During Excursions

On the Tube / Train

Before you board the train, make sure everybody knows which station to get off at. When the train arrives for you to get on, get on last, ensuring all students and group leaders are on board.
When trains are busy, it can be difficult to get everybody onto the same carriage - this is why it's essential everybody knows where to alight. During the journey, chat to the students to build their enthusiasm for the excursion.
When you alight, ensure everybody has got off the train before you. Get off last.

> On public transport, our students will be mixing with the general public. It's important to keep an eye
> out as some people can be a little unfriendly towards people speaking other languages.

> Getting on: Inform, allow to board, board, count, interact, monitor. Getting off: Inform, allow to alight, alight, count.

On the Coach

Before boarding the coach, check students have their packed meal (if applicable). As students board, remind them to put their seatbelts on. Perform a head count to make sure everybody is present.
As the journey starts, you might like to make an announcement to everybody (with the driver's permission) to remind them of their destination, not to leave litter on the coach, and the estimated time of arrival.

> Check that seatbelts are fastened. Students are not allowed to stand up during the journey.

On arrival, make sure that students have taken all their belongings with them (usually the coach will not remain parked so it can't be accessed until pickup time), including any rubbish.

On the Public Bus

Before you board the bus, make sure everybody knows which stop to get off at. When the bus arrives for you to get on, get on last, ensuring all students and group leaders are on board.
Encourage students to sit where possible, and if any are standing, remind them to hold on tightly.
When you alight, ensure everybody has got off the train before you. Get off last.

Meeting Points

During excursions, there will be some time when the students are not moving around en masse e.g. inside a museum, at lunchtime etc. This is fine, as long as a clear, well-defined meeting point is established. Be clear about where the meeting point is and the meeting time.
□□ Examples of **good meeting points**: Next to the fountain in the middle of the square or outside the main entrance to the museum
□□ Examples of **bad meeting points**: Near the McDonald's (there are lots of McDonald's!) or any place the students haven't already seen

What to do if...

> Consult the Emergency Reaction Plans for a list of procedures for different emergency situations

> Remember students they have an emergency contact number on their student card (in the plastic wallet of their lanyard), which they can use if necessary.

Situation	Details	Action to Take
A student is late...	For the coach in the morning	Get everybody else on the coach. Go to the accommodation block to find the student - everybody is waiting for them
	For the meeting point during the excursion	1. Liaise with the group leader to contact the student 2. Stay with the main group unless you need to go and help the missing student return to the group - the group leader stays with the rest 3. If more than 30 minutes have passed and contact can't be made with the student, inform your line manager 4. Whatever happens, don't leave a group of students alone - either you or the group leader should stay with them
A student gets lost...	On public transport	See below: A student fails to get on/off the train with the group

Situation	Details	Action to Take
During an excursion	1. As soon as you're alerted to a missing student, speak to the group leader. 2. Usually, the student will be reachable by phone. Try to locate them. 3. If the student knows where they are but not how to rejoin their group, tell them to stay put. 4. The group leader remains with the majority, and you go and find the student and bring them back to the group. 5. If at any point you are unsure what to do or are worried about missing a transport connection, contact your AM/PM.	
A student fails to get on/off the train/tube with the rest of the group		1. Try to remind those students to get off the train at the next stop (or wait on the platform if they missed the train) via their friends/group leader. 2. Instruct the group leader to remain with the group, establishing a later meeting point between you and them 3. You go and locate the student(s) and bring them back to the group
A group leader wants to change the excursion itinerary	During the excursion	This may happen and it is fine as long as: • You don't miss any paid entrances • You don't miss any transport connections • It is safe If you're in any doubt, contact your AM/PM

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