



Group Leader Guidebook



Welcome to the Oxford International Year–Round Language School!

Who are Oxford International?

We are a unique British Council-accredited education provider. Oxford International Education Group was founded in 1991 as ISIS Education and Travel by David Brown and Robert Darell. Unable to source any financial support from the banks, the founders turned to the Prince's Trust. The Trust offered a £5,000 loan, as well as two mentors to help see the business through the first 18 months. Oxford International has grown to be one of the top 10 businesses sponsored by the Trust and remains closely associated with it today.



Our Values

Our Core Values are at the heart of our business. They define who we are and how we work, and guide how we interact with each other and with other stakeholders. They're our DNA.

INTEGRITY: We build relationships through trust, honesty and respect.

PASSION & PRIDE: We love what we do and strive for excellence.

CARE: We put our students and their goals at the heart of everything we do.

CREATIVITY: We are not afraid to be different and we celebrate innovation.

Oh, and we believe that a **SMILE** goes a long way...

About our London Greenwich School

Situated by the River Thames in South East London, Maritime Greenwich is a World Heritage Site in the Royal Borough of Greenwich. It is famous for such historic landmarks as the National Maritime Museum, the Royal Observatory (home of Greenwich Mean Time and the Meridian Line), and the inspirational architecture of Nicholas Hawksmoor and Sir Christopher Wren at the Old Royal Naval College.

Very close to Central London—with Cannon Street only 10 minutes away by train—Greenwich is also a place of contrasts. From the awe-inspiring architecture of the Queen's House and the bustling world-famous Greenwich market, to the tranquil open spaces of Greenwich Park and breath-taking views across the river, Greenwich has it all.

At OIEG Greenwich, our aim is to provide young students from all over the world with a safe, fun, friendly and structured environment where they can improve their knowledge of the English Language whilst experiencing first-hand some of the UK's best cultural heritage.

We are dedicated to making your stay here with us a truly enjoyable and memorable one. This handbook contains useful information about the centre, structures in place and the people who can help answer your questions.



Principal's Welcome

First of all, I would like to thank you for choosing to stay and study with us here at Oxford International London Greenwich. We are confident that you and your students will have a fantastic time here in London, and we are here to help make sure that everyone leaves happy, safe and with some great memories.

I will meet you when you arrive at the school in Greenwich so that I can introduce you to our wonderful team of Mariam (lessons), Carmine (activities, travel cards, excursions) and David (welfare and homestay). In the meantime, please take a moment to look through this pack and talk with your Activity Leader.

We are really excited by our Juniors and Groups programmes here at Oxford International Greenwich. Since I arrived at the school in 2011, we have been constantly working to improve our services both inside and outside of the classroom, to deliver innovative, exciting and relevant programmes for our students. We appreciate any comments and feedback that can help us continue in this quest, so please come in and let us know how you are getting on while you are with us. We are here to listen and to help!

Thank you again for choosing Oxford International Greenwich. We look forward to meeting you when you arrive at the school. If you have any immediate issues before then, please use the 24-hour Emergency Phone Number, where you can speak to either me or David.

See you soon!

Daniel Tourt



Important Arrival information

Transfer

Your group will be met at the airport by one of our Activity Leaders (ALs) who will welcome you to the UK and escort you to the school or the host families. They will be wearing a blue T-shirt with the Oxford International logo and carrying a red clipboard! The transfer time between Greenwich and Heathrow (LHR), as well as Gatwick (LGW), is approximately 1 hour and 30 minutes. From Stanstead (STN) the transfer time is approximately 1 hour.

Contact numbers

Group Leaders can request a mobile phone with a UK number, £5 credit and pre-loaded contact numbers including the emergency number.

Please call the emergency phone only when it is an emergency. Any general enquiries can be discussed during school hours (09:00—17:30).

School number: +44 (0)208 293 1188

Emergency number: +44 (0)750 193 5809

Travelcards

Travelcards requested prior to arrival will be included in the packs you receive when you arrive. Travelcards can be used on buses, the National Rail, and the Underground, Overground and DLR services.

Test

On the first day of lessons, the group will be given a placement test to assess the students' level of English and place them in appropriate classes.

Lanyards

Lanyards for students and GLs are included in the arrival packs. Please ensure that everyone in the group wears their lanyard whilst on the programme with us—at school and during activities.



Staff breakdown

School Principal

Welfare & Student Services

Senior Teacher Juniors

Senior Activity Leader

Teachers

Activity Leaders



Key Members of Staff

Principal : Daniel is responsible for the smooth running of the centre.

Senior Teacher (Juniors): Mariam is responsible for the Academic Programme. If you have questions about tuition, your students' assigned levels or the performance of any of the teachers, you should speak to Mariam.

Senior Activity Leader: Carmine is responsible for all aspects of the Activity Programme. You should meet with him regularly to ensure everything is going well with your programme. He will also be able to help arrange optional excursions and make additional bookings for you.

Welfare and Student Services: David is responsible for student welfare, safeguarding and accommodation issues.

Group Leader Guidance for Student Welfare

Pastoral Care

The pastoral care of every one of our students is paramount for us at OIEG, and we would appreciate your help in this regard wherever possible. At some time during their stay with us, your students might feel homesick or unhappy. Please inform us immediately of any such cases requiring attention/support.

Punctuality and attendance

Please help us to ensure that your students are on time for all activities and lessons.

Healthcare

We have trained First Aid staff at the school and very good links with the local doctors and hospitals. In case anyone in your group needs to see a doctor, it is advisable that you and an OIEG member of staff accompany the student, especially to help with communication.

Information

During your time with us, we will make every effort to communicate information to your students. However, you will also be receiving this information, so please ensure that this is passed on to, and understood by, your students.

Excursions

Oxford International has absolute responsibility for the students during excursions. However, it would help us greatly if you could support the ALs wherever possible. (More on *Excursions* below.)

GL Responsibilities

Who's who?



Daniel Tourt
School Principal



Carmine Perretta
Senior Activity Leader



Safeguarding

All students should expect to feel safe within the school environment, at their homestay family, and during activities. It is a moral duty and a legal requirement for us to respond to any concerns about the safety of students.

Oxford International is committed to:

- Ensuring that the welfare and safety of students is paramount at all times.
- Working in partnership with others in order to safeguard children.
- Taking action to identify and prevent abuse from happening.
- Responding appropriately when abuse has or is suspected to have occurred.
- Ensuring that the agreed Safeguarding Juniors procedures are followed at all times.
- Providing support, advice and resources to staff in responding to safeguarding juniors issues.
- Ensuring that there is a member of staff who is designated as the Safeguarding Lead at each centre.
- Ensuring that all employees who come in contact with juniors and vulnerable adults have a safeguarding check in line with the requirements of the Disclosure Barring Service.

Bullying

Oxford International does not tolerate bullying in any of its schools or centres. Bullying is a form of harassment. It may be characterised by offensive, intimidating, malicious or insulting behaviour, or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient. It may or may not be based, or may or may not appear to be based, on gender, race or any other specific factor.

If we suspect that any of your students are bullying other students, we will have a conversation with you about it. We may ask you to sit in a meeting with the school Principal and the student to address the issue. If we feel that the student's behaviour is unacceptable, the student will be excluded from the school and will have to return to his/her home country.

If you suspect that a student is being bullied, please notify a member of the management team immediately so that action can be taken.

School Policies

Please ensure that your students understand and abide by the following:

DO:

- Be on time for lessons.
- Respect all Oxford International staff, members of the public and other students.
- Put all rubbish in the bins and keep the school clean and tidy.
- Turn off your phone (not just change to silent mode) before entering the classroom.

DON'T:

- Smoke anywhere inside or near the front entrance or fire escape doors of the building.
- Stand in large groups outside the front of the school and block pavements or the road.
- Draw graffiti anywhere.
- Touch or play with any classroom equipment, especially the interactive white boards.



Academics

Our in-house syllabus, using materials developed by our Academics Team, is unique to OIEG. The lessons are designed to increase confidence, build on the natural enthusiasm that young learners already possess, and focus on their communicative capabilities. By following an integrated curriculum of topic-based lessons, collaborative projects, and real-life language focus, students are able to progress with the help of experienced, qualified, dynamic teachers. With already many years of experience delivering lessons to junior learners, our staff are constantly updating and improving lesson content in order to maximise the learning experience of each and every one of our students.

Classrooms

Most classes are likely to take place in external classrooms.

Security

There is always a member of staff at the reception from 8.30am to 5.30pm. Please make sure you and your students wear your lanyards at all times so that the reception team members can identify you.

What better way for your students to improve their English than by living with a host family! As well as experiencing the family's way of life, it is also a great opportunity for them to practise their communication skills in a friendly and comfortable environment.

Families in the UK may range from single-parent families to childless couples, to the more traditional family unit consisting of both parents and children. Whatever type of family your students will be staying with, they will certainly feel welcome and cared for.

We understand that there may be some cultural or personality differences, but we kindly ask that you and your students appreciate that England is a multicultural country with a range of nationalities,vcultural backgrounds and religions.

All of our host families are around 40-45minutes away from the school by public transport. Your students should have been told to bring a towel and toiletries (e.g., shampoo, soap, toothpaste, etc.) with them.

Meals will be provided by the host families, unless your group has organised otherwise. We will have passed on to the homestay families the group's dietary and health information as provided by your agent during the booking process. However, please ask your students to also tell their family about any dietary requirements they may have and any food they do not like. Please tell the students to discuss anything that they are unsure of with their homestay family (e.g., smoking, showering, using the phone, watching television, meal times).

Please advise your students to be sensible with their belongings. The school cannot take responsibility for any loss or damage.



Curfew times

The safety of your students is paramount. Please find below the curfew times we have set in line with British Council regulations. The homestay families have also been made aware of these policies. If you would like to have any evening activities outside of the agreed programme, please inform us first so that we in turn can advise the families. Please don't agree on anything with the families without first letting us know.

Under-16s	Not allowed out alone after dinner
16s and 17s	Can go out alone after dinner but need to be back home by 10pm

Programme information

Basic Programme (Lessons Only)

We are happy to book excursions onsite for any group on a basic programme. Please see our Optional Booklet for further information.

It would help us greatly if you could tell us on your first day at school what you would like to do and what you would like us to book for you. This will give us enough time to book excursions during busy periods, thus avoiding disappointment.



Full Programme

If you are on a full programme, please make sure any changes you wish to make are discussed with school staff at least a day prior to the activity.

On activities, you must be present at all times and under no circumstances are you to leave your group alone with our ALs. This is in case of any language difficulty whilst on excursions or in case one of your students falls ill.

You are responsible for the behaviour of your students at all times. Please respect the school staff and members of the public. Please ensure that your students are accompanied by an adult at all times.

Excursions

School Excursions

On booked excursions, an AL will be provided at a ratio of (max) 1:30 students per group.

The AL will provide the students with instructions in order to minimise possible risks and ensure that all the activities run smoothly.

You as the GL are also responsible for your group and it would be much appreciated if you could support the ALs during activities or excursions. This may be by translating instructions, helping students to cross roads or get on and off public transport, and ensuring that your students are at the meeting point on time.



Unscheduled Activities

Unscheduled activities arranged by GLs are not the responsibility of Oxford International or its centres/schools.

If you choose to take your group on an unscheduled activity outside of the Oxford International organised programme, you as the GL must take full responsibility for the welfare of your students.

If you plan to make an unscheduled excursion outside of the Oxford International programme, you must inform the Principal/Activity Manager/Centre Manager of the proposed excursion and other details, i.e., the destination, planned activity, scheduled departure time and scheduled return time.

If, whilst out on a programmed excursion, the GL asks to take your group on an unscheduled activity by yourself without an AL, a group cannot be split when out on a planned excursion. The AL must remind you of what time to meet, where the meeting point is, the recommended supervision ratios and the school emergency phone number. You are entirely responsible for the safety and welfare of

School contact details

Address: 259 Greenwich High Road, London, SE10 8NB

Phone Number: +44 (0)208 293 1188

Medical

University Hospital Lewisham: Lewisham High Street, London, SE13 6LH

+44 (0)20 8333 3000

New Cross Walk-In Centre: Suite 3, Waldron Health Centre, Amersham Vale, London, SE14 6LD

+44 (0)20 3049 2370

Guy's Hospital: Great Maze Pond, London, SE1 9RT

+44 (0)20 7188 7188

Banks

HSBC: 275 Greenwich High Road SE10 8NB

NatWest: 2 Greenwich Church Street SE10 9BQ

Lloyds: 6 Crescent Arcade SE10 9EJ

Barclays: 93 Lewisham High Street SE13 6BB

Travel in London

London has one of the most extensive, integrated travel systems in Europe—with underground trains, overground trains, the DLR, buses, taxis and even boats! Greenwich is just 10 minutes away from Cannon Street by train, with excellent links to all of Central London.

Travelcards can be used for unlimited travel on all forms of transport except boats and taxis in the London area. Zones 1-3 travelcards are standard for homestay groups.

Travelcards can be arranged before your arrival so that when you get here, you are ready to go. They are available as daily or weekly tickets. Alternatively, they can be purchased from all London train and underground stations. Please check *Transport for London* for any travel information:

Online: www.tfl.gov.uk

Telephone: +44 (0)20 7222 123

Pharmacy & Post office

The nearest Pharmacy and Post Office share the same building, which is right next to the main school.

261-267 Greenwich High Street, SE10 8NE

For more information or to join our online community, check us out on:

