

# OXFORD BROOKES OXFORD



# OXFORD INTERNATIONAL EDUCATION GROUP

Dear Group Leader, thank you for joining us in the UK this summer. At Oxford International Junior Programmes, our aim is to provide young students from all over the world with a safe, fun, friendly and structured environment in which to improve their knowledge of the English language. We are one of the top providers of junior programmes in the UK and a unique British Council accredited education provider. Oxford International Junior Programmes is part of the Oxford International Education Group (OIEG) which was founded in 1991 as ISIS Education and Travel by David Brown and Robert Darell. Oxford International has grown to be one of the top 10 businesses sponsored by the Prince's Trust after it provided OIEG with a £5,000 loan.

OIEG now offers a huge range of university pathways, spring, summer and year round academic programmes and educational tours. Our programmes have grown steadily in size and popularity and we now run 13 centres in the UK and 6 centres in North America welcoming over 10,000 students.

We create life enhancing learning experiences that help students worldwide to develop personally and professionally and that enrich their future opportunities.

## ABOUT OXFORD BROOKES UNIVERSITY:

Oxford Brookes University is a 'new' university in Oxford. It can trace its origins to 1865 when the former Oxford School of Art was established. In 1870 the School of Science was added. In 1934, the School of Art and the Technical School merged and by 1950 the college had 4,000 students. The university was renamed in 1992 to honour its former principal, John Henry Brookes. The university's School of Architecture is one of the largest in Britain.

In October 2003, Oxford Brookes University became the first university in the world to be awarded Fairtrade status. The Harcourt Hill campus is located two and a half miles from the city centre and Education, Philosophy, Religion, Theology, Media and Communication and many other subjects are taught here. The campus was formerly the site of Westminster College, an independent Methodist higher education institution which specialised in teacher training and theology.



**David Brown and Robert Darell with  
HRH The Prince of Wales**

# STAFF AT YOUR SUMMER CENTRE



## Centre Manager (CM)

The Centre Manager is responsible for the smooth running of the centre. Our Centre Managers are chosen for their experience, professionalism and personalities, and you will have daily contact with them.

## Activity Manager (AM)

Responsible for all aspects of the Activity Programme. You should meet with them at least 2 or 3 times a week to ensure everything is going okay with your programme. They will also be able to help arrange optional excursions and make additional bookings for you.

## Assistant Activity Manager

They assist the AM with all aspects of the activity programme, ensuring the onsite activities are inspiring, dynamic focused and enjoyable, they also assist the AM with the excursion itineraries.

## Activity Leaders (AL)

The Activity Leaders are responsible for running everything outside the lessons! This includes onsite activities, excursions, meal duty supervision and airport transfers.

## Welfare Manager (WM)

Welfare Managers look after all of the safeguarding and welfare of the people on-site, including you. They are first aid trained and have knowledge of the local medical services. You will meet with them a few times a week to discuss any concerns.

## Director of Studies (DoS)

Responsible for the academic management of the centre and ensuring the teaching and learning component of the programme is delivered to the highest possible standards.

## EFL Teacher/ Senior EFL Teacher

Teaching staff are responsible for planning and delivering lessons from the OIJP Syllabus. Some centres will also have 1/2 Senior Teachers who teach 50% of the time and spend the remainder of their time providing academic support to the teachers and DoS.





# THE AIRPORT

On arrival at the airport, you will be met by one of our Activity Leaders who will welcome you to the UK. The Activity Leaders will be wearing a red T-shirt or hoodie with the Oxford International Junior Programmes logo so you can easily recognise them.

The Activity Leader will accompany you by coach to your centre. During the journey to your centre, the Activity Leader will give you a welcome pack with your specific programme, a welcome letter from the management team, registration forms, lanyards, student ID cards and the optional booklet. You will also receive the rooming configuration allocated to your group on the coach so you can begin to organise the students into bedrooms. When you arrive at your centre, a member of the management team will be waiting to greet you.

## ARRIVING AT HARCOURT HILL

When you arrive at Harcourt Hill campus you will be shown to your accommodation. At Harcourt Hill the accommodation is comprised of a mix of en-suite and standard bedrooms. The en-suite rooms are arranged in flats of 5-6 people and the standard rooms are in houses of 7-9 people sharing a kitchen/lounge. The rooms are accessed by a swipe card/key. If lost, there will be a charge to replace them. Swipe cards are £10 and replacement keys £35.

At Oxford International Junior Programmes we aim to room your students in line with your needs. If you would like to keep your group together (regardless of gender) please let us know in advance. It may also be possible to keep your group together in the same building but split the group across different floors/corridors by gender. If there are students in your group who are a different gender from yourself but you are the only group leader, those students will be supervised by a member of Oxford International Junior Programmes staff.

Once at the accommodation you will be shown your bedrooms and shown how to access the accommodation block. One of the Oxford International Junior Programmes staff will escort your group on a tour of the campus and highlight all the key locations you will use during your stay. Please note if you arrive on campus during the morning there may be the possibility that your room is still being cleaned. If this is the case we will show you to the nearest common room where your group can relax.



# THE CENTRE

## **Postal Address:**

Oxford International Junior Programmes  
Oxford Brookes University  
Harcourt Hill Campus, Harcourt Hill  
Botley, Oxford, OX2 9AT  
Please ensure the letter/package is  
clearly labelled with Oxford  
International Junior Programmes

## **Laundry:**

There is a laundry room on site. The washer and dryer are coin operated. The current cost is approximately £2 for a wash and £1 for a dry. Bed linen will be changed once a week by the University laundry.

## **Computer Access:**

Group leaders and students are provided with an individual password to access the WiFi. WiFi is available across the whole campus, including accommodation.

## **Shop/Café:**

There is no shop on site but the centre of Oxford is a short bus ride away.  
There is a small Starbucks on campus that sells coffees, sandwiches, paninis, cake and cold drinks.

## **Security:**

There is a 24h security team that work to keep the campus secure. There are no safes in the bedrooms. However there is a safe in the CM's office and it can be used to store money/passports securely.

## **Food:**

Breakfast: 07:30 - 09:00  
Lunch: 12:00 - 14:00  
Dinner: 17:30 - 19:00  
Students should clear away their food trays at the end of their meal. Meal times may vary before and after excursions. There will be a lunch/dinner rota for all groups.

## **Social Spaces:**

There are communal kitchens in the accommodation where the students can relax during the evenings or break times. However, the kitchen appliances will not be available for use.

## **Local Transport:**

Trains depart from Oxford to London every 15min. A train journey to London takes about an hour. The U1 bus runs from the campus to Oxford city centre very regularly. Check with the Activity Manager for more detailed times.

## **Fitness Suite:**

Group leaders may use the gym facilities as a member of the public on a pay as you go basis. Staff in the Sports Centre will advise you.

## **Bank/Post Office:**

The nearest bank is in Botley:  
Barclays Bank, Hinksey Court, West Way, Oxford, OX2 9LZ  
The nearest Post Office is:  
Botley Post Office, 6 Elms Parade, Oxford, OX2 9LG

## **Sports Facilities:**

The Harcourt Hill Campus has its own sports centre on site which includes a sports hall, gym and swimming pool.

## **Hospital/Doctors:**

Doctor's Surgery:  
West Oxford Health Centre, Botley Park, Botley Road  
Nearest Hospital:  
John Radcliffe Hospital, Headley Way, Headington, Oxford, OX3 9DU  
First aid staff are available on site.

## **Religious Centres:**

Anglican: St Mary Magdalen, Magdalen St., OX1 3AE  
Roman Catholic: Holy Rood Church, 38 Abingdon Road, OX1 4PD  
The nearest Mosque and Synagogue are in Oxford.  
There is a Methodist Chapel onsite.  
There is a prayer room onsite available for all to use.

## **Fire Drills + Fire Safety:**

It is a requirement that at any residential centre fire drills must take place. During the fire drill, students should leave all their belongings behind and evacuate the building as quickly as possible. Please ensure that all of your students have left their rooms and stand at the designated evacuation point outside. There will then be a roll call. If any students are unaccounted for or the evacuation is too slow, the fire drill will be classed as a 'failure' and will need to be repeated at a later date.

## **In the case of a fire:**

Raise the alarm  
Use the stairs (not the lift)  
Ensure your students do not run out of the building  
Find the nearest fire exit (follow the exit signs) and leave the building safely  
Go to the nearest fire safety point  
Do not re-enter (or encourage your students) to re-enter the building until authorised to do so.

## **Curfew:** Evening curfew is 10:30pm.

All students must be in their accommodation by this time. They must be in bed with lights off by 11:00pm. We ask that you monitor your own students. If you are on a corridor with other students making noise after this time please report it to the CM.

# STUDENT CODE OF CONDUCT

- Speak English at all times
- Be polite and friendly and respect other groups and individuals from other backgrounds
- Listen to all instructions
- Be on time
- Always ask if you need help
- Respect other people's possessions, cultures and customs
- No alcohol. It is illegal for anyone under 18 to purchase alcohol in the UK
- No smoking. It is illegal for anyone under 18 to purchase cigarettes in the UK
- No chewing gum
- No swearing or foul language
- No vandalism. Any damage to property will be charged for
- No bullying or violence. There is a zero-tolerance policy for this kind of behaviour

If you upload photos to social media don't forget to tag us and use the hashtags **#oxford2019 #oxfordsummer #oxfordinternational #oijuniorprogrammes**  
Don't forget to follow us **@oiegodoxford**



# STUDENT PACKING LIST

Summer weather can be very unpredictable in the UK. Average daily temperature is 15°C but can go as low as 10°C or as high as 35°C. For this reason we recommend you encourage your students to come prepared for all occasions and check the predicted weather before departure!

## DOCUMENTS

- Passport and copy of it (email copy to yourself)
- Visa document and copy of it (if required)
- Insurance documents (including EHIC card if from EU)
- A copy of any medication prescriptions in case of emergencies
- UK currency (Pound sterling)

## TECHNOLOGY

- Phone/iPod/iPad/Tablet + chargers (we recommend you only bring one of these items)
- Headphones
- Camera and camera charger
- Plug converter/travel adapter (UK 3 pin, 13A, 220V-240V)

## EXCURSIONS

- Casual, comfortable clothing
- Umbrella
- Sun protection (cream, spray, lotion)
- Quality rain/wind-proof jacket
- Secure handbag/backpack/travellers wallet
- Sunglasses
- Appropriate footwear for walking

## WHAT NOT TO PACK:

We can only guarantee the carriage of one suitcase and one small carry on luggage (not suitcase) for airport transfers. If you anticipate that you will need to bring more suitcases than this, please let us know in advance.

- Bedding (bed sheets, pillows)
- Expensive electronics/valuables
- Travel iron (an iron and ironing board will be available)
- Too many clothes



## EVERYDAY ESSENTIALS:

- Medication
- Toiletries, washing and sanitary essentials
- Toothbrush and toothpaste
- Towel
- Hairbrush/comb/hairdryer
- Sleepwear, socks and underwear
- Glasses/contact lens equipment
- Water bottle
- Plastic bags for dirty laundry or wet items

## ONSITE ACTIVITIES:

- Tracksuit/jogging pants for sport and trainers
- Costumes for discos
- Swimming costume/trunks

Don't forget  
your costumes and  
equipment for the discos  
and the talent show!

# EXCURSIONS

## EXCURSIONS TO OXFORD - HALF DAYS AND FULL DAY

During your programme there are 5 half days and 1 full day into london. During the first visit to Oxford, there will be a photo challenge organised to help you get to know the city. Activity Leaders will also take you on a walking tour of the city during one of the half days. You will also have the opportunity to visit Christ Church College, famous for its Harry Potter dining hall!

During the other two half days the group can either choose to visit a museum or build a personal itinerary. Please speak to your Activity Manager to get this visit arranged. There is also a full day to Oxford where groups can decide their destination and what places to visit. Alternatively groups can have an optional excursion on that day. Timings for these excursions are 9am to 12pm or 2pm to 5pm for half day excursions and 9am to 5pm for the full day excursion.



## LUNCHES

At Oxford Brookes you will receive:

- Lunch Vouchers during the full day excursions to London, Oxford, Stratford Upon Avon and your optional day (if visiting a city).

## CULTURAL EXCURSIONS

From Oxford you will visit London and Stratford-upon-Avon. During these excursions you will be led on a specially designed walking tour by one of our activity leaders and given time to explore the city centre. The excursion to London will run until 8pm (depart from London). During the excursion to Stratford-upon-Avon, you will also visit Shakespeare's Birthplace, this excursion runs from 9am to 4pm (depart from Stratford-upon-Avon).



## LONDON

During your excursion to London you will be treated to an exciting and educational walking tour by one of our Activity Leaders. The tour will include historic, cultural and fun facts about Westminster and the surrounding area. Our specially designed Politics and Royalty walking tour includes views of the Houses of Parliament, Westminster Abbey, Downing Street, Trafalgar Square and Horse Guards Parade. If you would then like to carry onto Buckingham Palace please speak to your Activity Manager/Leader. You will also have time to enter the National Gallery, and then go shopping in Covent Garden with a late return to campus at 8pm.

## OUR ACTIVITY LEADERS ASK YOU TO...

- Only take photos when advised to do so
- Keep together as a group
- Don't stop for toilet or food breaks
- Stay vigilant of on-coming traffic
- Don't block the pavement
- Walk at a brisk pace
- Don't talk over the guides
- Wear your lanyard at all times
- Ask lots of questions!

# ONSITE ACTIVITIES

## CHALLENGES

Challenges are great exercises that encourage students to work in teams. All challenges are stimulating problem-solving tasks designed to help group members develop their capacity to work effectively together. Challenges at your centre will be egg drop challenge, team challenges, photo challenge, etc. Unfortunately, as challenges are a mystery before running the activity, not much information can be revealed in advance!

## SPORTS

Sports sessions are designed for all students to have a good time. The structure of most of the sessions will include a warm-up, improving skills and final games. Otherwise, a tournament structure will be followed. Sports will include running club, basketball, dodgeball, etc. It is important that students wear suitable sports clothes and footwear for the sports sessions .

## WHOLE CAMPUS

These activities will involve all students at the centre to participate; it will be a great opportunity for students to get to know each other and learn about other cultures. Discos are usually the most popular night with the students and they will be themed as Union Jack disco, festival disco and the last disco theme will be decided at the centre; it's up to the students! The talent show is the perfect opportunity for students to show off their music, dance and drama skills. This activity is incredibly popular and even staff may prepare an act to display on the night! Don't forget the International night, where you will be able to share your culture and background with all other students!

**NEW FOR 2019:** To ensure students take part in onsite activities, they will now need to sign-up in advance and register will be taken at the beginning of each activity.

## WORKSHOPS

Workshops are alternative activities for those students who prefer more creative and relaxing sessions. These workshops are focused on specific skills, so each session will be based on a particular theme. Students will be able to participate in a group mural, a drama workshop and a self-portraits workshop amongst others; these activities will encourage students to be creative and improve their artistic skills as well as learning specific vocabulary.



# GROUP LEADERS



## GROUP LEADER MEETINGS

Group Leader meetings are essential for the smooth running of a residential centre; these are the perfect time to raise any issues you may have. There will be a meeting on your first evening at the centre (or the day after arrival) where you will receive all the essential information about the first few days and will be introduced to all members of Senior Staff.

Information we will need from you at this meeting:

- Student registration forms (a requirement by the British Council)
- Student rooming list (exact room numbers of each child)

Information we will give to you at this meeting:

- Centre specific contact details
- Meeting times and points
- GL programme details
- Lunch and dinner rota
- Excursion procedures

## AS GROUP LEADERS WE PROMISE TO...

- Attend all meetings with OIEG staff
- Ensure that our students are punctual and attend all lessons, excursions and activity sessions
- Supervise students on excursions, in their accommodation and during meal times
- Report any allergies/medical issues to the Centre Manager on arrival at centre
- Maintain a lively, courteous and friendly atmosphere throughout the whole programme
- Report any issues with the programme/campus whilst in the UK rather than waiting until we are home! This way OIEG can work together to fix it as soon as possible
- Have fun!

## GROUP LEADER PROGRAMME

We appreciate how much work each Group Leader puts into a visit to the UK, and it is important for them to have some time to relax and meet other leaders. With so much history at all of our campuses, we want leaders to know more about their location, and the rich heritage of each site.

The group leader programmes are tailored to each centre, and at Oxford Brookes it will be made up of 5 different events throughout the two weeks.

Each leader will be invited to a traditional English afternoon tea within the first few days, allowing them some time to chat with each other and the centre staff, while enjoying a classic British experience.

A cheese and wine night will be organised for group leaders during their stay to enjoy a relaxed evening.

There will also be a Movie Night organised just for Group Leaders, and an Academic Presentation from a member of OIEG Staff.

When students are taking part in a daytime on-site activities or lesson, a half day trip to Bicester shopping village will be arranged for all group leaders.

We hope you enjoy your time with us!

# LOCAL EXCURSIONS FROM OXFORD BROOKES

As in 2018, we have selected some excursions for you and your group to enhance your experience in the UK. These half day trips are designed to take place during on-site activities for those groups who prefer to spend more time off campus.

You can choose from excursions into Oxford to ice skating or even a visit to an Aqua Park, your group will definitely have fun!

Please let us know in advance if you wish to arrange any of these extra trips for your group or speak to your Activity Manager when you arrive on campus.

**C.S. LEWIS NATURE RESERVE**  
A tranquil woodland, C.S. Lewis Nature Reserve contains a large pond full of aquatic plants and toads. It was said that C.S. Lewis used to like to sit by the pond and read. A trail for students available.  
Distance from campus: 20 min by coach  
Price per student: £12.50

**PARK**  
some fun? enjoy the summer park. There are lots to burn some energy by coach  
the country, we're they'll be

**OXFORD CASTLE**  
Oxford Castle Unlocked explores the 1000 years of Oxford's history. Led by a costumed character guide, the rich history of the castle with a prison at its heart will be relayed to you!  
Distance from campus: 30 min by bus  
Price per student: £8.50

**OXFORD BOTANIC GARDEN**  
The Botanic Garden was founded in 1823 to promote learning of nature. This garden is still used today to educate as many people about the importance of plants, help conservation of plants and support teaching and research at the University.  
Distance from campus: 30 min by bus  
Price per student: £5.00

**HOLLYWOOD BOWL**  
Oxford's bowling alley is just 15 minutes away from campus. If you are looking for a fun day out with your group, then bowling is the activity for you. Show your skills on the lanes!  
Distance from campus: 15 min by coach  
Price per student: £20.00

**OXFORD ICE RINK**  
Come rain or shine, this indoors ice rink is perfect for a fun session with your group. They offer sessions on Dance skating and Skating Disco, ask your Activity Manager for more information!  
Distance from campus: 20 min by bus  
Price per student: £8.50

# OXFORD MUSEUMS

During your stay at Oxford Brookes, you will have the opportunity to visit an Oxford Museum during one of the half day trips. As summer is a very busy period, we ask groups who wish to visit a museum to let us know as soon as possible.

Museums available to visit are the following:

- Natural History Museum of Oxford
- Pitt Rivers Museum
- Ashmolean Museum

Please let us know in advance if your group would like to take part in these visits.



# SAMPLE PROGRAMME

Please note this is a sample programme.  
Please refer to your Welcome Pack for your personalised itinerary.



## Sample Programme - Oxford A

Group Name		Students		Group Leaders		Morning			Afternoon		Evening												
Date	Days	Breakfast		Arrivals and Registrations		Lunch		Arrivals and Registrations		Dinner		Campus tour and ice-breaker activities											
1-Jul	Mon				Arrivals and Registrations				Arrivals and Registrations				Campus tour and ice-breaker activities										
2-Jul	Tue				Placement Test and Lesson 1				Onsite Activities				Welcome Disco										
3-Jul	Wed				Lesson 2				Public bus to Oxford with city photo challenge and shopping				Onsite Activities										
4-Jul	Thu				Lesson 3				Public bus to Oxford with professional walking tour of the city				Onsite Activities										
5-Jul	Fri				Lesson 4				Public bus to Oxford with optional museum entry				Karaoke/Lip Sync Battle										
6-Jul	Sat				Full day excursion to London with Politics and Royalty Walking Tour				Entrance to National Gallery and shopping in Covent Garden				Evening in London with late return to campus at 20.00										
7-Jul	Sun				Full day to Oxford by Public Bus				Full day to Oxford by Public Bus				International Evening										
					Optional Excursion				Optional Excursion														
8-Jul	Mon				Public bus to Oxford with entrance to Christ Church College				Lesson 5				Onsite Activities										
9-Jul	Tue				Public bus to Oxford				Lesson 6				Disco										
10-Jul	Wed				Onsite Activities				Lesson 7				Onsite Activities										
11-Jul	Thu				Onsite Activities				Lesson 8				Onsite Activities										
12-Jul	Fri				Lesson 9				Lesson 10				Talent Show										
13-Jul	Sat				Full day to Stratford Upon Avon with walking tour of city				Entrance to Shakespeare's Birthplace				Disco										
14-Jul	Sun				Optional Day				Optional Day				Onsite Activities										
15-Jul	Mon				Airport: Flight Number: Time:				Airport: Flight Number: Time:				Airport: Flight Number: Time:										
Example activities available at your campus:																							
Challenges			All Campus Activities			Sports/High Energy			Workshops														
Photo Challenge			Disco			Football			Dance														
Landmark Challenge			Manhunt			Basketball			Drama														
Battle of the Brains			International Evening			Aerobics			Fine Art														
Egg Drop			Karaoke/Lip Sync Battle			Badminton			Group Mural														
Water Challenges			Colour Run			Volleyball			Self Portraits														
			Scavenger/Treasure Hunt			Dodgeball			Still Life														
			Talent Show			Capture the Flag			Comic Strip Workshop														
			Speed Mates			Summer Olympics			Obstacle Course														
Interactive and Relaxing			Chess Club			Chill Club			Jewellery Making														
Chat Room			Film Night			Interactive and Relaxing			Outdoor Art Class														
Optional Mini Excursions																							
A number of optional mini excursions will be available from your campus for a small charge.																							

## OPTIONAL EXTRAS

We love our summer programmes and think they are brilliant as they are, but we also know that for some students it is a mammoth journey to travel to the UK. For this reason we have different optional books available. These booklets contain information about destinations across the whole of the UK and attractions you can visit there. If you would like to supplement your programme by purchasing one of these entrances/excursions (and haven't organised this prior to arriving in the UK) please speak to your Activity Manager. You should have received the Excursions Booklet in your Welcome Pack; if not please also refer to your Activity Manager for more information.

New for 2019 there is also an Academic extras booklet and a Sports extras booklet, in which we offer a variety of academic and sports activities to add to your programme.

# MEET THE TEAM AT HEAD OFFICE



The Oxford International team, based in London, will be visiting the centre on a regular basis.

Here are some bits about them; if you see any of them on campus, don't forget to say hi!



**Gary**  
Operations Director



**Berta**  
Operations Manager



**Frances**  
Operations Coordinator



**Theo**  
Operations Coordinator



**Bob**  
Recruitment Development  
Manager



**Jon**  
HR Officer



**Kamila**  
Academic Director



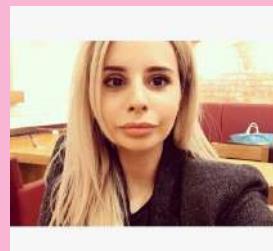
**Diana**  
Academic Coordinator



**Paul**  
Business Development  
Director



**Sophie**  
Head of Junior  
Admissions



**Zarina**  
Student Enrolments  
Administrator



**Veronica**  
Student Enrolments  
Administrator



**Tina**  
Team Leader Year-Round  
Group Admissions



**Sarah**  
Year-Round Admissions  
Administrator



**Natercia**  
Student Enrolments  
Administrator

# FREQUENTLY ASKED QUESTIONS

## What happens if someone loses their passport?

We strongly advise that passports are stored safely and not carried around with them. If a passport is lost, the Group Leader will need to accompany the student to the embassy of their home country where they will be issued with a temporary replacement or a permit to travel. The Centre Manager will be able to help locate the embassy and print any forms that might be helpful. We recommend that you have a photocopy of every student's passport as a backup.

**What happens if a student is lost on an excursion?** The first thing to do is to contact their mobile. If this is possible then a member of OIEG staff will collect the student whilst you wait with the rest of the group. If they are uncontactable, the Activity Leader will get hold of the Centre Manager who will in turn contact Head Office. Every student is issued with an 'Emergency Number' lanyard and ID Card. Students should call this number if lost and it will be answered by a member of Head Office.

## How do students participate in onsite activities?

In most centres a meeting point is set for activities. All activities and excursions will be advertised on the Activity Noticeboards and during mealtimes. Students can choose which activity they want to participate in. To ensure students take part in onsite activities they will now need to sign-up in advance and register will be taken at the beginning of each activity.

## Can students lock their room?

Students can lock both en suite and standard bedrooms. Bedrooms should be kept locked at all times. Swipe cards cost £10 to replace, keys cost £35 to replace. Please advise your students to keep this card safe or attach it to their lanyard if possible.

## What happens on departure day?

Prior to your final day on campus, Group Leaders will be invited to attend a departure meeting where the full procedure is explained. At this point Centre Managers will indicate the time the group needs to be at the coach (which will arrive at the airport with at least 3 hours to check-in, go through security and reach your gate). A member of OIEG staff will accompany you to the check-in desks to assist you.

## Is there a deposit?

Please be aware that a £20 deposit will be collected upon arrival which will be returned at the end of the programme if there is no damage to the rooms or loss of keys etc.

**Emergency number: +44 (0) 203 318 3007** - monitored 24/7. Please use only in real emergencies.

## Can my students be taken off campus/programme by a member of their family?

We are happy to have parents or relatives visit the centre, as long as they contact the centre in advance to arrange this. It is also possible to have a parent or relative take a student out of the programme for a short time. Parental approval must be sent to the centre email in advance. Original ID of the adult taking them from the centre will be photocopied on arrival. Relatives who accompany the student away from the centre will be asked to sign an 'Unscheduled Activity' form and will need to leave a contact number in case of an emergency.

## What should we do if there is a problem with a bedroom?

All accommodation blocks are checked prior to the students' arrival. However, if you do notice a problem when you get to the centre it is essential you report this straight away. All group leaders will be issued with a 'maintenance report card' where they can submit all their students' room problems. If the report card is submitted to the Centre Manager by 10am, the CM will ensure the request is passed onto the maintenance staff that same day.

## What do I do if a member of my group has food allergies/dietary requirements?

The campus catering staff are very experienced in catering for all kinds of allergies or dietary requirements. During our 27 years of operation we have never had a problem with allergic reactions to food prepared on campus. In order for this to continue to be the case we ask that you alert us to any allergies/requirements as early as possible, these should be notified before arrival in the UK.

## What happens if a student is sick?

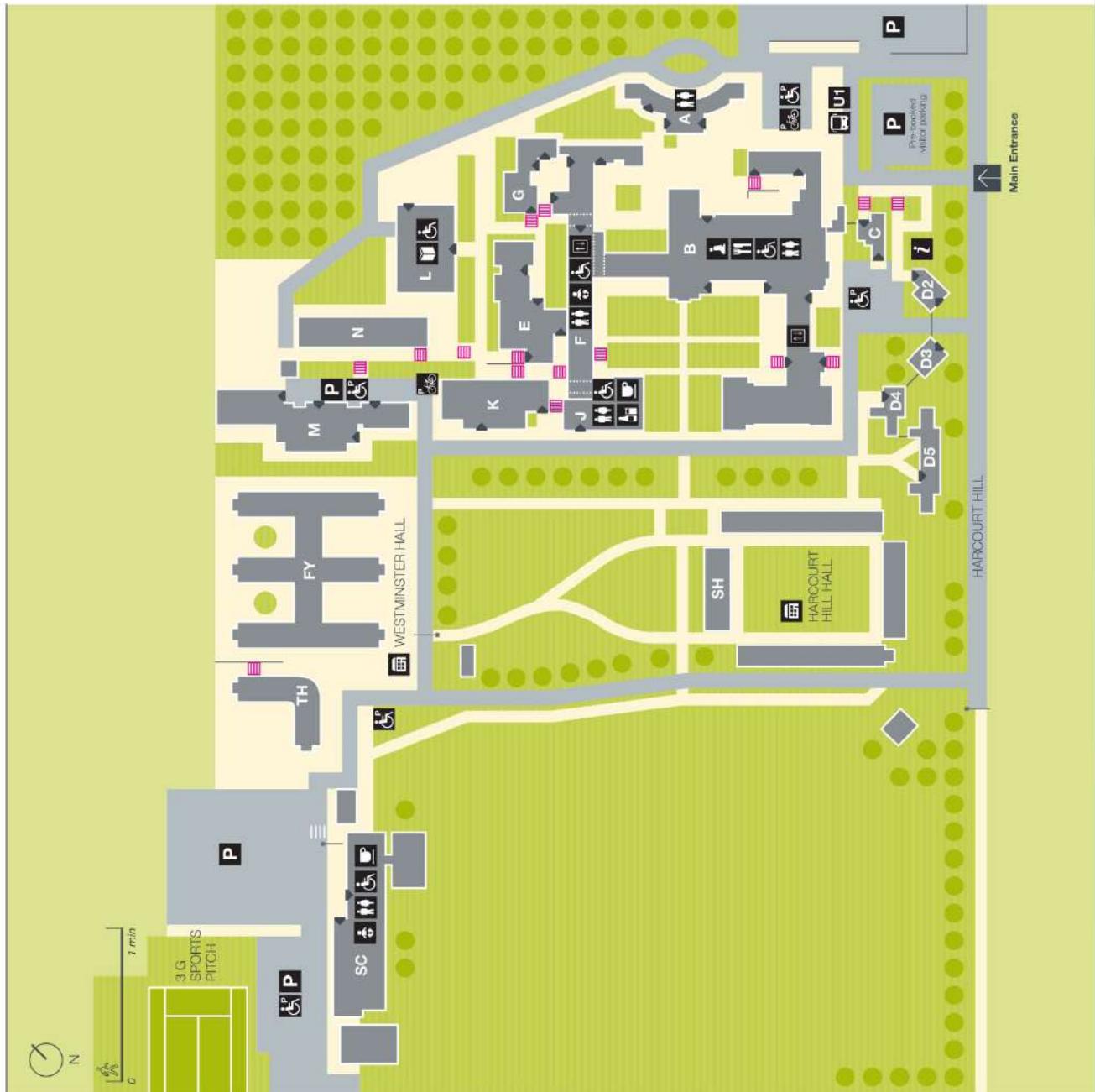
All sick students should be referred to the Welfare Manager or Centre Manager. If deemed necessary a member of OIEG staff will escort the student to a GP or hospital. If this does happen, the student must take their ID and any medical insurance documents (or EHIC Card) with them in the instance that they may be required.

## Do you have any other questions?

Please do not hesitate to contact the sales team or our OIEG staff if you are on campus!

# CAMPUS MAP

HARCOURT HILL CAMPUS  
**Harcourt Hill**





**International  
Communications Council**