

A Guide for Group Leaders at Broadstairs English Centre 2019



Our mission: To inspire our students to improve their English language skills and explore British culture by creating one continuous learning experience, to which every member of staff and every homestay provider contributes.

STRIVE

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Broadstairs English Centre

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Welcome to Broadstairs English Centre

We hope you had a good journey and that you will enjoy your stay with us in Broadstairs. This booklet gives you information that will be useful for you during your stay here. There is information about:

- the School
- group leader responsibilities
- first day procedures
- safeguarding of under-18s
- what to expect in with regard to the students' lessons and activities
- group leader lessons and activities
- what to expect in your homestay or residential accommodation
- how students can stay safe
- School and accommodation rules and regulations
- key members of staff – short bios
- the local area

The School

The School is open from 0815 in the morning. If you can't find the School, ask for directions to any of these places, which are very close to the School:

- Broadstairs town library
- the *Gulf* petrol station
- The Broadway (the name of the main street)
- *Subway* at the Broadway

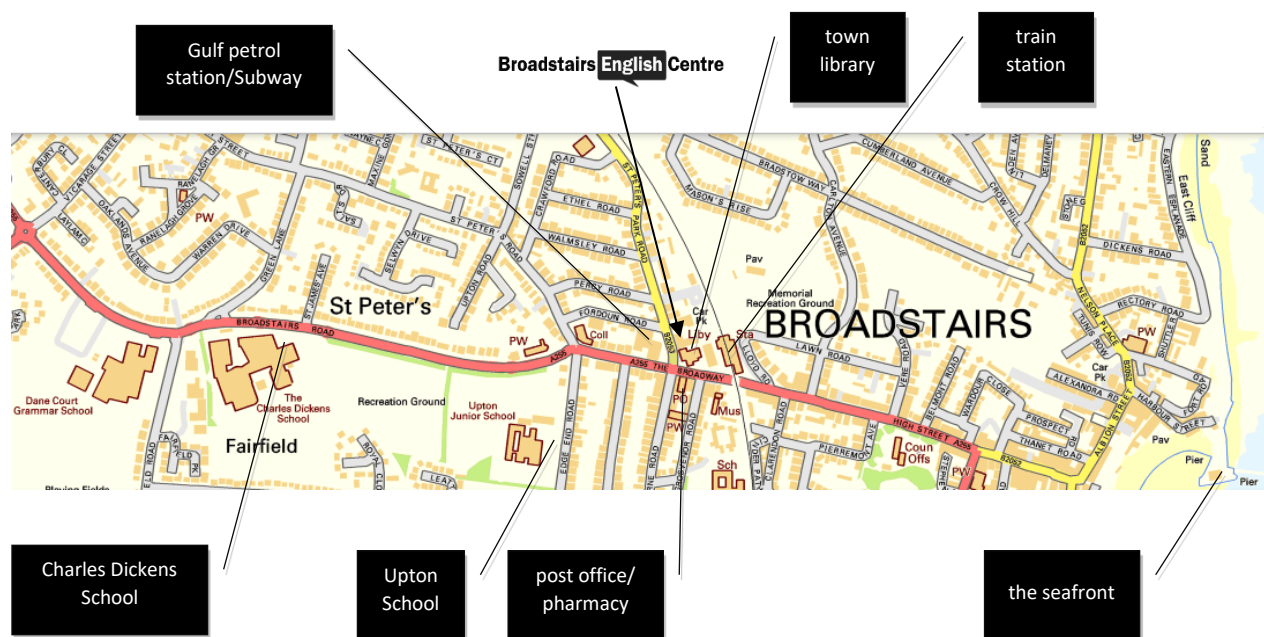
Contact information

The School address is:
2-4 St. Peter's Park Road

The School phone numbers are:
(0044) (0)1843 601536
(0815-1730)
(0044) (0)7983 256407
(all other times and emergencies)



This simple map shows you some of the places you will see or hear about in Broadstairs.



The School is on three floors. These are the rooms on each floor:

<p>Ground floor (wifi code: BEC-MAIN w23w30mq)</p> <ul style="list-style-type: none"> • reception • games area • computer area • shop • kitchen • dining area • disabled toilet • female toilet • residential accommodation block • 	<p>First floor (wifi code: BEC-LOWER i5kmuair)</p> <ul style="list-style-type: none"> • room 1 • room 2 • room 3 • room 4 • room 5 • room 6 • male toilet • residential accommodation block • 	<p>Second floor (wifi code: BEC-UPPER 7j25jpei)</p> <ul style="list-style-type: none"> • room 7 • room 8 • room 9 • Directors' office • Director of Studies and Accommodation Office • Activities and Bookings Office • male and female toilets •
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If there is an emergency, like a fire, leave the building by the nearest exit. Escape routes are shown in every room on every floor. The School has an Emergency Action Plan in case there is a major incident (other than a fire) where the School has to be closed, evacuated or locked down. If this happens, the BEC teachers and/or activity leaders will tell you what you need to do.



Group leader responsibilities and School policies for the health and safety of students

As a group leader you have an important role in your students' stay here in Broadstairs. You are the first point of contact for your students if they are unhappy, unwell or have any other kind of problem that they need help with.

Group leader responsibilities #1: Contact

You are expected to be available for your students and School staff 24-hours a day. All your students should have your personal mobile telephone number, in addition to the School's main and emergency numbers. (These are on their ID cards that they receive on arrival.)

The School will ask you to confirm your mobile number with them during your first day meeting (see below).

Group leaders are not required to be in the building during their students' lesson times. Please note that group leaders in homestay accommodation are not generally expected to return to their accommodation during the day, unless specifically arranged with their hosts.

<p>Group leader responsibilities</p> <p>Must be contactable 24/7 by mobile phone</p> <p>At least one group leader per group must attend all evening and weekend activities and all excursions/trips (except in cases of emergencies – to be discussed with the School)</p> <p>Are responsible (in tandem with the School) for ensuring that their students are aware of all the necessary information for their day to day lessons and activities: particularly times, meeting points and behavioural expectations</p> <p>Are responsible for maintaining the standards of behaviour and discipline within their own group</p> <p>Must behave in a proper manner at all times and must follow the School's safeguarding policies and procedures and policies and procedures regarding alcohol, drugs, sexual harassment, etc.</p> <p>Must sign in and out of the building at all times, to comply with fire regulation policies and procedures</p>	
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Group leaders may choose to take the free group leader lessons that are offered on 2 mornings per week and to go on a group leader excursion one morning in the week. Please note that for 2-, 3- and 4-week courses, only two group leader excursions will be offered. Alternatively, group leaders may wish to take the opportunity to do some administration work, or, if they are able to, to have some free time.

During morning, afternoon and evening activities, the School requires at least one group leader to accompany the group on its activities. (For larger groups, this minimum requirement may be raised: this will be discussed during your first day meeting.) In all cases, group leaders are expected to be present while their group assembles before any activity to confirm to activity leaders (by a headcount) that all group members are present. Activity leaders will formally register the group once they are assembled at the beginning of the activity itself. If any students are absent when the group is due to either leave BEC to go to the venue of their activity, or the activity is due to start, this will be reported to BEC management who will investigate the absence/lateness and the group will leave and/or begin their activity. Activity departures and/or starts will not be delayed because of waiting for late or absent students. To make this group leader/activity leader co-operation in assembling groups as effective as possible, we suggest that groups divide their number of students equally among their groups leaders (e.g. 3 leaders with 45 students have responsibility for 15 students each), with each leader responsible for a named/known section of the group: we have found that this tends to make identifying absences/latecomers quicker.

For full-day and half-day trips all group leaders are expected to attend, under normal circumstances.

Group leader responsibilities #2: Transmitting information to students

Group leaders are responsible, in addition to the School staff, for ensuring that all students are aware of where they should be and when. Group leaders should encourage all students to be at meeting points on time and to follow the instructions that they are given by School staff.



Students should be advised **not** to carry their passports or travel ID cards with them. Group leaders should have charge of these or they should be kept safely by the students in their homestay or residential accommodation. Leaders are advised to keep photocopies of student passports /travel ID cards.



All students must return to their accommodation promptly at the end of their afternoon activities, and again at the end of their evening activities. Students on junior courses (including those over the age of 18 who are enrolled on junior courses) are not allowed to stay out after evening activities and must go home as soon as activities finish. If students are not in their accommodation by 2215 it is probable that the School will begin its missing student procedures. If students are repeatedly late home after activities, the School reserves the right to ask those students to leave the course. We strongly advise Group Leaders to form a Whatsapp group with their students and to use this to check that all students are at home by the stated curfew time.

Any changes to programmes must be made with the agreement of the Activity Manager and, possibly, the Director of Studies. Group leaders may not make changes to the programme without speaking to the Activity Manager first. This is for a number of reasons, the most important being the School's legal obligations under its safeguarding policies and procedures for students under the age of 18.

Group leader responsibilities #3: Group leader behaviour



In the unlikely event that the School finds the behaviour of a group leader inappropriate or feels that a group leader is not fulfilling their job, the School reserves the right to have that group leader removed and, where possible, replaced.

Should any group leader be found to have been violent, racist (or prejudicial in any other way), to have been using drugs or alcohol whilst on duty, etc., the School may have them removed from the School's accommodation and their contact with the group suspended. This is in accordance with UK law with regard to the safeguarding of under 18s. Under UK law the School, and not the group leaders, are *in loco parentis* and have the legal power to determine who should and should not be responsible for the safety of the students on its courses.

Group leaders are expected to behave in a professional way. Aggressive or abusive behaviour towards BEC staff will not be tolerated.

Policy for health and safety of students #1: Illness

If you one of your students is ill, there are a number of ways in which this can be managed, depending on the time of day and some other factors.

This table shows the most common ways to deal with ill or sick students:



Time of day	Normal procedure
Before morning class	<p>There are two possibilities:</p> <p>a) the student comes to School as normal and stays in the sick room or another quiet area;</p> <p>b) contact the Accommodation Manager who will speak to the homestay provider to see whether they are able to look after the student in their home. If they are, the student may stay at home. However, in most cases it is thought to be better for the student to come to School, so that the School and the group leader can assess the condition of the student.</p> <p>If the student needs to see a doctor or go to the hospital, this will be arranged by the School's staff.</p>
0900-1700 (on days when there are classes and activities: Monday-Friday (and sometimes weekends))	<p>The student will stay in the sick room (or another quiet area).</p> <p>If the student needs to see a doctor or go to the hospital, this will be arranged by the School's staff.</p>
During evening activities	<p>There are two possibilities:</p> <p>a) the student comes to School as normal and stays in the sick room or another quiet area;</p> <p>b) contact the Accommodation Manager who will speak to the homestay provider to see whether they are able to look after the student in their home. If they are, the student may stay at home. However, in most cases it is thought to be better for the student to come to School, so that the School and the group leader can assess the condition of the student.</p> <p>If the student needs to see a doctor or go to the hospital, this will be arranged by the School's staff.</p>
After evening activities 2130-0800	<p>The homestay provider will look after the students. If the homestay provider is concerned that the illness is serious, they will contact the Accommodation Manager, who will then contact the group leader.</p> <p>If the student needs to see a doctor or go to the hospital, this will be arranged by the School's staff.</p>

Policy for health and safety of students #2: Student behaviour

Health and safety of students

Illness: the School has a "sick bay" where students can rest if they are ill

Illness: in some cases, it may be possible for students to stay at home - liaise with the Accommodation Manager to check whether it is feasible. It cannot be assumed that this is possible

Illness: it is possible to arrange appointments with doctors. However, they operate a triage system by telephone in the first instance. Depending on the condition, it may not always be possible to arrange same-day appointments

Illness: in emergencies, the local hospital has an Accident and Emergency department. Again, a triage system is in place – waiting times for less serious conditions can be up to four hours. In most cases, a group leader is expected to accompany students to the hospital (liaise with the School)

Student behaviour: group leaders are expected to help the School to maintain expected standards of behaviour in lessons, on activities and excursions and in accommodation

The School has a published expulsion policy (which is available on request). Students may be sent home (at their own expense for rearranging flights and transfers) for:

- violence•sexual harassment•theft•
- drugs or alcohol offences•vandalism
- racism or extremism•



You are responsible for maintaining the behaviour of the students within your group. This is also the responsibility of the teaching and activity staff. However, if students do not behave appropriately in class, on activities or in their accommodation, the School expects the group leaders to intervene and to speak to the students involved and to ensure that poor behaviour does not continue. On trips, group leaders are counted as part of the School's supervision ratios – this ratio is generally set at 1:15 for students above the age of 12, and 1:8 for students of 12 and under.

All students are told the School rules during their induction and should be clear as to what is expected of them in class, on activities and in their accommodation. The School reserves the right to expel students from its courses for very poor behaviour. Examples of poor behaviour that the School will not tolerate and may expel students for include: violence; racism or other prejudicial behaviour; drug use; alcohol use. If a student is expelled it is the group leader's and agent's (if there is one) responsibility to make, and pay for, arrangements for the student to be sent home. (The School's full expulsion policy is available on request.)

If you are concerned about the behaviour of students from other groups, contact either the Director of Studies (for classroom behaviour), the Activity Manager (for behaviour on activities and trips) or the Accommodation Manager (for behaviour in accommodation).

If you are concerned about the behaviour of members of the School staff, or other group leaders, please speak to the Directors, or one of the people mentioned above. If you want to make a formal complaint, please refer to the complaints procedure below.



Policy for health and safety of students #3: Student feedback



All students are given daily feedback forms from day two of their stay. These forms allow the School to

monitor the students' satisfaction with their activities and accommodation. If any negative comments are made on these forms, the Accommodation Manager or Activity Manager are informed immediately, and they take whatever action they feel is required as a result of the comments made. This system allows us to deal with most problems while they are still small, so that they do not become bigger problems. In the last year over 90% of student satisfaction questionnaires have rated teaching, accommodation and activities as either excellent, very good or good. Less than 1% have rated any of these areas as unsatisfactory.

First day procedures (day after arrival)

Most groups arrive on a Saturday or Sunday, although it is possible that you have arrived on a weekday too. You will have been met at the School (or in the station car park) and introduced to your homestay providers. In most cases you and your students will have spent your first night in your accommodation and not had an evening activity. Occasionally, groups will have an evening activity on their first night. If this is the case, this will have been explained to your group and your homestay providers on arrival.



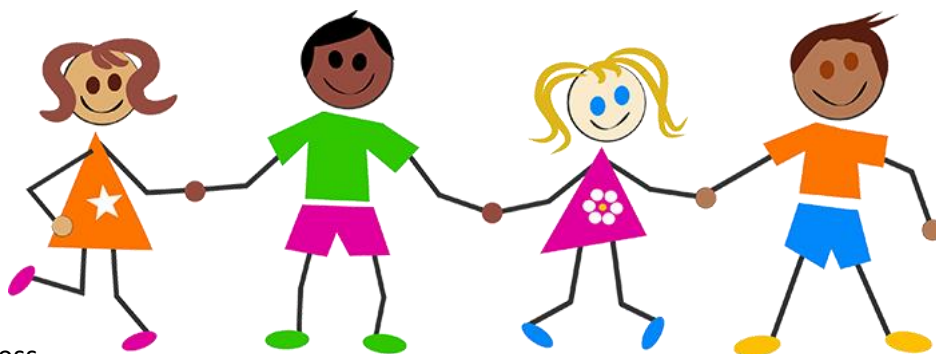
The day after your arrival is your “first day”. On the first day the students will normally have class, an afternoon activity and an evening activity. (Occasionally this “standard” format will change with the inclusion of day-trips, morning activities and afternoon classes a possibility.) While the students are having their introductory class, the School staff will have a meeting with all the group leaders. The Accommodation Manager will talk to group leaders about aspects of hosting: the expectations of students and group leaders; how to monitor any problems; policies and procedures for dealing with changes to hosting arrangements. The Activity Manager and the Group Bookings Officer will talk to groups about all aspects of the timetable and explain how the activities and trips have been arranged. Group leaders are invited to discuss with the Activity Manager the exact details of their trips to London and Canterbury (or other agreed destinations). Airport transfers and questions connected with departures are handled by the Group Bookings Officer.

All members of staff are generally available from 0830-1700 Monday to Friday to answer any questions within their department. In the evening and at weekends, messages can be relayed to managers by the School staff who are on duty at the time. In emergencies (please see above for the definition of emergencies), the emergency phone is manned 24-hours a day.

Safeguarding of under-18s

Safeguarding policies and procedures

Everything we do at the School is designed to ensure the safety, happiness and well-being of our students. Students are given information on their first day about road safety, behaviour and other health and safety considerations.



One of the most important aspects of the School's policies and procedures are our safeguarding provisions. Safeguarding (also known as child protection) is a fundamental part of the School's responsibilities to its visitors and staff, and also to its British Council accreditation. Safeguarding is also part of UK law.

All educational establishments have a legal obligation to safeguard children (0-18) or adults who are or may become vulnerable. Children need to trust the School and be confident that they can approach members of staff if they have a problem or need. The School has two designated safeguarding leads (DSLs). These people deal with all issues relating to safeguarding concerns. The lead DSL is Steph Parsons. The second DSL is Katy Vickers.

Safeguarding policies and procedures are designed to ensure that no child suffers from the four main types of abuse: physical abuse; neglect; sexual abuse; or emotional abuse.

Physical abuse includes such actions as over-chastisement, slapping, shaking, punching, etc. The consequences of such actions may be physical injuries or psychological effects.

Neglect includes ignoring the needs of children including not feeding or clothing them, or lack of proper supervision. Persistent neglect can damage health and cause longer term psychological damage and problems with social interactions. (Neglect is unlikely to be an issue found during a short stay English language course in the UK. However, this is not to say that it should not be taken into account.)

Sexual abuse is the involvement of a child or adolescent in sexual activities that they do not understand, cannot give consent to and which are not acceptable to our society. This includes inappropriate touching, taking of obscene photographs, producing/trading in child pornography as well as attempted or actual sexual intercourse. All of the School's staff have

Safeguarding

Safeguarding of under-18s is one of the most fundamental duties of the School under UK legislation



These rules cannot be ignored and apply to all students under the age of 18, even if the same rules do not apply in their own countries of origin

Broadstairs English Centre is, under UK law, *in loco parentis* – which means that the School, not the group leaders, have ultimate responsibility for the safeguarding of the students at the School. In the extremely unlikely event that the School and a group leader disagree about how best to guarantee the safety of a student under the age of 18 – the School has the final say. This is the law

All adults who may be in sole charge of students under the age of 18, including group leaders, must be "fit and proper" people to work with under-18s. Group leaders must sign a declaration to this effect

Any group leader who does not comply with the School's safeguarding policy and procedures may be removed from the School

A copy of the safeguarding policy and procedures is available on request

Lead DSO is Steph Parsons
Second DSO is Katy Vickers

had induction training and/or specialist training in safeguarding and are fully aware of these issues.

Emotional abuse ranges from rejecting a child, refusing to show them love or affection, or making them unhappy by belittling them or verbally abusing them in other ways.

Bullying may take the form of physical and/or emotional abuse. Students at the School are given information about bullying during their induction lesson. If a student suffers from bullying, they should inform their group leader and/or the Schools designated safeguarding officer.

The School's safeguarding policies and procedures are also designed to protect staff from unfounded allegations from students. Staff are instructed not to be alone with students in rooms with closed doors; not to have personal contact with under-18s on social media or by personal telephone numbers; and to ensure that nothing in their conduct can be considered to be of an inappropriate nature. If any staff are found to break these rules they will be put through the School's disciplinary procedures and may be dismissed – depending on the severity of the actions and their previous conduct.

Group leaders are also expected to behave appropriately in all these situations. If a group leader is suspected of breaking the School's safeguarding rules the School reserves the right to have them removed from the School and replaced.



Prevent

Prevent is a British government initiative designed to stop the radicalisation of students. Radicalisation is defined as the exposure of students to extreme political and/or religious views and covers such issues as racism, terrorism and the spreading of extreme political doctrine. The scheme promotes the core British values: the rule of law;

democracy; mutual respect; and individual liberty. The School has a legal obligation to implement and exemplify these core British values. The students are introduced to these ideas during their induction and through course content.

What to expect in your lessons and activities

Lessons

[This information is a copy of what is included in the *Broadstairs English Centre Student's Guide 2019* with regard to lessons]

Each lesson is 90-minutes. You will be put into classes depending on your level. Your level is taken from the results of your placement test.

The teachers will choose lessons for the classes after looking at the levels and ages of the students in the classes, and at which questions most students got wrong on the placement test. The teachers will make a scheme of work for the week using this information.



Your lessons will focus on speaking, listening, vocabulary building and pronunciation; but there will also be some reading and writing activities. Grammar is taught as part of these skills. You will also have lessons that prepare you for some of the places that you will visit while you are here – for example, London or Canterbury.

Speak English as much as you can. This is how you will progress. It doesn't matter if you make mistakes. Again, this is how you will progress. If you don't understand something, ask your teachers, homestay providers or activity leaders for help.

If you think you are in the wrong class, speak to your class teacher or your group leader and they will talk to the Director of Studies. If you think your lessons are too easy, we will expect you to prove this to us. We won't move you up a level if you can't demonstrate that you're ready for it!

Lessons

How long?
90-minutes

How many?
It depends on your course. Usually between 6 and 12 in a week. Look at your group programme to see how many lessons you have and when they are

When?
Most lessons are in the morning: 0900-1030 and 1100-1230. There are some lessons in the afternoons too – these start at either 1345. Look at your programme to check the times of your lessons



Lesson content

Primary skills focus: speaking; listening; vocabulary; pronunciation

Secondary skills focus: reading; writing

Grammar is included as part of the skills lessons

Preparation for visits



Join in the lessons at all times.

Your teachers will keep a daily record of your participation in the class, how much English you spoke and how well you achieved the aims of the lessons. You will be given a score between 0 and 5 for each of these areas. 0 means "not at all", 1 means "a little", 2 "some", 3 "well", 4 "very well" and 5 "excellently". If your group leaders request it, this information will be put onto a report at the end of your course.

Keep a list of the new words that you learn. When you discover a new word try to make a note of what type of word it is (verb, noun, adjective, etc) and mark the stressed syllable (if you can).

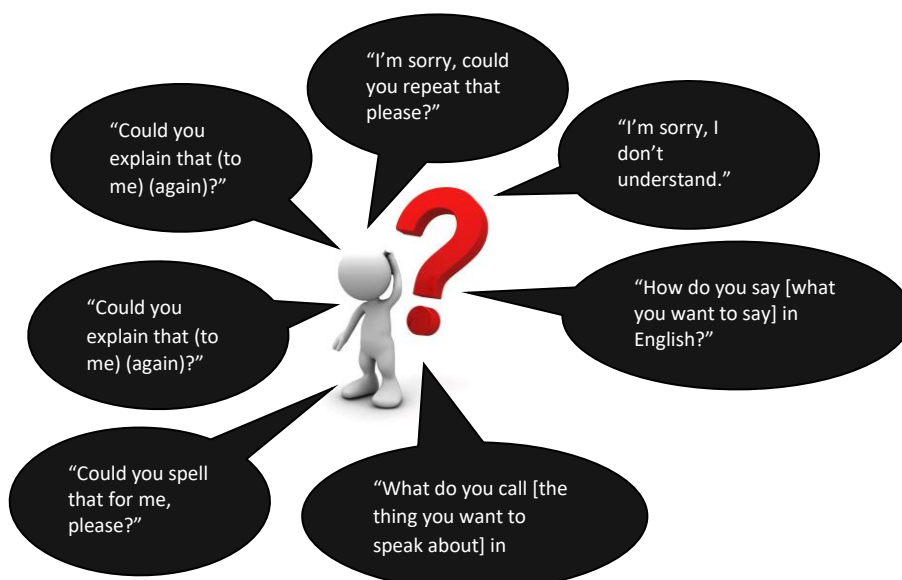
father (noun)

open (verb/adjective)

about (prep/adv)

My father (noun) was about (adv) to open (verb) the letter.

If you don't understand (in class, on activities, or with your hosts), you can say:



[End of extract from *Broadstairs English Centre Student's Guide 2019*]

Teaching policies and procedures

Placement of students – Testing and other factors affecting classing

The School on-line placement test has been carefully designed and trialled and has been assessed by Target English – a well-known testing specialist who have worked for many TEFL industry clients. The new test is directly linked to CEFR level descriptors taken from the *Common European Framework of Reference for Languages; Learning, teaching, assessment* (CUP 2001/2011), *Waystage 1990* (CUP 1990/1998), *Threshold 1990* (CUP 1998/2013), *Vantage* (CUP 2001/2003) and the web-based resource *English Profile*. The test is divided into sections with questions at A1, A2, B1, B2 and B2+ levels.

When the test is marked the students are placed in classes depending on how they scored in each section of the test.

How the scoring works:				
Q 1-15	Q 16-30	Q 31-50	Q 51-70	Q 71-80
A1 Section	A2 Section	B1 Section	B2 Section	B2+ Section
<6/15	>5/15	>5/15	>5/15	>5/15
A1	<10/15	>9/15	>9/15	>9/15
	A2	<14/20	>13/20	>13/20
		B1	<14/20	>13/20
			B2	B2+

To “pass” the A1 section, students need to score six or more correct answers from the fifteen A1 questions. If they do this, they will be assessed as being at least A2 level. If they score less than six correct answers in the A1 section, they will be assessed as being A1 level. If a student scores ten or more correct answers in the A2 section, they will be assessed as being at least B1 level. If they score less than ten, they will remain at A2. (Note: if a student “fails” to “pass” a level, the assessment stops at that level: what they score in the following parts of the test is not counted as part of their assessment. This scoring method tends to nullify the effects of lucky guessing at levels of proficiency that some students may not have actually mastered.) To pass the B1 level and be assessed as B2, students need to score fourteen or more correct answers from the twenty in this section. If they score less than fourteen, they remain at B1. To pass the B2 level and be assessed as B2+, students need to score fourteen or more correct answers from the twenty in this section. If they score less than fourteen, they will be assessed as B2. The B2+ section (ten questions) cannot be “passed” as it is the final section: answers to these questions are used as a basis for formative assessment for B2+ level classes.



The results of the test are fed into a spreadsheet which analyses the distribution of incorrect items from the tests within each level. This information is used by the Director of Studies to isolate topics and structures that are used to form the schemes of work for the students for each week.

Other factors, in addition to “level/ability” that traditionally inform class building within TEFL are:

- age
- nationality



We generally try to limit the age range of any given class to no more than 3 years between the youngest and oldest student (in classes for under-18s).

Experience within the TEFL industry, experience as parents and memories of being teenagers ourselves, have

reminded us that apparently small differences in ages are often magnified in reality for teenagers. Many 12-year-olds can find 14-year-olds intimidating. Many 14-year-olds can find 12-year-olds “immature”. The same can be said for 15- and 17-year-olds, etc. etc. This is, of course, a generalization, but it is a generalization that appears to be true more often than not.

Our “default” classing policy is to mix nationalities as much as possible within the classes. Occasionally there may be logistical reasons why there is no mixing of nationalities. The most common reasons for this occurring are:

- There is only one nationality (or language group) attending the School at the time
- There is a discrepancy of ages between the groups attending the School at the time, e.g. a group of 11- and 12-year-olds and a group of 16- and 17-year-olds, that cannot be mixed
- There is a very obvious discrepancy between the levels of the groups attending the School at the time, e.g. a group has tested as predominantly A1, and the other groups are all B2+
- The other groups attending the School at the time are on specialist courses, such as business or immersion courses, which are closed groups

Student feedback (2018) shows a satisfaction rate of over 95% “excellent”, “very good” or “good” for teaching – whether in mixed or unmixed nationality classes.

If students wish to change classes, they should speak to their group leaders first and then the group leaders should approach the Director of Studies. The Director of Studies will ask why the student wants to change and will speak to the class teacher involved to see whether the change is justified and/or appropriate. If the Director of Studies thinks the change should be made and there is sufficient space in a suitable class, the change will be made. If there are reasons why the change cannot or should not be made, the Director of Studies will explain to the group leader why this is the case. Changes are based on test scores, ages and feedback from teachers on the students' abilities; changes are not made so that students can be with their friends, or for other personal and/or academic reasons. We are conscious that we want students to enjoy their time in class, but, equally, we are keen to maintain an academic focus that is reflected in the composition of our classes.



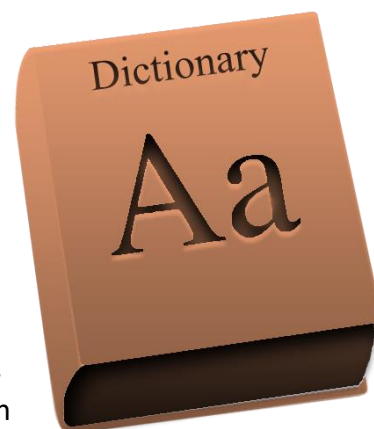
Speaking, listening, pronunciation and lexical focus

In view of the constraints inherent within a short course format that have been broadly discussed above, the School's academic philosophy and policy has led us to implementing a syllabus that is primarily based around the practice of speaking and listening skills, combined with focused work on pronunciation and lexical extension and/or activation. Our course aims, which the syllabus is designed to help us achieve are:



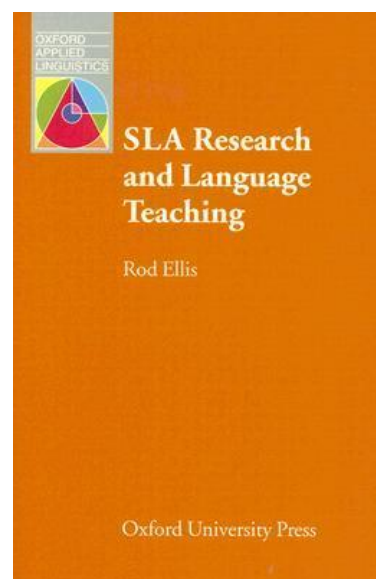
- to increase student confidence in their abilities to understand spoken English
- to increase student confidence in their abilities to speak English
- to increase student motivation to learn English as a global result of increasing their confidence in using the language
- to improve student understanding and use of English phonology and pronunciation
- to revise, practise, activate and/or increase students' active vocabularies
- to revise, practise and/or improve students' grammatical knowledge with the aim of improving their fluency

We have determined that what might be termed the "added value" of attending a course at the School for the typical student most likely lies in the fact that we can provide native speaker modelling of the language and native speaker insight into the use and usage and form and function of the language. As such it seems logical that speaking and listening should be primary focus points, as we can give good models for speaking and effective error correction when we hear inaccurate constructions or pronunciation, and our native speaker accents, rhythm and intonation are clearly an asset as models for listening as well as for speaking.



As touched on above, specific work on pronunciation is a logical component of speaking (and can also inform listening skills too, although perhaps less obviously to the layman).

Similarly, lexical work seems a natural companion to these other strands, as the more words that a student can naturally employ the better (more fluently) they are likely to be able to communicate. Lexical work concentrates on activating what is already known but, perhaps, dormant, as well as extending the students' active (and passive) vocabularies – with an emphasis on teaching words that have a high “surrender value”. (Surrender value is said to be “high” when a word (or phrase) is likely to be of use in either multiple situations or on a regular basis; it is “low” when a word (or phrase) is either specialized, antiquated or unlikely to occur except within certain contexts: for example, *cat* and *dog* are words of potentially quite high surrender value, whereas *feline* and *canine* are likely to be of lower surrender value.)



Although the focus is generally on speaking, listening, pronunciation and vocabulary building, there are also opportunities for students to improve their reading and writing skills. Most lessons are formed around an integrated skills model, where more than one skill is practised within the lesson. Grammar is generally tackled inductively, as an underlying part of other skills.

Activities

[This information is a copy of what is included in the *Broadstairs English Centre Student's Guide 2019* with regard to activities]

There are three types of activities:


- afternoon activities
- evening activities
- trips/excursions

Afternoon activities begin at 1345 (1.45pm), but you need to be at the meeting point (look at your programme to find the meeting points) at least ten minutes before the activity starts. There are various afternoon activities – for example: observation quiz; coastal walk; sports; etc.

Evening activities begin at 1945 (7.45pm). Again, you need to be at the meeting point at least ten minutes before the activity starts. Evening activities include: drama; martial arts; street dance; quizzes and games; karaoke; disco; etc.

Most groups have at least one full-day excursion in a week, usually to London. Some groups also have a half-day excursion, often to Canterbury. Check your programme to find out where you are going and at what times.

Activities



How long?
3 hours (afternoons)
2 hours (evenings)

How many?
Every afternoon (Monday to Friday), unless you have class
Every evening, except for your arrival day and the day of your full-day excursion(s)

Where and when?
Look at your programme to check the times and locations of your activities and excursions

Your activity programme is agreed with your group leader(s) and agent before you arrive. You must attend all activities and excursions. You should be at the meeting point ten minutes before the time on your programme. If you are late, you may miss the activity or excursion. If you are ill, arrangements will be made for you to stay with your hosts or at the School.

You must follow the basic School rules during activities and excursions – respect the other students and staff; behave properly; and follow the instructions given. Smoking and/or the drinking of alcohol are not allowed during any activities.



Feedback from students about activities is very positive. Of course, it is not always possible to make a programme that suits 100% of the people 100% of the time. If you don't like karaoke, for example, please don't spoil it for those who do. Always speak to the activity leaders or your group leader(s) if you have a problem.

Activities and excursions are another opportunity to practise your speaking and listening skills in English. Listen to the activity leaders and get involved as much as you can!

If you go on excursions, you will be given information in class or during the trip. This information is designed to help you understand the things that the activity leaders tell you during your visit. If you do not understand, or you want to know more, ask your activity leaders: they are there to help you!

You do not need any special equipment for activities. If you are doing sports, you should wear something suitable.

Please do **not** carry your passport or your travel ID card with you. These documents should be left in a safe place in your homestay or residential accommodation, or with your group leaders if they request this. However, you **should** keep your BEC ID card with you at all times.

[End of extract from *Broadstairs English Centre Student's Guide 2019*]



Activities policies and procedures

Our social programme of morning, evening, afternoon and weekend activities supports and complements our academic programmes and is an important part of the experience of staying at Broadstairs English Centre.

The activities are a further opportunity for students to practise their English speaking and listening skills, and for them to add to their active vocabularies. We have a range of activities some of which tend to be day time activities and others of which tend to be evening activities.

Table of activities

Table #1: Activities that normally occur during the day

Activity	Description
Coastal walk	a walk (with accompanying worksheets) from Broadstairs seafront to Ramsgate town centre - either along the clifftops and through George V Park or along the beach - depending on the weather and the tides
Margate trip	a trip (usually by train) to see the Old Town and to visit the Turner Contemporary Art Gallery (free admission)
Observation quiz	the students get to know the local area by completing a quiz that asks them to find certain locations in the town - this is usually done on the first day in School
Sports options	a choice of (generally) football, basketball, volleyball, tennis: the range of choices may be limited by the size of the group and/or the availability of pitches/courts
Westwood Cross	a visit to the local shopping centre (usually by public transport - depending on the size of the group)
Quex	a visit to the Powell Cotton Museum Collection in Birchington (usually by train) - a large collection of objects from around the world collected in Victorian times
Minigolf	at the Lilliput Minigolf on Broadstairs seafront
Beach games	volleyball, Frisbees, rounders (a game like baseball!), sand castle competitions, rock pool exploring - depending on the ages of the students etc.

Table #2: Activities that normally occur in the evening

Activity	Description
Disco	using our Spotify account to ensure that we have a wide range of songs, combined with lights and lasers - at a variety of venues, depending on student numbers
Drama workshop	one of the most popular BEC activities: we have 3 instructors who work (or have worked) in local state Schools as specialist drama teachers and



	they use these skills to offer students an evening of fun theatrical games and exercises
Games evening	board games (Scrabble, chess, etc.), Jenga, Twister, Pictionary etc. combined with table tennis, pool and Xbox games - students/groups decide which they prefer
Karaoke	we use either the Xbox or our karaoke system for this activity - activity leaders demonstrate that you don't have to be Pavarotti to sing!
"Pub" quiz	a quiz based on the format of traditional English "pub" quizzes: teams participate in different rounds of questions to find overall winners
Street dance	our professional instructors teach the students how to follow some basic routines, with stretching and warm-up exercises and a "performance" to finish
Bowling	a visit to Buggy's Bowling Centre in Cliftonville to play a game of 10-pin bowling
Cinema	usually at the Carlton Cinema in Westgate, to see one of the latest films
Climbing	at Revolution Skate park - a chance to try bouldering with professional supervision on the climbing wall
Leaving party	a party (usually on the last (weekday) night of a course) - music and games
African drumming	our professional instructor leads the students in a practical demonstration and performance using bongos, congas, djembes, etc.

Provisional programmes

You (or your agent) will have been sent your provisional programme before you arrive. The programme is built taking into consideration a number of factors and variables:

- student (and group) numbers
- ages of students (if known at the planning stage)
- venue availability (in relation to student numbers)
- transport needs and considerations
- availability of specialist instructors



Changing programmes

Requests to change aspects of the programme after your arrival will be dealt with on a case-by-case basis. Where possible we will accommodate requests to change programmes but sometimes changes may not be logistically possible. Clearly requested changes to the programme that are significantly more expensive than the activities being replaced may only be possible if you are prepared to cover the extra cost(s): such costs may include – entrance fees; transport costs; etc.



Activities policies and procedures

Activity Manager: Dale McFarlane



Liaise with Dale to check arrangements for your group's activity programme

Please do not make "unilateral" changes to activity programmes or arrangements for meeting points or times (including during excursions). Such changes may have (at worst) implications for health and safety, unforeseen knock-on effects on homestay providers (particularly if they are hosting students from different groups, and if they are driving hosts). For groups with coaches, please do not assume that small adjustments to departure and arrival times will not have knock-on effects

All changes must be agreed with the School and any changes transmitted to staff and homestay providers by the Activity Manager

At least one group leader must attend all evening and weekend end activities

All group leaders must attend all excursions (except in emergencies)

Start or end times to activities and venues/meeting points for activities should not be changed without consultation with BEC staff. "Unilateral" decisions to make changes to programmes can affect arrangements for picking up students for driving hosts, meal times, etc. For groups with their own coaches it is also worth remembering that arriving earlier or later than planned – because you have the flexibility of your own transport – can also cause similar problems as those mentioned above.

Sometimes a Group Leader would like to take their group out for dinner one evening, allow free-time during an activity or arrange their own day trip without accompanying BEC staff. These options should be discussed and agreed with BEC staff in advance so that Group Leaders can take advice from the School and complete and sign a risk assessment for that particular activity. BEC will need to inform homestay providers or residence caterers.

Weather arrangements

Sometimes outdoor day time activities may be affected by adverse weather. In these circumstances the School will either swap activities around within your programme or make arrangements for alternative indoor-based activities.



Expectations of students on activities #1: Attendance

All students must attend all the activities on their programme, attendance is not optional. This rule is part of our commitment to our safeguarding policies and procedures and it is important that all group leaders support us in ensuring that all students attend all lessons and activities, unless there are genuine reasons why they cannot – for example, illness. Registers are taken at all activities; again, as part of our safeguarding policies and procedures, but also to ensure the students' health and safety in the case of fire or other emergencies.



Expectations of students on activities #2: After evening activities

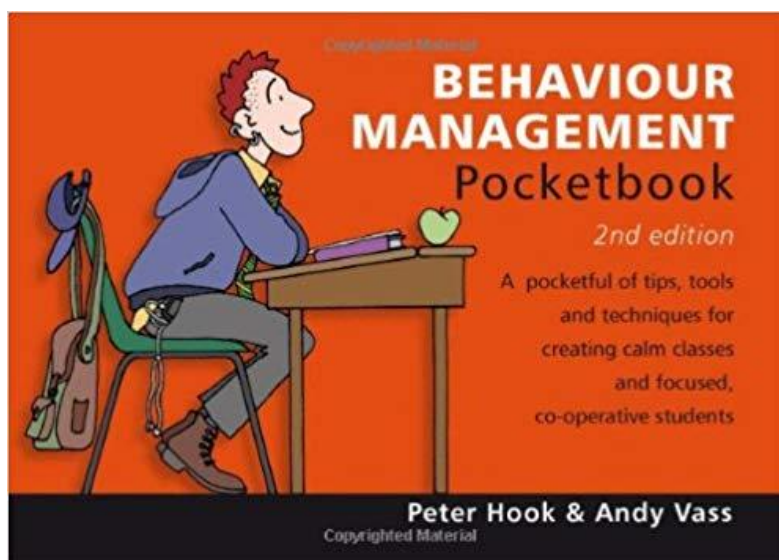
Students are expected to go directly home after evening activities. The School does not give permission for students to go out in the evening unaccompanied, either before or after their evening activity. Some parents may have signed a consent form giving permission for their teenagers to go out in the evenings, but this is not permitted by BEC. Broadstairs



is generally a safe place but there are certain places which should be avoided at night to minimise any risk. In addition to this, students under 18 are not allowed in pubs or bars which are generally the only venues open at night. The School has the over-arching Duty of Care for students in its care. We expect group leaders to support the School in enforcing rules which exist for the safety of the students.

Expectations of students on activities#3: General behaviour

The same “rules” apply to student behaviour on activities and lessons as outlined for their behaviour in their accommodation. Group leaders are expected to monitor their own students’ behaviour and to ensure that their students are behaving correctly. Any malicious damages caused during activities (or lessons) may be charged.



Expectations of group leaders on activities#1: Supervisory responsibilities

At least one group leader is expected to be at every evening activity. For afternoon activities the School does not insist that a group leader should be present. Clearly all of the group leaders of a group are expected to attend all excursions (half-day and full-day). Group leaders are included in the calculations of our supervision ratios on trips and may be included in the calculations for activities. Our general ratio of students to adults is 1:15 for students aged 12-18. This ratio is 1:8 for under 12s. Group leaders are expected to help with the assembling of groups before the activities start – details are given above (page 5).

If students are given free time in London or Canterbury, for example, this must be done with the agreement of all staff involved. Students should be advised to stay in groups of 3 or more. Group leaders would be advised to ensure that at least one student in each group of 3 has a mobile phone which is charged and has enough credit to make a call in the case of an emergency.



Your weekly programme

[This information is a copy of what is included in the *Broadstairs English Centre Student's Guide 2019* with regard to activities]

All students have a weekly programme that tells you what happens on each day of the week, where to be and when. Programmes look like this:

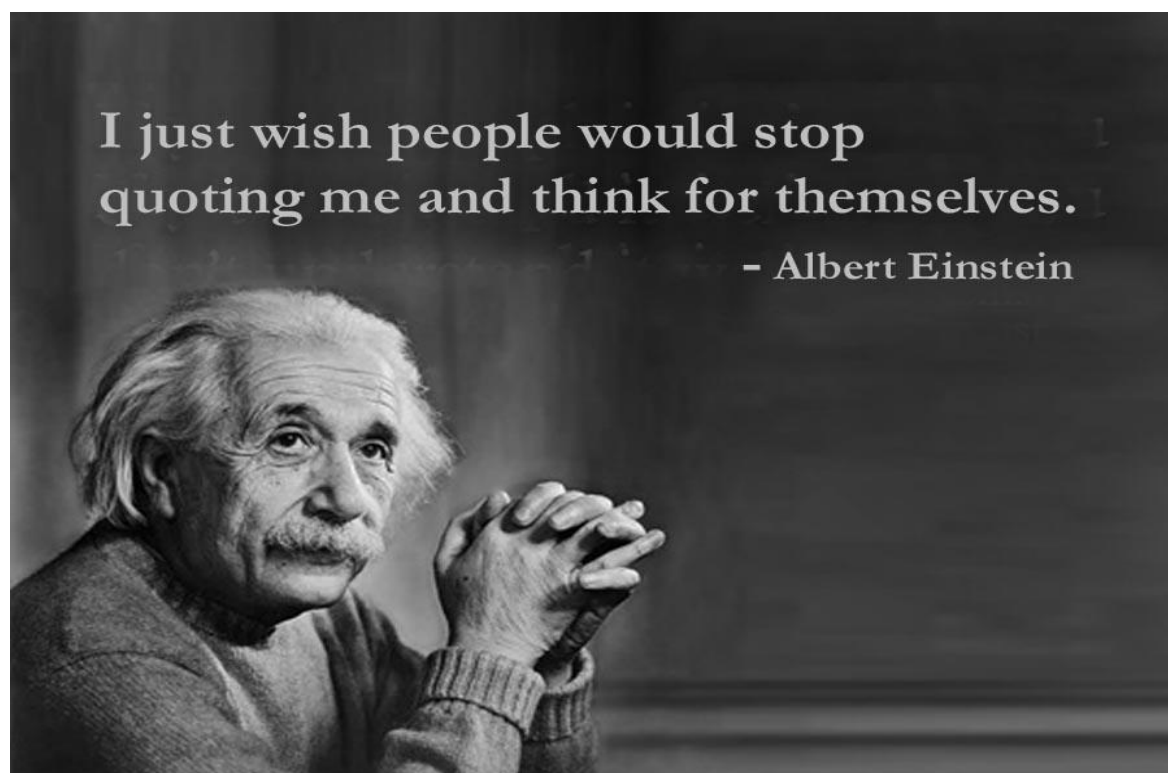
Week number, start date and end date		Group	Number of students and group leaders		Description of activity			
Week 2-3		MEDI DI CICCiano		RESIDENTIAL		ENGLISHUK member	Quality English	Accredited by the BRITISH COUNCIL for the teaching of English in the UK
Day		36 Students and 3 Group Leaders						
Date		Arrival - Friday 11th January - settle into the residence and play some games in the evening						
Start and end times								
Meeting point								
Date	At	Ends	Meet	Trs	Activity	Details		
Sat 12-Jan	0830	2030	BEC	Coach	Cambridge	trip to Cambridge for a tour of the famous university city and some free time		
Sun 13-Jan	0930	1730	BEC	Train	Canterbury	Activity: tour to see the sights of this world-famous and historic city		
	1945	2130	BEC	\	Movie Making	use our ipads to make your own short movies. A chance to practise your English and bring out your inner Steven Spielberg		
Mon 14-Jan	0900	1230	BEC	\	Class			
	1345	1700	BEC	\	Observation Quiz	answer the questions and get to know the town - prizes for the winners		
	1945	2130	QRB	\	Drama	an evening of theatrics, games and entertainment, led by qualified drama teachers		
Tue 15-Jan	0900	1230	BEC	\	Class			
	1345	1700	BEC	\	Yarrow Business Visit	visit the Yarrow Hotel in Broadstairs for a business talk and tour		
	1945	2130	BEC	\	Karaoke	show us your singing skills and hear some of your favourite songs		
Wed 16-Jan	0900	1230	BEC	\	Class			
	1345	1700	BEC	\	Coastal Walk	a beautiful walk along the coast		
	1945	2130	BEC	\	Quiz Night	in teams take part in our English quiz		
Thu 17-Jan	0900	1230	BEC	\	Class			
	1230	1730	BEC	Train	Canterbury Tales Business Visit	train visit to the Canterbury Tales for a tour followed by a business talk		
	1945	2130	BEC	\	Street Dance	learn some fun dance moves with our qualified dance instructor		
Fri 18-Jan	0900	1230	BEC	\	Transport	trip to Margate for a tour of the town, a visit to the Turner Contemporary Art Gallery and some free time on the beach		
	1345	1700	BEC	Train				
	1945	2130	BEC	\	Disco	have fun dancing to your favourite songs		
Sat 19-Jan	0830	2030	BEC	Train	London	trip to London for a tour of the main sights including Big Ben, Westminster Abbey, Houses of Parliament, and Trafalgar Square		
Sun 20-Jan	0900	0925	BEC	Coach	Departure	time to leave, hopefully see you next year	Broadstairs English Centre Speak to the World email: activities@broadstairsenglish.com - WWW: www.broadstairsenglish.com	
Venue index: BEC - Broadstairs English Centre / CDS - Charles Dickens School / STG - St Georges School / VRC - Vere Road Car Park / QRB - Queen's Road Baptist Church					Lunch arrangement: residential - school lunches			
					Lunch details			

Your programme gives the times of your lessons, activities and excursions. If you are staying with a homestay provider, they will have a copy of your programme.

Map

The School map shows you where the School is. It also shows you where other activities often happen: Charles Dickens School; Dane Court School; Bradstow Mill; Thanet Wanderers rugby ground; Holy Trinity Church Hall; Queens Road Baptist church; the bandstand; and the train station.

[End of extract from *Broadstairs English Centre Student's Guide 2019*]



Group leader lessons and activities

As part of your stay at Broadstairs English Centre, you are offered two three-hour sessions of group leader "lessons". These lessons are provided by either Dave Parsons (Director of Studies) or Jeff Butt (one of our senior teachers). Topics for lessons are negotiated between the participants. Typically, sessions may be on current methodology, trends in teaching, aimed at increasing group leaders' active vocabularies (with new phrasal verbs, idioms, etc.), cultural topics, literature, etc. The choice is almost limitless and depends on the interests of those attending at the time. Attendance is not compulsory (!), and, if you only want to attend one session, that's not a problem. Drop in and out as you choose.

We also offer group leaders an opportunity to have a trip to a point of local interest in the company of Vivian McDermott. Viv's "Viv Trips", as they are known, are a very popular part of the group leader programme. Viv Trips take place in the mornings in most cases and run from 0930-1200. There is no cost involved for group leaders, and it's an opportunity to see some of the local sights and have some interesting conversation with Viv.

Accommodation

Homestay students

Placement of students

Provisional lists

Before you arrive, we place students taking into account:

- Your requests regarding numbers of students per homestay provider
- Your requests regarding nationality mixing (if any)
- Allergy and/or special dietary information supplied

We send you (or your agent) provisional group hosting lists as soon as we can. It should be noted that sometimes changes need to be made to these provisional lists. While we attempt to accommodate hosting requests, it is not always possible to meet all requests due to a number of variables: total number of students; range of nationalities; range of ages; ratio of girls to boys; etc.

Changes to lists

Changes may occur for a number of reasons, these include (but are not limited to):

- hosts changing their plans for personal reasons. For example: illnesses; bereavements; other work commitments; etc.
- additional students arriving in the same week with students whose requirements mean we have to rethink the hosting plan for the week. For example: if

$$\begin{aligned} f(t)e^{-i\frac{2\pi mt}{T}} &= \sum_{n=-\infty}^{\infty} c_n e^{i\frac{2\pi nt}{T}} e^{-i\frac{2\pi mt}{T}} \\ &= \sum_{n=-\infty}^{\infty} c_n e^{i\frac{2\pi(n-m)t}{T}} \end{aligned}$$

a group books who have young students (10-12 years old) we may decide it is best to locate them close to the School for safety reasons. This may mean reassigning some students in other groups.

Accommodation policies and procedures



Accommodation
Manager: Steph Parsons

Liaise with Steph to check
your group's accommodation
arrangements

Hosting arrangements can be a quite complex jigsaw – the underlying complexity of which may not always be apparent to others – length of stay, nationality/language mixes, genders, allergies, student ages, etc. all come together as part of the “equation”. Sometimes changes to this “equation” mean that provisional hosting arrangements have to be changed (particularly as the number of students in the School change – as more bookings are confirmed, for example)

In view of the above, requests to change hosting arrangements have to be dealt with on a case-by-case basis and whether or not they are possible will depend on the circumstances in play at the time

Requests to change hosting arrangements will normally require there to be a “justifiable” reason behind the request – it has to be borne in mind that the homestay providers should not be “penalised” by losing students without sufficient reason

British Council accreditation criteria state that:

- there should be no more than 4 students in any homestay accommodation
- under-16s will not share with 18s or older
- there will not be more than 2 students in a room (unless requested)
- students with the same first language will not share (unless requested)

- hosts changing their circumstances. For example: taking less students than before; deciding to take only male or female students rather than both; adding a pet to their home; etc.

It is our aim that you always receive an up-to-date host list before you arrive at the School. However, very occasionally changes occur the day before or even on the day of arrival. In such cases it may not be possible to inform you of the changes before you arrive, although we will always try to do so.



Very occasionally hosts do not arrive to pick-up students on arrival. If this happens, we will place the affected students with a host from our back-up list for the week.

Suitability checks

All of our hosts are fully-checked by the School and have been put through the UK national standard police check system to demonstrate their suitability to work with children (known as a DBS check in the UK).



Accommodation feedback

We keep detailed records of the feedback that hosts receive and we are proud to say that 9 out of 10 of our students report back that their hosts were either “excellent”, “very good” or “good”. Less than 1% of our students report that their accommodation is “unsatisfactory”.



Types of host

We have two different types of host: central and driving:

- **Central hosts** live within 20 minutes’ walking distance of the School. Students with central hosts are expected to walk to and from School for all their lessons and activities including those in the evening.
- **Driving hosts** live further away and therefore drive their students to and from School.

If you are concerned about students’ walking arrangements, you may choose to:

- accompany them home yourselves

- pay for a member or members of the School activity staff to accompany them home after evening activities

Please note that we view **all** homestay providers as being the same and will not normally move a student simply because of their location within the 20-minute walking radius of the School.

Making changes to accommodation arrangements

On the rare occasions that students are unhappy with their accommodation we take a number of factors into account to decide whether or not a change should be made:

- if there is a medical or health and safety concern as a result of the hosting, we would normally make a change as soon as possible. For example, a student is allergic to something in the house, or the heating in the house is not working. (You or your agent should ensure that you give us the correct information with regard to allergies and other specialised hosting requirements at the time of booking. If we are not informed of allergies etc. before your arrival, it can make changes after your arrival more problematic.)
- if the house does not meet the expectation of the student, we would normally discuss the issue with you on a case-by-case basis. For example, it is described as dirty, too small, too far away, too cold, etc. Normally we would hope to be able to talk to the hosts and rectify situations of this type without having to move students. If necessary, we visit the host concerned to investigate the situation(s) being described so that we can evaluate them properly. We will also look at the host's "track record" to see whether this type of situation has occurred before.
- if a student does not feel that they are being spoken to enough or have issues with the food they are being given, we would proceed as in the previous point above.
- if a student simply feels uncomfortable with the hosts on the first night it may be because it is the first time they have been away from home, or another similar reason. In such cases we generally ask that the student remains where they are, and we monitor the situation.



In cases where there is a genuine reason or need to change a host, we will always attempt to make such changes to everyone's satisfaction. In cases where the need seems to be less clear cut we will proceed on a case-by-case basis. Again, it is our hope that we can keep both you and our hosts happy. In cases where we feel the student's "complaint" is unfounded or unreasonable, we will, again, proceed on a case-by-case basis. Again, it is

always our hope to keep all parties as happy as possible. It should be noted that it is the School policy to compensate hosts for any loss of earnings if we decide to move students out of their homes in situations where they have not, in our opinion, done anything wrong. In such cases we are effectively, as a School, paying to host students twice. Clearly this is a scenario that we prefer to avoid. Having said that, we are keen that students are happy while they are here.

Student behaviour in their homestay accommodation

While it is rare that we have serious complaints about the conduct of hosts or the condition of their houses, it is also rare that we receive complaints about the behaviour of students from hosts. However, it does happen from time to time that students behave, either accidentally or deliberately, in ways that cause hosts to contact the School. Examples of these types of complaint include: damage to rooms (either deliberate or accidental); being rude (to the hosts or to other students in the house); not obeying the house “rules” (generally being late for meals or at the end of activities). In such cases we would liaise with you to decide upon the best course of action, which would normally be talking to the student to hear their explanation. In the very rare cases of vandalism or similar actions we may ask that the student (or you or your organisation, as their representative) pay for the damage caused. In general, students staying with homestay providers are expected to follow the rules set out by their hosts, as well as the general rules of behaviour set out for School: being polite; being on time; respecting other students and members of staff (including hosts); etc.



Residential accommodation

Placement of students

We regard all the student rooms in the residence as equal. We ensure that male and female students are housed on separate floors. This is a fundamental requirement of UK safeguarding legislation with regard to safeguarding. It is also a fundamental part of our accreditation by British Council, and must be adhered to in all circumstances. (Copies of



the School’s health and safety policies and procedures, including detailed information on safeguarding policies and procedures, are available on request.) The rooms in the residence are 4-, 6- or 8-bed rooms. Depending on how many students are staying in the residence, there may be scope for some changes to rooming configurations after your arrival. However, if the residence is busy, such changes may not be possible.

Student behaviour

We will always have at least one Broadstairs English Centre member of staff staying with groups in the residence. Their role is to manage the residence and to liaise with group leaders and ensure that everyone is happy with their stay. We expect group leaders to

monitor and supervise their students whilst in the residence. This is particularly important on the occasions when groups do not have sole use of the residence but are sharing the facilities with another group. We have some basic rules for students in the residence to ensure their safety and well-being during their stay.

Residence procedures

The Residential Supervisor will have a separate induction meeting with any residential groups and go through all of the specific arrangements for such groups: including information on meal times, shower times, curfews, general health and safety and how students should behave when in residence.

- a damage check will be carried out by a group leader along with the BEC residential supervisor both at the beginning and end of the stay. Any damages will be dealt with on a case by case basis, but in situations where a cost is incurred this should be covered by the damages deposit paid by the group.
- lost keys for lockers and for group leader rooms will incur a charge which should be covered by the damages deposit paid by the group.
- waste bins will be emptied daily. Rooms will be hoovered daily, but please note that rooms that are very untidy will not be cleaned. Showers and toilets are cleaned every day.
- if group leaders require their rooms to be cleaned, they should leave their keys at reception in the morning to allow access to their rooms.
- bedtimes will be discussed with group leaders. Typically, we expect all students to be in their bedrooms by 2230 (10.30pm) and to turn off lights and be quiet by 2300 (11pm). It should be remembered that BEC is a School and students will need to get up quite early to be ready for lessons in the mornings. It is also important to respect other students who may be staying in the residence at the same time.
- boys are not allowed access to the girls' floor and girls are not allowed access to the boys' floor. This is UK Safeguarding law.
- the main door to each residential floor will be locked during the day between the hours of 0900 (9am) and 1700 (5pm). Students should not be given the access codes to the residential area. This is for security purposes and to ensure that the cleaners can do their job. If students have valuable objects, these should be stored in the lockers. If students do need to access their rooms during the day in the event of



having to change their clothes for example, the students should go to reception and will be accompanied in the residence by a member of BEC staff. On the rare occasions that students behave inappropriately we will liaise with you before deciding upon any course(s) of action.

In your homestay accommodation

[This information is a copy of what is included in the *Broadstairs English Centre Student's Guide 2019* with regard to accommodation]

Your homestay provider has welcomed you into their home. You should always be polite and follow the rules that you are given. Your hosts want you to have a good time. Very few students ever have any problems with their hosts. All of our homestay providers have been interviewed by us and have been checked to ensure they are suitable people to look after students. We have also visited all of the homes and checked that the rooms and facilities are of the required standard. See the section on School and accommodation rules to see what you should and shouldn't do when you're in your homestay accommodation.



Your hosts will provide you with:

- a bedroom with somewhere to put your clothes and somewhere to store your suitcase
- there should not be more than four students in your house. If there are more than four students in your house, please tell your group leader immediately – and they will tell the Accommodation Manager
- if you are 16 or younger, there should not be any students who are older than 18 in your house. Again, if there are, please tell your group leader immediately
- breakfast and dinner every day. Your hosts will normally eat dinner with you in the evening. Sometimes they may not eat with you, but they will sit and talk to you. Make sure you are ready to eat at the times that your hosts tell you!
- a bath or a shower every day. Your hosts will tell you when are the best times to have showers and baths
- conversation. Your hosts will ask you about your day and about you. Don't be shy, our hosts are used to having students from different countries in their houses – they know what to expect. If your hosts don't speak to you, tell us and we will ask them to explain why.

Homestay accommodation ?

What is provided?

A bedroom
Space for your clothes and suitcase(s)
Breakfast and dinner
Bath/shower facilities and towels
English speaking practice

Residential accommodation

The School residence is on two floors – one for boys and one for girls. The School provides a Residential Supervisor who looks after you and the residence. The Residential Supervisors are there to help you and to make sure you are safe and that you follow the rules for residential students (see the section on School and accommodation rules).

The dormitories have either six or eight beds in them, with spaces to hang your clothes and put your suitcases. There are showers and toilets on both floors. Your group leaders will also have rooms on one, or both, of the residential floors.

Keep your rooms tidy so that they can be cleaned.

If you are here for more than a week, there is a laundry service to keep your clothes clean.

You will have breakfast and your evening meal at the School. You may have your lunch at the School too, this depends on the course you are booked on.

Residential accommodation



What is provided?

- A bedroom
- Space for your clothes and suitcase(s)
- Breakfast and dinner (maybe lunch)
- Bath/shower facilities
- Laundry service (if you stay longer than a week)
- Area for relaxation, games, etc.
- English speaking practice

Residential students have access to the School reception area before and after lessons and activities. Students can relax in this area: play games; watch TV; listen to music; etc.

How to stay safe

The School is accredited by the British Council and has policies and procedures to ensure the health and safety of everyone at the School.

All our staff and homestay providers have been checked to ensure they are suitable people to work with students. We have two Designated Safeguarding Leads (DSLs), Steph Parsons, who is also the Accommodation Manager and Katy Vickers, who is usually at reception (0815-1700) from Monday to Wednesday. If you are unhappy, or if someone is bullying you, or you feel unsafe in any way, talk to Katy or Steph. You can also talk to your group leader, your teacher, or any other member of staff. They are all here to help you.



Katy Vickers



Steph Parsons

You will be given information about what to do if the fire alarm sounds during your first lesson and your first activity.

If you have an accident, we have trained staff who can give first aid. If necessary, we can arrange for you to see a doctor, dentist or to go to the hospital.

If you have an emergency and are not with your group or with any staff members, you can call the School, the 24-hour emergency number or, if you need urgent medical treatment or the police call 999. (Numbers are below *Useful contact numbers*.)

Always go directly home at the end of your evening activities and always walk with your hosting partner. This is for your safety. If you get lost, call your Group Leader or the School's emergency number which is on your School ID card. If you have no credit on your phone, go into the nearest shop and ask if a member of staff there can call the emergency number for you.

If you are given free time either in Broadstairs (including being on your own at lunchtimes), Canterbury or London, always stay in groups of a minimum of 3. Make sure at least one of you has credit on your mobile phone so that you can make a call if you need help and remember the advice in the *How to stay safe box* above.

School and accommodation rules

School rules

The School and accommodation rules are for the safety of everyone and to ensure that everyone at the School has an enjoyable experience.

It is unusual for there to be problems with the behaviour of students at the School. If anyone does not follow the rules of the School, the School will decide what action should be taken. In serious cases, it is possible that poorly behaved students may be sent home. This is very rare – but it has happened.



How to stay safe



Go directly to your homestay after lessons and activities

Broadstairs is a safe town, but there can be unpleasant people anywhere

To be safe, do not go to the parks, the beach or the seafront in the evening or at night – unless it is part of an organized activity

Don't be too noisy and don't sit on garden walls or parked cars; please do not block pavements and entrances to shops etc. and make sure there is space for local people to walk by.

Follow the School, residential and homestay rules

Do not carry your passport or national ID card with you – keep it somewhere safe!

Keep your phone charged – the School emergency number is (0044) (0)7983 256407

School rules

Respect the other people in the School

No bad language

No bullying or anti-social behaviour

No food or drink (except water) in the classroom

No hats or caps in the classroom

No mobile phones in lessons (unless your teacher says they can be used for finding information etc.)

Students must not leave the School building during breaks between lessons (1030-1100 and 1530-1600)

No smoking

No violence

No alcohol or drugs

Be on time

Be safe



Attendance



All students must attend all lessons and all activities and must be on time. If you are late for activities or excursions, you may have to miss them – particularly if you are going by train or coach. All students should arrive ten minutes before lessons or activities begin and must go to their homes immediately after activities.

Illness and absence

If you are ill, we will arrange for you to stay with your host or to stay at the School. If you are late or absent, we will speak to your group leader(s).

Behaviour

Respect.

You are expected to respect all your classmates, your homestay providers and all of the School's staff.



Bullying, violence, racist, sexist or any behaviour that causes offence, the use of drugs, the drinking of alcohol and shoplifting (stealing from shops) will not be tolerated. Students who break these rules may be sent home.

Smoking



It is illegal for shops to sell cigarettes to under-18s. Smoking is not allowed inside public buildings in the UK. It is the law. Over-18s may smoke in the designated smoking area, if their group leaders agree to this. There is no smoking at other venues, for example, Charles Dickens School or Dane Court School. Students cannot smoke in their homestay accommodation or in the School residence. **NOTE: In the UK you can be fined (have to pay) £80 for dropping finished cigarettes on the ground. The same rule is true for dropping litter/rubbish in the street. If you drop cigarettes and/or**

rubbish in the street and are given a fine – YOU will have to pay!

General safety



When you are crossing roads, always look to the right first. In the UK we drive on the left! Respect local people in the town, do not block pavements or entrances to shops. Make space for old people and people with pushchairs. In the evening and at night, don't make too much noise. If you have a problem call the School number, the emergency number or your group leader. If the problem is serious and you need immediate medical help or the police, call 999.

Things you should bring to class

You should bring your folder, a pen and paper to every lesson. If you do not bring these things, or you misbehave in class, you may be taken out of class.



Homestay accommodation rules

Remember that you are staying in someone's home, not a hotel. You should always respect your hosts and their home. You are a guest in their house and you should always be on your best behaviour.

Always be polite and respect all the people in the house, including any other students.

Always return home immediately at 1700 and after evening activities. You must not be late home. If you are late, your hosts will contact the School and the School will contact your group leader. Your hosts are not allowed to give you a key. Do not ask them for one.

You are not allowed out in the evening unaccompanied, except to go to your evening activities even if you have written permission from your parents. Broadstairs is usually a very safe place but there are areas which should be avoided at night. We know the area better than you or your parents and this rule is to keep you safe.

Keep your room reasonably tidy and clean.

Treat furniture and equipment in the house with care.

If you break something or spill drinks or food on the bed, for example, tell your host. It is much better to be honest about accidents and breakages.

Please do not use your mobile phones at meal times.

Respect the host's "rules" with regard to bed times, lights out and keeping quiet at night, use of wi-fi (if available), etc.

Smoking is not allowed in homestay accommodation.

Residential accommodation rules

A member of BEC staff will stay with you in the residence as a supervisor. If you have any problems or questions, please speak to the supervisor who will do their best to help you. The Residential Supervisor and all other BEC staff expect you to follow the rules of our residence. These rules are:

Please be polite to the supervisor and listen to what they tell you. The supervisor is there to make sure you are safe.

Please keep your room tidy. Rubbish should be put in the bin, clothes should be hung up or stored in the cupboards or in your suitcase, valuables should be kept in a locker (ask your supervisor for a lock and a key) and suitcases should be stored under the beds. If there is a fire, you will need to exit the room quickly and safely, so make sure your room is tidy to allow you to do this.

Homestay rules



Go directly to your homestay after lessons and activities

Be polite at all times

Do not ask your host for free time or for a key (they are not allowed to give you these things)

Keep your room tidy

If you break something, tell your hosts – do not ignore it, or try to hide it. Your hosts will be much happier if you are honest with them!

Don't use your mobile phones at meal times

No smoking is allowed in homestay accommodation

Follow any of the "house rules" your host tells you

Residence rules



Be polite and follow the instructions of the Residential Supervisor

Keep your room tidy – if the room is too messy, the cleaners will not be able to clean it and it might be difficult to escape during a fire!

If you break something, tell the Residential Supervisor – do not ignore it, or try to hide it. Your supervisors will be much happier if you are honest with them!

No eating or drinking in the bedrooms

No smoking is allowed in residential accommodation

Boys and girls must not enter the bedrooms of the opposite sex

The residence is locked between 0900 and 1700 – students are not allowed into the residence during these times

Students must not leave the building in their "free time" without the permission of their group leader and the Residential Supervisor

Rooms will not be cleaned if they are not tidy.

Any damages should be reported to the Residential Supervisor.

No eating or drinking in the bedrooms.

No smoking anywhere in the School or the residence.

No boys are allowed on the girls' floor and no girls are allowed on the boys' floor. This is UK safeguarding law in residential accommodation.

The residence will be locked between 0900 and 1700. You should not be in the residence between these times. If you need something from the residence during the day, you should ask your group leader or a member of BEC staff to accompany you in and out of the residence.

You should not leave the School in the evening (except for programmed activities) without the permission of the Residential Supervisor **and** your group leader.



You will be asked every day in class to comment on your accommodation so that we can be sure everything is as it should be.

[End of extract from *Broadstairs English Centre Student's Guide 2019*]

RULES

Key members of staff

Directors

Chris McDermott BA DELTA

Chris is a diploma-qualified teacher trainer with extensive experience in teaching English in Spain, Italy, France and the UK. After obtaining the DELTA in English language teaching at King's College London, Chris went on to work at one of the top language Schools in the UK. e-mail: directors@broadstairsenglish.com



Alex McDermott BSc CertTESOL

Over the past ten years Alex has worked with adults and teenagers at Schools and Chambers of Commerce in England and abroad. He has particularly enjoyed writing and teaching exam preparation courses, such as TOEIC and First Certificate, and he enjoys the focus of ESP (English for Specific Purposes) and academic English courses.

e-mail: directors@broadstairsenglish.com



Teaching

Director of Studies: Dave Parsons BA DipTESOL

Dave has 20 years' experience in the TEFL as a teacher, teacher trainer and administrator. Dave is responsible for the academic management of the School and for ensuring that the quality of our teaching is maintained, our course aims met and that the lesson content and materials used by the teachers are part of our agreed syllabus. Many of the lessons in our lesson bank have been authored by Dave, who has written materials for short courses for a number of well-known language Schools. He is also Course Director for the School's Trinity College London DipTESOL programme – which is a Level 7 (MA equivalent) teacher training course. Dave's office is located on the top floor of the building. e-mail: [dos @ broadstairsenglish.com](mailto:dos@broadstairsenglish.com)



Assistant Director of Studies: Katia Luff BA DipTESOL

Katia has been a teacher since 2013 and Assistant Director of Studies since 2018. Katia's main responsibilities are the classing of students after testing and the timetabling of classes. Katia is also actively involved in the teaching of students, generally teaching in the mornings and working on the planning of courses in the afternoons. When Dave is not available, Katia becomes acting DOS.



Activities

Activity Manager: Dale McFarlane BA

Dale is responsible for all aspects of the School's activity programme. This includes afternoon activities, evening activities and trips and excursions. (In busy periods this also includes morning activities.) Dale prepares the activity programmes and is responsible for staffing activities using our teaching staff and activity leaders. Dale has a meeting with all new group leaders on their first day in School and goes through each group's individual programme. If you want to discuss, change or add to your programme, Dale's office is on the top floor of the building. e-mail: [activities @ broadstairsenglish.com](mailto:activities@broadstairsenglish.com)



Accommodation

Accommodation and Student Welfare Manager: Steph Parsons BA CertTESOL

Steph is a qualified TEFL teacher as well as holding "QTS" status – as a state School English and drama teacher with over twenty years' experience of teaching English teenagers in state Schools. Steph has been in charge of the School's accommodation for four years and has an English UK accredited Certificate in Student Services Management (CertSSN). Steph is also one of the School's two Designated Safeguarding Officers (DSOs). Her office is on the top floor of the building. e-mail: [hosting @ broadstairsenglish.com](mailto:hosting@broadstairsenglish.com)



Accommodation Officer and Residence Manager: Julie Priaux

Julie has more than five years' experience working in student accommodation. She is responsible for group leader accommodation placements and liaises with local guest houses for those leaders who do not wish to stay with homestay providers. Julie is also our Residence Manager.



Bookings and transfers

Group Bookings Officer: Ferdinando Eva

Ferdinando has many years of experience working in EFL Schools. He is responsible for the administration of the database and the collection of data from the customers. He is also responsible for the organization of airport and ferry transfers for the School's groups. He shares an office with Dale on the top floor of the building. e-mail: [bookings @ broadstairsenglish.com](mailto:bookings@broadstairsenglish.com)



Reception and accounts

Katy Vickers and Margaret Dallas

Katy and Margaret are responsible for reception duties as well as the School's accounts.

Katy has over ten years' experience as a TEFL administrator. She is also one of our Designated Safeguarding Officers (DSOs), which means she is responsible for ensuring that the students are happy and well-cared for during their stay. More detail on our safeguarding policies and procedures can be found below in the section *Our health and safety policies and procedures, including detailed information on our safeguarding policies and procedures*.



Margaret has thirty years' experience in accounts and administration and has worked abroad in France and Germany. Katy and Margaret work at the reception desk on the ground floor. e-mail: [accounts @broadstairsenglish.com](mailto:accounts@broadstairsenglish.com)



Student Administration and Welfare Assistant: Sam Page

Sam is one of the School's administration assistants. He liaises with group leaders to ensure that they are happy with their stay at the School. He is a point of contact between group leaders and the various School departments. He is also responsible for student welfare – reporting to Steph, who is in charge of this area. He ensures that students are happy and healthy and reports any concerns.



Things for group leaders to do



The local area

Broadstairs is closely associated with the writer Charles Dickens. There are many references to Dickens around the town, including Bleak House and the Dickens House museum.



Broadstairs has all the amenities of a typical small town:

The town has a wide range of shops in the High Street area of the town: these include small supermarkets, cafes, hairdressers, banks, chemists etc.

In the immediate area of the School there is a post-office (which is also a chemists), a 24-hour petrol station, the library and the town's train station.

The town's Catholic church is 2 minutes' walk away from the School.

The local doctor's surgery is next to the School.

There is a large shopping centre called Westwood Cross about 2km from the School. This can be reached by public transport in about 20-30 minutes.

If you need any assistance with finding your way around the town, please do not hesitate to ask at reception.



Information for your students

Your students will be given their own information booklet. This gives them all the information they need for their stay with us. However, we do find it very helpful if Group Leaders are able to have a short meeting with their students on their first day here. This ensures that students understand some key rules. Please remind students of the following:

- smoking is not allowed at the School, in any of the venues for activities, in the residence or in homestay providers' houses.
- students should go directly home at 5pm and after the end of the evening activity. Hosts will call the School if students are late home and group leaders will be informed.
- students are expected to be on time for School in the morning. They must ensure that they are ready for breakfast and ready to leave the house at the time stated by their host.
- any accidental damages in homestay provider homes or in the residence should be admitted to! Hosts are less likely to be angry if students are honest. Damages can usually be easily repaired if we are informed at the time.
- students should not help themselves to food from their host's fridge or cupboards unless invited to do so.
- female students should ensure that they place sanitary items in the bathroom bins rather than down the toilet.

Complaints procedure

If you have any reason to make a complaint, you can speak to any of the following people:



For complaints about teaching see

Dave Parsons, Director of Studies



For complaints about accommodation, residential or homestay see

Steph Parsons, Accommodation Manager



For complaints about activities see

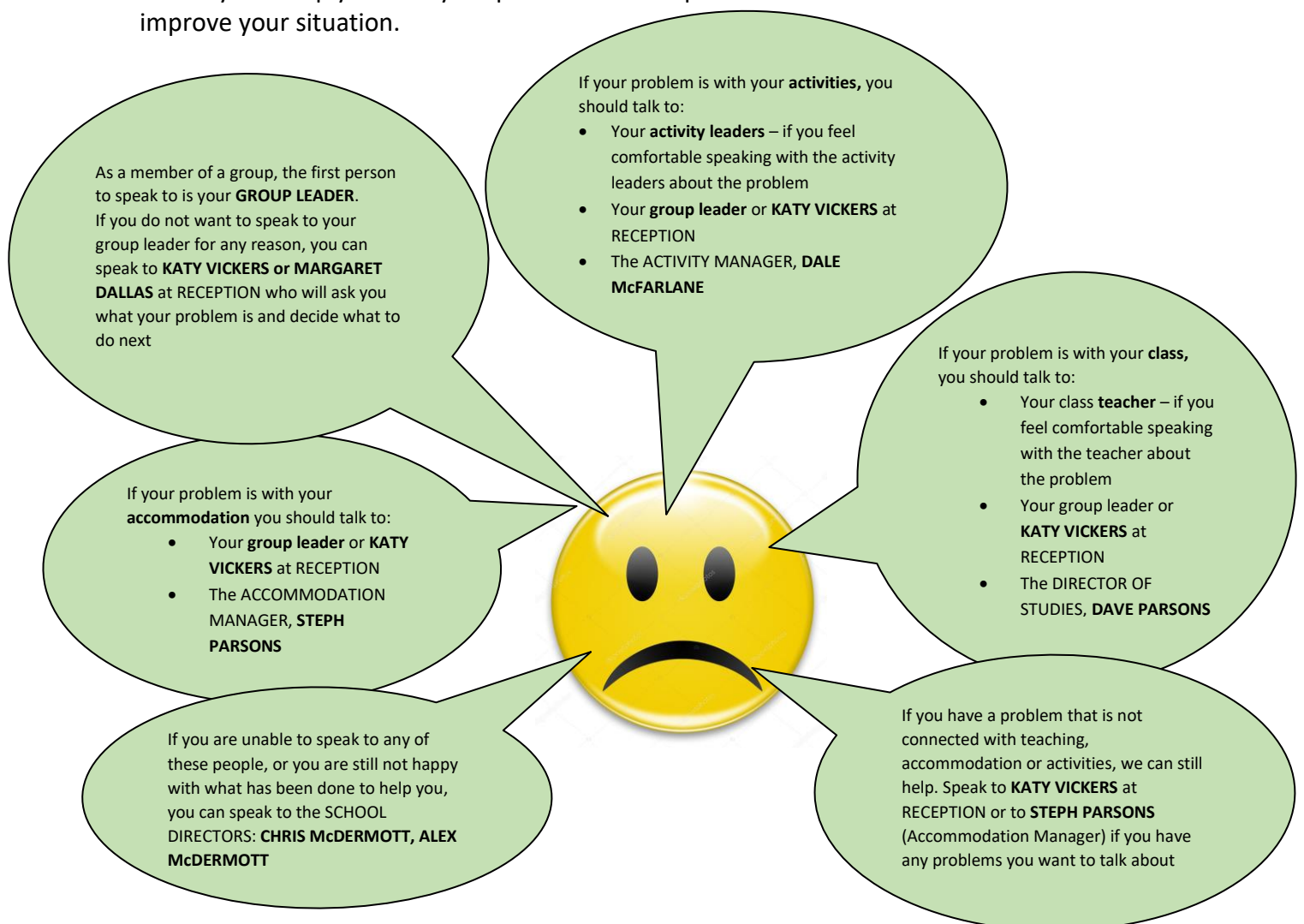
Dale McFarlane, Activity Manager

See the next page for more information about how to make a complaint



Students' Complaint Procedure 2019

If you are unhappy with any part of your stay here at Broadstairs English Centre – teaching; accommodation (homestay or residential); activities – these are the people you can speak to. They will help you with your problem and keep a written record of what was done to improve your situation.



Katy



Margaret



Steph



Dale



Dave

Broadstairs English Centre Social Media Platforms



Find us on
Facebook

Broadstairs English Centre



@englishSchooluk

Instagram

@broadstairsenglishcentre



www.broadstairsenglish.com

Broadstairs English Centre

Accredited by the



for the teaching
of English in the UK



ENGLISHUK
member

Lined area for writing.

Lined writing area with horizontal lines.

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