# ANGLO Leader Manual


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# Introduction to the AL Role

https://www.youtube.com/embed/scbTj8oR7is

ANGLO Leaders (ALs) are in regular direct contact with students. ALs regularly:

- Plan and lead excursions
- Plan and lead activities such as sports and discos
- Lead workshops
- Do meal supervision duties

At the beginning and end of student programmes, ALs also:

- Assist with arrival & departure of student groups
- Make students feel welcome
- Give safety information to students and group leaders

Being an ANGLO Leader is a residential job meaning that ALs live, eat, sleep and work in close proximity to each other, to students and to group leaders. The AL role can often involve working long days, being on the move a lot, and carries the weight of being responsible for the wellbeing of groups of teenage students. On the other hand, it is a fantastic way to meet lots of other like-minded, outgoing, enthusiastic young people, and the role provides the opportunity to tour some of the UK's most visited locations - for free.

# Life as an ANGLO Leader

# Student Programme Overview

ANGLO student programmes last 13 or 14-nights for the majority of student groups. Most ANGLO Leaders work for two back-to-back student programmes, therefore it can be said that the second programme is a 'repeat' of the first one.

Here is the outline of a typical student programme from the perspective of an ANGLO Leader:

> Note that ALs do not work in all the periods shown - the table shows all the sessions that occur during a student programme

## 14-Night Programme

| Day | Morning | Afternoon | Evening |
|---|---|---|---|
| 1 | Prepare for Arrivals | Arrivals | Campus Tour & Welcome Evening |
| 2 | Workshop | Half-day excursion | Campus activity (e.g. sport/disco) |
| 3 | Workshop | Half-day excursion | Campus activity (e.g. sport/disco) |
| 4 | Full-day excursion with packed lunch | | Campus activity (e.g. sport/disco) |
| 5 | Full-day excursion with packed lunch | | Campus activity (e.g. sport/disco) |
| 6 | Sports activity | Half-day excursion with evening out | Late return from excursion |
| 7 | Sports activity | Half-day excursion | Campus activity (e.g. sport/disco) |
| 8 | Self-care morning | Half-day excursion with evening out | Late return from excursion |
| 9 | Self-care morning | Half-day excursion | Campus activity (e.g. sport/disco) |
| 10 | Workshop | Half-day excursion | Campus activity (e.g. sport/disco) |

| Day | Morning | Afternoon | Evening |
|---|---|---|---|
| 11 | Full-day excursion with packed lunch | | Campus activity (e.g. sport/disco) |
| 12 | Full-day excursion with packed lunch | | Campus activity (e.g. sport/disco) |
| 13 | Workshop | Half-day excursion | Campus activity (e.g. sport/disco) |
| 14 | Half-day excursion | Half-day excursion | Campus activity (e.g. sport/disco) |
| Dep/Arr | Assist with Departures | Arrivals (if subsequent student intake) | |

## 13-Night Programme

| Day | Morning | Afternoon | Evening |
|---|---|---|---|
| 1 | Prepare for Arrivals | Arrivals | Campus Tour & Welcome Evening |
| 2 | Workshop | Half-day excursion | Campus activity (e.g. sport/disco) |
| 3 | Workshop | Half-day excursion | Campus activity (e.g. sport/disco) |
| 4 | Full-day excursion with packed lunch | | Campus activity (e.g. sport/disco) |
| 5 | Full-day excursion with packed lunch | | Campus activity (e.g. sport/disco) |
| 6 | Self-care morning | Half-day excursion | Campus activity (e.g. sport/disco) |
| 7 | Self-care morning | Half-day excursion | Campus activity (e.g. sport/disco) |
| 8 | Workshop | Half-day excursion | Campus activity (e.g. sport/disco) |
| 9 | Workshop | Half-day excursion | Campus activity (e.g. sport/disco) |
| 10 | | Transfer to London | Hotel check-in and walking tour |
| 11 | Full-day excursion in London | | |
| 12 | Full-day excursion in London | | |
| 13 | Assist with Departures | Return to centre (if subsequent student intake) | |

Sample programmes for each ANGLO centre can be found on our website

# Arrivals Day

> Note that an Arrivals Day may actually start with the departures from the previous programme so we cover that here

## Morning

### Departures

Departures usually take place in the morning. ALs may be tasked with meeting groups at their accommodation to:

- Collect students' room keys
- Aid with moving suitcases out of the accommodation block
- Accompany groups to the coach
- Wave a tearful goodbye

### Arrival Preparation

In advance of groups arriving, ALs may need to prepare Welcome Packs and look at the Arrival plan to see when each group is arriving, what meal they will eat when they arrive, and when/where their campus tour and welcome presentation will take place

### Afternoon & Evening

ALs assist with all the aspects they have prepared for: welcoming coaches, checking in groups, giving safety information, leading campus tours and attending welcome presentations.

> Managers will be on hand to give up-to-date arrival information for each group as there can be flight delays, baggage issues, or heavy traffic - all of which can cause delays

# Typical Weekday

Every day is split into three periods: morning, afternoon, and evening.

There are also three meals: breakfast, lunch and dinner.

Here is an overview of a typical weekday at an ANGLO centre:

| Period | Duty |
|---|---|
| Breakfast | Breakfast duty supervising students' breakfast time |
| Morning | Workshop or sports activity |
| Lunch | Lunch duty supervising students' lunch time - distributing packed lunches if required |
| Afternoon | Excursion |
| Dinner | Dinner duty supervising students' dinner time - promoting evening activity |
| Evening | Activity on campus (sports, disco, treasure hunt, karaoke, dance event etc) |

> Note that table above gives an overview of all the events that take place on weekdays - it does not reflect that ALs may be on a session off, or a day off

# Typical Weekend Day

Weekends at ANGLO centres are usually busier than weekdays as there are no lessons, and all the students go on excursions.

The day is again split into three periods: morning, afternoon, and evening.

There are also three meals: breakfast, packed lunch and dinner.

Here is an overview of a typical weekend day at an ANGLO centre:

| Period | Duty |
|---|---|
| Breakfast | Breakfast duty supervising students' breakfast time - distribution of packed lunches |
| Morning | Assist students onto bus/train and accompany them on excursion, leading them according to the itinerary |
| Lunch | Packed lunch out and about |
| Afternoon | Resume the excursion itinerary, and accompany the students back to campus |
| Dinner | Dinner duty supervising students' dinner time - promoting evening activity |
| Evening | Activity on campus (sports, disco, treasure hunt, karaoke, dance event, etc.) |

> Note that table above gives an overview of all the events that take place - it does not reflect that ALs may be on a session off, or a day off

# Shift Pattern Example

We have looked at tpyical weekdays, typical weekends, and an overview of an entire student programme, let's conclude with an example of a weekly rota for an ANGLO Leader.

| Day | B | Morning | L | Afternoon | D | Evening |
|---|---|---|---|---|---|---|
| Saturday | Packed | FD | | | | Activity |
| Sunday | | | | | D Duty | |
| Monday | DAY OFF | | | | | |
| Tuesday | | | | HD + MO | | |
| Wednesday | B Duty | Misc 2 | L Duty | | | Activity |
| Thursday | | | | HD + MO | | |
| Friday | B Duty | Workshop | Packed | | D Duty | Activity |

> The schedule above equates to approximately 44 hours of work. Note that the real working times will differ due to a variety of factors, for example a change in the programme, a transport delay, or an activity finishing early.

**Key:**

B = Breakfast, L = Lunch, D = Dinner

| Duty | Abbr |
|---|---|
| Breakfast duty | B Duty |
| Lunch duty | L Duty |
| Dinner duty | D Duty |
| Workshop session | Workshop |
| HD excursion | HD |
| HD excursion & meal out | HD + MO |

| Duty | Abbr |
|---|---|
| Activity session | Activity |
| Disco session | Disco |
| FD excursion | FD |
| Arrivals duty | Arrivals |
| Departures duty | Departures |
| Packed Meal Prep | Packed |
| Training | Training |
| Miscellaneous 1 | Misc 1 |
| Miscellaneous 2 | Misc 2 |
| Miscellaneous 3 | Misc 3 |

# Help & Support

Help and support is available for all ALs in the form of:

- Training
- Check-ins
- Appraisals
- Documentation

## Training

ALs attend a residential Training Weekend before they arrive to their respective centres. The Training Weekend covers vital aspects of the ANGLO Leader role. Specific details are communicated during the recruitment process.

## Check-ins

During the recruitment process, applicants can check in with Recruitment managers in the ANGLO Head Office team.

At centre, ALs have (and can request) check-ins with their line manager (usually the Activity Manager, see Staff Structure).

## Appraisals

Each AL has a minimum of two appraisal meetings with their line manager. These meetings offer the chance to get and give feedback, get support in any areas of difficulty, and talk about any problems or challenges they are facing.

## Documentation

ALs have access to Digital Resources that cover the recruitment process as well as practical information and resources to aid them to perform their role to the best of their ability.