

# International Group Leader Procedures

## **SUMMARY**

International Group Leaders (IGLs) are the key liaison and main contact point for school BSC YL, students and parents. They are expected to share certain responsibilities in helping with any problem's students may have during their stay. Their responsibilities include:

- Liaising with the Operational and Academic Management staff regarding all aspects of the course.
- Helping to enforce school rules and working with the Centre Manager regarding any student disciplinary issues.
- Assisting school staff, with supervision of their students during off-site excursions and activities. All group leaders will be given a copy of the activities programme.
- Assisting with any airport transfers that may be necessary due to early / late arrival or departure of students.
- Encouraging their students to take an active part in the programme and to mix with students from outside their group.
- Assisting the Welfare Team/Management with accommodation arrangements for their group.
- Attending International Group Leader meetings when required.
- Caring for students if they are unwell.

## **WHAT WILL AN IGL KNOW BEFORE HE/SHE ARRIVES IN THE UK?**

An International Group Leader is encouraged to familiarize themselves with the following information before travelling to the UK:

- UK Child Protection laws and issues.
- School details – full address, key contacts and emergency contact numbers.
- A detailed study and activity programme for the first week.
- Arrival information – where and how the IGL and group are going to be picked up, and accommodation arrangements.
- A clear understanding of the role of the IGL, and of the school's expectations.
- Rules and school policies for students.
- The level of supervision required for students.
- Health and medical facilities at the school.
- Fire procedures at the centre.
- Background information about students in the group: medical history, emergency contact details, dietary and any other special needs. The IGL should make sure the school has this information beforehand and that appropriate arrangements have been made.
- Life in the UK (link to – <http://www.englishuk.com/en/agents/essential-information/life-in-the-uk>).

- UK Laws and Safety Issues (link to – [Englishuk.com – health-safety](https://www.englishuk.com/health-safety)).
- General Information about the Country, the region and the city/town, as well as tips for travellers (link to – [www.visitbritain.com](https://www.visitbritain.com)).

## **ONSITE IGL INDUCTION**

Every International Group Leader receives a timely, organized and engaging Induction upon arrival to give a good first impression of BSC-Young Learners. These inductions should set out the organization's [mission and vision](#) for them, and educate them about the company's history, [culture](#) and [values](#) .

The inductions should also run through BSC YL's expectations of their duties as an IGL, and provide them with valuable information such as "who's who" in the business. The induction process will allow to lay the foundations for important relationships between the centre team and across the wider organization, and give IGLs the best possible start to attending a BSC YL Centre. Most importantly, inductions provide IGLs with important welfare information to maintain the health & safety of their respective student groups.

The Centre Manager is responsible for ensuring that the IGL receives a copy of the [BSC YL International Group Leader Handbook](#) and the IGL must sign the disclaimer outlined on page 12. The full induction requires the completion of a signed [BSC YL – Group Leader Induction Declaration](#) to confirm the IGL's full understanding of:

- IGL role and their responsibilities
- Code of conduct
- Campus tour
- Weekly programme and timings
- Introduction to onsite team
- Safeguarding
- Covid19 guidance
- Medical & permissions
- Provided & received emergency contact information
- Pastoral care and supervision
- Group Leader meetings
- Deposits
- Fire meet points and procedure
- Passports, visa's and pocket money
- School rules & British law
- Health and Safety, Risk Assessments, accidents and Incidents
- Safeguarding level one-online
- Student Welfare
- Role specific training
- Site tour (including fire safety)

## **INTERNATIONAL GROUP LEADER PACKS**

To enhance the IGL experience, the IGLs should receive a comprehensive pack to compliment every excursion (Full Day, Half Day or Optional). These IGL packs should include:

- Risk Assessments
- Itinerary
- Maps
- Covid19 protocols
- Student Pack – Task Sheets

These packs should be given to IGLs during the pre-excursion meeting.

## **IGL MEETINGS**

International Group Leaders will receive regular meetings by the Centre Management team to keep them updated on aspects of centre operations. The types of meetings allow IGLs to elicit daily feedback and they include:

- A daily catch up with Centre Managers
- A formal meeting with Centre Managers once a week (to be minuted)
- Pre-excursion meetings with Activity Managers
- Academic performance review with the Academic Manager

## **ARRIVAL FEEDBACK**

Students and IGLs are both asked to complete online arrival feedback via Microsoft Forms after 48 hours to find out if students and IGLs are dissatisfied in anyway concerning:

- Transport
- Accommodation
- Plus, additional comments

The form will take 5 minutes to complete, staff will provide the links for students/IGLs to complete 'within their house bubbles' on their phones in the accommodation houses.

Centre Management and BSC YL Central will receive names and email address upon completion. The Centre Manager will complete a Feedback Analysis form and record the action taken and the next steps required will be discussed in the next Management meeting then implemented and followed up by the Centre Manager.

## **END OF COURSE FEEDBACK (DURING THE FINAL DAY AT THE CENTRE)**

Students and IGLs are both asked to complete online End of Course (departures) feedback via Microsoft Forms during the final full day at the centre.

- BSC YL Team Members
- Accommodation
- Academic and Social Programmes
- Food and Internet connection
- Would they recommend BSC YL to a friend?

The form will take 5 minutes to complete, staff will provide the links for students/IGLs to complete 'within their house bubbles' on their phones in the accommodation houses.

Centre Management and BSC YL Central will receive names and email address upon completion. The Centre Manager will complete a Feedback Analysis form and record the action taken and the next steps required will be discussed in the next Management meeting then implemented and followed up by the Centre Manager.