





Dear Group Leader

Welcome to Brighton Language College International. We are delighted that you and your students have chosen our school. We have an action-packed programme of fun and learning planned for you and your group, and we wish you a fantastic time here in the UK. To ensure you get the best out of your time here with us, please read the following information carefully and do let us know if you have any further questions. Our staff are here to help you.

Best wishes

Gary Charles Farmer - BLC International Centre Director

Our staff:

Gary Charles Farmer	Centre Director
Nic Roe	Sales Director
Mark Rayfield	Director of Studies
Max Bicker	Activities Manager
Ruth Afrane-Kesey	Student Accommodation Officer
Jarrel Brown	Student Accommodation Officer
Antonio Rodrigues	Finance Officer
Nelson Tang	IAC / Transfer Coordinator
Carl Gatting	Caretaker
Yaroslav Kudriavstev	Academic Administrator
Joshua Duffy	Student Services Manager
Clara Borg	Student Services Coordinator
Luke Kramer	Welfare Officer (DSL) / HR Administrator

Your role as a Group Leader

We understand the responsibility of taking a group of young students to a foreign country, and we aim to support one another and share this responsibility with you.

We value your advice and suggestions, and we will respond quickly and effectively to your comments. The safety, well-being and happiness of your students are our prime concerns. Should there be any issues, we will need to depend on your co-operation with our team. We expect you to be present at all the activities as well as at lunchtimes and always easily contactable. These are the times when students often need assistance from you and our team are

always available to answer questions and advise. Please feel free to air and discuss any issues you may have. Our aim and responsibility is to ensure the well-being and happiness of all the students at BLC International. We want them to have the best learning experience possible. However, this can only happen if everyone concerned works together, supports one another, and understands and abides by our rules. What follows is a brief outline of the most important points; you will naturally have the opportunity to discuss these in more detail upon your arrival.

Information We Need Before You Arrive:

- Students' mobile phone numbers
- Health information and dietary requirements
- Flight details (arrival and departure)
- Name and phone number of emergency contacts
- Parental Consent Forms

Website and Course Guides

Please visit our **Family & Junior Course Guide** to familiarise yourself with our school.

Summary of Main Responsibilities

Lessons and Activities

- Accompany and assist your students on their first day.
- Be present at the school before all classes.
- Attend all activities and trips to supervise students.
- Help us ensure your students are present and punctual to all their classes and activities.
- Help us make sure students do not disturb other classes at break times.
- Encourage students to speak English at all times.
- Assist us in disciplinary matters.
- Communicate
- Provide the Student Services Manager with a working mobile contact number.
- Keep your mobile phone switched on at all times.
- Attend any meetings with the management staff.
- Be available to meet the team on issues which may arise with your students.

Care of Your Group

- Adhere to the Safeguarding Policy.
- Make sure you know where your students are always.
- Assist with counselling students on problems regarding issues such as homesickness, relationships with other students and academic problems.
- Make sure your students understand UK laws and that they must follow them. We take incidents relating to drinking alcohol, theft and taking illegal drugs very seriously.
- Help your students with cultural issues. Some things will be different to their home country. Help us to explain it's not better or worse, just different.
- Pass on to the relevant Department Manager any justified and genuine complaints from students. We will try our best to rectify the problem quickly. At these times, whilst we understand and sympathise with their anxiety, we also greatly appreciate your patience and understanding.

At the Airport

All information regarding your group transfers will have been communicated before your arrival, please contact the school on your arrival if you have any difficulties following the instructions.

Homestays

BLC International team members and the homestays will meet you and your students at the meet and greet point in front of our school on arrival in Brighton. Students will be given their bus passes, ID cards and schedules on arrival, and on the first morning, the host will help the students to school showing them where to catch the bus.

Money & Valuables

Please be aware that we are unable to offer you a safe for your valuable possessions such as passports, tickets, and pocket money. The most convenient and safest way to carry money is to have a credit, debit or prepaid card. We recommend bringing around £50-£75 pocket money per week. Please assist us in helping to remind students to look after their valuables.

Wi-Fi

Free Wi-Fi is available on site – domain BLC – password BLC123456

Online Placement Test

All students must complete the online placement test at least one week prior to arrival. If students have not completed the test, then on the first day of lessons, they will need to complete a paper test and will miss the start of class, joining class later that morning.

1st Day

On their first day, students are expected to be at school 15 minutes before class start times. The Centre Director and Sales Director will meet you and your groups on the door and our team will guide you to classrooms and be on hand to deal with any pressing matters. During the first lesson our team will visit the classroom for a brief orientation, introduction to key team members and confirmation of their activity schedules.

Group Leader orientation is at 09:30 in the staff lounge on the 1st floor where you will meet key team members and are able to ask any questions as we explain schedules and support mechanisms for your group.

Our Junior Syllabus

We have created a syllabus especially for our junior courses. It is designed to be challenging, fun and relevant to the age range. It is also designed to facilitate communication and friendship in the classroom. As such, there is a focus on speaking and listening, but students will also practise reading and writing skills, vocabulary, grammar, and pronunciation.

Placement & Class changes

If you or students have any concerns that they have been placed incorrectly please contact the Academic team on the first day of class, we aim to make any changes on Tuesday of that week. Requests to move after this date will be made on the following Monday. Please support the Academic team and please do not promise to move students directly with them, also we do not move students without a genuine reason to move.



Timetable & Zigzag

During Spring and Summer, we have a 'zigzag' system. This means one week you will have morning lessons and the following week afternoon lessons. Each week we will provide you and your students with a timetable. Students should also check the noticeboard at the start of every week to see which class they are in.

Fun, Educational & Communicative

Our activities programmes are exciting and varied. They are designed to be both fun and educational, and to encourage communication. All programmes consist of daytime activities, evening activities and trips, all of which are led and supervised by our Activity Leaders. Your presence is also important during all these events. This is especially true when we move the group from one place to another, either by bus, train, coach or on foot.

Excursions

Our full-day and half-day excursions will usually consist of a walking tour by our Activity Leaders plus some limited free time. On certain excursions, entrances are included too - see the timetable for details. On each trip, our Activity Leaders will bring to life the sights of the city with interesting stories and facts. For all trips, the ratio of students to leaders will be no more than 20:1. Please refer to our **Child Supervision Policy**

Arrangements for supervision outside the scheduled programme

Students, dependent on their age, are allowed limited unsupervised leisure time in pre-defined areas of the city centre between and outside of their scheduled class and activity hours. Students must stay in groups of at least four during their free time and should immediately return to the designated meeting point Old Steine Fountain or their host families once that time is over.

Students are permitted to spend their limited leisure time in the following areas of central Brighton:

CHURCHILL SQUARE / NORTH ST / OLD STEINE / ROYAL PAVILION GARDENS / BRIGHTON PALACE PIER

Curfews

Students must return to their host families at night before their scheduled curfew times: 13-15 yrs – 21:00 / 16-17 yrs – 22:00

Spot checks will be carried out ensure that students are adhering to their scheduled curfew times. Spot checks to be logged internally.

Homestays

Living in a homestay can be a valuable experience for students. The big advantage is the opportunity to live in an English-speaking environment. All our hosts have been personally approved by the school and are regularly inspected. Many students stay in touch with their hosts long after they have returned home. We have provided the following guide for students to help ensure the homestay accommodation is a success for all involved.

Students must respect the host family's rules, communicate, and try to speak as much as possible. Students must keep to the house rules and try to fit in with the family's lifestyle.

- Students must put the host's phone number and address on their mobile phones.
- Students must give the host their phone number.
- It is very important that students contact their hosts if they are going to be late or not be home for dinner
- If there is no evening activity, students should return home and spend the evening with their hosts.
- Say 'PLEASE' and 'THANK YOU'.
- If you have any questions or concerns about your students' homestays, please talk to us.
- Hosts will provide breakfast, evening meal and a packed lunch when required.
- Remember that English food is different. Please encourage students to try it before saying no.
- Students should offer to help with clearing the table or washing up. It builds a good relationship.
- Make sure students know the bathroom arrangements and respect other people in the house
- Always flush the toilet after use. Use the bin for sanitary towels, cotton wool etc.
- Families will wash clothes once a week, but they are not expected to iron.
- Students should keep their bedrooms tidy.
- Students must pay for any damage caused to the house.
- Students should not invite friends to the house without the host's permission.

Travelling to/from the school

Homestay students will be given a bus pass on arrival, which will be valid for their first week. Further passes will be provided every Friday and are valid from Monday to Sunday. Students need to keep their bus passes as if they lose theirs, they will have to pay for new tickets. Please also refer to our travel risk assessments [here](#).

Please ask students to install Google Maps and/or the Brighton and Hove Buses App on their phones

On the first morning, hosts will show students where to catch the bus to and from the school, and will provide them with information about bus numbers, destinations, and times. Students go home immediately after evening activities. Our Activity Leaders will accompany you and your students to the bus stops on the first day.

Mealtimes

During summer season BLCI provides a hot lunch on lesson days at the University of Brighton City Centre Campus. Outside of these dates hosts provide packed lunches. The host will also provide them with a packed lunch for the full-day trips. Breakfast and dinner will be provided by the host families every day.

Welfare of Homestay Students

Our homestay hosts make a great effort to make students feel comfortable and at home. At the same time, staying in a new country can be daunting for some students. In this case, it often takes just simple reassurance and a day or two for students to settle in. Encourage them to speak to their homestay host if there are any issues. In cases where the relationship is not working well, we will quickly investigate both sides of the story and change the homestay where necessary.

Homestays are 20 – 50 minutes away from the school. Distance from the homestay to the school will not be considered an adequate reason for changing. We will take care to ensure that both students and families are well-informed about the Activities Programme, especially meeting points and departure and arrival times. Students will also be given detailed information about their buses (bus numbers, the location of bus stops in the city centre and near their houses, times of the last buses etc).

Allergies & Dietary Requirements

It is very important that you inform us of any food allergies or dietary requirements at the time of booking. If a student requires a coeliac or lactose-free diet in homestay accommodation, an additional fee will apply. Failure to inform us in advance will incur a fee to be paid at school, any changes made to a homestay due to an undisclosed allergy will be at your expense.

Illness or Injury

Please report any illness or injury to a member of staff immediately and you will be referred to our Welfare Officer. They will decide whether any further action needs to be taken. The first course of action will usually be to call NHS 111. This is a helpline with trained doctors and nurses who can assess the seriousness of the condition. Any illnesses and accidents will be recorded. Any student who has missed class due to illness will not normally be permitted to attend the activities scheduled around their absence.

Medication

Although the school can provide basic first aid and has a duty to safeguard the health and safety of everyone at the centre, we are not allowed by law to take responsibility for administering any medication, including aspirin and cough medicine. The reason is simply that giving any medication to an individual could be life-threatening if they are allergic to it. If any of your students are on medication or have allergies, we require full details including instructions on how the medication is to be administered and a letter of consent signed by the parents. It is vital that a UK doctor can understand immediately the nature of the case and the medication being taken.

Welfare Officer & Designated Safeguarding Lead

The safety and wellbeing of all students is our top priority. As such, BLC International has a Welfare Officer & Designated Safeguarding Lead (DSL) Luke Kramer. They will be introduced to you at induction.

Emergency and Critical Incident Procedures

In the event of an emergency on site please speak to the reception team, on activity to the senior activity leader in attendance and for all other matters outside of BLC monitored activities please call the out of hours phone.

Evacuation procedures, designated staff and our first aiders will be explained to you in your initial orientation on day 1.

BLCI has guidance on procedures in the event of a critical incident or emergency. By their nature, emergencies are usually unexpected and can therefore be stressful. However, knowledge of what to do beforehand can mitigate the trauma of being caught up in one. Please make yourself familiar with the emergency and critical incident guidance [here](#)

Our Discipline Policy

Our priority is to provide a safe, friendly, and caring place to study, offering the best conditions for learning. By working closely with our management staff, Group Leaders can set a tone of respect and care that the students can emulate. It is very important to us that everyone at the school behaves respectfully towards each other and towards the school buildings and facilities. This includes when in homestay, in class and on activities. Students who misbehave may be:

- reported to the Centre Director
- asked to leave their class
- excluded from classes and/or activities

In extreme cases, BLCI may inform the agent/parent(s) and the student may be sent home at the expense of their parents. This would be imposed in the event of a serious incident involving theft, racism, violence, law breaking or abuse, either physical or verbal, of any description. In this extreme case, you would be responsible for making sure that the student has a flight ticket and gets to the airport. Please also refer to our **Dealing with Abusive Behaviour Policy**

Attendance & Punctuality Policy

100% attendance is expected for lessons and activities. We deal with lateness and absence in line with our policy. Please refer to our **Attendance Policy**

Complaints Procedure

If you wish to make a complaint, please refer to our **Complaints Procedure**

Safeguarding

BLC International has a duty to safeguard all children in its care. We will do this by:

- Making sure our staff are carefully selected
- Providing appropriate training for staff in issues of child protection
- Taking all reasonable steps to ensure the health, safety and welfare of any child or vulnerable adult in contact with BLC International
- Taking all reasonable steps to prevent any staff member, person working for us or member of the public from putting any child in a situation where there is unreasonable risk to their health and safety
- Taking all reasonable steps to prevent any staff member, person working for us or member of the public from physically, emotionally, or sexually abusing any child or vulnerable adult
- Reporting to the appropriate manager any evidence or reasonable suspicion that a child or vulnerable adult has been physically, emotionally, or sexually abused in contact with BLCI
- Referring to statutory authorities any incidents of this nature reported to senior staff
- Implementing this policy in conjunction with the health and safety guidelines
- Ensuring that all visitors and interested parties are aware of this policy and have access to copies

Please also refer to our **Safeguarding Policy**

Other Policies

We encourage you to read our school policies, which you can find on our website **here**

