
GROUP LEADER HANDBOOK 2017

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Dear Group leader

Welcome to the Globe English Centre. Thank you for choosing us.

This handbook will provide you with some information about the Globe, the programme, what your students can expect, your role and what to bring with you.

We appreciate the responsibility you have and understand that being a group leader isn't always an easy job. That's why we do everything we can to make it as enjoyable as possible. We will work closely with you from start to finish to make sure your students are safe, well-looked after and are getting the very best out of the experience.

Many group leaders return to the Globe year after year, not only because we make their jobs easier and try to ensure that it's as stress-free as possible, but because they feel part of the team and know how we operate.

When you come to the Globe as a group leader we make sure that:

- you are introduced to the staff team and know who does what
- you know what we expect from you and what you can expect from us
- you have regular meetings with our management team
- you can contact us at any time of day or night 24/7
- you feel relaxed and happy
- you will want to come back again and again!

We are always trying to improve our service, both for you and your students, so if you have any suggestions, please tell us!



Anton Borgen Davis
Director



Chrissi Florides
Director of Studies



Paul Carr
ADOS Juniors

INTRODUCTION

The Globe English Centre was founded in 1978 by Catherine Borgen. It started life originally as a language school for young learners. The age range was mainly 11 – 18 and students came with their schools for short intensive English Courses during the academic year. In the early 90s the school expanded to incorporate an Adult Centre and a Junior Centre both open all year round.

The Adult school is housed in 31 St.David's Hill and takes students from age 17 (18 in summer) upwards from all over the world. Courses on offer include General and Business English, Exam preparation (KET, PET, FCE, CAE, CPE, BEC, IELTS, TOEFL, TOEIC and IELTS), English for Academic Purposes, English for Specific Purposes and Methodology courses for non-native teachers of English.

With a maximum of 6 students per class, we aim to offer an intimate, stimulating, relaxing yet serious learning environment where students' individual needs can be properly addressed and where they are encouraged to work together to develop not only their linguistic skills but also an understanding of other cultures and other learning styles.

The Junior school is housed in 33 St.David's Hill. We welcome students from all over the world both in closed groups (ie those that come with their schools) and as individuals.

Courses on offer include Discovery (11 – 18 year olds), Explorer (7 – 10 year olds), Exam preparation, Future Careers and Curriculum courses as well as English plus for students hoping to join mainstream schools in Britain. Occasionally we have students outside these age brackets. For example Future Careers students come in a closed group with their college/university and are generally aged 18 – 24.

English lessons are usually supplemented with a full leisure programme and students are encouraged to mix with others to develop tolerance and understanding as well as to improve their ability in English and general knowledge.

THE GLOBE TEAM

Administration and Welfare

| | |
|--------------------|---|
| Catherine Borgen | Director |
| Anton Borgen Davis | Director |
| Karin Hunter | Group Registrar |
| Helen Bull | Activities Co-ordinator |
| Julie Marriott | Accommodation Officer |
| Julie Ferguson | Accounts Manager |
| Laura Evans | Individual Registrar |
| Emily Laugharne | Individual Registrar |
| Nicki Shokar | Reception Manager and Work Placement Co-ordinator |
| Eranta Andersone | Director's Assistant |
| Cassy Jolly | Adult Social Programme Manager |
| Phil Crossing | Caretaker |
| Alan Worth | Caretaker |

Academic Management

| | |
|------------------|--|
| Chrissi Florides | Director of Studies (DOS) |
| Cathy Sharpe | Assistant Director of Studies (ADOS) - Adults |
| Paul Carr | Assistant Director of Studies (ADOS) - Juniors |

If you would like to speak to one of our staff, please come to reception to arrange this.

YOUR ROLE AS A GROUP LEADER

- **Make sure students have programmes with them at all times**
- **Check they know their way to and from school**
- **Check they know what to do in an emergency outside school hours**
- **Make sure we are informed of any learning difficulties**
- **Make sure we are informed of any medical conditions and whether students take medicine or self medicate**
- **Please keep a copy of your students` emergency contact details with you at all times**

Meetings

All group leaders are invited to a meeting in the Junior staff room with the DOS and/or Junior ADOS on **Tuesdays at 10.00 (September to June) / Tuesdays at 14.00 (Summer school)**

You must attend these to get information on classes, activities, welfare policy, safeguarding and Prevent. For any urgent matters on your first day in school or any other issues please come to Reception and speak to the Group Registrar.

Between September to June, group leaders are all invited to a light lunch with the Director, DOS, Junior ADOS, Group Registrar and the Junior teachers on **Mondays at 12.30/13.00 in the Junior School staff room.**

For leaders bringing Explorer students, there will be a meeting **every Monday at 10.30** in the junior staff room. You are also invited to a meeting with the Director on your **last day in school**. Please see him to arrange a time.

Break times

We would like to stress that the students need to be supervised during their breaks and we appreciate your help. It is also helpful to have you here in case students have any problems.

Activities

It is your duty to make sure all the students attend lessons and take part in activities. **Please make sure that you and your students arrive at the meeting point in time in order to avoid any delays!** Your help is also required on activities. In the event of an accident or emergency we need a leader who speaks the students' language. It also enhances the group atmosphere and gives you the opportunity to get to know our teachers and our beautiful region better. **LONDON** We offer monthly day trips to London for long stay Discovery students in summer only (not for Explorers). London trips for ALL groups must be booked in advance. It is free for long stay programmes. For shorter programmes, a supplement applies subject to availability. Please inform us at the time of booking if your group is interested.

Going off-site

EXPLORERS: Please sign the sign in/out form before taking any Explorer students out of the centre.

Extra activities

Our team is happy to arrange extra excursions for you, but please advise us on a Monday should you like any excursions that week. Please note that payment for extra excursions must be made before the trip.

Leader lessons

We offer free tuition to group leaders in our adult school if there is a space available at their level. Please ask our DOS.

Accommodation issues

Staying in a host family gives students a fantastic opportunity to familiarise themselves with British culture, practise their English and also to make new friends. However, the first couple of days may be difficult. It may feel awkward to stay in someone else`s home, the food may be different from what they are used to and students may be homesick. If a student has any concerns please report it immediately but be aware it may take a couple of days to settle in.

Self-catering accommodation

If you have chosen to stay in one of our apartments please note that these are on a self-catering basis, however a few items will be provided for your first breakfast. Bedding and towels will be provided.

Group leader feedback form

We would be grateful for any feedback at the end of your stay. There is a feedback form in your leader pack.

USEFUL INFORMATION

Emergency Numbers

| | |
|----------------------|--|
| Globe English Centre | +44 (0)1392 271036 (between 08.30-17.30 Monday-Friday) |
| Emergency 1 | +44 (0)7813 818516 |
| Emergency 2 | +44 (0)7813 817811 |

Student Welfare Officers

Paul, Caitlin and Francesca are your Welfare Officers in the Junior school, so if you have any problems or worries during your stay here, please see either of them immediately and they will do their best to help you.

Sick Students

Students under the age of 16 cannot stay at their homestay unsupervised. Students who are unwell should therefore use the sick room at the Globe. We would appreciate your help checking on them on a regular basis.

Health Emergencies (Tel 999)

In emergency, either ring 999 for an ambulance or take the person to Accident & Emergency (A & E), Royal Devon and Exeter Hospital, Barrack Road, Wonford.

Healthcare

Medical treatment is free under the National Health Service if you are:

- Studying for longer than 6 months
- A citizen of an EU country
- Have been living in the UK for more than 12 months
- From a country with a reciprocal health agreement with the UK

If you are not entitled to free treatment, you are strongly recommended to buy private health insurance. You will have to pay for the medical treatment first and apply for a refund later.

Doctors and Health Centres

If you are staying in the UK for a long time, it is advisable to register with a doctor as soon as possible.

- **Barnfield Hill Doctors' Surgery** (a surgery we recommend)
12 Barnfield Hill, Exeter, Tel: (01392) 432761/429120
- **NHS 111**
A free telephone service for when you need medical help fast, but it is not an emergency.
- **Exeter Walk-In Centre** (no appointment required for medical advice)
Unit 4, 31 Sidwell Street, Exeter, Tel: (01392) 276892. Opening hours are Monday to Saturday 08.00 to 16.00, Sundays 10.00 to 16.00.
- **Royal Devon and Exeter Hospital**
Barrack Road, Exeter, Tel: (01392) 411611. Situated next to the Emergency department at the Royal Devon and Exeter Hospital. Open seven days a week from 07.00 to 22.00.

Dentists

Dentists do not offer a free service. Dental charges are high for both British people and foreign students alike.

- **Dental Access Centre**, Heavitree Hospital Tel: (01392) 823682

Medicines

Medication, other than common medicines, cannot be obtained without a prescription from a doctor. A prescription should be taken to a chemist or a pharmacy to collect the medicine. Each item on prescription costs about £8.05

Opticians

To get an eye test, glasses or other related treatment, you will need to see an optician. An eye test costs around £30 and the cost of frames is considerably more.

Assistance with English

If any student would like any help with registering, making doctor's appointments, visiting dentists etc..., please talk to any member of staff or go to reception - we will be very happy to help you.

Immigration and Visas

Language schools are not permitted to give out any immigration advice, so if you need help or have any questions about visas or Immigration please go to the website below:

www.gov.uk/government/organisations/uk-visas-and-immigration

Police

The main police station in Exeter is on Heavitree Road. You should go there if you need to register or if you wish to speak to a police officer. If you need to call the police, the two telephone numbers you need are:

- 999** for all emergencies
- 101** for non-urgent situations

Taxis Exe Cars 01392 555555
 Apple Taxi 01392 666666

Trains Exeter Central, Queen Street, Exeter EX4 3SB
 Exeter St David`s, Bonhay Rd, Exeter EX4 4NT
 Train timetables: www.qjump.co.uk or www.thetrainline.com

Supermarket & Pharmacy **Sainsbury`s supermarket**, Guildhall shopping centre Exeter EX4 3HH
 (08.00-19.00 Mon-Fri, Sat 07.30-19.00, Sun 11.00-17.00)
Co-op, 37-39 Queen St, Exeter EX4 3SR, (07.00-22.00 every day)

Launderette Opposite the Globe

A few important laws ...

Alcohol

- You must be 18 to buy alcohol

Cigarettes

- You must be 18 or over to buy tobacco or cigarettes

Driving

- You must be 17 or over to drive a car (16 for a moped)
- You must be at least 18 to hire a car

Drink Driving

- Drink Driving in the UK is a serious offense. The punishment is being banned for a year and fined up to £5000. Don't risk it!

Drugs

- All recreational drugs are illegal.

ENGLISH COURSE

Arrival day

You and your students will be met on arrival in Exeter by a Globe team member who will hand out the programme, a map of Exeter, bus passes where required and will make sure the students go with the right families. Group leaders staying in one of our self-catering apartments will be accompanied to their apartment.

First day at the Globe

You and your group will be greeted by a member of staff who will allocate your students to the classrooms. We will take a register and follow up absentees with host families.

Students on our Work Trial programme will have an orientation meeting in our Junior school at 09.00 with our Work Placement Co-ordinator.

Explorers go straight to class. Their teachers will meet them in room 1. Explorers must be signed in / out every day by parents / leaders or host families.

All other students watch the POLICE VIDEO (containing important information about their stay) and answer a brief questionnaire. Our teachers check through answers with students and highlighting important facts:

Laws on sale of alcohol and cigarettes; Illegal substances / weapons; shopping in England; crossing the road; no go areas; behaviour in school, out of school, and in families; personal possessions, especially valuables.

After the video, teachers will check that all students have a programme and go over the following information:

Meeting room for different activity groups; Afternoon activities – times / equipment needed; Lunch in school – ground floor only please; Going home times; Emergency numbers; Host family name / address on programme; Evening and weekend activities. Staying safe / e safety.

NB: In busy weeks we run 2 or 3 welcome sessions in one morning. If your students are not scheduled for the first one they will begin lessons until they are called for their slot.

Classes

Students on closed group courses are placed in classes according to the levels sent in advance and will begin lessons. All other students will be tested (1 hour grammar Test, Oral test: 5/10 minutes, Writing test: time 45 minutes)

If there are very few students to test, we may eliminate the writing test and complete testing in lessons 1 and 2 so students can go into classes in lessons 3 and 4. With large groups we go straight into testing and do the police video at the end to give us time to mark tests; class lists are not complete until the evening. Group leaders are informed of test results and class lists at their Tuesday meeting with Chrissi (DOS) or Paul (ADOS).

If you feel a student has been wrongly placed, please tell the DOS or Junior ADOS, NOT the class teacher, as soon as possible. We do our best to ensure students are correctly placed but occasionally mistakes occur. Classes are regularly observed by the DOS / ADOS to ensure that all is well and that your students receive a high standard of teaching.

Syllabus

Our emphasis is on meaningful, communicative English – in spite of the classroom situation.

As a guide we aim for the fifteen hours on a one-week General English (Discovery) course to be shared between the four skills as follows: Speaking: 50%; Listening: 25%; Reading: 15%; Writing: 10%

Materials

On short courses we use a variety of materials, both published EFL course books and supplementary books as well as authentic materials (for example video, newspapers, radio programmes etc.) and materials we have created ourselves. In Summer School, lessons 1 and 2 are course book based. Afternoons are projects created by our staff.

If you have any questions about the materials we use, please see our DOS / ADOS.

Certificates

At the end of their stay, all students receive an attendance certificate.

Students on 1 week closed group courses are assessed class by class and copies of the assessments are given to group leaders. All other students receive a more detailed certificate with a report on their participation and language ability.

Observations

If you would like to observe classes please tell our DOS / ADOS at the group leader meetings. They will arrange an observation timetable for you. Please do not just go into the classroom or arrange an observation directly with a teacher.

LESSONS & ACTIVITIES

Students will generally get their programme on arrival. In summer Explorers will get their weekly programme on Mondays, Discovery students on Tuesdays.

Lessons

Discovery Programme: 09.30-11.00, 11.30-13.00

Exam Preparation, Future Careers and Explorer programmes: 09.00-10.30 and 11.00-12.30

Afternoon lessons are 13.30-15.00 or 14.00-15.30 depending on the course.

Lessons 1 and 2: Focus on accuracy & language input

Lessons 3 and 4: Focus on fluency & language output

The main emphasis is on speaking and listening. We aim to activate students' passive knowledge and get them using their English. Lessons are creative, communicative, interactive and fun! Reading and writing form part of integrated skills work.

On specialist programmes (Future Careers, Exam Preparation, Curriculum) the balance of skills may vary depending on individual groups' requirements.

Explorers

Explorer students are not tested formally but teachers assess them on day 1 in order to put them into classes.

Explorer classes are theme based, creative and practical. Each week will focus on a different topic which links to some of the activities.

Junior student absences

All Junior teachers take a register at the start of every class and every activity.

Any absent students are reported immediately to the DOS or ADOS and followed up straightaway.

1. If a student deliberately misses a class/activity, they will be spoken to by the DOS or ADOS and their group leader will be informed.
2. If a student deliberately misses a class/activity again, they will be spoken to by the DOS and their group leader and parents will be informed. Sanctions may be imposed (for example withdrawal of permission to go out in the evening)
3. If a student is deliberately absent for a 3rd time, they will be spoken to by the Director - it is his decision if a student stays or is asked to leave the Globe.

Activities

All activities featured on the Junior programmes, including discos, evening activities and Saturday trips are included in the course fee and are COMPULSORY. Please DO NOT GIVE students permission to do something different. This is both for their own safety and to ensure that they get what their parents have paid for. Students should be encouraged to attend – the leisure programme is an important part of learning and a chance for the teachers and students to get to know each other better, in a less formal environment.

Your students are our responsibility throughout their stay. If an activity finishes earlier than planned, students are only allowed to leave early if you give them permission. If not they may return to school with the Globe leader. You must inform the ADOS if a student cannot attend an activity.

For closed groups, activity groups are decided according to student numbers. Each group is assigned a Globe activity leader.

In Summer, Discovery activity groups are decided according to class levels. Each group consists of 3 classes with 2 Globe teachers as their activity leaders. Our aim is for your students to get to know students from other countries and to enjoy activities with students of a similar age and ability. Activity groups cannot be changed and it is probable that your students will be dispersed in different groups. Please try to encourage students to be positive about this and to remind them that their English will improve even more if they are not constantly with students of the same nationality.

Even if you have booked a closed group or a made-to-measure programme, we are not able to send you a definitive version of your students' programme. As the number of applicants is constantly changing, we have to review the programmes according to availability and suitability of certain activities for larger groups.

Free time

Discovery students may sometimes have free time as part of a visit. If a student prefers to stay with their Globe teacher this is absolutely fine. Teenagers (ie not explorers) are also allowed to leave the school at lunch times. If you do not want your students to do so please make sure they know.

Explorers do not have any free time. They are supervised at breaks and lunch times and on all activities.

SAMPLE PROGRAMMES

TYPICAL DISCOVERY SUMMER PROGRAMME - WEEK 1

| | 09.30 - 11.00 Lessons | | 11.30 – 13.00 Lessons | | Activities 14.00 – 16.00+ Lessons 14.00-15.30 | Evenings |
|--------------------------------|--|----------------------|--|---|--|---|
| MONDAY | EXISTING STUDENTS Activity group A: Workshop on the media (recording / TV / radio) Activity group B: Day excursion to Bath with visit to Roman Baths and free time for shopping NEW STUDENTS Grammar test, speaking test, writing test, DVD on staying safe in the UK. Mystery trail in Exeter | | | | | |
| TUESDAY | Grammar & Accuracy Present Tenses Social English for getting to know you | <i>B</i> | Skills focus Listening - Directions Role-play – Going shopping | <i>L</i> | Project afternoon 1 Making a radio programme - Video work – The news Students plan & write their own radio news programme | Disco: private function |
| WEDNESDAY | Grammar & Accuracy Narrative tenses in stories Pronunciation - Past Simple | <i>R</i> <i>E</i> | | Skills focus Listening - a Roald Dahl story. Speaking - students invent and tell their own stories | | |
| THURSDAY | Grammar & Accuracy Personality adjectives & appearance | <i>A</i> | Skills focus Introduction to Shakespeare & the Taming of the Shrew DVD - 10 Things I hate about you | | <i>C</i> | Activity Group A: Visit to Castle Drogo Activity group B: Visit to Torre Abbey |
| FRIDAY | Grammar & Accuracy Modal Verbs - ability & obligation Reading - laws and customs in Britain | <i>K</i> | | Skills focus Speaking - students prepare presentations on laws and customs in their countries | <i>H</i> | |
| SATURDAY 09.30-17.30 | Activity group A: day excursion to Bath with Visit to Roman Baths and free time for shopping Activity group B: day excursion to Tintagel and Boscastle , Cornwall with visit to Tintagel Castle the legendary home of King Arthur and the Knights of the Round Table | | | | | |
| SUNDAY | Free time to spend with your family and friends. | | | | | |

TYPICAL EXPLORER PROGRAMME – WEEK 1

| | 09.00 - 10.30 Lessons | | 11.00 – 12.30 Lessons | | 13.30 – 15.30+ Activities | Evenings |
|------------------|---|----------------------------------|---|----------------------------------|--|--------------------------|
| MONDAY | Getting to know you activities Students find out about each other / teachers assess levels | B R E A K | "My Family" Vocabulary and Language for talking about your family | L U N C H | Mystery Trail around Exeter with your teacher | |
| TUESDAY | Describing insects Have got ... Can... Live Animal habitats | | Mini beast hunt | | Exeter exotics Learn all about snakes, lizards, newts, chameleons, spiders and cockroaches, and hold them if you dare! | Cinema |
| WEDNESDAY | Present Simple Likes & Dislikes / Hobbies / pets | | Simple surveys | | Excursion to the seaside town of Dawlish and pond dipping | |
| THURSDAY | Literature: The very hungry caterpillar | B R E A K | The life cycle of a butterfly | L U N C H | Craft afternoon Making insect masks | Drumming workshop |
| FRIDAY | Body parts Simon says | | Describing Monsters Design and make a monster Pronunciation games | | Visit to Prickly Ball hedgehog farm and hospital | |
| SATURDAY | Day excursion to Paignton Zoo | | | | | |
| SUNDAY | Free time to spend with your family and friends. | | | | | |

TYPICAL 1 WEEK CLOSED GROUP DISCOVERY PROGRAMME

| | 09.30 - 11.00 Lessons | | 11.30 – 13.00 Lessons | | 14.00 – 16.00+ Activities | Evenings 19.15-21.30 |
|------------------|--|----------------------------------|---|----------------------------------|---|--------------------------------|
| MONDAY | Grammar & Accuracy Focus Getting to know you activities Present tenses Talking about habits and past experiences | B R E A K | Skills Focus Listening - Directions Role-play - Wandering tourists. Homework: Interview your host family | L U N C H | Mystery Trail around Exeter | |
| TUESDAY | Grammar & Accuracy Focus Revision Present tenses Job vocabulary Listening + Game: What's my job? | | Skills focus Role-play: Job interviews | | Visit to Exeter Cathedral with audio-visual presentation | Disco: private function |
| WEDNESDAY | Project Superheroes part 1 | | Project Superheroes part 2 | | Excursion to the seaside town of Exmouth by train | |
| THURSDAY | Grammar & Accuracy Focus Past Simple & Past Continuous Listening: Willy the Kid - gap fill missing verbs | B R E A K | Skills Focus Types of literature Matching story extracts Writing short stories Homework - Write a postcard home | L U N C H | Visit to Exeter Museum with a questionnaire | |
| FRIDAY | Grammar & Accuracy Focus Focus on qu. formation & survey in town | | Skills focus Write up and Presentations of survey results | | Ten Pin Bowling | |
| SATURDAY | Many closed groups choose to depart on a Saturday, if you are departing on a Sunday we would be happy to quote for a Saturday daytrip. | | | | | |
| SUNDAY | | | | | | |

SAFEGUARDING & WELFARE

PLEASE REFER TO SEPARATE SAFEGUARDING & WELFARE HANDBOOK FOR ALL OUR POLICIES.

In brief:

Child Protection Statement

The Globe recognises its moral and statutory responsibility to safeguard the welfare of all students and to maintain public trust in the teaching profession. We aim to provide a safe and nurturing environment where all students are respected and valued, and where they can learn and grow to enable all children to have the best outcomes. We are alert to signs of abuse and neglect and will follow procedures to ensure students receive appropriate support and protection.

Policy principles

- The safety and welfare of every student is paramount.
- All students, regardless of age, gender, ability, culture, race, language, religious belief or sexual identity have the right to protection and to participate in the school's activities in a safe environment.
- All staff members have an equal responsibility to act on any suspicion or disclosure that may suggest a student is at risk of harm.
- Any allegations of misconduct will be treated seriously and will be investigated in an appropriate manner.
- Students and staff involved in child protection issues will receive appropriate support.

Abusive behaviour

The Globe finds all forms of abuse - bullying, racism and aggression, unacceptable from students, staff, group leaders or host families.

Here are some examples of actions that constitute the above:

- The use or threatened use of violence / physical action.
- Social exclusion i.e. isolating individuals.
- The use of disparaging or offensive names towards individuals / different nationalities.
- Persistent and deliberately hurtful remarks, especially referring to race / appearance / sexual orientation / gender.
- Actively spreading gossip / hurtful remarks about individuals.

Matters of staff bullying should be reported to the Director or DOS.

These will be dealt with through the staff disciplinary / grievance procedure.

Any problems with Home stays should be reported to the Accommodation Officer and / or Director.

Any home stay provider found guilty of abusive behaviour will be struck off our register and relevant bodies informed as appropriate.

If you suspect that anyone is a victim of any type of abuse:

- Inform the Director / Accommodation Officer immediately.
- Try to find out some information from the bullied student and reassure them that the matter will be dealt with promptly.

Safeguarding young people

Safeguarding is an umbrella term for everything we do to keep children safe.

It affects all areas of school life, both in and out of school.

It is everyone's responsibility to look out for and respond to suspected or alleged abuse.

All staff have a “duty of care”.

Abuse and neglect are forms of maltreatment.

A person may abuse or neglect a child by inflicting harm or by failing to act to prevent harm.

PREVENT

The Preventing Radicalisation Policy is part of our ongoing commitment to keeping all students safe. The Globe understands and undertakes its responsibilities, under the Counter Terrorism and Security Act 2015, to prevent people of all ages being radicalised or drawn into terrorist or extremist groups. This policy outlines what we are doing to safeguard the well-being and safety of all our students.

E-SAFETY POLICY

In general:

- Be alert to students’ online activity.
- Ask students questions about what they are doing online.
- Be alert if a student is spending a long time online, especially if they are alone in their room.
- Be alert to changes in a student’s behaviour.

If you have any concerns please report to a member of the Globe welfare team immediately

EMERGENCY ACTION PLANS

In the event of a major incident e.g. fire, accident, bomb threat, the Globe emergency action plan will come into effect.

- Do your best to ensure the safety of the students where possible
- Call 999 as appropriate
- Call Globe emergency number and take advice

NB We tell all students on day 1 to store the Globe emergency number in their phones under ICE

Emergency Numbers:

07813 818516

07813 817811

Welfare

- The Globe has 3 Designated Safeguarding leads (DSLs): Anton Borgen Davis, Chrissi Florides & Paul Carr.
- The Globe has 7 Welfare Officers : Paul Carr, Caitlin Dawson, Francesca Potts, Cathy Sharpe, Phil Mitchell, Julie Marriott & Debbie Hooper.

HEALTH AND SAFETY

The Globe aims to provide a safe and nurturing environment where all staff and students can work and study in appropriate surroundings with all measures taken to ensure their health and safety. The Globe has a nominated Health and Safety Officer (Anton Borgen Davis) to ensure health and safety measures are met and to ensure they are reviewed and updated on a regular basis

Health

If you or any of your students are ill, our Reception Manager can make an appointment for you to see a doctor or a dentist. If it is something more serious requiring hospital treatment, then we will make arrangements for you to go to the Accident and Emergency Department at the Royal Devon and Exeter Hospital.

Please note that although we have teachers who are qualified First Aiders, it is illegal for us to give any medication, (for example paracetamol, aspirin, cough syrup). Only you are able to do this as you are considered to be *in loco parentis*. It would therefore be very helpful if you were in school at break and at lunchtime to deal with such things. If you would like medical advice from a qualified nurse, you can attend a Walk-In Centre.

Fire

There are fire notices throughout the school in all the classrooms which you are advised to read. In the event of a fire, please make your way to the nearest exit, leaving all your belongings where they are. If students are not in class, please lead them out with you. Once outside make your way to the front of the school and ask students to join their class teacher. Once there, the DOS will be checking names to see if anyone is missing.

Security

Each entrance to the building has a security code and only Globe staff, visiting leaders and students are given the code - you will be told it on arrival in school. Please do not leave handbags, purses or anything of value unattended and tell students the same. Please shut all doors and windows behind you. We have had break-ins in the past and most of them are committed by opportunists who see an open window or door. If you see anyone suspicious at any time, please inform a member of the Globe staff immediately.

All group leaders will be given a group leader pass. Please wear these at all times to identify you to staff and please return them to us at the end of your stay.

Safety

The greatest danger to students is crossing the road. All students are told on day 1 how and where to cross the roads safely. Please reinforce this by only using zebra and pelican crossings yourselves and by setting a good example.

On coaches

- All passengers must remain seated and wear their safety belt.
- Food and drinks are not permitted except for sweets and water.
- Rubbish must be collected and the coach left in good order.
- Passengers must not be noisy or behave irresponsibly.
- Passengers must not distract the driver and must be considerate to others.

Discipline

Our aim is for all students to enjoy their time with us. However, sometimes certain students can be disruptive and spoil the visit for the others.

If a teacher is having problems with a particular student, the DOS will speak to the student. However we would welcome your support in this as it is good to put on a united front. Discipline problems are minimal but on the rare occasion that a student's behaviour is unacceptable, he/she may be asked to leave the class and be given alternative work to do.

In extreme situations we reserve the right to send the student home.

Anti bullying

The Globe English Centre finds all forms of abuse: bullying, racism and aggression, unacceptable.

Any instance of bullying, racism, or violence is NOT acceptable and the individual may be asked to leave the Globe without refund. The individual or their parents will be responsible for paying travel costs incurred.

Accommodation and Host Families

If you have any problems or questions regarding accommodation, please do not hesitate to see the Accommodation Officer, Group Registrar, DOS or ADOS. We will do our best to resolve your issues as soon as possible.

IT IS BEST TO ADDRESS ALL PROBLEMS IMMEDIATELY SO THAT THEY CAN BE RESOLVED. Small problems will generally get worse and this can be avoided in most cases.

PLEASE NOTE: WE ASK GROUP LEADERS NOT TO CONTACT HOST FAMILIES DIRECTLY.

Our Accommodation Officer must deal with any problems/instructions relating to students/host families. Please come to reception and ask for the Accommodation Officer.

GOING HOME TIMES/ OPENING HOURS

The School Reception is open between 08.30-17.30.

The Junior School is open until 17.00 for Discovery students. Explorer Students are looked after in school by a Globe member until they are picked up by their host families, parents or group leaders (by 17.30).

The following "**Going Home Times**" have been set in accordance with British Council requirements and in order to ensure the safety of your students. **They cannot be changed.** However, if you would like to take your students out for an evening you are free to arrange this. You must inform us at least 1 day before so that we can prepare a note to the host families informing them of the change for that evening. You are then responsible for making sure that your students get home safely.

Explorers (age 7-10)

Under 11: MUST BE ACCOMPANIED AT ALL TIMES

Families must bring them to and from school everyday and take them to and from all evening and weekend activities.

Teenagers

Age 11–13: MUST BE HOME BY 18.00 (October to May), BY 18.30 (June to late September)

Families must bring and collect them for ALL evening activities and from Saturday day trips that are time-tabled to arrive after 17.30 (October to May) and after 18.00 (June to late September).

Age 14-15: MUST BE HOME BY 20.30 (October to May), BY 22.00 (June to late September)

Families must collect them from evening activities and day trips that are time-tabled to finish after 20.00 (21.30 June to late September)

Age 16-17: MUST BE HOME BY 22.30 (October to May), BY 23.00 (June to late September)

Students can walk home after an evening activity unless it finishes exceptionally late (e.g. theatre, London day trip) in which case host families will be informed.

Age 18+: 23.30 unless specified otherwise

ADULTS: NO FIXED TIME

Students are asked to arrange with their Host families a time for their return home that is acceptable to both.

SCHOOL RULES

We recommend that each student and his/her parents are given these rules before they come to the Globe

What we ask students:

When with your host families:

Try to communicate as much as possible, be polite, keep your bedroom and bathroom tidy; be on time for meals (the majority of families eat between 17.00 and 19.00), inform your host family of your whereabouts and of the time you will be home. At the latest, students must be at home by the time stated on the "Going Home Times".

- Use mobiles where possible and get permission to use the family phone. Calls must be paid for so ask your parents to call you. For a better experience, phone less! Parents, wait 48h before calling and do not call more than twice a week! International Code +(44) + 1392 + number

Students aged 11+ walking to and from home, school or shopping, are not accompanied by the Globe or their family **Please note that students aged under 14 are not permitted to be home unsupervised and therefore they must NOT go home until their family is home. If you are walking a student home, please make sure the family is at home.**

When at the Globe and with your English teachers

- Be polite towards your teachers and co-operate in lessons.
- Treat the other students, the equipment and premises with respect.
- Do not obstruct the footpath outside school. Respect the neighbours and passers-by.
- Please note this is a non-smoking school. Over 18s may smoke outside.

During your stay in general for your security

- Always tell your teacher or family where you are going and at what time you will return.
- Do not carry large amounts of money.
- Do not congregate in large groups.
- Avoid the city centre at night or isolated and dark areas such as parks and the skate park.
- Do not draw attention to yourself by being loud, staring or pointing at people.
- Keep the programme with you at all times .
- If you are worried about anything, speak to someone at the Globe (teacher, leader, family).
- Save the Globe emergency number in your phone under ICE (in case of emergency).

Students must inform the Globe as soon as a problem arises or the Globe will not accept responsibility.

All damage, whether intentional or accidental must be paid for straight away by either the person responsible or by their group leader. The management reserves the right to send home, at their parents' expense, any student guilty of gross misconduct.

What to bring with you

- suitable clothing for the duration of your stay including appropriate footwear for sport activities and excursions
- towels for every day use as well as beach excursions
- toiletries
- UK plug adaptor for electrical items
- mobile phone charger
- pens, pencils, notebook and dictionary
- lockable suitcase or a small coded padlock
- emergency contact details to pass on to the Group leader

THINGS TO DO IN EXETER

There are many things to do in Exeter as well as interesting and varied events throughout the year. Please collect leaflets from Reception for information and advice about what you can do in Exeter. Note however that pubs have become stricter and that most do not accept teenagers under 18. Therefore we suggest that you do not arrange to meet your students aged under 18 in a pub.

In addition to the evening activities put on for you and your students, we also have a social programme for students in the Adult School which you are very welcome to attend. Please see the Social board in the Adult common room for further information. There is a charge for this.

Pubs and nightclubs

The Imperial New North Street. A large pub, serving cheap food all day, large garden and plenty of seating, a popular choice for all. Open 08.00-0.00, 08.00-01.00 Friday+ Saturday

The White Hart Hotel 66 South Street, Exeter, EX1 1EE. Open all day until 23.00. One of the oldest pubs in the Southwest. It also has a lovely restaurant.

Oddfellows New North Road. Cocktail bar and restaurant open until 00.00 during the week and 02.00 on weekends.

Timepiece Winebar Little Castle Street. Open all day until 02.00 (01.30 Thurs, Fri, Sat). Salsa night every Tuesday.

Timepiece Little Castle Street. Open from 22.00 until 01.00. Most popular nights are Thursday, Friday and Saturday playing all kinds of different music (dance etc). Entry fee is between £2 and £5 depending time.

Local Restaurants

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| The City Gate (Pub Food), Lower North Street | 0044 1392 495811 |
| The Taj Mahal (Indian), Queen Street | 0044 1392 258129 |
| The Conservatory (Contemporary), North Street | 0044 1392 273858 |
| Zizzi (Italian), Gandy Street | 0044 1392 274737 |
| Mill on the Exe (British), Bonhay Road | 0044 1392 214464 |

Cinema and Theatre

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| Odeon Cinema, Sidwell Street | 0044 871 22 44 007 |
| Picture House Cinema, Bartholomew Street | 0044 1392 435522 |
| Vue Cinema, Cheeke Street | 0044 7812 240 240 |
| Phoenix Arts Centre, Gandy Street | 0044 1392 667060 |

Please do not hesitate to ask for our help. Have an enjoyable stay!