

Centre Handbook



Spring 24



Dusemond
Study Programmes

Welcome



Rupert
Dusemond Founder



Bene
Operations Director

Hello!

I am Rupert and I started Dusemond in 2015 with the aim of creating memorable experiences for young learners from all over the world. So far, its going well and we are growing the number of students and centres we have - but none of this is possible without you! I am sure you and your students are going to have a fantastic time with us and I hope to see you whilst you are here.

Have fun!

As Group Leader, we feel you've got the toughest role during a summer camp, and we hope to give you some valuable pre-arrival information and also prepare you to join our fantastic Dusemond world! In the following guide you will find details regarding operations/academics/excursions and welfare.

Please make sure to fill in all the required documents and forms before your arrival!

We can't wait to see you and we hope you'll enjoy your stay with us!

Care

Honesty

Empathy

Energy

Respect

Smile

Our Values:

We strive to maintain great standards of service and support that we hope you'll get used to when you're with us - and we have come up with a catchy method of reminding ourselves of what those things are. We have set them out for you as follows (**CHEERS!**)

Care - we take care of our students, our partners - and each other!

Honesty - we are honest in what we do, and happy to learn from our experiences and adapt

Empathy - we recognize that one size does not "fit all" and we are happy with that

Energy - we understand that the more we put in the more we will get out

Respect - we respect everyone and recognize that differences are what make people special

Smiles - we understand the importance of spreading joy in everything we do.

contents



V.G.Braun
The original Dusemond!

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I'm The real Dusemond! I was an artist, traveller and spoke many languages so when my son Rupert was looking for a name he used mine!

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We are **Dusemond!**

Dusemond is a strange name for an English School isn't it? It's not even English!

That's because it is named after my father.

His real name was Valentine but he thought Dusemond would sound better when he was trying to sell paintings so he used that! As well as being an artist he was also a great traveller and spoke a lot of languages (more than 5 and less than 16) so the name seemed right for our business!

All of the team at Dusemond (you can see us below) have the same love of language, travel and culture as my father and they can't wait to welcome you to England this summer.

Enjoy your time with us!

Rupert & friends!



Veerle

Benedetta

Rupert

Andrew

David

Tilly

Joe

Robin

Robin F



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**WE'RE
READY TO
WELCOME
YOU!**



Dusemond
Study Programmes



01

centre leaders



Gozde

Academic Manager

Of course students are here to learn and practise English but my job is to make these lessons fun and engaging and different from the ones they have at home. So be prepared for your group to talk a lot in class!



Rodrigo

Activity Manager

I am going to help make sure all the excursions and activities are great - I want you and your group to have so much fun that you never want to leave!



Katie

Welfare Manager

Sometimes it's difficult being away from home and aside from you, your students might want to talk to someone. Or maybe they're feeling ill. Either way I am here to help as are all the staff!

Your centre Leadership Team

Every centre is staffed with people who want to deliver brilliant learning and immersive cultural experiences, whilst keeping you safe.

Here you can see what the main focus is for your centre Leadership Team and get to know their faces.

When you arrive at the centre you will meet a lot of people so there will be a handy staff photo wall so you can start remembering names!

Centre Manager

I am the Boss and along with my team, I make sure that the centre runs smoothly and that everyone we welcome has a fantastic time. I work closely with Group Leaders in managing group satisfaction and resolving any issues.



Tilly



02

super staff



Your day-to-day Team!

Every day you'll be supervised by our team of amazing Activity Leaders, Teachers and House parents. Their goal is for your students to learn, have fun and be safe, and they'll guide them and give instructions for everything they do. All the students need to do is listen, do their best and enjoy the daily sessions.



FUN TIMES!



Robin



House Parents

You will be living in a house with other students and every house has a House Parent. They'll be there to help you settle in and will be by your side throughout your stay. They will also organise some great House Events and of course will be checking to make sure you are following the House Rules.

Activity Leaders

Activity Leaders are there to activate the Activity Programme and to make sure you have so much fun whilst you are with us. They are young and full of energy and they are going to keep you very busy!

Teachers

Your Teachers are there to make sure your learning experience in the Centre is different to back home. They will want you to engage, talk and express yourself in class as much as possible.



03

Who do I ask?

Do you need help, support, info?

If you have any questions, difficulties or need support in any way, use this table to help you decide who to go to for what. Of course, you can also reach out to the Centre Manager or Welfare Manager if needed.



Helping Hero!

Problem / query

small issue

BIG ISSUE!

Related to Accommodation >

House Parent

Welfare Manager

Related to Lessons >

Teacher

Academic Manager

Related to Activities >

Activity Leader on Duty

Onsite Activity Manager

Related to Excursions >

Activity Leader on Duty

Offsite Activity Manager

Welfare / Sickness >

House Parent

Welfare manager

Centre issues / Staffing issues >

Centre Manager

Head Office

Bullying / Behavioural issues >

Welfare Manager

Centre Manager / Head Office



Rodrigo

Ready, get set...

Summer weather can be very unpredictable in the UK. The average daily temperature is 15°C but can go as low as 10°C or as high as 35°C.

For this reason we recommend you come prepared for all occasions and check the predicted weather before departure!

We've listed the essentials here to help you begin!

Deposit

Please remind students to bring a £20 / 30Euro deposit to cover any accidental damage you cause. This will be given to you on arrival at the centre, and returned (pending any deductions) at the end of your stay.

Take a note of this packing list and share it with your students.



PACK WISELY

Documents

- Passport and copy of it (email copy to yourself)
- Visa documents
- Insurance documents
- A copy of medication prescriptions if needed

For Excursions

- Casual clothes
- Umbrella
- Sun protection (cream, spray, lotion)
- Rain/wind-proof jacket
- Secure bag/travel wallet

Everyday stuff

- Towel, toiletries, toothbrush
- Chargers & adaptors
- Medication if you need
- Activities/swimming gear that is ok to get wet/dirty
- Cash for the Tuck Shop!

Don't bring...

- Bedding (sheets/pillows)
- Unnecessary valuable/ high risk items
- Travel irons or heaters
- Food
- Too many clothes!



05

Arriving



Jonts

At the Airport

When you arrive at the airport a Dusemond Activity Leader will be there to greet you and welcome you to the UK. You'll recognise them by their blue Dusemond polo shirts or hoodies. The AL will accompany you on the coach and share some welcome information with your group.

Group pic!

Every arrival deserves a group pic to share with parents and show you've arrived. Our staff will be happy to take one for you!



We will keep track of your flight, and in the event of a delay, we will inform the coach company and school. Please note this can impact the final arrival time to the centre, and could result in packed meals.

There is a high chance you'll have to wait for other groups who will travel to the centre with you. Please note that you may be waiting for up to 2 hours at the airport. This is a good time to buy SIM cards, change currency & get snacks!

Distance from Airports to **Cheltenham:**

Birmingham - 1hr 30m

Bristol - 1hr 15m

Heathrow - 2 hrs

Gatwick - 2hrs 15m

Heathrow

GET A GROUP PHOTO!



06

Your centre



READY TO START?



home

06

Your centre



Single, twin & multibed rooms with max 1:5 bathroom



First class modern catering in historic dining hall.



Top class Sports Centre including a swimming pool.



The school borders the historic spa town with boutiques and cafes.

History

Cheltenham College has been educating young people since 1841. Bestowed with stunning buildings and set in the heart of one of England's most vibrant spa towns, it is a simply stunning location for our programmes. As you would expect from one of the top ranked boarding schools in the country, Cheltenham provides us with fantastic facilities to inspire learning as well as to relax and have fun!



AMAZING CHELTENHAM!

Centre Life rules

- Be on time for meals and meetings
- Respect school staff
- Clear your meal table.
- Stick to the curfew and quiet times
- Listen carefully to the induction and follow fire safety drills.
- Participate fully
- Protect your environment

Please help to encourage the students to follow the centre rules.

Post

Posting address

Your Name (Dusemond Study Programmes)
c/o The Lettings Department
Cheltenham College
Bath Road
Cheltenham
GL53 7LD UK





home

06

centre map



Bene

Finding your way around

College

- 1 College Main Entrance and Reception
Headmaster's Study, Deputy Heads' Offices, Bursary, HR, Admissions & Marketing, Development
- 2 College Library and Higher Education & Careers
- 3 Big Classical (Theatre)
- 4 Chapel
- 5 Chapel Quad
- 6 College Dining Hall
- 7 Classics (upper floor), Lettings and Tackshop (ground floor)
- 8 Jack Ralphs (Theatre)
- 9 Quad
Drama, English, Learning Support, Sports Science, Theology, Philosophy & Ethics
- 10 ICT Department
- 11 Old Junior
Upper College Social and Geography
- 12 Common Room
- 13 Centenary Block
History, Mathematics, Politics
- 14 Cricket Pavilion
Rackets Court, Lower and Upper Gyms, Climbing Wall
- 15 Design & Technology
- 16 Uniform Shop
- 17 Sports Complex
Sports Hall, Swimming Pool, Squash Courts, Fitness Suite
- 18 CCF and Shooting Range
- 19 Tennis Pavilion
- 20 Wilson Building
English as an Additional Language, Business Studies, Economics, Medical Centre
- 21 College House
Headmaster's House
- 22 Science Laboratories and Psychology
Biology, Chemistry, Physics
- 23 Chandos Cottages
- 24 Thirstaine House
Art & Design, Art History, Music, Modern Languages

The Prep

- 25 Main Entrance and Reception
Headmaster's Study, School Office, Admissions
- 26 Boarding House
- 27 Dining Hall
- 28 Assembly Hall
Deputy Heads' Office
- 29 Day End
- 30 Science and Technology Centre
- 31 Art Block
- 32 Davies Block
- 33 Lower School
- 34 The Barn
- 35 Forest School
- 36 Kingfishers
Reception, Years 1 & 2
- 37 Lake House
Music School
- 38 The Cottage
Nursery
- 39 Coach House
Learning Support

Houses

- | | |
|------------------------------|-------------------------------|
| Akhmead (Girls' Boarding) | Lecorfield (Boys' Boarding) |
| Boyne House (Boys' Boarding) | Newick House (Boys' Boarding) |
| Chandos (Girls' Boarding) | Queen's (Girls' Day) |
| Christowe (Boys' Boarding) | Southwood (Boys' Day) |
| Hazelwell (Boys' Boarding) | Westal (Girls' Boarding) |

Getting in touch

Cheltenham College
Bath Road
Cheltenham
Gloucestershire
GL53 7LD
Tel: +44 (0) 1242 265 600
Fax: +44 (0) 1242 265 630
Email: admissions@cheltenhamcollege.org
www.cheltenhamcollege.org

Cheltenham College Preparatory School
Thirstaine Road
Cheltenham
Gloucestershire
GL53 7AB
Tel: +44 (0) 1242 522 697
Fax: +44 (0) 1242 265 630
Email: theprep@cheltenhamcollege.org
www.cheltenhamcollege.org





07

enppenje schedule

student sample programme

daily life

WEEK 1:

WEEK 2:

Wed Mar 27		Arrival Day	First day arrival, orientation and induction to your new home
Thu Mar 28		Academic Session: Welcome ceremony intro and Orientation	Cheltenham With walking tour
Fri Mar 29		Lessons	Lessons
Sat Mar 30		Lessons	Special Activity: Run by an external provider
Sun Mar 31		Lessons	Lessons
Mon Apr 01		London Extended Full day with walking tour, and river cruise	
Tue Apr 02		Lessons	Lessons
Wed Apr 03		Lessons	Bourton on the Water With entrance to Model Village
Thu Apr 04		Lessons	Lessons
Fri Apr 05		Cambridge With walking tour and punting	
Sat Apr 06		Lessons	Lessons
Sun Apr 07		Lessons	Special Activity: Run by an external provider
Mon Apr 08		Lessons	Lessons
Tue Apr 09		Stratford & Warwick with Walking tour and entrance to Warwick Castle	
Wed Apr 10		Departure Day	Check-out and goodbyes with onward transfers provided.

07:45 - 08:30

Breakfast



09:00 - 10:30

Lesson 1



10:30 - 11:00

Break



11:00 - 12:00

Lesson 2



12:45 - 13:30

Lunch



14:00 - 17:30

Activities / excursion



18:00 - 18:45

Dinner



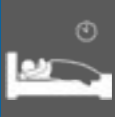
20:00 - 22:00

Evening activities



23:00

Lights out



* Timings may change



08

activities



Tilly

built-in Special Activities

We have collaborated with 2 external companies that will be coming to teach you some of their specialised skills -

Graffiti Stars

Graffiti workshop to bring out your inner street artist!

Football Skills Workshop

with Jamie Knight and Rebaz Freestyle.



Activity rules

- Be on time to each session
- Be respectful
- Participate fully and have fun
- Involve others
- Listen to staff
- Protect your environment
- Let go and have fun!

How teams are selected

For our main activities, student teams will be based on a colour - if they ever forget their colour, they will have a wristband to remind them! But it's important they don't swap or lose their wristband - it's a £1 fine!

Optional Activities



4 times per turn we have 'optional' activities. These activities have limited capacity due to facility requirements, so please help your students to sign - up in advance via the link below: please note if the is not completed before the 14th March, we cannot guarantee your space!

Sign-up for your options here





09

break times



Rupert

get your Snacks & Merch!

Students have the opportunity to buy sweet treats and snacks from the tuck shop run by activity leaders during the morning and afternoon break, and sometimes at the disco! On hot days, you might even get to queue-up at an Ice-cream van!

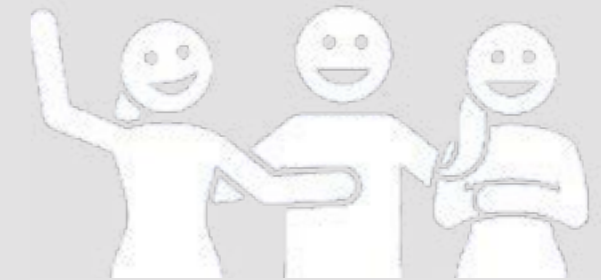
Dusemond branded merchandise will be available from the centre managers office if students wish to take home souvenirs or gifts



Break time rules

- Students should not go back to their room unless it's urgent
- Students must stay onsite
- Students can go to the common area where there will be refreshments available
- Students should return to class/ activities ontime after the break
- Students can go on their mobiles if it has been returned

Mix & Meet



We encourage students to use their break times to mix with other nationalities and make new friends - continuing their use of English!



10

excursions



Cambridge with punting on the river Cam.



Half day in Cheltenham with walking tour.



London extended full day with river cruise & dinner out!



Stratford & Warwick with entrance to Warwick Castle



Bourton on the Water with Model Village

Some Destinations

These are some of the exciting places you may visit in the form of half day, full day and extended full day excursions.

The fun consists of three fundamental elements:

- A Dusemond-led walking tour
- A Dusemond-led activity
- Some free time!

These trips are a fantastic opportunity for everyone to gain first hand experience of British culture. The extended day has the added benefit, (apart from being out for longer!) of the inclusion of dinner out.

Excursion days are jam-packed which also means that they can be tiring, it is therefore fundamental that everyone is well rested and prepared beforehand.

Each excursion includes a walking tour of the local area. You can view some samples via the link below.



Walking Tours



Rodrigo



Excursion rules

- Be on time
- Respect locals
- Always listen to staff
- Never go off on your own
- Know the meeting points
- Follow coach rules
- Let go and have fun!



new

Mastercard Procedure

The addition of our new Mastercard procedure makes eating out, on the excursion days, exciting and easy.

Not only can you pick your own meal, but you can also choose when you want to eat. Each student and Group Leader will be provided with the correct amount for your stay pre-loaded to spend on food.

However, there are two key rules. The first is that the pre-loaded budget must be adhered to, otherwise the card will run out and there will be no more funds for the remaining trips.

The second rule is simple: if the card is lost, or fails to be returned, this will incur a £50 fine!





11

academics



Cultivating Global Awareness.



Building Confidence and Resilience



Interactive Learning Environment



Safety and Personalisation

Why Dusemond?

- **Global Perspective:** Our programmes emphasise the role of English as a tool for global connectivity and understanding.
- **Beyond Basics:** We focus on holistic development, nurturing attributes like resilience, global citizenship, and courage alongside language skills.
- **Engaging & Fun:** Our approach is centred on interactive and enjoyable learning experiences.
- **Tailored Experience:** We prioritise the safety, inclusion, and overall well-being of each participant, ensuring a personalised learning journey.



Academic rules

- Make sure you read and follow all guidance and actions detailed on the next few pages of this handbook
- Be on time to lessons
- Respect teachers
- Let go and have fun!

Academic info

Follow the link below for more info about our Spring programmes' design and content.



Spring English Programme



Veerle



Andrew

Dusemond online test

As we prepare for an enriching Summer at Dusemond Study Programmes, there is a crucial initial step that requires your attention and action: the Online Placement Test for students. This test is pivotal in setting the stage for a successful and smooth start to our Summer school.

Online Placement Test for Accurate Placement:

Our Online Placement Test guarantees students are placed in the class that best suits their level, maximising their learning potential.

Group Leaders' Role:

Group Leaders play a key role in this process by distributing the test link to students and ensuring they complete it before the deadline.

Here's what you need to know and do:

- Access the Test Link: use the QR (or click on it) to access the Online Placement Test.
- Ensure Test Completion: It is your responsibility to ensure that every student in your group completes this test. The test is designed to be finished in about 30 minutes and is critical for accurately assessing each student's English proficiency.



! Test Deadline !

Please note that the deadline for completing the Online Placement Test for the Easter Programme is:

March 14th 2024.

It's crucial that students complete the test before this specified date, otherwise there may be a delay to classes as we organise testing onsite.



Action required

TAKE THE TEST!

Compliance

Please be vigilant about the test completion deadline. It is imperative that all tests are completed by this date to facilitate proper class placement and to guarantee a seamless integration into our programme.

Guiding Students

Encourage your students to give the test their undivided attention and to complete it independently. The accuracy of this test is crucial for customising their learning journey at Dusemond.



home

11

learning



Joe

Academic Management

As a Group Leader at Dusemond Study Programmes, you will have scheduled meetings with the Academic Manager at your school. These meetings are crucial for discussing student progress and any concerns you might have. This includes any potential class or level changes. Any initial cases raised will be carefully considered noting the student's oral language assessment over the first two days and allowing for a suitable "settling-in" period to elapse to ensure any misplacement is genuine.

Certificates

At the end of their stay, all students participating in the Dusemond Study Programmes will receive a **Certificate of Attendance**. This certificate is a testament to their dedication and hard work throughout the course. It not only recognises their effort and achievements in improving their language skills but also serves as a valuable record of their educational experience with us.

Please ensure you check the spellings of your students' names prior to certificate presentation.

Onto your next steps...



Visiting classrooms

Classroom Access Policy for Group Leaders Attention Group Leaders:

Please be aware that access to classrooms is restricted and requires explicit prior permission from the Academic Manager. This policy is in place to ensure that our students can learn and participate freely, without feeling inhibited by the presence of adults observing them. We believe that creating a comfortable and focused learning environment is crucial for optimising the students' educational experience. If you wish to observe a class, kindly coordinate with the Academic Manager in advance. This will allow us to maintain a conducive learning atmosphere while respecting the dynamics of the classroom.

Excursion

preparation

Our pre-excursion events in class are designed to enrich the students' learning experience, offering educational adventures beyond the classroom.





12

phone rules



Phone use chart:

Key:



All phones are handed in and stored for the session



Student phones are necessary for certain activities











Students can use their phones, but chatting face to face is better!



Students can have their phones to take photos



The Group Leader will follow their own policy for group phone management

Lessons	 or 
Meals & breaks	
Activities	  
Excursions	
Overnight	 Ask your GL

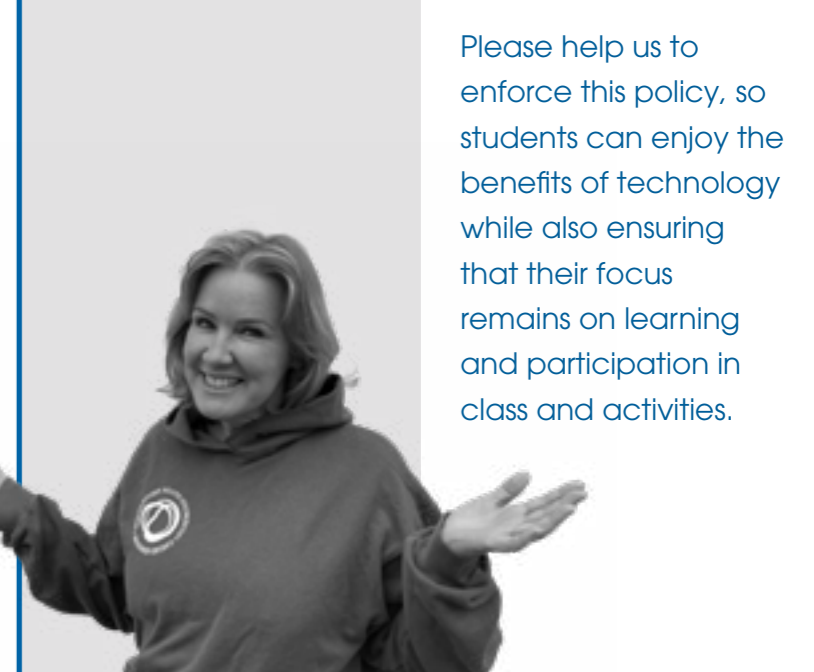
Mobile phone policy

At Dusemond, we understand the importance of mobile phones in today's digital age, especially for certain educational activities. However, to maintain a focused and productive environment, we have a specific policy in place:

Secure Storage: Upon entering the classroom or before activities, students are required to place their phones in a designated container. This ensures that devices are safely stored and not a distraction during lessons and activities.

Controlled Usage: Phones may only be used for specific activities and only with prior approval from the Teachers or Activity leaders. This allows for the integration of technology in learning when it is beneficial and relevant.

Responsible Access: We encourage students to use their phones responsibly and in a way that enhances their learning experience. The policy is designed to balance the need for connectivity with the importance of an engaging and interactive classroom experience.



Please help us to enforce this policy, so students can enjoy the benefits of technology while also ensuring that their focus remains on learning and participation in class and activities.

Veerle



13

Welfare



Clie

Taking care

The well-being of every person involved in our programmes is of the utmost importance to us. We understand that being trusted with the care and education of children is a huge responsibility, especially when those students are traveling overseas. Robin Fry has recently taken the lead with our Safeguarding policy and together we have generated an even stronger, and more supportive, network. A network that extends beyond just our students, which includes, all staff, Group Leaders and our hosts at each centre.

How is our welfare team structured?

Whilst Activity leaders and teachers ensure our students are intellectually stimulated, our House Parents take care of the day-to-day issues students may face. Whether it be showing students how to switch on a radiator or talking to someone who has had an argument with a friend. They make sure that everybody in their building has no issues with their accommodation, that students are complying with curfews and just as importantly, that students feel welcome and comfortable.



Helping with injury or illness

As the House Parents's are first aid trained, they also help students who may hurt themselves during activities, or who do not feel well during classtime. By doing this, the House Parent allows the teacher or Activity Leader to continue doing their jobs with the rest of the students.

The Welfare Managers organize the House Parents and ensure they have all the necessary equipment they need. They also intervene if there is an issue that the House Parent does not have the authority to deal with. It is important for Group Leaders to connect with their House Parents and The Welfare Manager as together, they form the main source of support for our students. Robin Fry our safeguarding lead will also travel between centres throughout the Summer, making sure that everybody feels happy, safe and heard.



13

feel unwell?

Students feeling worried or sick?

If students are feeling unwell on any medical or mental health grounds and need support, use this table to help determine who to go to at different times of the day. This first responder can escalate the issue to gain further help if needed. Of course, you can also reach out to the Welfare Manager if needed.



Helping Hero!

Time of day	Who to talk to
Before Breakfast >	Group Leader / House Parent
During Classes >	Teacher
During Activities >	Activity Leader
During Excursions >	Activity Leader
In the evening >	House Parent/Teacher/Activity Leader
During the night >	Group Leader / House Parent

Action & escalation

All students will be asked to complete a **medical & dietary form** on arrival. Even if this information has already been given to your agent we will ask the students to fill it out again.

Minor Sickness

It is not uncommon for students to suffer from headaches, sore throats and tummy upsets when away from home and our Welfare Staff are there to help. Normally, in the first instance we will seek advice from a local pharmacist or from NHS111. This may involve giving the students non prescribed medicine such as cough mixture and sore throat lozenges BUT only with your permission or the permission of a parent.

Seeing a doctor

If advised to do so by the Pharmacist or NHS111 or if the student becomes more ill we will arrange for the student to see either a local doctor (if available) or take the student to the nearest hospital. In the UK health care is free at the point of delivery but there is a possibility that the NHS will ask for details to pass on charges at a later stage! Group Leaders will generally need to accompany their students but we will assist in any way possible

Accident or Sports Injury

If a student comes to harm during an activity or sports, a first-aid trained member of staff will assess the student and provide first-aid treatment.

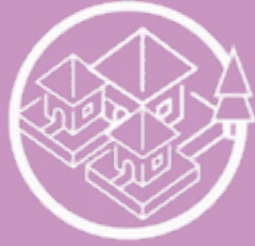
Emergency

For major emergencies an ambulance will be called.



13

Your house



Tilly

Your Accommodation

Most centers have a variety of different Boarding houses, some involve crossing roads whilst others are right in the centre of the campus. Whether students are staying in single rooms, twins or dorms, we do ask that they treat the space with respect.

The house keeping teams that ensure all of our campuses are beautiful and clean for us, work extremely hard. For this reason, to help them to help us, it is a good idea for Group Leaders and House Parents to carry out an informal room inspection at the end of each week, that way we can keep on top of things.

Bedding and Laundry

The student's bedding is changed and the laundry service is offered once during your stay. It is important to bear in mind that generally, if you put washing out, it will be returned 2 days later, so if you are leaving at 06:00 AM on Saturday, it is not a great idea to put out your laundry at 15:00PM on Friday.



YOUR NEW HOME!



Machine washing

Clothes are washed in industrial washing machines so delicate or expensive items like blue suede shoes or mink coats are best washed by hand. Leaving items such as pens etc. in the pockets of your clothing also tends to lead to heart break. We recommend Group Leaders oversee the laundry to avoid these issues.

Whilst we do try to accommodate every request we can, sometimes changes to the rooming are not possible. If for some reason, changes are required it is better to wait until the day after arrivals day when everybody has arrived and the Centre Manager can begin to settle everyone in properly. Travelling can be stressful, especially when you arrive late at a centre after a delayed flight, but it is important to be patient and discuss any non pressing issues with the Centre Manager in your first Meeting which will be held the following morning. For the sake of students and staff, it is also important for students to respect curfews and understand that whilst we want everyone to have fun, a good night's sleep never did anyone any harm either!



home

13

fire safety



Robin

Fire Evacuation

It is very important that students know what to do in case the fire alarm goes off, so all students must familiarise themselves with these steps:

1. When they hear the alarm (a loud bell sound), they must stop what they are doing immediately.
2. They must leave the building immediately by the nearest Fire Exit and go to the Assembly Point.

They must:

- NOT stop to collect any of their belongings.
 - NOT use lifts.
 - NOT go back into the building for any reason.
3. If all Fire Exits are blocked, students should close all the doors and windows and wait for help.
 4. At the Assembly Point, students are asked to gather around the staff member in charge whilst the register is taken.
 5. They should wait calmly and quietly with the staff member and not wander off
 6. They should only re-enter the building when they have permission from staff or from the Fire Service.



Keep in mind

A Fire induction is provided and we will be doing a full fire drill / test evacuation on either the night of your arrival or the morning after.

- **Make sure you and your students are aware of your fire exits and fire assembly point.**
- **Never enter a building if the alarm is ringing.**
- **Avoid excessive use of deodorant or hairdryers near sensors to prevent false alarms.**

Fire Prevention

It is important that we do everything we can to reduce the risk of fire, therefore, students are advised:

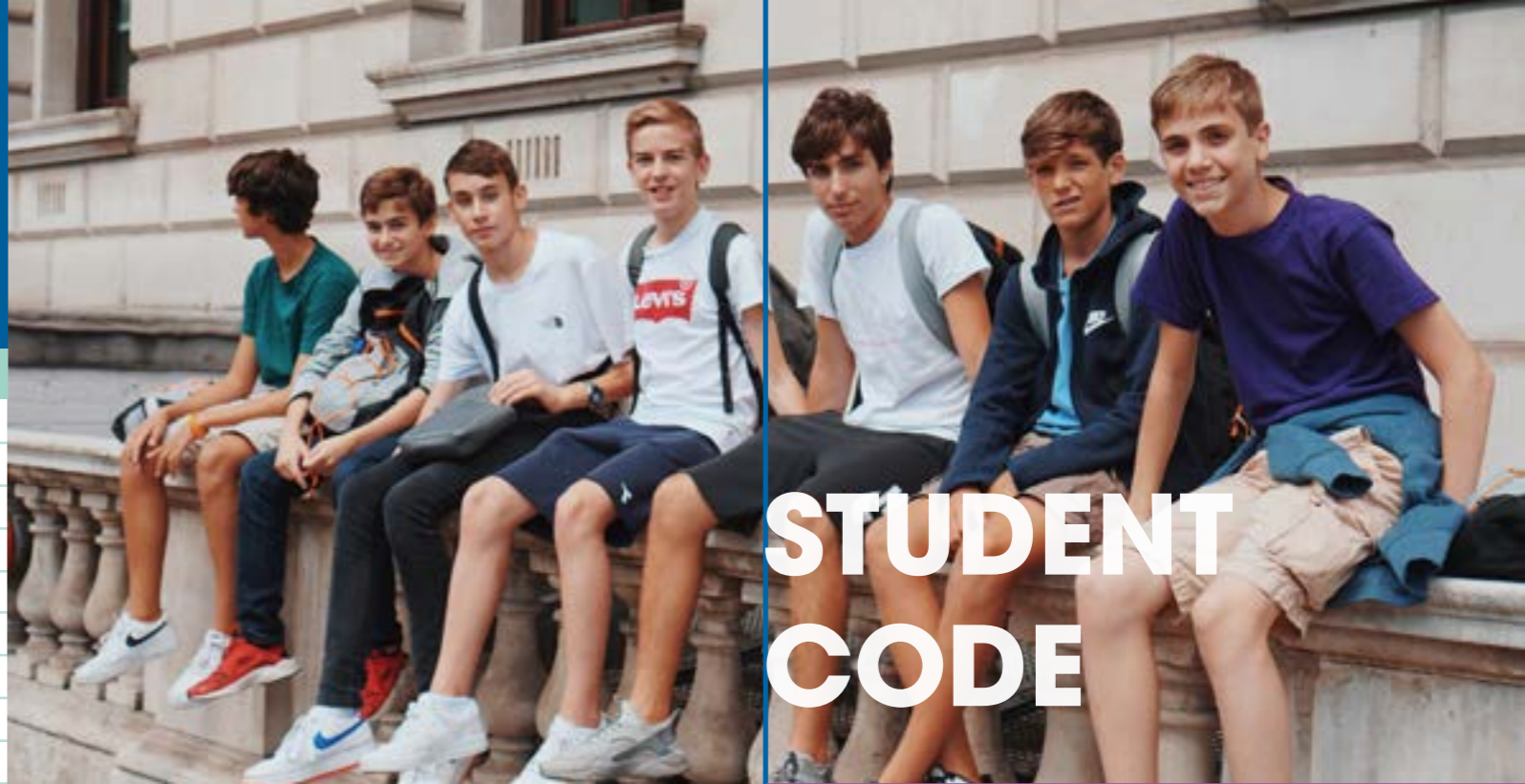
- Not to use irons or similar items in their bedroom. Students should speak to their House Parent if they would like to iron their clothes.
- If hair straighteners are used, not to put them on a carpet or bed when hot and make sure they are unplugged after use.
- Not to plug more than one electrical item in one socket at a time.
- Always use an adaptor if an electrical item has a different plug from the one we use in England.
- Not to attempt to change fuses. See the House Parent.
- Keep Fire Doors closed – if a Fire Door is seen to be open all the time, students should advise a staff member.
- Not to block Fire Exits.
- Keep bedroom floors clear of luggage so that people can get out quickly if they need to.
- Never play with safety equipment such as Fire Extinguishers, Fire Alarms or Smoke Detectors.



Possible disciplinary action

Misbehaviour	Staff warning & possible task	Confiscate device	Miss excursion/ miss free time	Send home
Late for meeting/lessons/activities	●		●	
Late for excursion meet times	●		●	
Breaking excursion coach rules	●		●	
Using mobile phone against policy	●	●		
Dropping litter	●			
Not clearing after meals	●		●	
Untidy bedroom/ house areas	●		●	
Being rude to staff / others	●		●	●
Use of bad language/gestures	●		●	●
Bullying / peer-on-peer abuse				●
Stealing or shoplifting				●
Buy/posess/use/supply cigarettes				●
Buy/posess/use/supply drugs				●
Buy/posess/use/supply alcohol				●
Physical violence				●
Breaking the law				●

Fines and compensation		
Lost/exchanged wristband		£1
Set off fire alarm/ emergency door		£50
Mastercard lost		£50
Damage to school property		amount agreed with host centre



STUDENT CODE

with Dusemond I will...

- Speak English all the time!
- Be polite and friendly
- Listen to all instructions
- Respect local residents
- Respect other peoples cultures, customs and possessions
- Always be on time
- Stay with my class/team/group
- Always ask if I need help
- Always wear my lanyard and wristband

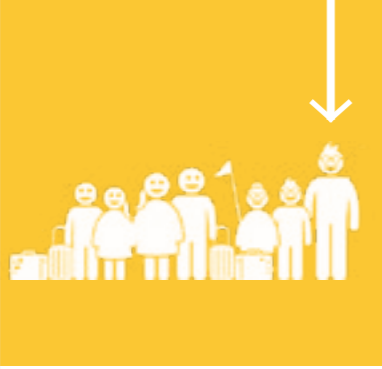
I understand & agree...

- No bullying or violence
- No alcohol or smoking
- No vandalism. Any damage to property will be charged for
- Do not set off alarms or press panic buttons unnecessarily!
- Do not separate from the group or go off on your own.
- Do not bring food from outside into the Canteen
- Don't use mobile phones in class or activities unless instructed to



14

GL Role



David

Group Leaders

How can you help?

You guys know what you expect from us, but what do we expect from you? Punctuality is extremely important if we want students to enjoy our programmes to the fullest.

So the first job of the day is to ensure students are awake in time for breakfast, you can then lead them from the accommodation to the canteen. Remember, students do not have cards to get in and out of the building, so you or a House Parent will have to ensure that students move around in their groups and are on time.

As well as taking the students to breakfast first thing in the morning, you will also need to ensure your students arrive to lessons and activities on time. After the evening activity, they will then be dropped off at the meeting point, you will need to be there to return them to the accommodation.



Excursions

During excursions, it is important that students wear appropriate clothing and just because it is sunny in the morning does not mean it won't be pouring with rain in the afternoon, so make sure they are all well prepared for anything a British summer can throw at them! If a member of your group is sick and unable to go on an excursion, we prefer for the Group Leader to stay on campus with them. This then allows us to maintain the correct number of staff with the rest of the students. Even during excursions there will be other members of staff to assist you throughout the day, you are never alone.

helping you settle-in

Whilst in the first day or two, the timings and campus may be a little confusing, you soon get used to it and so do the students. If ever you have a doubt you can contact the Centre Manager or any other member of staff. For example, for academic-related issues the Academic Manager, for activities, the Onsite Activity Manager and for Excursions, the Off-site Activity Manager. there will be other members of staff to assist you throughout the day, you are never alone.

Apart from these duties, a Group Leader has plenty of time on their hands to relax and enjoy their campus. We organise a special **GL Programme** for you all to keep you aware of the meeting schedule, suggest some of the key student activities we think you'd like to attend and most of all give you some free time and special GL activities so that you can also relax and have fun!

[See your GL programme on the next page>](#)



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GL schedule

Group Leader programme

GL daily life

WEEK 1:

WEEK 2:

Wed Mar 27		Arrival Day	First day arrival, orientation and induction to your new home	
Thu Mar 28		Welcome Meeting	Cheltenham With walking tour	Disco!
Fri Mar 29		Student Lessons	Student Lessons	Evening Activity
Sat Mar 30		Student Lessons	Student Lessons	Cheese & Wine Night!
Sun Mar 31		Excursion Meeting	Student Lessons	Evening Activity
Mon Apr 01		London Extended Full day with walking tour, and river cruise		
Tue Apr 02		Student Lessons	Excursion Meeting	Evening Activity
Wed Apr 03		Academic Meeting	Bourton on the Water With entrance to Model Village	Karaoke & Dance Night!
Thu Apr 04		Student Lessons	Guided School Tour	Excursion Meeting
Fri Apr 05		Cambridge With walking tour and punting	Evening Activity	
Sat Apr 06		Student Lessons	Academic Meeting	Pub Night!
Sun Apr 07		Student Lessons	Afternoon Tea	Talent Show!
Mon Apr 08		Excursion Meeting	Student Lessons	Evening Activity
Tue Apr 09		Stratford & Warwick with Walking tour and entrance to Warwick Castle	Closing ceremony	
Wed Apr 10		Departure Day	Check-out and goodbyes with onward transfers provided.	

Get students ready & bring them to breakfast

07:45 - 08:30 **Breakfast**

Bring students to meeting point for lessons/activities

09:00 - 10:30 **Lesson 1**

10:30 - 11:00 **Break**

11:00 - 12:00 **Lesson 2**

12:45 - 13:30 **Lunch**

14:00 - 17:30 **Activities / excursion**

18:00 - 18:45 **Dinner**

20:00 - 22:00 **Evening activities**

Collect students and escort them to boarding house

23:00 **Lights out**

Supervise students and help enforce bedtime curfew

* Timings may change

* Never give your key card to students.





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key contacts



Andrew

Be prepared. Numbers:

We encourage you to save these numbers in your phone in case you need them in an emergency.



Emergency Number

+44 203 286 7525



UK Medical Advice

111



UK Emergency Service

999



Centre Mobile number

+44 7432453594



Centre Welfare number

+44 7432453554



Local Taxi number

+44 1242262611



KEEP CALM & CARRY ON!



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feedback

Group Leader Feedback Form



Student Feedback Form



**Help us to improve
with your feedback
and suggestions!**

Thank you!

Thank you for trusting us to be your hosts. We hope you're leaving with some fantastic memories.

At the end of your time with Dusemond, we ask you to spend a few minutes giving us your feedback.

(paper versions also available)



C H E E R S !



CHEL TENHAM
COLLEGE

ages
12 to 17

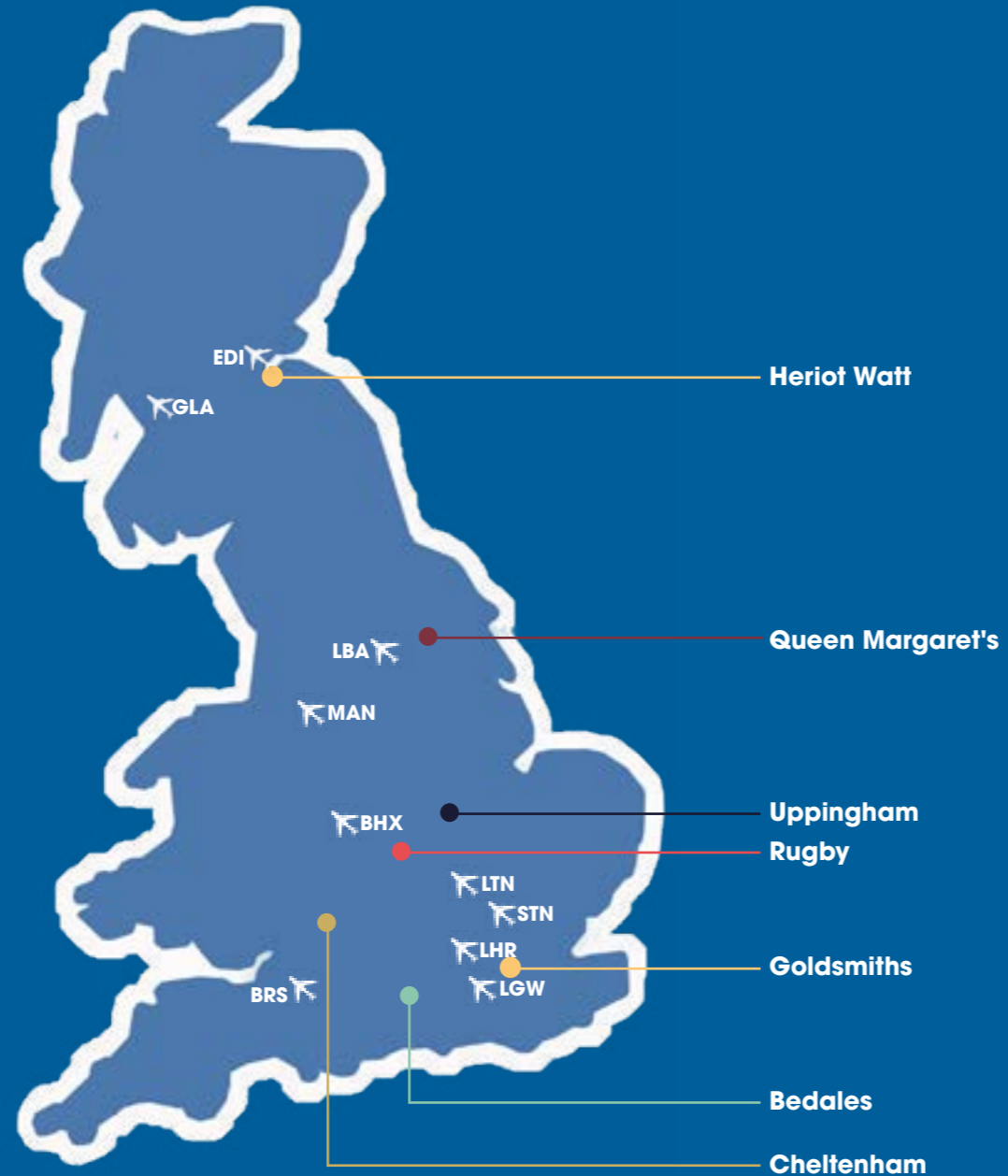
Contact us

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Dusemond
Study Programmes