



Group Leader Guide



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study vacations

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Welcome

It's great that you are here, about to embark on an Elac journey in one of our centres. Whether it's your first time coming as a Group Leader or you're a seasoned veteran, we hope that you find the experience for you and your students rewarding, and enjoyable. We are here to support you and we look forward to working with you during your time with us.



Our Vision & Values

Our goal is to be an independent, ethical, and environmentally-aware organisation dedicated to the teaching of English, and more generally to the nurturing of positive values in young people in an international setting.

To achieve this goal, we aim to provide a secure, welcoming, inclusive and fun environment where students can feel at ease with each other and our staff, whilst on a course which they find both stimulating and challenging.

The values which underpin our organisation are;

- Relationships
- Professionalism
- Integrity
- Innovation
- Social & Environmental ambition

You can find more information about our vision and values on our website page; [Why choose Elac?](#)

Discovery Programmes

Our Discovery programmes have been specifically designed for the 7-17 year old international students we welcome across our centres. We also accept 18 year olds as part of a larger group.

Our three programmes - Explorers (7-11), Voyagers (11-14), and Trailblazers (14-17) - should be engaging, enriching, inclusive and fun. Each one is made up of a mix of academic, activity, and educational excursion parts, ensuring a balanced "Elac experience" for all our students.

For more information about our Discovery programmes, go to our website page; [elac.co.uk - Discovery Programmes](#) and download our [Discovery Programmes Guide](#)

Green & Yellow Groups

In our Spring and Summer courses we run zig-zag programmes. Half of the students (Green group) have English lessons in the morning while the other half (Yellow group) participate in Elac's social programme. In the afternoon, the two groups swap over. In the second week of each two week programme, Yellow group do lessons in the morning while Green group do activities.

When we have a small cohort of students on the programme, we sometimes choose not to zig-zag the course. In these cases, we usually run classes in the morning and the social programme in the afternoon.

All students are involved in the evening social programme (except Homestay students who participate 3x each week).

Partners

We consider all Group Leaders as our partners. We feel it is important to work together to create a rewarding, fun, safe and respectful experience for all the students on the course. Through good clear communication, a respectful, open-minded approach to facing challenges and difficulties, and dedication to get the very best out of our students, we are confident that this will be a positive and enjoyable course for everyone involved.

Elac Management Team

Each centre is run by a centre management team.

Although everyone on the team has a shared responsibility to cultivate a positive atmosphere and a successful, safe course, each person on the team will focus their time and energy on specific areas of responsibility.

There may be variations from centre to centre, but in general, responsibilities are divided in the following ways. If you have any questions or concerns during the programme, this should help you to decide who to go to.

- **Centre Manager** - Overall responsibility of the course
- **Centre Logistics Manager** - Residential accommodation and catering
- **Welfare & Communications Manager** - Student and staff welfare and first aid, liaising with Group Leaders and managing homestay students
- **Academic Manager** - Oversight, organisation and quality control of the academic content, end of course certificates, Trinity exams, and managing teachers
- **Social Programme Manager** - Oversight, organisation and quality control of the social programme content, and managing Activity Leaders
- **Excursion Manager** - Oversight, organisation and quality control of the educational excursions, liaison with staff and Group Leaders over excursion plans, transport (coaches, busses and trains), and managing Activity Leaders
- **Senior Teacher** - Oversight of the academic programme in the absence of the Academic Manager
- **Social Programme Co-ordinator** - Oversight of the social programme in the absence of the Social Programme Manager
- **Office Assistant** - Supporting the management team with a variety of administrative tasks
- **L'Astrolabio Coordinator*** - Supporting L'Astrolabio Group Leaders and liaising with the Elac Management Team and centre

Each Elac Management team is supported by an Operations Manager as well as the Elac Senior Leadership Team.

Please direct any questions and comments directly to Elac staff, not to the centre catering, cleaning teams etc. We will liaise with the centre team and feedback the results of those conversations.

*Only in Cirencester, Eastbourne & Nottingham

Group Leader Roles & Responsibilities

Here is the link to our Group Leader Roles & Responsibilities agreement and our Group Leader Code of Conduct below. It would be useful to read it (if you haven't already). In the first meeting with your centre management team you will be expected to sign a digital copy of both to say that you understand and agree to what is laid out in both documents. If you have any questions, please let your Centre Manager know.

You can find the following documents on our website; elac.co.uk - [Policies - Group Leader Roles & Responsibilities](#) & [Group Leader Code of Conduct](#)

Welcome pack

On arrival, you will have received an Elac Welcome Pack. It will include the following:

- A group-specific programme
- A welcome letter (inc. Wi-Fi and 24-hour emergency contact details, a schedule for days #1 and #2)
- A group list
- A room plan/information
- Homestay information (where necessary)
- Group Leader lanyard and name badge

Lanyards and Emergency cards

Everyone involved in our Elac programmes will wear an Elac branded lanyard and name badge. Students will receive a lanyard and emergency contact card.

- All centre management staff wear a **Multicoloured** Elac lanyard
- All Activity Leaders and Teachers wear a **Navy Blue** Elac lanyard
- All Group Leaders wear a **Sea Green** Elac lanyard
- All students in Green group wear a **Hunter Green** Elac lanyard and those in Yellow group a **Mustard Yellow** lanyard. Students will also receive an emergency card with clear instructions for what to do in an emergency as well as a QR code with the 24 hour emergency number for each of the Elac centres

Students and Group Leaders can keep their lanyards as a souvenir at the end of their stay. However, emergency cards should be returned to the Elac office to be reused.

The Elac office

The Elac office is the heart of the centre in our Spring and Summer courses. If you have any questions, or concerns, you will find our management team here (if they are not out-and-about making sure everything is running smoothly!)

Elac Emergency/Duty Phone

Each centre will have one or two 24-hour duty phones. These numbers will be shared with you on arrival in the centre in your Welcome letter.

In the Group Leader meeting a Whatsapp group will be created for you to receive useful and important information. However, we don't want it to replace our face-to-face communication with you, so we will always look for opportunities to catch up with you to have in-person conversations.

Please only contact our staff through the 24-hour number, and not their personal devices.

Arrival day and Testing & Orientation day

As part of your Welcome pack, you will have received a schedule for what is happening on arrival day and the testing & orientation day. There will also be information about what colour your group is (green or yellow). If you have any questions or doubts about where you need to go or what you need to do, you can go to the Elac office, or call the duty number. We are here to help and want to help you and your group settle in as quickly as possible.

Group Leader meeting

In the evening on the first full day of your programme there will be a meeting with all Group Leaders and the centre management team. It will be an opportunity for them to explain to you details of the course and to answer any questions you may have. The meeting will cover a range of areas (such as cleaning, laundry, damages etc.), and will also repeat some of the points in this Guide. You are expected to attend, even if you have done this role at an Elac centre before.

Daily Group Leader briefings

There will be a daily Group Leader briefing, which you are expected to attend. These will be short, and are aimed at sharing any updates as well as useful, or important information. If there are any issues which you would like to raise which doesn't affect other Group Leaders or groups, it is probably best to speak directly to the centre management team. If you are not sure who to speak to, first ask the Welfare & Communications Manager.

Before excursions, the Excursion Manager will hold additional meetings with all Group Leaders to go over itineraries and plans, as well as to reinforce student safety and welfare while off-site.

Elac's Safeguarding Policy

Here is a link to Elac's Safeguarding Policy for you to read so you are aware of our approach to managing the welfare and safety of the students, staff and GLs on our courses.

You can find Elac's Safeguarding Policy on our website; elac.co.uk - Policies - Elac's Safeguarding Policy.

Serious medical issues or allergies

In the case of a serious medical emergency call 999 or 112.

If you have any students (or you yourself) have any serious medical issues and/or allergies, please make sure you speak to the Welfare & Communications Manager as soon as possible, in case there is anything which needs to be put in place to accommodate your/their needs.

Fire walks & drills

On arrival day, you and your students will be shown the fastest exits from your accommodation building in case of a fire emergency.

Within 48 hours of being on-site (ideally in the first 24 hours) all students will be involved in fire safety training. This usually involves the fire drill being set off and students, Group Leaders and Elac staff exit the building and congregate at the emergency meeting points where a register is taken. Success of the simulation is determined on the speed and organisation of the evacuation. Any group(s) which did not do it well will be expected to repeat the training again. You will be informed in advance about when this will take place.

You can find our Fire and Emergency procedure on our website; elac.co.uk - Policies - Fire and Emergency procedure

Student illness, injury and First Aid

Please inform the Welfare & Communications Manager (on the duty mobile) as soon as possible if a student is unwell and if they will be absent from class and/or the social programme. It is very important that we can account for students' whereabouts at ALL times and also are aware of any health/illness issues.

Medical treatment for visiting students is usually delivered via the Accident and Emergency Department of the local hospital, not through local GP surgeries. Patients visiting A&E will be seen on that day in order of priority. The more serious a condition, the more quickly you will be seen. At certain times (e.g Friday/ Saturday evening) your wait can be quite long if your condition is not serious.

If a hospital visit IS required, the student will go in a taxi accompanied by their Group Leader. If this is not possible for some reason, an Elac staff member may go instead. If the Group Leader does not feel competent to assist the student at the hospital, or if the injured/ill student is an individual, then an Elac staff member will accompany them. The cost of the transport to the hospital will be covered by Elac.

If the Elac first aider or the NHS 111 nurse advises that a visit to hospital is NOT necessary but the family of the student or the student's Group Leader insist on attending the hospital A&E, Elac will facilitate this; however, the cost of the visit will be paid by the student/Group Leader.

Generally speaking, if a student is unwell with a bacterial or viral infection, the hospital will not treat them with antibiotic medication initially. They will advise the student to rest, drink water, take painkillers and allow their body to overcome the infection. If this is the case, Elac will continue to monitor the student (including taking their temperature regularly) to ensure that their condition does not worsen. If it does, they may need to return to hospital to be assessed, and antibiotics may then be prescribed if required.

Elac are not permitted to give medication to students, so Group Leaders must have parental consent to do this and to buy over-the-counter painkillers. Please also note, it is illegal to give your prescription medicine to another person in the UK.

Each centre has qualified first aiders and their names are displayed in the office (at the first-aid station) and on the student notice board so that everyone on-site knows who they are. If anyone requires first aid, they should either be taken to the first aid point for treatment, or a first aider called if the casualty cannot be moved safely. First-aid kits are available in the main office at the centres. The Welfare & Communications Manager has overall responsibility for all things related to first aid.

Minor injuries that cannot be dealt with by our First Aiders will be dealt with at the local hospital.

In the case of any serious injury, accident or medical situation, our staff or Group Leaders should call 999.

You can find our Accident, Injury, Illness and First Aid Policy & Procedure on our website; elac.co.uk - Policies - Accident, Injury, Illness and First Aid Policy & Procedure

Going off-site

If you are planning on going off-site without your students, please liaise with the centre management team first. They will need to know that you are contactable and able to return to the centre if there is any issue. They will also want to know that you will be back when the students have free time or lunch/dinner. The best times to go off-site without students is when your group are in lessons.

If you are planning on going off-site with your group, we require you to speak to the management team in advance. The management team need to know when students and Group Leaders will be away from the centre and you will be asked to sign your group out (and sign in again when you return). Some days and times it might not be suitable for your group to go out, which is why it is best to plan in advance in collaboration with the centre management team.

Student Mobile Phone Policy

Elac's Student Mobile Phone Policy aims to strike a balance between the benefits the technology can bring, both to enhance student learning and also to facilitate student friendships, and the risks and negative aspects of uncontrolled mobile phone usage.

You can find our Student Mobile Phone Policy on our website; elac.co.uk - Policies - Student Mobile Phone policy.

Residential Accommodation

We ask our Group Leaders for their collaboration on many areas of the course, but in particular in the residential accommodation. We ask that you help with the following;

- Managing noise, particularly in the evening (there are often local residents and/or year-round staff)
- Making sure students keep their rooms and common rooms tidy and clean
- Making sure that the centre staff are treated with respect and spoken to politely by our students
- Making sure that students use the bathroom facilities sensibly (including not flushing sanitary towels, too much paper, wet-wipes etc. down the toilet, or flooding the bathrooms by leaving taps running)

Students are not allowed to return to their accommodation during the day without supervision and students should not be left unaccompanied in the accommodation at any time.

A space for Group Leaders

In each centre there will be a dedicated space for Group Leaders to relax together throughout the day, and to make a cup of tea or coffee. Sometimes this space is also shared with Elac teachers.

Motivation

We see a huge difference in student participation in events like the Talent Shows and the Cultural Exchange between those students who are encouraged by their Group Leaders and those who aren't. The overall student experience is improved in centres where the Elac teams and the Group Leaders actively work together to motivate students to interact with each other, use their English, and participate. We look forward to working with you to create a really positive and participative atmosphere on the course this year.

Group Leader Entertainment

For us, you are really important. We want to make this a really positive experience for you as well as for your students. In all our centres we will organise some Group Leader entertainment to bring you together and enrich your experience. Your Centre Manager will tell you about what we have planned in the Group Leader meeting.

Registering students

The welfare and safeguarding of our students is a priority on all of our courses. Part of this is knowing where our students are. As such, when on campus **we register our students at least three times a day.**

In the morning (9:00-9:15) / In the afternoon (14:00-14:15)

When students have classes in the morning, the teachers will take a register within the first 20 minutes of class to check everyone is present. You will be contacted by our team if any of your students are missing and you will be expected to bring them to class.

When students have activities, the Social Programme Manager will liaise with all the Group Leaders at the student assembly to establish that all students are present. If any of your students are missing, you will be asked to find them and bring them to the Elac office where they will be taken to join in activities.

The Welfare & Communications Manager needs to be kept informed if any student is not coming in that morning/day. **Please make sure that your students are on time for social programme meetings and for lessons. You will be expected to bring any of your students with unauthorised absence to their class or activities. Please make sure you have your students' telephone numbers. That way, you can help us contact them if they are late for class, or if there is a problem.**

In the evening (21:30-22:00)

There is a register in the entrance of each residential building with the name of each group. Please sign it to confirm that **all** your students are **in** the building. Members of Elac staff will go to each building to check that all students are accounted for. You will be called by the management team if you have not signed the register by 22:00.

Homestay

In addition to the morning and afternoon registers mentioned above, homestay students must also register in the Elac office when they arrive on-site in the morning (8:45/9:00) and when they leave to go home in the afternoon (17:15/17:30). Homestay students must also register in the office when returning to the centre on evenings when they participate in the evening social programme (3x per week) - both on arrival (19:45) and before going home (21:30). If a homestay student is not going to come into the centre in the evening, please inform the Welfare & Communications Manager.

Communication

We believe that positive, regular communication is key to an effective partnership with our Group Leaders and to ensure the best possible experience for you and your students. We will communicate simple, key information through a WhatsApp group. We will ask for your phone number in the Group Leader Meeting. But we feel that face-to-face communication is really important, so we look forward to meeting with you in our daily Group Leader briefings and in our office.

Any problems or questions?

We will always want to work with you to find solutions to any issues which might arise during your time with Elac. Please come to us to talk through any concerns or problems; Don't wait until the last day when there is nothing we can do to change anything! We look forward to working with you and creating positive life experiences.

We are sure that you have questions about your programme. Hopefully they will all be covered in the Group Leader's meeting. There will be opportunities to ask questions there as well as receive information from your centre management team.

Thank you in advance for your cooperation and collaboration!

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