



# IMPORTANT THINGS TO KNOW

## PREPARING FOR YOUR ROLE - FAQs

If this is your first summer role, it may feel overwhelming. We've put together the section below to help you feel as confident as possible ahead of the summer. Read through to find out what you can expect from us, what resources you'll have access to and more!

### WHAT WILL HAPPEN ON MY FIRST DAY?

Most staff will be asked to arrive by 10am on the first day of their contract (this may differ if you are in a management role or are coming from overseas).

On arrival, you'll be greeted by your centre team who will run through your induction before your role gets underway. If you are residential, you'll usually be checked into your room at the end of the induction.

If you are joining us at the start of the summer, your first day may also include helping with centre set up before students arrive. If you're joining us mid-summer, your management team will be on hand to support you in starting your duties.

**Important:** On arrival, you must present any pre-employment documents which we haven't been able to "sight" ahead of time ("sighting" means seeing your original documents, we take copies and sign them off).

**All documents used in your checks must be seen before you are able to start work.** Our Talent Team will contact you ahead of time and provide a full list of what to bring.

### WHAT TRAINING WILL I RECEIVE?

We provide thorough training to all staff, as well as ongoing support once summer begins. Depending on your role, training may be provided at one of our training days or via an on-site induction before students arrive.

More information can be found in our "Training" section, on the Hub.



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### WHAT CAN I DO TO PREPARE FOR MY ROLE?

A good place to start is to read over your job description to make sure you're familiar with your role – you can find all job descriptions, in this section.

To find out what you can expect on a day-to-day basis in your role, you can also check out the handy example timetables we've put together.

Aside from the above, the best thing you can do is keep in touch with us and look out for any updates from the team. We'll be in contact regularly with any important information about the summer, for example any online workshops we may be running! Our workshops provide a great opportunity to meet your wider team ahead of the summer. We will update recordings of our workshops and add them to the Hub. However, these are interactive so try to come along if possible.

### WHAT KIND OF ACTIVITIES AND EXCURSIONS ARE THERE?

Our Head Office team work hard all year to put together activities and excursions that are relevant to our programmes and that our students will love.

Excursions can include full day trips (e.g a sightseeing tour in London) as well as half day trips which are typically more local to our centres.

We also have a mix of both daytime and evening activities. In the day, this might include arts and crafts, sports, or even scavenger hunts. When it comes to evening activities, you can expect things like discos, quiz nights and more.



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### WILL I HAVE RESOURCES TO HELP ME WITH ACTIVITIES AND EXCURSIONS?

Preparing for activities/excursions will be a key part of your role if you are working on this side of our courses. If you don't have much experience in this, please don't worry - we provide plenty of materials to help you and your team prepare!

**For excursions,** you'll have pre-written excursion lessons and student booklets/handouts for you to use. You'll be provided with maps and our "points of interest" guides to help give you the confidence in leading any days out.

**For activities,** we create handbooks with ready-made step-by-step plans for a range of activities. If you are planning your own activities, you'll have activity checklists on hand to help you organise each step. The main thing to remember when preparing for your activities is to bring enthusiasm, energy and fun!

### WILL I BE GIVEN GUIDANCE ON HOW TO HANDLE STUDENT WELLBEING CONCERNS?

Yes, you'll receive thorough training and guidance on how to support the wellbeing of students during their stay. We provide detailed training sessions where we cover key topics like homesickness, cultural adjustment, conflict resolution, as well as safeguarding procedures. You'll be equipped with resources (including your welfare manual), outlining steps for supporting students, whether it's offering a friendly chat or addressing a more serious issue. Plus, there's always a strong support system in place - the Welfare Team and the Management Team will be available to offer guidance whenever needed, so you'll never have to manage difficult situations by yourself.



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### WHAT TEACHING MATERIALS ARE THERE?

For Teachers on our Classic Programme, we have a full syllabus designed by our head office academic team, specifically for use on our summer courses! We have a 4-week set syllabus which are based on worksheets designed by us (complete with detailed teachers' notes) and published resource books. These will help minimise the need for you to create your lessons from scratch, though you are expected to take some time to prepare the lesson to suit your class

### WILL I NEED TO PREPARE MY OWN LESSONS?

At each centre, you'll have the support of an experienced management team. Senior Teachers will be on hand to advise on lesson planning and offer support in the form of observations and appraisals throughout your contract. During your induction, you will find out more about your working schedule.

Please note that planning and preparation time is not paid in addition to your contracted weekly pay rate as this already reflects the time we expect you to spend on this. We understand that everyone prepares differently but aim to provide you with practical materials and onsite support so that you can focus on teaching great classes and enjoying the summer school experience.

### AS A TEACHER, WOULD DO YOU SUGGEST I BRING?

Our classrooms will normally have either an interactive whiteboard or a projector, and there will be a number of shared company laptops, which can be used during the working day. If you wish to prepare lessons outside working hours or away from the Teachers' Room, it is recommended that you bring your own device. However, please note this is at your own risk. We cannot take any responsibility for any damage or loss, and we would urge you to take out travel insurance.