

UK2Learn Summer Programme 2019

King Edward's School & Barrow Hill's School

Dear All,

Thank you for booking the **UK2Learn Summer Programme 2019**. We are very much looking forward to welcoming you to the UK.

Our programmes are carefully created to provide students with an engaging insight into British education and culture and to provide a truly unforgettable learning experience.

“Learn English, make friends and have fun with UK2Learn”

OUR GOALS – to deliver excellent learning opportunities to all participants. To increase the diversity of the participants by attracting students from wider range of countries

OUR VALUES – to provide a safe and happy environment for students to live and learn with UK2Learn

To ensure a smooth visit, we have put together a checklist to help with your travel preparation and to ensure you don't forget anything vital. We have also included medical information that should be read carefully.

At UK2Learn, students' safety, well-being, and enjoyment of our programmes is paramount. We are committed to providing the highest possible standards of care so that all children, whatever their age, culture, ability, gender, disability, language, racial origin, religious belief or sexual identity can participate in a fun and safe environment. We therefore ask you to respect our behavior policy, “Live and learn the UK2Learn Way”, on the following pages. The following pages also contain information about “How We Safeguard Your Children”. We ask that you read the information carefully and sign and return the forms as soon as possible to acknowledge your agreement.

In the meantime, if you have any questions, please do not hesitate to get in contact with a member of the UK2Learn team.

We wish you a safe journey to the UK and look forward to meeting you soon.

Best wishes,



Suzie Mackie
Principal
+44 7787 556963



Students on a UK2Learn Summer Programme

UK2Learn: Travel Checklist

To help you plan your trip to the UK, here's a checklist of items to remember:

Essential Items

- **Passports, tickets and money**

It is not necessary for you to hold any amount of cash on you when you are at school and you should be mindful that all items are left in your bedroom at your own risk. UK2Learn cannot be held responsible for any loss and therefore we advise that you hand larger amounts of money to the UK2Learn team so that it can be stored in the school safe alongside passports and important documents. Each room will have a safe to put your valuables in.

- **Medical insurance**

We recommend all overseas visitors purchase health and travel insurance prior to coming to the UK. If you are unwell during your stay, medical assistance is provided and most healthcare services in the UK are free to UK nationals and EU member states. Non-EU nationals are not entitled to free medical services. For detailed information on NHS entitlement please click the following link:

<https://www.hr.admin.cam.ac.uk/hr-services/relocating-uk/living-uk/healthcare/eligibility-nhs-treatment>

- **Prescription and non-prescription medicines**

You should not keep any medicines in your bedroom or bags (with the exception of asthma inhalers). All medicines should be given to Suzie Mackie, Alex Mackie or your Group Leader for safekeeping. We also need to know if you are taking any medication at the time of the course.

Clothing and Equipment: what to bring

- Casual clothing
- Underwear
- Comfortable footwear
- Nightwear
- Warm clothes
- Rainwear
- Sports clothing and footwear - for use in the sports hall and playing fields
- Swimming costume
- Wash bag & toiletries
- Towels (UK2Learn can provide bath towels, a £5 refundable deposit is required)
- Stationery (notebook, pens, pencils, colouring pencils)
- An adapter for use in the UK (UK2learn can provide these, a £5 refundable deposit is required)
- Small rucksack (for excursions)
- Students are encouraged to bring any suitable items or props for the talent show. For instance, dance clothing, magic sets, juggling balls or a particular song you need if you plan to perform a song

Medical Information

Health care in the UK is delivered by the NHS (National Health Service) with most services free at the point of use. The following NHS treatment is available to anyone, including visitors:

- Treatment in an emergency (but not follow up treatment)
- Treatment of certain communicable diseases
- Compulsory psychiatric treatment

Medical emergencies

If you need immediate medical assistance (e.g. because of an accident) telephone 999 – the call is free. An operator will ask you which emergency service you require: fire, police or ambulance. You will need to tell the emergency services what has happened and where you are. If someone is injured and needs to go to hospital an ambulance will arrive and take them to the nearest hospital with an Accident and Emergency department.

If you need urgent treatment but are well enough to travel please call Suzie or Alex Mackie immediately for assistance to get to the nearest Accident and Emergency Department.

EU Nationals

Foreign nations from EU member states can access the full range of NHS services on the same basis as a UK national. Please note that adults pay £8.80 per prescription and dentistry is not free.

Non EU nationals

Foreign nationals from non-EU countries have no automatic right to NHS healthcare. Students and visitors who are going to stay in the UK for less than 6 months would have to be seen as private patients and would have to pay for their treatment. It is therefore essential that you have medical insurance to pay for any private treatment.

Dentistry

Dentistry is one of the few NHS services where you will have to pay a contribution towards the cost of your care. The cost to consult an emergency dentist for treatment is £21.60 which covers examination, diagnosis and advice. Further treatment will incur additional charges.

Suzie Mackie and Alex Mackie have first aid training and are on call 24 hours a day, 7 days a week to deal with minor injuries and accidents. There are also a number of other staff first aid trained, they will be made aware to you during your induction. UK2Learn is also registered with a local Doctor and the main NHS hospital with an Accident & Emergency department is only a 30-minute drive away. Below are some useful medical details:

Doctor: Witley Surgery, Wheeler Lane, Witley, GU8 5QR	+44 1428 682218
Hospital: The Royal Surrey County Hospital, Egerton Rd, Guildford GU2 7XX	+44 1483 571122
Dentist: Witley Dental Practice, Roke Lane, Godalming, Surrey, GU8 5NA	+44 1428 683910

Valuables

Please note that whilst you are permitted to have mobile phones, laptops, mp3 players, cameras etc., we advise that expensive items are not brought to the school. If they are, they must be insured by your parents, as we are unable to accept responsibility for personal items which are lost or damaged for whatever reason. We ask that all students, group leaders and parents check with their insurance company prior to departure and ensure the relevant insurance documents are with them. There will be a safe in each bedroom.

Laundry

It is important that all clothing is marked clearly with your name and that it is suitable for washing in a washing machine and tumble dryer. All bed sheets, pillowcases and duvet covers will be washed once a week. You will have the opportunity to have your clothing washed once a week and the exact days will be given to you on arrival. UK2Learn cannot accept responsibility for clothing that is damaged in the washing machine or tumble dryer.

Snacks

UK2Learn no longer runs a specific tuck shop however at breacktimes mid-morning and mid-afternoon you will be provided with biscuits, juice, tea and coffee and fruit. After the evening activity UK2Learn will provide you with tea, coffee, hot chocolate, juice, bread, jam, butter, fruit and other snacks to eat before your bedtime.

Internet Use

There is Wi-Fi internet inside all the school buildings. During lessons, activities and after lights out you may not use your phones or personal devices. UK2learn has a policy to try and discourage students from using their phones during the day. The school Wi-Fi has parental controls and the Wi-Fi is automatically switched off at night.

Assessment

You will be assessed at the start of the course to establish your level of English. Initially you will be grouped by age and then after the assessment period you will be moved if it is likely to benefit you from studying at a higher or lower level. At the end of the course you will receive a certificate and a written report of your progress and achievements on the course. Medals are also given out for students that have performed particularly well in class, during Active English classes, sporting activities and within the whole camp and this is not always related to how good your English is but your overall contribution to the UK2Learn way.

Live and Learn the UK2Learn way

At UK2Learn, we show care and respect for each other and ourselves at all times so that we can all enjoy the experience of living and learning together.

We show respect for each other by:

- Being courteous and helpful
- Being aware of the health & safety of fellow students
- Being on time for lessons and activities
- Being ready and willing to join in with activities and make new friends
- Listening when we are being talked to
- Following the instructions of the staff
- Making a good contribution to the lessons
- Keeping yourselves clean and tidy and your rooms neat
- Taking care of the property of UK2learn
- Being kind and considerate to each other
- Not entering any other boarding house other than your own
- Not entering another bedroom without permission from all its occupants
- Not taking or borrowing anything which is not yours without the permission of the owner
- Not causing disturbances or unnecessary noise

We take care of ourselves by:

- Attending all lessons and activities and completing all homework
- Making healthy food choices and taking part in sports activities
- Not smoking, drinking alcohol or taking drugs
- Going to sleep after lights out
- Following advice to stay safe on-line, advice that will be given to you on the student induction
- Asking for help from any UK2learn staff member if you have any difficulties or uncertainties
- Staying with the group on outings and listening carefully to all instructions
- Never telling anyone outside of UK2learn the door security codes
- Never entering into areas of the school that are 'out of bounds'
- Not running around inside the school building
- Making sure to keep the noise level down and being respectful of others around you

Failure to live and learn the UK2learn way may result in disciplinary action. This may include, confiscation of mobile phones or other devices for a limited period, exclusion from activities, restrictions on freedoms, and financial penalties in the event of damage to property. In extreme case of non-compliance, you may be returned home.

The following section of the welcome letter is to provide peace of mind for you and your parents.

How do we safeguard your child/children?

How do we ensure your children's safety on arrival and departure?

Students who are travelling as part of a school group will be accompanied by their group leaders and will be met at the airport by a member of the UK2Learn team. A meeting point will be agreed for children and adults to go to should they become separated from the group during the transition. Group leaders will be provided with mobile telephone numbers for key UK2Learn staff members before their arrival. Student numbers will be checked at all transition points, and the coach will not leave until all the children and adults are accounted for.

Students travelling alone will be met by a UK2Learn member of staff. You must tell us in advance if your child is travelling alone or is not part of a school group. It is recommended that children under the age of 15 travel as 'unaccompanied minors'. This means they will be supervised by airport staff after they check in for their flights and will only be handed over to the nominated person, who will have to show identification, after the flight.

On arrival at the school, all students and adults are provided with a wristband that has the mobile number of a senior UK2Learn staff member. The individual mobile numbers of all course participants are recorded on arrival and kept secure on location at the school. These are also taken out on all excursions.

At the end of the course, a coach or minibus will collect the groups from the school. Students will be accompanied by their group leader and will remain the responsibility of their group leaders throughout the journey. Individual travellers will be taken to the airport by a member of UK2Learn staff and checked in for their flights. A member of staff on the journey will carry a risk assessment and any other relevant information with them.

How do we ensure your children's safety on trips and outings?

Prior to the outing, a thorough assessment of any risks is made in order to keep all participants safe. Student participants will wear wristbands at all times with the mobile number of the course manager. A list of all participants' mobile numbers, information about medical needs and emergency contact numbers will be carried by a UK2Learn staff member on the outing. A member of staff trained to deliver first aid will accompany each trip and a first aid kit will be on hand. The staffing ratio on trips and outings will be a maximum of 1 member of staff to a maximum of 6 students. Students will have a code of conduct and specific instructions for each outing that will be clearly understood.

Where will your children be living and learning?

On the UK2Learn Summer Programme there are two main sites. All accommodation will be at King Edward's School Witley (KES) and all EFL classes, Active English classes and Sport will be held at Barrow Hill's School Witley (BH). On arrival at KES all students, group leaders and parents are given a tour and an induction. They will know what to do in the event of fire and where the fire exits are and where to assemble for the roll call. On the first day at Barrow Hills the same procedure will take place. There will be a practice fire alarm in the first week of the programme to ensure that everyone is clear about what needs to be done in the event of a fire or emergency. They will be introduced to the First Aider and they will be told what to do if they have an accident or feel ill. They will be shown the areas that are out of bounds and how to keep the school houses safe from intruders by using the key codes.

How will we keep your children safe and secure?

On arrival at the school all students, group leaders and parents are given a tour and an induction. They will know what to do in the event of fire and where the fire exits are and where to assemble for the roll call. On the first day there will be a

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practice fire alarm to ensure that everyone is clear about what needs to be done in the event of a fire or emergency. They will be introduced to the First Aider and they will be told what to do if they have an accident or feel ill. They will be shown the areas that are out of bounds and how to keep the school houses safe from intruders by using the key codes.

What will your children eat?

Children and adults eat together in the dining hall and will be offered cooked and continental breakfast, cooked lunch and cooked dinner. UK2Learn no longer runs a specific tuck shop however at breaktimes you will be provided with biscuits, juice, tea and coffee. After the evening activity UK2Learn will provide you with tea, coffee, hot chocolate, juice, bread, jam, butter, fruit and other snacks to eat before your bedtime. UK2Learn is able to cater for all dietary and religious requirements but must be told in advance.

On trips and outings, the catering staff provide packed lunches. We provide healthy meals and cater for special dietary needs. Please notify us in advance of your child's arrival of any special dietary or health requirements.

Where will your children sleep?

Children will sleep in boarding houses, in rooms with a single bed, 2 beds or 4 beds. The majority of rooms have 2 or 4 beds, and we do our best to accommodate personal sharing preferences.

Girls and boys are in different buildings but share the ground floor activity area. Girls and boys are not allowed into each other's boarding houses. Each night careful checks are made to account for each student, and to make sure all students are in the correct beds and rooms. There will be around 4 members of staff in each boarding house, with male and female staff in the boys' house and female staff in the girls' houses. The boarding houses are securely locked at night and the windows have safety latches limiting the opening space but still allowing for fresh air. Buildings are locked and students have a security code or fob so access is limited to the residents of each boarding house. Fire doors allow for emergency escape from the building, and fire and safety procedures are rehearsed on arrival during induction.

Students 10 years and over must go upstairs at 21:30 and be in their rooms by 21:45. Younger students will go upstairs at 21:00 and their lights must be off 21:30. The school Wi-Fi is automatically turned off at 22:00. Students are allowed to keep phones with them at all times but they should not use them during sleeping times or lesson/activity times. If students use their phones after bed-time they may have them confiscated to ensure they get a good night's sleep.

Who will care for your children?

All staff and adults involved with this program will have a duty to safeguard the children.

All UK2Learn teachers are qualified to teach English as a Second Language and will have a degree or equivalent level of higher education. Activity coordinators are well educated and practitioners will have a subject specialism such as drama, art, film-making or photography.

Group leaders accompanying students from their own schools will have a duty of responsibility for the children in their care but UK2Learn will hold overall responsibility from arrival until the beginning of the homeward journey.

It is important that all reasonable steps are taken to prevent unsuitable people from working with children. All staff will hold current DBS (Disclosure and Barring Service) checks to prove they have no criminal convictions that should prevent them from working with under 18's. They will produce work and character references that confirm their suitability to work with children. They will produce the original copies of their qualifications and passports to prove their identities. All gaps in work histories will have been satisfactorily explained. Visiting group leaders will have been police checked in their countries of origin and will be asked to provide evidence of their suitability to work with children.

How will you children be kept safe on-line?

Every precaution is taken to prevent children accessing unsuitable websites. The school Wi-Fi has parental controls and the Wi-Fi is switched off at night. Students' personal devices, mobile phones, iPads, laptops etc. are subject to supervision and spot checks by staff. During induction, students will be warned against online communication with people they do not know and the dangers of establishing contact with them. We actively discourage the excessive use of the internet and texting in favour of practising language skills and socialising with others on the program.

How will your children travel?

Children arriving in groups will be collected by coach. Drivers are DBS checked, and all coaches are fitted with seatbelts. The journey from the airport to the school is about 1 hour. Organised trips and outings involve around 1 hour of coach travel each way unless there are exceptional traffic delays. Children travelling independently will be collected and returned to the airport by car with a UK2Learn member of staff who will be a fully insured and experienced driver.

How do we build and protect good, trusting relationships between our staff and all participants on our programmes?

Our aim is that all participants and staff on our courses have a fun and rewarding experience. Students will learn English through formal lessons, play and activities and staff will protect, support and facilitate the learning experience of the students. In order for these relationships to be successful and for all parties to feel safe, students must follow the code of conduct given to them at the start of the course and all staff must participate in our pre-course training and induction sessions and abide by the staff code of conduct.

What to do if you have a complaint

If a child, parent or Group Leader would like to make a complaint, they need to speak to Suzie or Alex Mackie as soon as possible and we will endeavor to solve the problem quickly but if you are not satisfied, the complaint needs to be put in writing to Suzie Mackie within 28 days from the end of course.

24 Hour Emergency Telephone Numbers

If you need to contact UK2Learn in an emergency you can call any of the numbers below

Suzie Mackie: +44 79178 20033
Alex Mackie: +44 79178 20033
UK2Learn Office Mobile: +44 77869 34555

CODE OF CONDUCT
UK2LEARN SUMMER PROGRAMME 2019

I have read and understood the above;

Name of Student:

Signature:

Date:

Name of Parent/Guardian:

Signature:

Date:
