, here:

<https://www.oxfordspires.education/privacy-policy>

We expect you to uphold the principles of this policy when handling sensitive data shared with you, ie. details of host families, contact details of our staff, and anything else which could be shared with you.

Complaints Procedure

If you or one of your students wishes to make a complaint during the course, they should follow the complaints procedure outlined below:

1. **Speak to any member of staff at the centre**, who will direct the student to the most appropriate person to speak to about the problem. All efforts will be made to resolve the complaint quickly and effectively.
2. If the problem has not been resolved, the student should **speak to the Centre Manager**, who will try to resolve the complaint immediately. The Centre Manager may contact Head Office for assistance, if appropriate. All complaints made at this stage must be logged using the Complaint Form.
3. If the problem has still not been resolved, **Head Office** should be contacted in writing and the complaint will be referred to the Director. All complaints will be recorded, investigated and logged. The outcome will be communicated to all relevant parties.
4. If the outcome is still not satisfactory, the student or their representative should write to the Chief Executive of our members' association, **English UK** at: *47 Brunswick Court, Tanner Street, London, SE1 3LH*.

Complaints regarding the course will not be considered after the student has finished their course.

Contact Details

Oxford Spires International Head Office

General email: info@oxfordspires.education

(from 09.00 – 17.00 UK time), Monday to Friday

+44 (0) 1865 800 290

Designated Safeguarding Lead:

Contact Josh Mair at:

josh@oxfordspires.education

or +44 (0) 1865 800 290

Out-of-Hours Emergency Contact (please call only in case of emergency):

+44 (0) 1865 800 290

Social Links:



Safeguarding Laws & Legislation

The term 'safeguarding' refers to the protection of children; this includes protecting them from physical abuse, emotional abuse, sexual abuse, neglect, and radicalisation.

In the UK, we have certain laws in place to ensure the adequate protection of children. Oxford Spires International has its own safeguarding policy based on these laws, which we expect all of our staff (including group leaders) to uphold. Your cooperation and attention to safeguarding issues is particularly important as you may come into contact with other students who are not in your group.

As part of British safeguarding procedures, every adult who has a role involving responsibility for or substantial access to under 18s will have a **police check (DBS), including group leaders.**

Safeguarding encompasses all areas of the safety and welfare of your students. Some issues that might arise while you are with us include homesickness, bullying, general health and wellbeing, and that they are eating properly and drinking enough water.

Oxford Spires International exercises this duty through employing the following:

- All members of staff working with children are required to undertake appropriate safeguarding training relevant to their role, including Prevent Duty, to ensure that they have up-to-date knowledge of safeguarding issues, are able to identify signs of possible abuse and neglect at the earliest opportunity, and know how to respond in a timely and appropriate way;
- Each setting has a named Designated Safeguarding Lead (DSL), who has undertaken safeguarding lead training in line with the Oxfordshire Safeguarding Children Board;
- To prevent the employment of unsuitable individuals, all staff at Oxford Spires International are employed in line with the Safer Recruitment procedures;
- The use of mobile phones and cameras by all adults at settings is strictly controlled. This is covered in the Mobile Phones and Cameras policies;
- Staff will seek to build children's resilience to radicalisation by promoting fundamental British Values, in order to provide a safe environment which allows children to discuss sensitive or controversial issues openly.
- All sites within the Oxford Spires International network are separately risk assessed from a safeguarding perspective before any programme commences;
- To complete and regularly update a Welfare Risk Assessment which outlines procedures in place to minimise risk to under 18s in a mixed age environment and additional welfare provision in place for all students – this should be conducted for each centre and any residential accommodation;

Your duties in terms of safeguarding:

- Ensure that you and your students follow the school and accommodation rules, which are in place for everyone's safety and enjoyment.
- Monitor the health and well-being of your students, and alert staff if you notice any issues with students outside of your group.

- Supervise your students appropriately, as outlined in this handbook.
- Report any concerns about the behaviour of any adult, on site or nearby, to the Centre Manager.
- Report any concerns about the safety and/or well-being of any student to the Centre Manager.

Please remember that for safeguarding reasons, group leaders must not:

- ✗ Take photographs of students outside their group.
- ✗ Be alone with students, especially in their bedrooms.
- ✗ Share personal contact details, including social media contacts, with students outside their group.

In UK law we protect a number of minority groups so they **cannot be discriminated against** because of their sex, race, religion, gender, sexual orientation, age, disability, culture/nationality. Please help us to uphold these fundamental principles.

If you have a concern about a safeguarding issue please speak to the Centre Manager.

If you do not wish to speak to the Centre Manager about this issue, please contact Head Office.

If you wish to see our full Safeguarding Policy, a copy can be found with your Centre Manager.

Safeguarding – Under 18's Guide

At Centre (for English study/activities etc)

- **ALL Under 18 y.o.** – Oxford Spires Centres run courses for both junior and adult students, year round. Therefore, all students under 16 will study in an environment where both adult and junior students share facilities;
- **Under 16 y.o.** – Students under 16 years old will study in classes with students under the age of 18, but not with adult students;
- **16 & 17 y.o.** – Students aged 16 or 17 years old are likely to study in classes with adult students.

Homestay Accommodation

Under 16

- It is Oxford Spires policy to place students under 16 and staying for 27 nights or longer, in a homestay under a Private Fostering Agreement, in order to ensure the highest level of support is available to them. The main host and all members of their household are required to undergo a criminal record check (called an Enhanced Disclosures and Barring Service check) to ensure their suitability to care for younger students.
- Private Foster carers are also required to liaise with Social Services (part of the local government authority) regarding care for under 16s. It is not Oxford Spires policy to place students under the age of 16, with students over the age of 18.

16 & 17

- In homestay accommodation for students aged 16 or 17 the main host and all members of their household are required to undergo a criminal record check (called an Enhanced Disclosures and Barring Service check) to ensure their suitability to care for younger students.
- It is not Oxford Spires policy to place students under the age of 18 with students over the age of 18.

Residential Accommodation

Under 16

- Only available on short courses as part of a group.

16 & 17

- Students aged 16 or 17 are permitted to stay in either a homestay or one of our student residences, we have specific residences that cater for under 18s .
- All staff working in our student residences are required to undergo a criminal record check (called an Enhanced Disclosures and Barring Service check) to ensure their suitability to care for younger students.
- In residential accommodation students under 18 and over 18 live in different areas; male and female students aged under 18 are also not housed in the same area, to allow staff to better monitor and supervise students and ensure their safety.

Private Accommodation

ALL under 18

- Students under 18 are not permitted to live in private accommodation, unless staying with a close relative or with permission from the Centre Manager and parents or guardians

Supervision

Under 16

- During the day at centre, students will be supervised during lessons and all centre activities and events. Students must attend centre every day while lessons are in progress; they are permitted to leave for lunch but must sign in and out of centre at all other times, so a member of staff is aware of their whereabouts.
- Students will not be supervised while travelling between the centre and their accommodation. Students will not be supervised during their free time (e.g. after finishing lessons and returning to their accommodation for dinner). Students may be unsupervised, at times, during the day at weekends.
- If a student does not attend centre, does not arrive home for dinner in the evening or is absent without contacting the centre or their host carer, all necessary steps will be taken to locate them (including Police where necessary). Students will be supervised overnight by their host carer or another appointed and vetted adult.
- For students under the age of 16 wishing to travel outside the local area (of their centre and accommodation), the centre requires parental permission (provided by the guardian or parent and sent directly to the centre).

16 & 17

- Students aged 16 and 17 years old are expected to be able to live and travel independently while studying with Oxford Spires (see section on consent below). Therefore, students of this age are permitted more freedom. They will not be supervised outside of lesson times, during their free time or at weekends.
- Student of this age are permitted to travel outside the local area (of their centre and accommodation); however, they should inform the centre and their host carer or residence warden before doing this and must seek permission from the centre and their parent or guardian if they wish to stay away overnight or travel outside the UK.

ALL under 18

- The centre social programme is not compulsory for any students (except for some Oxford Spires Summer courses – please see Oxford Spires Summer website for details). Activities are supervised by trained members of staff in adequate ratios to ensure sufficient supervision for the number and ages of students attending.
- Students under 18 years old are not permitted to drink alcohol or attend bars, pubs or nightclubs (this is the Law in England).

Missing Students Procedure

Oxford Spires International has the highest regard for students in our care. In the unlikely event that a student is missing, the following procedures will be followed:

Homestay Student missing at the end of the day

Allocated staff responsible for homestay students to alert Centre Manager once the student is 10 minutes late. Centre Manager will:

- Ask staff to check the premises (dining hall, break areas etc);
- Alert Group Leader where applicable and phone student/send them a message to find out where they are;
- If no answer after 5 minutes, contact Homestay Organiser to check:
 - The student is still not at home;
 - What time the student left for school.

If the student left for school on time, the host cannot explain their absence and the student is 30 minutes late with no contact, the Centre Manager will alert Head Office before contacting the police and following instructions.

Homestay Student does not arrive home at agreed time

Host families to alert Homestay Organiser if their student does not arrive home within 10 minutes of their agreed curfew. Homestay Organiser will contact Centre Manager who will:

- Alert Group Leader where applicable and phone student/send them a message to find out where they are;
- Check the Homestay Sign Out sheet to see what time the student left. If the student did not sign out, ask staff to check the premises (dining hall, break areas etc) and contact staff member responsible for homestay students signing out.

If the student left school on time and the student is 30 minutes late with no contact, Centre Manager will alert Senior Management before contacting the police and following instructions.

Student missing from unsupervised free-time on an off-site activity/excursion

- Staff responsible for activity should phone the student to see where they are, or contact the Group Leader/Centre Manager if they do not have the students' contact details;
- Staff responsible should allocate members of the team to search the area, if possible, to find the student.

If an individual cannot be found within 15 minutes and is not contactable, the Centre Manager must be informed.

The Centre Manager will:

- Alert Group Leader where applicable;
- Ask for details such as the exact location of the group, when and where the student was last seen, and accounts from their peers (students must always be in groups of 3 or more during unsupervised free time).

If the student is 30 minutes late with no contact, the Centre Manager will alert Senior Management before asking staff present to contact the police and follow instructions. If appropriate, and supervision ratios allow, one staff member can remain at the meeting point to wait for the missing student and the activity can be resumed with the rest of the group.

Contacting police

Before making contact with the police, the Centre Manager should have as much information to hand as possible, such as:

- Students' age, description and any relevant medical information;
- When and where the student was last seen;
- The students' typical bus route or mode of transport to and from school, where applicable.

Contacting parents/guardians/agents

At the time of alerting police, the students' agent and/or parents will be contacted to inform them of the situation and action being taken. Contact with parents and agents may only be made by Head Office in this situation.

Once a student has been found

Head Office will inform parents, agents and any other parties immediately. The Centre Manager will speak to the student as promptly as possible and determine why and how they went missing. If the cause is found to be due to the will of the student (e.g. hiding from the group, intentionally staying out too long), then the Centre Manager will sanction the student using the Discipline Procedure.

An Incident Report form will be completed within 24 hours by the Centre Manager and sent to Head Office. Relevant policies, procedures and risk assessments will be reviewed by the Centre Manager and Head Office, and any necessary changes brought into immediate effect.

Prevent Duty

Prevent is now a **legal requirement** in the UK. It is the first part in a larger government initiative to try to stop extremism and terrorism and tries to identify people who might be developing extremist values so they can be educated as to why this is not in keeping with **British values**.

Extremism is defined as: "Vocal or active opposition to fundamental British values ... and calls for the death of members of our armed forces whether in this country or overseas."

Prevent is **not**:

- Spying on students and staff
- Trying to change someone's culture
- Stopping people from having opinions
- Stopping students from having discussions about criminalising people

To fulfil our legal requirements we have to make sure that our students, staff, host families, suppliers and **group leaders understand and represent British values**.

These include:

- Democracy
- Rule of law
- Individual liberty
- Mutual respect and tolerance for those with different faiths and beliefs.

It is your duty to **remind your students of British law**. We will talk to the students about these in the first days of their course, especially to make sure that students realise that there can be **no discrimination** against anybody. All staff, including group leaders, have a responsibility to report any "extreme" comments to senior school staff.

Health & Safety Policy

At Oxford Spires International, we understand the importance of ensuring that systems are in place for checking that our setting is a safe and secure place for children, staff and other visitors.

Our Health and Safety Policy aims to:

- Prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities;
- Provide adequate training to ensure employees are competent to do their work;
- Engage and consult with employees on day-to-day health and safety conditions and provide advice and supervision on occupational health;
- Implement emergency procedures - evacuation in case of fire or other significant incident;
- Maintain safe and healthy working conditions, provide and maintain, equipment and ensure safe storage / use of equipment

Procedures

- Fire evacuation drills to be carried out at least once a week in conjunction with partner Colleges where necessary;
- Log to be kept of drills;
- All staff members to be made aware of assembly points and procedures during their initial induction;
- All students to be made aware of procedures during first day orientation;
- Fire risk assessments to take place as legally required;
- All fire exits and signage to comply with legal codes of practice;
- A risk assessment to be carried out annually in the winter of each year, action plan put forward as a result and remedial action taken in cases of hazard;
- All potential hazards or problems liable to affect the health and wellbeing of staff to be reported to the relevant member of staff and recorded in the log book;
- No member of staff should administer drugs of any description to students;
- Sanitary bins to be regularly emptied by approved contractors.
- All staff given Fire Safety and Health & Safety training upon arrival;
- Any emergency problems to be referred to one of the school's certified first aiders;
- Accident book to be kept at reception;
- First Aid kit to be kept appropriately stocked at all times and kept at reception.

In the event of students requesting medical attention, all requests should be passed to the course office and ideally one of the nominated people responsible for first aid.

Members of the centre team will assess the situation and present the following options, depending on the situation:

1. Book an appointment with a doctor
2. Call NHS Direct
3. Visit an emergency health centre
4. Visit the nearest local hospital A&E department
5. Contact the emergency services and call an ambulance

Depending on the circumstances, the office team may offer to pay for a taxi to the doctor's/ hospital and will also offer to accompany the student there together with any visiting Group Leader.

Mobile Phone Policy

Student Phones

Students are permitted to have their phones with them in the classroom, but they must be on silent and in their bags unless the authorised by their teacher to use them for an activity. Students must have their phones with them when travelling to and from school and during any unsupervised free time on excursions.

During excursions, students may use their phones to take photographs, but must not use them to the detriment of their safety (for example, when crossing roads). Staff will monitor this.

Students may use their phones for personal calls during their breaks, lunch hour and chill out time.

Group Leaders

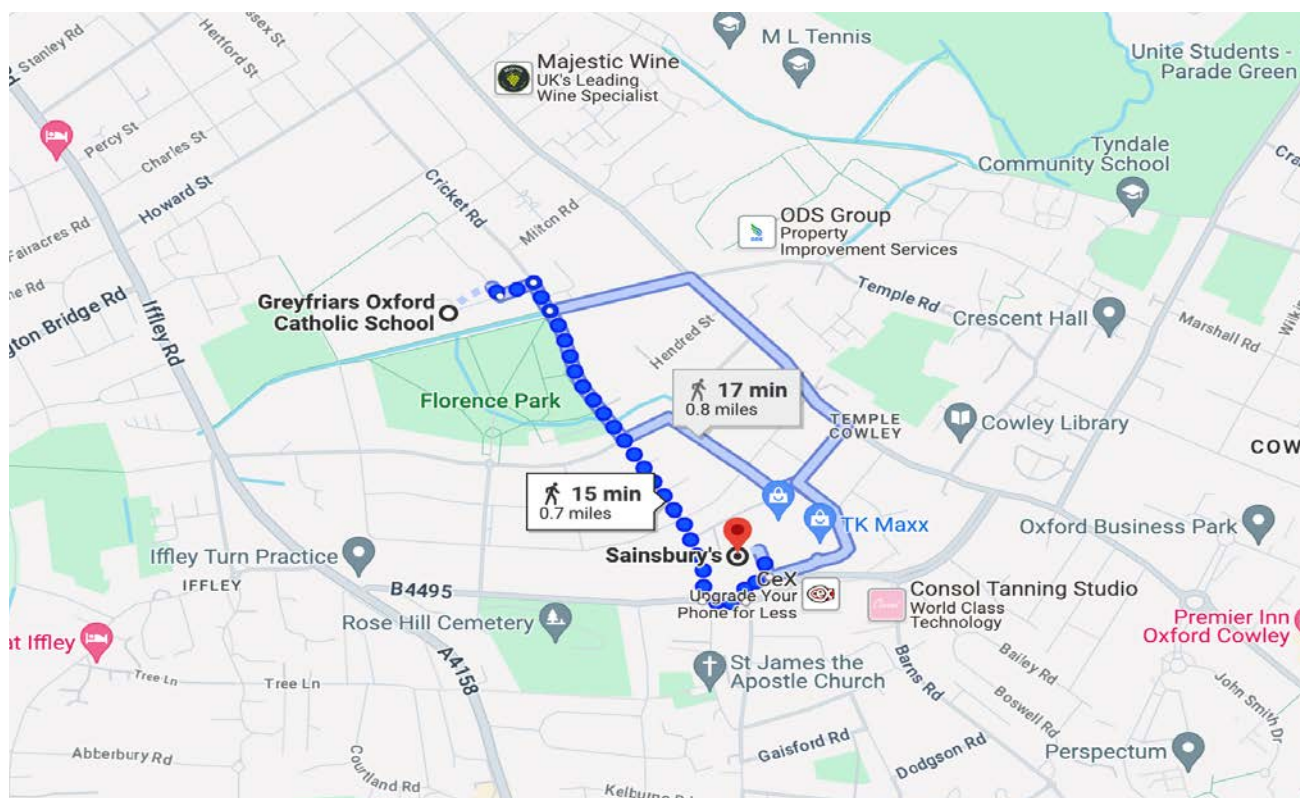
Group Leaders are not permitted to take photographs of any children not in their group without consent from the Centre Manager.

With the Centre Manager's permission, they may be able to photograph other students, as part of a bigger group, but never individually.

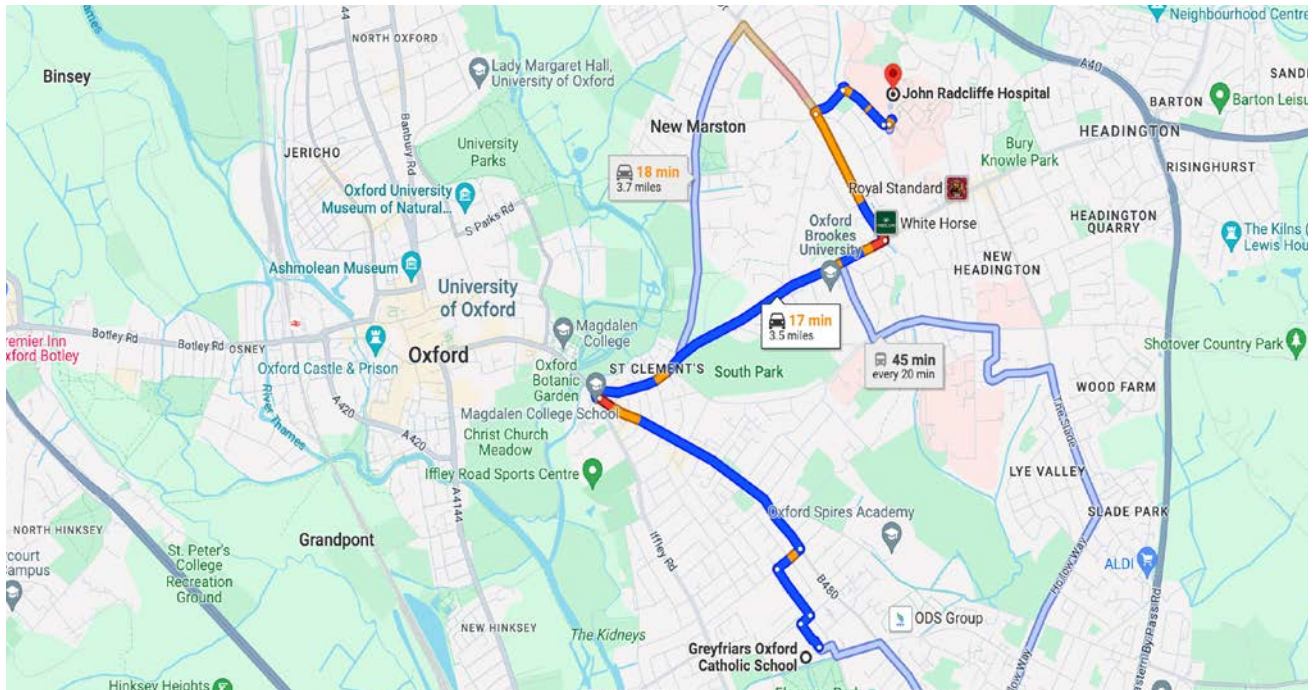
Greyfriars School Campus



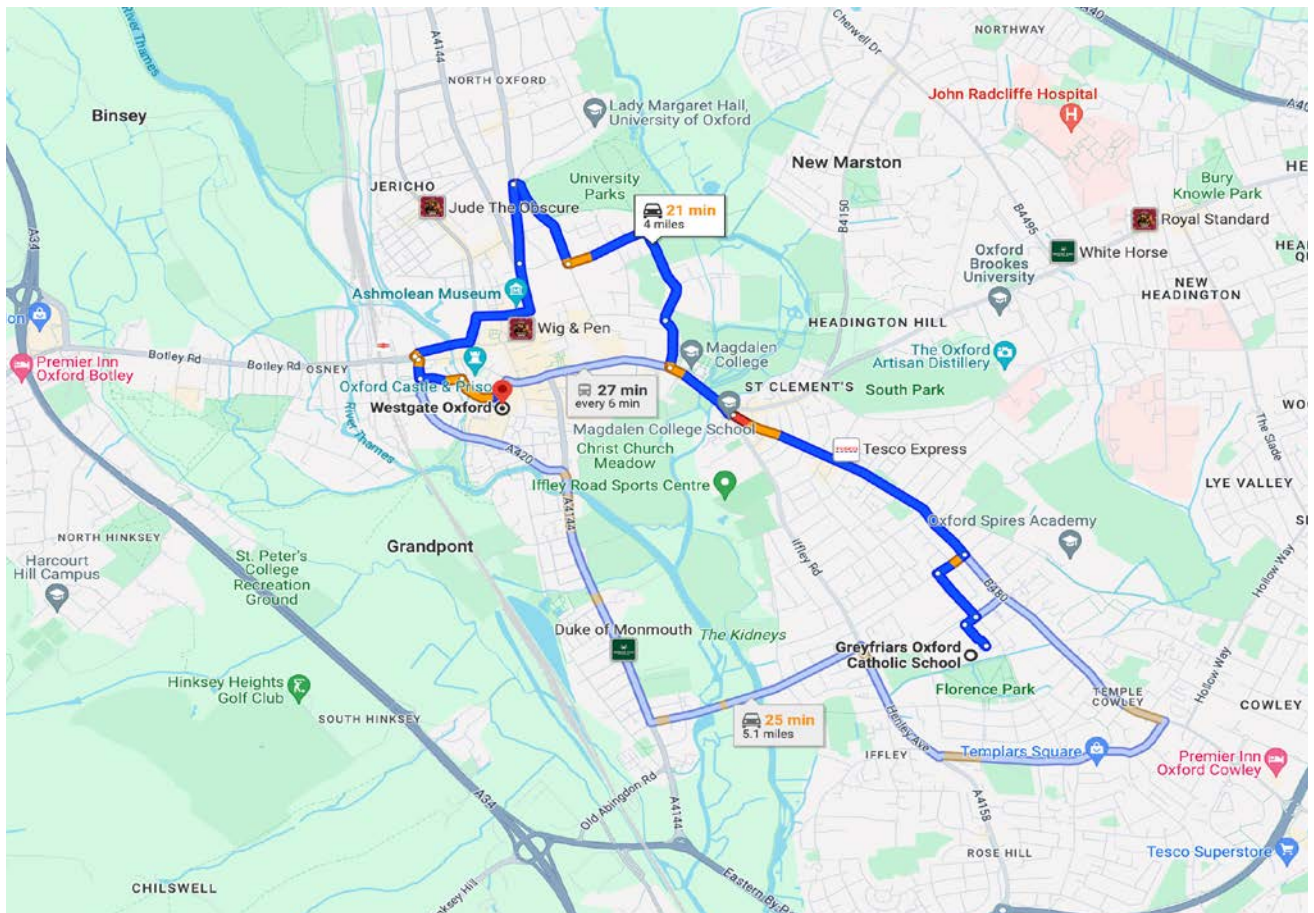
Map – to Nearest Supermarket (Sainsburys)



Map – to Nearest Hospital (John Radcliffe)



Map – to Oxford City Centre



Pre-Arrival Checklist

- ☐ Do you and your students have the 24 hour **emergency phone number saved to your phones?**
- ☐ Does Oxford Spires have all relevant and **up-to-date details** about your students (e.g. medical information, dietary requirements)?
- ☐ Have you read this handbook and do you understand the rules, your role, and your responsibilities?
- ☐ Have your students read the Student Handbook and do they understand the rules and what is expected of them?

Arrival Checklist

- ☐ Have all of your students made **contact with their families** at home to let them know they have arrived safely?
- ☐ Are you aware of the **fire safety** procedures at the school and at the residence? Are your students?
- ☐ Do you have the updated activity **timetable**?
- ☐ Does the Centre Manager have a **contact number** for you and do you have theirs?

Residence

- ☐ Do you have a copy of the room list for your students and do you know how to access their accommodation?
- ☐ Are all of your students wearing the wristband with the emergency number?
- ☐ Are you and your students aware of what to do if there is a problem in the night?
- ☐ Do you and your students know where to meet in the morning?



**We look forward to
seeing you soon!**



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