Group Arrivals

- Check-In
- Campus Tours
- Welcome Presentations

Check-In

> Welcoming and checking groups of students into their rooms is an important start to their stay

We'll guide you through the welcome and check in process to make sure groups are treated fairly and receive the service they expect. (Note that depending on circumstances - e.g. a late flight - your PM/AM may give you instructions that supersede this guide.) First impressions are crucial!

Procedure Overview

1. Track the group's flight from landing time. Managers inform the team when the group leaves the airport in order to calculate their ETA to campus
2. Be ready to greet the groups at the coach drop off point to introduce yourselves to the students and group leaders
3. Assist with unloading luggage
4. Check the coach interior for dropped/forgotten items (phones, documents, bags etc) and for cleanliness
5. Move groups to the front door of their accommodation building
6. Give a speech to the whole group: Welcome to the centre, the name of the building. Explain that students must wear their lanyards at all times, that emergency number is on the student card
   - Explain the student card to the students:
     ★ Emergency Reaction Plans are written out (explain what to do if they hear the fire alarm)
     ★ The rules (highlight 'no bullying' and 'listen to instructions carefully'
     ★ The emergency phone numbers are written on their card already
   - Ask students to complete the following information when they get to their bedroom:
     ★ Their Hall name (name of their building), their Group Leader name, room number and phone number
     ★ Any other missing information, they should ask their group leader, or their teacher on their first day of class (the next day)
7. Explain fire safety and evacuation procedures (these are written on notices in the entrance and in the corridors of the building). Ensure you mention: evacuate calmly if you hear the fire alarm, the meeting point indicated.

   > Please ensure you have gone over all the rules mentioned above before distributing keys - this will ensure you have everyone's full attention
8. Explain with a visual demonstration how to use the keys you are about to give them
9. Distribute keys in agreement with the group leader (the leader will usually have a prepared list of

names and rooms. If in doubt, consult your Programme Manager)
10. Bring students into the building in flat groups. In the event of needing to use lifts for luggage: bags go in the lift, students go via the stairs (where possible)
11. Ensure students are able to open their doors, find light switches, and know they must have their key on their lanyard around their neck whenever they leave their room
12. Show at least one student the communal kitchen - drinking water is available here
13. Arrange next meeting point/time with group leader (either for first meal or campus tour)

Checklist for Check-In

Make sure groups are able to access their rooms, and give them information about what to do next

CHECK-IN CHECKLIST
☐ Team is ready to meet coach(es) at coach drop off point
☐ Welcome the group and assist with luggage / check coach is empty of personal items
☐ Explain how lanyards and keys work outside accommodation block
☐ Explain fire procedure, no bullying rules, complete missing information on student card
☐ Distribute keys/lanyards/student cards
☐ Ensure students can all enter their bedrooms
☐ Point out kitchen/communal area and access to drinking water
☐ Ensure group leader knows when/where next meeting point is

> Most universities have green labels denoting drinking water. Rule of thumb is bedroom taps are not great quality, kitchen taps offer drinking water. Check with the accommodation office.

Campus Tours

> All groups need an orientation shortly after arrival to ensure students and Group Leaders can navigate around the key sites on campus

> Campus Tours are usually lead by the Activity team with supervision from the AM, PM and SWO

Imagine you've just arrived at a university you've never been to before. You'd appreciate someone showing you around, right? Well, the same goes for our groups. The exact order of the campus tour you give will depend on the university you are based at, so the Activity Manager and Programme Manager will help you design the tour. This guide gives you the main outline of how to organise a campus tour.

Procedure Overview

1. Meet the group at accommodation to begin the tour
2. Ensure the group are all wearing their lanyards, have their room keys/card, and know about their student card inside the plastic wallet on their lanyard (their student card gives them essential information about where they are staying)
3. Inform students they are about to embark on their campus tour. Remind them that they can access a map and campus information on the Student Hub for their centre
4. Lead the campus tour, explaining necessary information clearly and carefully. Ask meaning check questions* to ensure comprehension
5. Point out fire assembly points for accommodation, canteen and classroom buildings
6. Finish the tour by accompanying the group to an appropriate location (ask your line manager where), which could be: accommodation, the canteen, or an evening activity location (depending on the time of day)

> Meaning check questions = For example: "Dinner starts at 6 o'clock so you must be punctual" "What time does dinner start?"

Checklist for Campus Tours

□□ CAMPUS TOUR VISIT CHECKLIST □□

Students and Group Leaders must visit:

- Their accommodation (and know the name of their building) and fire assembly point (explain safety information (see below))
- Launderette/Laundry facilities (when and how to use them)
- Classroom building (and signs that indicate which classrooms are ANGLO's)
- Course office/teaching office
- Noticeboard/information area (ANGLO signs, information, noticeboard, emergency contact information)
- Meeting point(s) (reiterate evening activity meeting point times)
- Canteen (inform students of mealtimes, and check comprehension)
- Sports centre / Swimming pool (if applicable)

CAMPUS TOUR SAFETY CHECKLIST

Student and Group Leaders must learn about:

- **Fire safety information** and where to find it (in the entrance to their accommodation)
- **Emergency Reaction Plans** (on Student Hubs, in Group Leader Welcome Packs and in the entrance to accommodation)
- **Road Safety information** (on Student Hubs and in the entrance to accommodation)

Welcome Presentations

> Welcome Presentations are held en masse, on each arrival day. They serve as a welcome to all the students, in which students will learn key information about the ANGLO centre they are staying at, the names of the staff, and vital safety information. These presentations are made by ANGLO and can be accessed by managers.

Procedure Overview

Presentations are held in lecture theatres or similar large rooms, where there is enough space for all students to be seated and see the screen where the Welcome Presentation is being displayed.

In addition to the ANGLO Welcome Presentation, it is customary for staff members who are on duty to be present to introduce themselves.

Usually the PM leads the presentation but other managers can also do so.

> Welcome Presentations must be held the same day that students arrive, or, in the case of late arrivals, the following morning

Topics to Cover

The ANGLO Welcome Presentation covers the following topics which must be highlighted by the person/people leading the presentations:

- Welcome to the centre
- Name, contact information of the management team:
  - PM, AM, SWO, DSP (Designated Safeguarding Person), TM, WTS
- Introduction of the ANGLO Leaders and their role
- Introduction of Teachers and their role
- Campus Rules
- Emergency Reaction Plans
- Who to talk to in case of problems and the photo and details of ANGLO's DSL (Designated Safeguarding Lead)
- Student Hub information and access instructions