



GROUP LEADER INFORMATION, 2018

Dear Colleague,

Welcome to Oxford. We hope you and your students will have a wonderful time in this historic centre of education. We look forward to a good relationship with you and aim to deal with any problems or queries you might have quickly and efficiently. Please feel free to pop in and have a chat with us at any time.

Group leaders are an integral part of the success of any programme, as they help the students adapt to the new environment and help them benefit from a variety of experiences on offer. Several of our staff have been group leaders in the past and we fully appreciate how challenging a task it can be. We will try to help you as much as possible.

You will find the *Pre-arrival Info for Group Leaders* **starting on page 3** of this 'letter'. We would be grateful if you could familiarise yourself with its contents and explain or translate any areas that your students may have difficulty with.

We often find that students are surprised that England is a modern, ethnically-mixed society. This often influences the culture and food of host family accommodation. Please inform the students at a 'pre-departure orientation meeting' that they are as likely to get pasta as roast beef, or cornflakes instead of bacon and eggs. Indeed, according to recent surveys, the number one British meal is no longer fish and chips but curry! This, of course, is part of Britain's heritage from the imperial past, when India was ruled by Britain.

Whilst you are accompanying students to Oxford, we will expect you to participate in the social activities and to supervise the students during excursions. Please let us know well in advance if there are likely to be any periods, other than during classes, when you think you will not be able to accompany the students. We can discuss this with you.

We require that group leaders carry a mobile phone with them during their stay at CIE Oxford. Please provide the school with details of your phone number at the earliest possible date. If you need to speak to anyone at the school urgently, please call the 24 hour emergency number: **+44 7963 905 355**. We can also be reached, during normal office hours, on **+44 (0)1865 202 238**.

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IN SIMPLE TERMS ...

For every ten (10) students, there will be a free space for one leader. CIE are happy to offer each of these leaders:

- free lessons at their level (*if* classes exist at their level).
- free single rooms in a host family (this will be recalculated if the group is less than 10).
- free activities during the week (accompanying their students).
- free excursions at the weekend (accompanying their students).

In return (and in addition to the duties mentioned in the letter above) we ask that the leaders:

- remain in charge of the group at all times (this may include assisting CIE group leaders with control and/or discipline of the group).
 - This also means being at the school premises before lessons start and finish (before 9 o'clock and 12:30/before 13:30 and 15:45), making sure all their students are safe before and after school. If not all their students arrive, they will inform the Director of Studies, who will then inform the teacher.
- promote good practice regarding the safeguarding of children by following the guidance in our policy on safeguarding. <http://cie-oxford.com/our-language-school/our-policies/#06>

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- In the unlikely event of an emergency (e.g. students have an accident), group leaders will be with the students at all times, even if it includes spending the night at the hospital.
 - If your group has more than **one** leader per 10 students, the rest of leaders will have to inform CIE if they are attending any of the activities three (3) weeks in advance in order for CIE to book spaces on each activity. Unfortunately, failure to do so will result in not having a space on said activities.

We look forward to welcoming you to Oxford in the near future.

Yours sincerely,

THE CIE Oxford TEAM

PRE-ARRIVAL INFORMATION FOR GROUP LEADERS

CIE is looking forward to welcoming you at the school. To follow is some useful information which will help you prepare for your stay and ensure you get the most out of your time in oxford.

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* Information specifically for under-18s

PRE-ARRIVAL INFORMATION

ENROLMENT FORMS

We will send you enrolment forms before you arrive. Please ensure that these is completed by each student and sent back to us before you arrive. This should contain all the necessary information about the student regarding their stay at CIE.

PASSPORT COPIES

Please provide a photocopy of each student's passport (and visa stamp if applicable) either before you arrive or on your first day at CIE.

TESTING

Please make sure all students have been tested before they arrive at CIE and arranged into different levels. We can provide a copy of our placement test if you require it.

CONTACT DETAILS

Please provide us with your number, all of the other leader's mobile numbers and all the student's mobile numbers in case of any emergencies which may arise.

WHAT YOU SHOULD ADVISE STUDENTS TO BRING

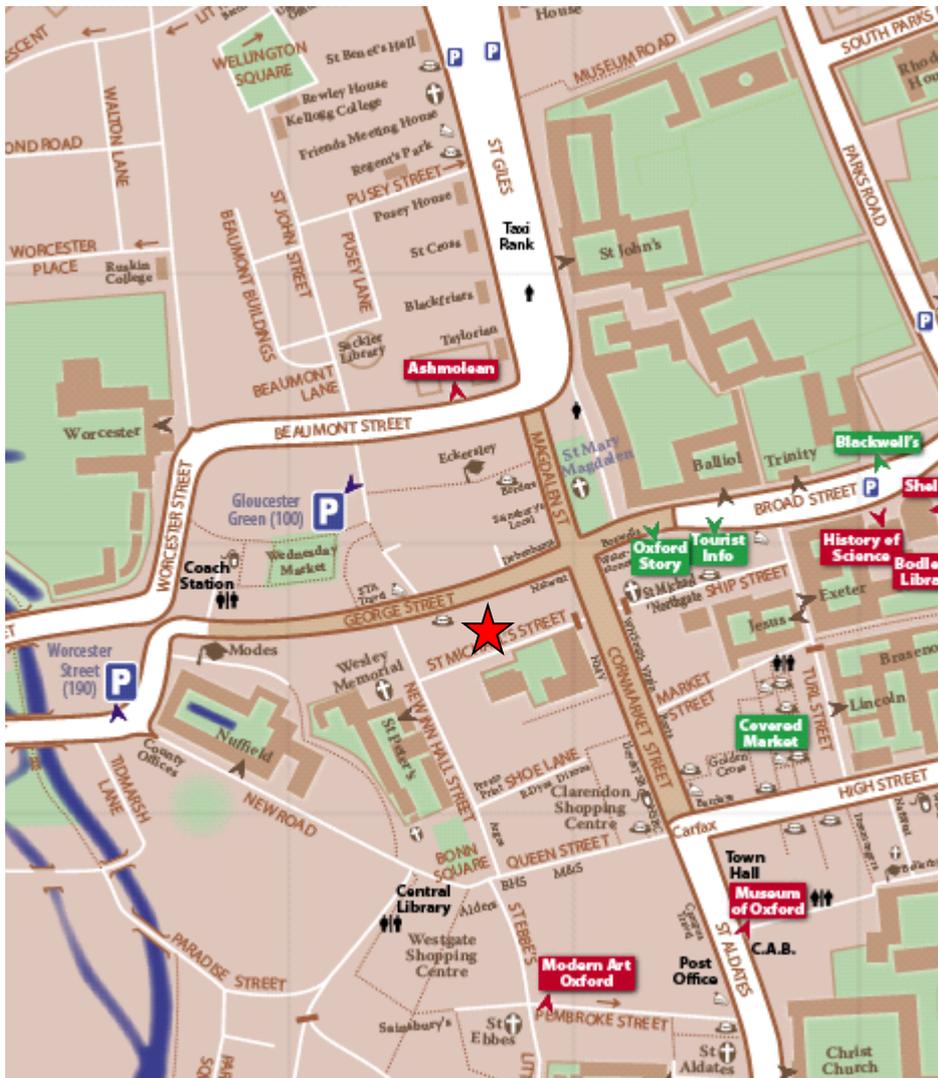
- ☺ Passport
- ☺ Medical Insurance
- ☺ Appropriate clothing for all weather, including raincoats!
- ☺ Dictionary & any other study aids
- ☺ Enough cash for their first few days in Oxford

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ARRIVAL INFORMATION

FINDING CIE

We are located in the centre of Oxford at
Bocardo House,
24b St Michael's St,
OX1 2EB



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HOW TO GET TO OXFORD

Oxford is easily accessible from London and its airports. There is a train service from London Paddington to Oxford that takes about 60 minutes. There are also two bus companies that operate regular services from various stops in London; this journey takes about 100 minutes. For more information please look at the following websites:

Trains

www.nationalrail.co.uk

Buses

from Central London

www.oxfordtube.com

www.oxfordbus.co.uk

from Heathrow & Gatwick

www.oxfordbus.co.uk

from Stansted

www.nationalexpress.com

CIE can arrange airport transfers if requested.

IMPORTANT PHONE NUMBERS

CIE Office - for general enquiries during office hours (9am-5pm on weekdays), or if students are going to be absent from or late for a lesson.

01865 202238

Emergency number - for emergencies only (including accommodation emergencies), in the evening or at the weekend.

07963 905355

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SCHOOL ARRANGEMENTS

DAILY TIMETABLE (unless otherwise arranged)

9.00am to 10.00am	Morning Class 1
10.15am to 11.15am	Morning Class 2
11.30am to 12.30pm	<i>Morning Class 3</i>
14.00pm to 4.00pm	Afternoon activities
5pm	School closes

*In the summers, lessons for students aged 15+ normally take place at Lady Margaret Hall, University of Oxford or elsewhere outside Bocardo House, such as the Oxford Union or one of the other world-renowned Oxford University colleges. Bocardo House is the main site for our English classes for junior students and young learners. 15 year olds will be taught in the same classes as other 16+ students (average age is 17/18 year olds) either in Bocardo House or at another of our summer campuses.

CERTIFICATES

At the end of the student's course they will be awarded a certificate to show that they have successfully completed the course. Students that do not attend at least 75% of their lessons will not qualify for a certificate

STUDY VISAS

If students are visiting the UK on a student visa, they must attend lessons. If they stop attending lessons, the school is obliged to inform the home office, which might result in them losing their visa and having to leave the country.

Some international students are required to register their stay with the police within seven days of their arrival. The stamp in your passport will tell you whether or not you need to register. You and your students should take your passport, two photographs and £34 registration fee to the police station at St Aldates, OX1 1SZ. Telephone: 0845 8 505 505

COMPUTERS & PRIVATE STUDY

There are 3 computers and 9 laptops available for student use and limited space for private study at CIE. We therefore recommend you use the public library, a short walk away from the college, if you need a quiet area to study in or need to use computers for extended periods of time.

POLICIES AND PROCEDURES

*UNDER 18'S SUPERVISION

Students are expected to go straight home after school unless the host family agrees otherwise, with the conditions that:

1. Students tell the host family **who** you will be with
2. Students tell the host family **where** you will be
3. Students must be back by the curfew or earlier if the host family prefers

	14 yr. & under weekdays	14 yr. & under weekends	15-16 yr. weekdays	15-16 yr. weekends	17 yr. weekdays	17 yr. weekends
British summer	5.30pm	5.30pm	9pm	10pm	10pm	11pm
British winter	4.30pm	4.30pm	6pm	10pm	10pm	11pm

NB. Students are expected to be at home at meal times unless they have made an alternative arrangement with the host family

Our policies can be found on our website www.cie-oxford.com by looking in the 'About us' drop-down menu, or go directly to this page: <http://www.cie-oxford.com/aboutus/policies.html>

COMPLAINTS PROCEDURE

If you have a problem or complaint you should speak to a member of the administration staff, or if it relates to host family accommodation, speak to the Accommodation Officer. You may also speak to our external counsellor if you wish to speak to someone outside the school. Please complete a complaint form. All complaints will be investigated fully and will be handled sensitively and with confidentiality.

DISCIPLINARY PROCEDURE

If a student does not follow the school guidelines the student will receive a verbal warning, this will be followed by a written warning and if the student still does not change they will be asked to leave. **With specific reference to "absenteeism and lateness" students will, when they fall below 80% - and after CIE has phoned the student, family or agent -**

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receive a verbal warning. If, after a further two weeks, they haven't raised their attendance to above 80%, this will result in a written warning which, after a further week of the same, will result in a final written warning. No satisfactory response within a further week will result in expulsion. CIE reserves the right, in the case of gross misconduct, such as bullying and violence, to expel the student immediately.

DISABILITY

CIE is committed to advancing an environment in which all applicants, students, and staff are given the opportunity to demonstrate and realise their full potential. With its Disability Policy, CIE aims to embed a culture of support and equal opportunities for students with disabilities or learning difficulties. CIE will ensure that :

- applicants and students are given the opportunity to disclose a disability or learning difficulty.
- the requirements of applicants or students who disclose a disability or learning difficulty are assessed on an individual basis.
- reasonable adjustments are provided, within the resources available, for applicants or students who disclose a disability or learning difficulty. In excess of our available resources, adjustments may be offered and made for an additional fee, if possible.
- all discussions and information regarding a disability or learning difficulty are treated in a confidential manner.

MEDICAL & DENTAL CARE

We require enrolment forms from all students before their arrival containing clear information about any medical conditions the student may have.

All the students who come to study at CIE should take out medical insurance, even those students who are entitled to NHS treatment.

Emergency treatment in the John Radcliffe Hospital Accident and Emergency department is free for everyone, but this does not always apply to follow up treatment. If students are here for less than six months they are entitled to treatment if they come from countries in the European Economic Area or other countries such as Russia and some of the former Soviet Republics with whom the UK has reciprocal health care agreements. If they are entitled to NHS treatment they will not have to pay for a visit to the doctor or hospital treatment.

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However they will have to pay for medicines, dental treatment and optical treatment. If they are here for more than six months they should register with a doctor on arrival. Their host family will advise them about a suitable doctor or dentist and the Accommodation Officers will also provide you with advice and assistance.

CONTACTING HOME

By telephone: Some international students bring mobile phones with them and buy a 'pay-as-you-go' sim card here in the UK. International phone calls from mobile phones are normally very expensive. However discount phone cards are available to use with mobile phones or from phone boxes. It may be possible to receive calls or make phone calls using pre-paid phone cards from the host family telephone. However, students should discuss this with their host family first.

By email: There are 3 computers and 9 laptops available for students use at CIE, however as these are shared with all students, usage is limited. Wifi connection is also available to students with compatible laptops.

OTHER PREPARATIONS

MONEY

The easiest way to access cash is from the many 24 hour ATM machines throughout Oxford, accepting VISA & Mastercard. Travellers' cheques can be exchanged in most banks and in the post office, at the desk marked 'Bureau de Change'.

REGISTERING WITH THE POLICE

If the stamp or sticker in your passport says you need to register with the police, you should take the students to the Oxford Police Station in St Aldates (telephone 01865 855838), before you have been in the UK for 7 days. Take with you:

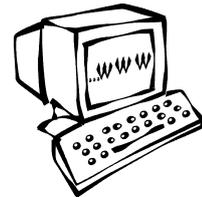
- *Passport**
- *34 pounds to pay for the registration**
(Try to have the exact amount)
- *One up-to date passport-sized photograph**
- *An CIE enrolment letter**
- *A completed Police Registration Form**

INSURANCE

Students should arrange adequate travel insurance to cover any medical and repatriation costs in the case of an accident or emergency.

USEFUL WEBSITES ABOUT OXFORD

- www.dailyinfo.co.uk - lots of information about Oxford city, with reviews and maps etc.
- www.oxfordcity.co.uk - tourist information
- www.ox.ac.uk - the website of Oxford University
- www.oxford.gov.uk - the city council website



ACCOMMODATION

What students can expect from homestay accommodation organised by CIE:

- Inclusion in family as full member of the household.
- An appropriate, well-lit and heated, clean room in good repair.
- A room located in clean, reasonably-sized house or flat.
- A bed and storage in the bedroom.
- Breakfast and dinner every day.
- Use of family rooms for recreation.
- Use of bathroom and available shower daily.
- Meals eaten together with family, for English-speaking practice.
- Bed linen and towels changed weekly and washing facilities for clothes made available.
- Only 4 international students residing in the house at any time.
- Host family selected will be appropriate for the age, background and religion of the student.
- Host families will cater for any dietary requirements of the student, wherever possible, and a balanced diet will be provided.
- Accommodation checked every 2 years to ensure suitability.
- For students under 18, host families will have been police-checked and a responsible adult will always be present at night.

We will make every effort to accommodate your wishes regarding family arrangements/ number and age of children in house, pets and smoking.

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All of our host families are British families who speak English in the home and will help you practice your English outside of your lessons at school.

The United Kingdom is a multicultural nation with a diverse population, and our host families represent a variety of ethnic and cultural backgrounds. Our families mirror the United Kingdom as a whole and the various kinds of families that are found here. Some of our host families have two parents, and some are single-parent families. Some families have children living in the home, and others have no children. Some of our families are fairly young, and some are older and more mature.

If you choose not to use our homestay accommodation, it is important to remember that outside lesson time, it may be difficult to obtain English-speaking practice in a real-life environment.

If you have any problems arise during your stay, please do not hesitate to contact the Accommodation team who will try to resolve the problem or will help students find alternative accommodation. If we cannot see a reasonable cause for the student to be moved then we will charge the student's family the cost incurred by the move.

You will also receive information on your first day about how to get from the centre of town to your accommodation, including any relevant bus timetables.

All our host families are located in the surrounding areas of Oxford and the majority are no more than a 20 minute bus ride to CIE.

NOTES ABOUT LIVING IN A HOST FAMILY

For many students the highlight of their stay in Oxford is their host family. Here are some guidelines for students to ensure they know what to expect and that they get the most out of the host family experience:



1. Make a note of your address and phone number and keep it with you all the time.

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2. Find out what the arrangements are for keys, meals, telephone, visitors, and laundry.
3. The host family is not responsible for tidying up your room.
4. In most cases, you will be sharing the bathroom with other members of the family. Please make sure you keep it tidy.
5. The host family expects you to be on time for meals.
6. You shouldn't put pictures up on the wall unless you have made an agreement with your host.
7. Host families are told to take care of the students. They do not expect to find you cooking or helping yourself to food. So please let the host do these things unless you have agreed otherwise.
8. Lights, electric fires, or heaters should be switched off when you go out.
9. You should never leave the house without letting your host know.
10. If you want to leave your host family, you need to give **one** week's notice and inform the Accommodation Officer immediately.

THE GOLDEN RULES FOR STUDENTS

Always tell your host if:

- You are going to be late
- You are planning to miss a meal
- You are going to be out overnight
- You expect visitors
- You break or damage anything