# UNIVERSITY OF SURREY GUILDFORD

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## OXFORD INTERNATIONAL EDUCATION GROUP

Dear Group Leader, thank you for joining us in the UK this summer. At Oxford International Junior Programmes, our aim is to provide young students from all over the world with a safe, fun, friendly and structured environment in which to improve their knowledge of the English language. We are one of the top providers of junior programmes in the UK and a unique British Council accredited education provider. Oxford International Junior Programmes is part of the Oxford International Education Group (OIEG) which was founded in 1991 as ISIS Education and Travel by David Brown and Robert Darell. Oxford International has grown to be one of the top 10 businesses sponsored by the Prince's Trust after it provided OIEG with a £5,000 loan.



OIEG now offers a huge range of university pathways, spring, summer and year round academic programmes and educational tours. Our programmes have grown steadily in size and popularity and we now run 13 centres in the UK and 6 centres in North America welcoming over 10,000 students.

We create life enhancing learning experiences that help students worldwide to develop personally and professionally and that enrich their future opportunities.

## ABOUT THE UNIVERSITY OF SURREY AND GUILDFORD:

The University of Surrey was established in 1966 with the Grant of its Royal Charter. However, its roots go back to a late nineteenth-century concern to provide greater access to further and higher education for the poorer inhabitants of London. The forerunner of the University, the Battersea Polytechnic Institute, was founded in 1891 and began concentrating on science and technology from around 1920. By the 1960s, the College had outgrown its main building in Battersea Park, southwest London, and it was decided to move the institution to Guildford. In 2016, Surrey will celebrate the 125th anniversary of its foundation! The campus itself has only been recently redeveloped and boasts both modern buildings and facilities. Since 2000, the estate has been transformed through a £400 million building development and improvement programme! The University of Surrey is located a 10 minute walk from Guildford, a town with Saxon roots. During the early 500s AD Anglo-Saxons formed a small community called Gyldeforda, meaning 'the Golden Ford'. Guildford has also a Norman castle that overlooks the hills taken by the Pilgrim's Way, and the Guildford Cathedral, located adjacent to the campus!

## **STAFF AT YOUR SUMMER CENTRE**



## Centre Manager (CM)

The Centre Manager is responsible for the smooth running of the centre. Our Centre Managers are chosen for their experience, professionalism and personalities, and you will have daily contact with them.

### Activity Manager (AM)

Responsible for all aspects of the Activity Programme. You should meet with them at least 2 or 3 times a week to ensure everything is going okay with your programme. They will also be able to help arrange optional excursions and make additional bookings for you.

### Assistant Activity Manager

They assist the AM with all aspects of the activity programme, ensuring the onsite activities are inspiring, dynamic focused and enjoyable, they also assist the AM with the excursion itineraries.

### Activity Leaders (AL)

The Activity Leaders are responsible for running everything outside the lessons! This includes onsite activities, excursions, meal duty supervision and airport transfers.

### Welfare Manager (WM)

Welfare Managers look after all of the safeguarding and welfare of the people on-site, including you. They are first aid trained and have knowledge of the local medical services. You will meet with them a few times a week to discuss any concerns.

### Director of Studies (DoS)

Responsible for the academic management of the centre and ensuring the teaching and learning component of the programme is delivered to the highest possible standards.

### EFL Teacher/ Senior EFL Teacher

Teaching staff are responsible for planning and delivering lessons from the OIJP Syllabus. Some centres will also have 1/2 Senior Teachers who teach 50% of the time and spend the remainder of their time providing academic support to the teachers and DoS.





# ARRIVING AT GUILDFORD

## THE AIRPORT

On arrival at the airport, you will be met by one of our Activity Leaders who will welcome you to the UK. The Activity Leaders will be wearing a red T-shirt or hoodie with the Oxford International Junior Programmes logo so you can easily recognise them. The Activity Leader will accompany you by coach to your centre. During the journey to your centre, the Activity Leader will give you a welcome pack with your specific programme, a welcome letter from the management team, registration forms, lanyards, student ID cards and the optional booklet. You will also receive the rooming configuration allocated to your group on the coach so you can begin to organise the students into bedrooms. When you arrive at your centre, a member of the management team will be waiting to greet you.

When you arrive at Guildford you will be shown to your accommodation. At the University of Surrey there is a mix of en-suite and standard bedrooms. Bathroom facilities are shared in the standard accommodation and are spread throughout the accommodation. Most of the accommodation has large common areas where the students can relax in the evening and during break times.

At Oxford International Junior Programmes we aim to room your students in line with your needs. If you would like to keep your group together (regardless of gender) please let us know in advance. It may also be possible to keep your group together in the same building but split the group across different floors/corridors by gender. If there are students in your group who are a different gender from yourself but you are the only group leader, those students will be supervised by a member of Oxford International Junior Programmes staff.

Once at the accommodation you will be shown your bedrooms and shown how to access the accommodation block. One of the Oxford International Junior Programmes staff will escort your group on a tour of the campus and highlight all the key locations you will use during your stay. Please note if you arrive on campus during the morning there may be the possibility that your room is still being cleaned. If this is the case we will show you to the nearest common room where your group can relax.



# THE CENTRE

#### **Postal Address:**

Oxford International Junior Programmes c/o Conference Office University of Surrey, Stag Hill Campus Guildford, Surrey, GU2 7XH Please ensure the letter/package is clearly labelled with Oxford International Junior Programmes

### Shop/Café:

There is an on site shop located in the Library and Learning Centre open from 7am to 11pm Mon-Fri, 8.00am to 10pm Sat and 12pm to 6pm Sun. There is a Starbucks shop located in Oak House, opened Mon-Fri.

### Social Spaces:

The students will have access to the common rooms based in the accommodation during break times and in the evening. Most of the flats in the accommodation have large common areas where groups can meet.

### Bank/Post Office:

There is a Santander bank onsite open from 9am to 5pm Mon-Fri, except Wed which is open from 1pm to 5pm. There is also a cash machine outside the Student Union. The nearest Post Office is on site and opens Mon-Fri from 8am to 5.00pm. Closed during weekends.

### **Religious Centres:**

Anglican: Guildford Cathedral, adjacent to campus Roman Catholic: St Joseph's, 12 Eastgate Gardens, GU1 4AZ

The nearest Mosque is in Woking.

#### Laundry:

There is a laundry available onsite from 8.00am to 10.30pm. The washers and dryers are operated by a laundry card rather than coins. To top up the laundry card you must register online and add credit. Bed linen will be washed once a week by the University laundry.

### Security:

There is a 24h security team that work to keep the campus secure. There are no safes in the bedrooms. However the OIJP Centre Manager can store money /passports in the centre safe. One key is available per room.

### Local Transport:

There is a train from Guildford Railway Station to London Waterloo every 20min. The journey takes between 40min and 1h10 min. Buses from the train station operate a regular service to the campus. Services 400 park & Ride, 5 and A run approx. every 10min. Reduced Sunday service.

### Sports Facilities:

The main hall on the campus is reserved for indoor sports and the playing fields can be used for all recreational games. There is not a fitness centre on site but can be found a 10min walk away at the other University Campus.

### Fire Drills + Fire Safety:

It is a requirement that at any residential centre fire drills must take place. During the fire drill, students should leave all their belongings behind and evacuate the building as quickly as possible. Please ensure that all of your students have left their rooms and stand at the designated evacuation point outside. There will then be a roll call. If any students are unaccounted for or the evacuation is too slow, the fire drill will be classed as a 'failure' and will need to be repeated at a later date.

### In the case of a fire:

Raise the alarm

Use the stairs (not the lift)

Ensure your students do not run out of the building

Find the nearest fire exit (follow the exit signs) and leave the building safely Go to the nearest fire safety point

Do not re-enter (or encourage your students) to re-enter the building until authorised to do so.

**Curfew:** Evening curfew is 10:30pm. All students must be in their accommodation by this time. They must be in bed with lights off by 11:00pm. We ask that you monitor your own students. If you are on a corridor with other students making noise after this time please report it to the CM.

### **Computer Access:**

There are no computer centres on site but access to WiFi is available via cloud. WiFi can be accessed across the whole campus with the exception of the accommodation.

### Food:

Breakfast: 07:00-08:45 Lunch: 12:30 - 13:45 Dinner: 18:00-19:45 Students should clear away their food trays at the end of their meal. There will be a lunch/dinner rota for all groups.

### Guildford Cathedral:

Guildford Cathedral is located on campus and is open 365 days a year. Opening times: Mon-Fri: 8:10 - 18:15 Sat: 8:40 - 17:00 Sun: 8:00 - 19:30 Occasionally, the Cathedral is closed for special events.

#### Hospital/Doctors:

Doctor's Surgery: Woodbridge Hill Surgery, 1 Deerbarn Road, GU2 8YB Hospital: Royal Surrey County Hospital, Egerton Road, GU2 7XX First aid trained staff are available on site.

# STUDENT CODE OF CONDUCT

- Speak English at all times
- Be polite and friendly and respect other groups and individuals from other backgrounds
- Listen to all instructions
- Be on time
- Always ask if you need help
- Respect other people's possessions, cultures and customs

- No alcohol. It is illegal for anyone under 18 to purchase alcohol in the UK
- No smoking. It is illegal for anyone under 18 to purchase cigarettes in the UK
- No chewing gum
- No swearing or foul language
- No vandalism. Any damage to property will be charged for
- No bullying or violence. There is a zero-tolerance policy for this kind of behaviour

If you upload photos to social media don't forget to tag us and use the hashtags #guildford2019 #guildfordsummer #oxfordinternational #oijuniorprogrammes Don't forget to follow us @oiegguildford



## STUDENT PACKING LIST

Summer weather can be very unpredictable in the UK. 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 encourage your students to come prepared for all occasions and check the predicted weather before departure!

### DOCUMENTS

- Passport and copy of it (email copy to yourself)
- Visa document and copy of it (if required)
- Insurance documents (including EHIC card if from EU)
- A copy of any medication prescriptions in case of emergencies
- UK currency (Pound sterling)

### **TECHNOLOGY**

- Phone/iPod/iPad/Tablet + chargers (we recommend you only bring one of these items)
- Headphones
- Camera and camera charger
- Plug converter/travel adapter (UK 3 pin, 13A, 220V-240V)

### **EXCURSIONS**

- Casual, comfortable clothing
- Umbrella
- Sun protection (cream, spray, lotion)
- Quality rain/wind-proof jacket
- · Secure handbag/backpack/travellers wallet
- Sunglasses
- Appropriate footwear for walking

### WHAT NOT TO PACK:

We can only guarantee the carriage of one suitcase and one small carry on luggage (not suitcase) for airport transfers. If

you anticipate that you will need to bring more suitcases than this, please let us know in advance.

- Bedding (bed sheets, pillows)
- Towel (University will provide one per student)
- Expensive electronics/valuables
- Travel iron (an iron and ironing board will be available)
- Too many clothes



### **EVERYDAY ESSENTIALS:**

- Medication
- Toiletries, washing and sanitary essentials
- Toothbrush and toothpaste
- Hairbrush/comb/hairdryer
- Sleepwear, socks and underwear
- Glasses/contact lens equipment
- Water bottle
- Plastic bags for dirty laundry or wet items

### **ONSITE ACTIVITIES:**

- Tracksuit/jogging pants for sport and trainers
- Costumes for discos

Don't forget your costumes and equipment for the discos and the talent show!

# EXCURSIONS

### LONDON

During your programme there are two excursions to London. Timings for these excursions are:

• 9am - 4pm (depart London) Full day London excursion

• 9am - 8pm (depart London) Extended full day London excursion Groups typically go on our Politics and Royalty walking tour, and then visit the National Gallery before having some free time for shopping. On one of the excursions students will visit Kensington Museums followed by an afternoon in Hyde Park and some shopping on Oxford Street before they leave the UK. If you would like to visit any other location please speak to the AM in advance.

### LUNCHES

At University of Surrey you will receive:

• A variety of packed lunches and meal vouchers during your excursions to London and Oxford.



### **CULTURAL EXCURSIONS**

From Guildford you will visit Oxford on one occasion. During this excursion you will be taken on a specially designed walking tour by our activity leaders and given time to explore the city centre. You will also enter an Oxford College.

This excursion will run from 9am to 4pm (depart Oxford).

### WALKING TOUR

During one of your excursions to London you will be treated to an exciting and educational walking tour by one of our Activity Leaders. The tour will include historic, cultural and fun facts about Westminster and the surrounding area. Our specially designed Politics and Royalty walking tour includes views of the Houses of Parliament, Westminster Abbey, Downing Street, Trafalgar Square and Horse Guards Parade.

If you would then like to carry onto Buckingham Palace please speak to your Activity Manager/Leader.

### **OUR ACTIVITY LEADERS ASK YOU TO...**

- Only take photos when advised to do so
- Keep together as a group
- Don't stop for toilet or food breaks
- Stay vigilant of on-coming traffic
- Don't block the pavement
- Walk at a brisk pace
- Don't talk over the guides
- Wear your lanyard at all times
- Ask lots of questions!



## **ONSITE ACTIVITIES**

### **CHALLENGES**

Challenges are great exercises that encourage students to work in teams. All challenges are stimulating problemsolving tasks designed to help group members develop their capacity to work effectively together. Challenges at your centre will be egg drop challenge, team challenges, photo challenge, etc. Unfortunately, as challenges are a mystery before running the activity, not much information can be revealed in advance!

### **SPORTS**

Sports sessions are designed for all students to have a good time. The structure of most of the sessions will include a warm-up, improving skills and final games. Otherwise, a tournament structure will be followed. Sports will include running club, dodgeball, etc. It is important that students wear suitable sports clothes and footwear for the sports sessions . **NEW FOR 2019:** To ensure students take part in onsite activities, they will now need to sign-up in advance and register will be taken at the begining of each activity.

### **WORKSHOPS**

Workshops are alternative activities for those students who prefer more creative and relaxing sessions. These workshops are focused on specific skills, so each session will be based on a particular theme. Students will be able to participate in a group mural, a drama workshop and a self-portraits workshop amongst others; these activities will encourage students to be creative and improve their artistic skills as well as learning specific vocabulary.

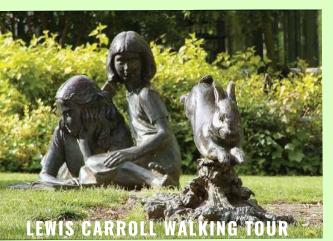


### **WHOLE CAMPUS**

These activities will involve all students at the centre to participate; it will be a great opportunity for students to get to know each other and learn about other cultures. Discos are usually the most popular night with the students and they will be themed as Union Jack disco, festival disco and the last disco theme will be decided at the centre; it's up to the students! The talent show is the perfect opportunity for students to show off their music, dance and drama skills. This activity is incredibly popular and even staff may prepare an act to display on the night! Don't forget the International night, where you will be able to share your culture and background with all other students!



# **GROUP LEADERS**





### AS GROUP LEADERS WE PROMISE To...

- Attend all meetings with OIEG staff
- Ensure that our students are punctual and attend all lessons, excursions and activity sessions
- Supervise students on excursions, in their accommodation and during meal times
- Report any allergies/medical issues to the Centre Manager on arrival at centre
- Maintain a lively, courteous and friendly atmosphere throughout the whole programme
- Report any issues with the programme/campus whilst in the UK rather than waiting until we are home! This way OIEG can work together to fix it as soon as possible
- Have fun!

## **GROUP LEADER MEETINGS**

Group Leader meetings are essential for the smooth running of a residential centre; these are the perfect time to raise any issues you may have. There will be a meeting on your first evening at the centre (or the day after arrival) where you will receive all the essential information about the first few days and will be introduced to all members of Senior Staff.

Information we will need from you at this meeting:

- Student registration forms (a requirement by the British Council)
- Student rooming list (exact room numbers of each child)

Information we will give to you at this meeting:

- Centre specific contact details
- Meeting times and points
- GL programme details
- Lunch and dinner rota
- Excursion procedures

## **GROUP LEADER PROGRAMME**

We appreciate how much work each Group Leader puts into a visit to the UK, and it is important for them to have some time to relax and meet other leaders. With so much history at all of our campuses, we want leaders to know more about their location, and the rich heritage of each site.

The group leader programmes are tailored to each centre, and at Guildford it will be made up of 6 different events throughout the two weeks.

Each leader will be invited to a traditional English afternoon tea within the first few days, allowing them some time to chat with each other and the centre staff, while enjoying a classic British experience. You will also have the opportunity to enjoy a Lewis Carroll walking tour around Guildford, who lived in the city for a short period of time. You will also enjoy a boat trip along the river while in Guildford.

A Cheese and Wine night will be organised during one of the evenings where group leaders can chat with the senior staff and other leaders in a relaxed environment.

There will also be a Movie Night organised just for Group Leaders, and an Academic Presentation from a member of OIEG Staff.



# LOCAL EXCURSIONS FROM GUILDFORD

As in 2018, we have selected some excursions for you and your group to enhance your experience in the UK. These half day trips are designed to take place during on-site activities for those groups who prefer to spend more time off campus.

You can choose from excursions into Guildford, to swimming, or even enjoying a treetop adventure!

Please let us know in advance if you wish to arrange any of these extra trips for your group or speak to your Activity Manager when you arrive on campus.

# WORLD OF WORK Programme

At Guildford, groups can join the World of Work programme, designed to prepare students for the world of work:

- Syllabus: business preparation lessons including advice and support on CV writing, presentation skills and job interview techniques.
- Business visits and tours available: financial district tour by professional guides with visits such as The Crystal by Siemens, Business of Wimbledon, Museum of Bank of England, etc.

Lessons and excursions will follow the same timings as our standard programme meaning groups can have students taking part in both programmes.

Please let us know in advance if your students would like to take part in this programme.





## SAMPLE PROGRAMME



## **OPTIONAL EXTRAS**

We love our summer programmes and think they are brilliant as they are, but we also know that for some students it is a mammoth journey to travel to the UK. For this reason we have different optional books available. These booklets contain information about destinations across the whole of the UK and attractions you can visit there. If you would like to supplement your programme by purchasing one of these entrances/excursions (and haven't organised this prior to arriving in the UK) please speak to your Activity Manager. You should have received the Excursions Booklet in your Welcome Pack; if not please also refer to your Activity Manager for more information.

New for 2019 there is also an Academic extras booklet and a Sports extras booklet, in which we offer a variety of academic and sports activities to add to your programme.

# MEET THE TEAM AT HEAD OFFICE



The Oxford International team, based in London, will be visiting the centre on a regular basis.

Here are some bits about them; if you see any of them on campus, don't forget to say hi!



**Gary** Operations Director



**Berta** Operations Manager



Frances Operations Coordinator



Operations Coordinator



Recruitment Development Manager



HR Office



Kamila Academic Director



Academic Coordinato



**Paul** Business Development Director



Head of Junior



**Zarina** Student Enrolments Administrator



Student Enrolments Administrator



**Tina** Team Leader Year-Round Group Admissions



ear-Round Admission Administrator



Natercia Student Enrolments Administrator

# FREQUENTLY ASKED QUESTIONS

What happens if someone loses their passport? We strongly advise that passports are stored safely and not carried around with them. If a passport is lost, the Group Leader will need to accompany the student to the embassy of their home country where they will be issued with a temporary replacement or a permit to travel. The Centre Manager will be able to help locate the embassy and print any forms that might be helpful. We recommend that you have a photocopy of every student's passport as a backup.

#### What happens if a student is lost on an

**excursion?** The first thing to do is to contact their mobile. If this is possible then a member of OIEG staff will collect the student whilst you wait with the rest of the group. If they are uncontactable, the Activity Leader will get hold of the Centre Manager who will in turn contact Head Office. Every student is issued with an 'Emergency Number' lanyard and ID Card. Students should call this number if lost and it will be answered by a member of Head Office.

#### How do students participate in onsite activities?

In most centres a meeting point is set for activities. All activities and excursions will be advertised on the Activity Noticeboards and during mealtimes. Students can choose which activity they want to participate in. To ensure students take part in onsite activities they will now need to sign-up in advance and register will be taken at the begining of each activity.

### Can students lock their room?

Yes. At the University of Surrey students will be supplied with a key for their rooms. Please advise your students to keep their key safe or attach it to their lanyard if possible.

There will be a charge of £20 for any lost keys.

#### What happens on departure day?

Prior to your final day on campus, Group Leaders will be invited to attend a departure meeting where the full procedure is explained. At this point Centre Managers will indicate the time the group needs to be at the coach (which will arrive at the airport with at least 3 hours to check-in, go through security and reach your gate). A member of OIEG staff will accompany you to the check-in desks to assist you.

## Can my students be taken off campus/programme by a member of their family?

We are happy to have parents or relatives visit the centre, as long as they contact the centre in advance to arrange this. It is also possible to have a parent or relative take a student out of the programme for a short time. Parental approval must be sent to the centre email in advance. Original ID of the adult taking them from the centre will be photocopied on arrival. Relatives who accompany the student away from the centre will be asked to sign an 'Unscheduled Activity' form and will need to leave a contact number in case of an emergency.

### What should we do if there is a problem with a

**bedroom?**All accommodation blocks are checked prior to the students' arrival. However, if you do notice a problem when you get to the centre it is essential you report this straight away. All group leaders will be issued with a 'maintenance report card' where they can submit all their students' room problems. If the report card is submitted to the Centre Manager by 10am, the CM will ensure the request is passed onto the maintenance staff that same day.

## What do I do if a member of my group has food allergies/dietary requirements?

The campus catering staff are very experienced in catering for all kinds of allergies or dietary requirements. During our 27 years of operation we have never had a problem with allergic reactions to food prepared on campus. In order for this to continue to be the case we ask that you alert us to any allergies/requirements as early as possible, these should be notified before arrival in the UK.

### What happens if a student is sick?

All sick students should be referred to the Welfare Manager or Centre Manager. If deemed necessary a member of OIEG staff will escort the student to a GP or hospital. If this does happen, the student must take their ID and any medical insurance documents (or EHIC Card) with them in the instance that they may be required.

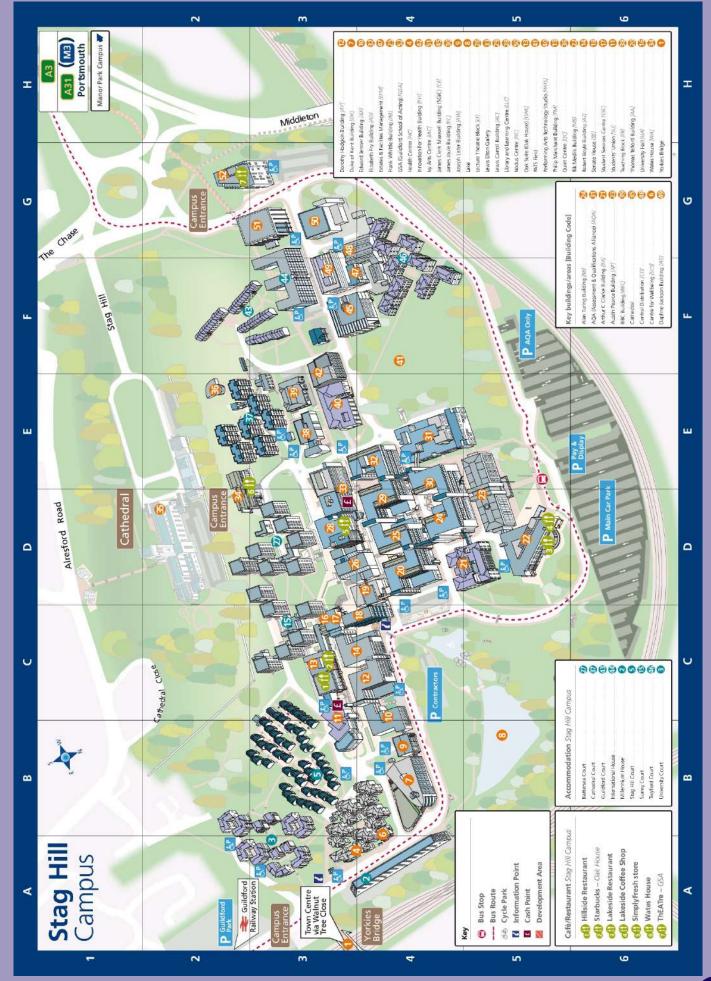
**Do you have any other questions?** Please do not hesitate to contact the sales team or our OIEG staff if you are on campus!

### Is there a deposit?

Please be aware that a  $\pm 20$  deposit will be collected upon arrival which will be returned at the end of the programme if there is no damage to the rooms or loss of keys etc.

Emergency number: **+44 (0) 203 318 3007** - monitored 24/7. Please use only in real emergencies.

## CAMPUS MAP



## **OXFORD INTERNATIONAL JUNIOR PROGRAMMES**

2019

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