

# Student Welfare Officer

STAFFORD HOUSE  
*Summer*

HELLO

*Summer*



SUMMER AND YEAR-ROUND LANGUAGE PROGRAMMES IN THE UK, USA & CANADA

STAFFORD HOUSE  
*Summer*

## Saturday

All the students were going off site today on the London excursion, which meant that the first part of the morning was busy. It was all hands on deck to get the students up, organised and out. The activity leaders and teachers were busy organising the groups for the coaches and rounding up the students. When we realised some of the packed lunches hadn't been made up yet. So the other welfare officer Sally and I made 20 packed lunches just in time. Once all the students left for the trip there was time for a tea break and rest. Next I set to work on the final preparations for the next batch of student arrivals and departures. I had a meeting with the Sally and the management team to go through the plan for tomorrow, which was quite detailed because of all the comings and goings.

We are using a new accommodation block tomorrow as student numbers increase so, after lunch, in preparation, I went around the new building adding signposting as well as checking the rooms.

A couple of students from Germany arrived in the early evening so I helped check them in and fill out their arrival cards. By the time I had shown them their rooms, it was time for dinner.

Night duty was a bit more of a challenge today as the students were still energised from today's excursion. A group of Italians were making a lot of noise in one of the common areas on the second floor, so I had to tell them all to get to bed. And explain they were disturbing the other students. They were at first a bit reluctant to move. I will speak to the centre director tomorrow so she can talk to their group leaders about it.

## Sunday

I had an early morning today as we had a group departing at the crack of dawn. The group were very organised and were quick to meet us downstairs and to collect their packed breakfasts. My colleague ran around and did the quick room checks whilst I handed out the breakfasts and made sure all the students were accounted for.

Everything was cleared from the rooms so I gave the group their deposits back. I was becoming a little concerned as the coach wasn't outside yet, so I called the 24-hour contact line for the coach company and just as I did, the coach pulled up. There were a few sad faces and some teary goodbyes, the group was on their way to the airport. And I was on my way back to bed for a couple of hours. Things became a little hectic this afternoon as two fairly large groups arrived at the same time. This wasn't meant to happen but one of the groups flights had been delayed. Thankfully, there was enough staff on hand to deal with the numbers. I did the induction with the smaller group and then did the centre orientation. The group seemed really nice, lots of smiles! I took them over to their accommodation which was a bit of a walk away. I was surprised they have such large heavy suitcases for just a two week stay, so some of them battled with their luggage as they were really tired after a long journey.

The group leaders wanted them to unpack and to have some rest, so we arranged a time for one welfare officer to head over to the residences later to bring the group back. The rest of the afternoon's arrivals went well, except for one small group who were complaining about their accommodation. After chatting with the centre director they seemed to calm down. We had quite a few individual students arrive today, they all seemed cool and friendly. I'm a little worried about one of the French students as he seemed quite shy and possibly nervous about being away from his family. I will keep an eye on him and make sure he settles in ok.

### Monday

I started the day with breakfast duty, which was a little chaotic at the beginning. But I think the new groups have now got the gist of the queueing system. The new students had their test straight after breakfast and then after that, I helped with the student's Powerpoints, their main inductions and gave out their house wristbands.

I was the free time supervisor after lunch. Some of the groups wanted to go back to their accommodation to change into their sports stuff ready for the activities. So we made sure the group leaders signed the GL sign out forms. I enjoyed speaking with the other students who remained on site and they told me about their countries. It was really fascinating hearing about their stories. I checked in with the French boy who I was worried about yesterday and he seemed to be feeling ok. He had made friends with a couple of Norwegian boys that he was sharing a room with. Which was great news!

I was supposed to have the evening off, but an emergency came up when one of the students hurt his ankle during the mini Olympics. We were concerned that he may have broken it, as he seemed to be in a lot of pain. I took him to the local A&E in a taxi, along with his Group Leader so she could help translate. We had to wait a long time before anyone could see us, but a quick X-ray confirmed that it was a sprain, which was a relief. We went back to the centre, where the student proudly showed off his bandage, the girls seemed impressed.

### Tuesday

There was a bit of re-jigging with my scheduled duties today after the extra hours I did yesterday, so thankfully I get most of the morning off! Just before lunch, I went around to do some damage and cleaning checks. I found a couple of overflowing rubbish bins, which I had to see the facilities manager about. I also had to check up on a broken light and a shower that wasn't working in one of the blocks. I reported these to and the venue staff said they would be fixed by the evening.

I helped supervise the first half an hour of one of the activity workshops. Because the activity leader Fred had to take some students down to the football pitch for their course. It was quite fun getting involved in the drumming workshop. I was enjoying it perhaps more than some of the students!

After a couple of hours doing reports and some admin duties and I was off until lights out and night duty. Nice to have an easier day after a few rather busy ones!

Lights out went ok, the leaders of the groups are getting the hang of organising their students! I had to tell a couple of the girls off for racing around on the boys' floor. I'll mention that to the centre director in the morning. Night duty was pretty uneventful, so I could get to bed on time.

### Wednesday

The usual wake-up calls this morning took place and the group leaders seemed to be on





*the ball and got them out of bed quite quickly. I put all the arrivals and departures for this weekend on the whiteboard in the office. Just so that it was clear for everyone. We have two groups, plus a few individual students departing on Sunday and three groups arriving, so I confirmed the coaches and taxis for all of these. I'm doing one of the early wake-ups again for a couple of the departing individuals.*

*I met with the head of the housekeeping at the school and discussed a few problems like broken locks, dripping taps and some minor damage that we had found. There have been some complaints from the cleaners that some of the students are leaving their rooms in a real mess, making it difficult to even get to the rooms to clean. I have noted this all down so that it can be discussed in the group leader meetings. A highlight of the week, for me at least, was the half day excursion to Cambridge. Not somewhere I know a lot about, but the activities manager gave us a good briefing, as well as an information sheet, so we gave a passable impression of knowledgeable tour guides. As the activity leader had much more experience than me, he led the group while I was at the back moving them along. A few of the individual students tagged along with me, so I was able to give them some information, which they appreciated. A lot of counting heads, but better safe than sorry, I suppose.*

*Night duty went well. No problems with students out of bed this evening, which is good as I have a day off tomorrow!*

*Thursday : Day off!*

*Friday*

*I feel well rested after a nice relaxing day off, spent shopping and catching up on some sleep. The morning there was checking of the rooms and a lot of paperwork.*

*During free time supervision, I noticed a girl by herself who seemed quite withdrawn. After chatting with her for a while, she finally told me that some of the other girls in her group had been picking on her. We take bullying very seriously, so I spoke to the centre director Hannah straight away. She has arranged a meeting with the group leaders and the girls involved to get the problem sorted. In the meantime, I have made sure to keep an eye on her, and introduce her to some of the other students who are similar ages.*

*The kitchen put on a BBQ for dinner which was great as the weather was really nice. It did make the students pretty excited though so dinner duty was quite a challenge.*

*After dinner, they were still hyper and looking forward to the cross-dressing disco later. Hope they get rid of that energy during the disco, otherwise, night duty is going to be a test of will! Extra staff have been added to the rota, as the centre director is anticipating some challenges for us. Until then I'll have a couple of hours of downtime!*