

EMBASSY ACADEMY PARENT GUIDE





WELCOME TO embassy academy

We look forward to providing all our students with an active and exciting summer learning experience, filled with adventure and discovery.

Our courses help students improve their English skills in the classroom and improve their conversational English throughout the day during activities and excursions. In their "home from home", their boarding houses, they can freely practise their English even more with new friends.

We offer your child an experience of a lifetime. Along with a chance to improve their level of English, they will also gain the confidence to use their acquired skills beyond the classroom.

staff

Our trained Academy staff will guide and safeguard your child while at Roedean Academy. The management teams are all experienced in summer school operations and are there to support our students at all times. The Head Office Programme Manager is in daily contact and regularly visits the school to check that everything is going well, that the students are happy, and that the courses and programmes are running to our usual high standard.

The academic courses staff are all appropriately qualified and professional, with many of them specialising in their academic subjects year-round.

The specialist instructors for tennis, art and design, dance, golf, sailing, horse riding, Outdoor Adventure, Intensive English and Summer Academic Study are all professionally qualified with experience in teaching and coaching in their specialist area.

The Activity Leaders are trained and often return each year.

welfare, security AND accommodation

Welfare is paramount at all Embassy Academy Schools. We have a designated Welfare and Accommodation Officer on-site and a high ratio of staff to students, on average 1:5. Each boarding house has a House Parent who pays particular attention to those living in their house. The purpose of the House Parent is to meet daily with the students and offer them guidance and practical support throughout their stay, as well as ensure they are well integrated and happy in their home from home. All residential staff are accommodated amongst and nearby the students. Staff rooms are clearly marked in case students need assistance during the night.

There is a 24-hour emergency number that students and parents/guardians may use to contact the Duty Emergency staff during the summer. Remember that this number is only for emergencies and is only operational while Roedean Academy is open. The responder is not necessarily on-site at the same time as when you may call. Please try to be clear and patient. We will do all we can to assist you. The 24-hour emergency number is **+44 771 771 8776**.

SECURITY IN THE BOARDING HOUSES

All students are given a door access code in order to get in and out of their boarding house. Each house is always supervised when students are there. There is a dedicated Embassy Academy Night Supervisor on duty for patrols overnight, and there is Roedean School security and CCTV throughout.

FIRE SAFETY PRACTICE

A weekly fire evacuation practice is held throughout the schools. Students are taken through the practise by their House Parent and staff, and they are shown where their assembly point is in the event of an emergency. This is also explained during the student induction on their first Monday at the school and during the Campus tour.

BEDTIME

After a full day of lessons, activities, excursions and evening entertainment, all students must be back in their boarding houses from 22:30 for their evening snack before bedtime. After this time, our duty staff and House Parents expect students to settle down and remain in their rooms/buildings. Younger age groups (under 12 years old) will be brought back to the boarding house for a snack at 21:00 and are to be in bed by 22:00. All students are expected to be quiet and in bed by 23:00.

SLEEPING ARRANGEMENTS

Students sleep in single, twin or multi-bedded rooms within the boarding houses on the school grounds. Sharing a bedroom gives students the chance to make friends with other students from around the world. Boys' and girls' accommodation and bathrooms are separated with designated male and female boarding houses or floors and bathrooms. Each house has a House Parent who manages the welfare needs of the students within that house. Embassy Academy residential staff are integrated into the boarding houses so there is always someone available if necessary. No opposite gender is allowed in the other rooms at any time. We cannot guarantee which type of room your child will have prior to arrival, but we try to satisfy all requests.

TIDY ROOMS

The rooms will be cleaned regularly by school staff but please ask your child to help them by putting their clothes in the wardrobes and drawers provided, and not on the floor or lying around. Students should keep their rooms tidy and make their own beds each day. There is a points reward system set up by the House Parent in each boarding house which runs with the Inter House competitions to encourage the students to help keep their own room, house and communal areas tidy. As an added incentive, prizes will be awarded for students who gain the most points.

catering

SPECIAL DIETS

We can cater for most diets, including gluten free, dairy free and Halal. We provide three full meals a day, always with a vegetarian option, as well as a morning and evening snack. On Saturdays and Sundays there is only an evening snack as students are off-campus on excursions. Drinks are available all day at various drink stations and they can refill their Academy water bottles at several faucets and/or water fountains. If your son/daughter requires a special diet, then please let us know when booking. If it is a serious medical reason, please put it on the medical form.



transfers, arrivals & departures

AT THE AIRPORT

Requested transfers to and from the airport or arrival point in the destination country are arranged for all students at the beginning and end of their stay, unless the parent or guardian accompanies the child themselves or if we are advised that they will travel without us.

Any student travelling as an Unaccompanied Minor (UM) is collected by our designated escort on arrival. At the end of the course, they are escorted back to the airport, checked in on their flight and accompanied as far as the security gates where they are handed over to the care of the airline staff. It is important that we are made aware of any students travelling under the Unaccompanied Minor scheme, so please make sure you inform us in advance if this is the case. Please check with your airline about UM procedures.

All Embassy Academy airport greeters will be wearing a purple coloured Embassy Academy t-shirt with the Embassy logo and will be carrying a flight board with the student's name and Roedean Academy on. They will be actively looking for your child in the arrivals hall. All students travelling around the same time will be gathered and taken to their transport together. There is a maximum 1.5 hour wait at the airport on arrival for the next transfer group. If it is longer than a 1.5 hour wait, the student will travel by our nominated taxi provider.

Parents who accompany their children on the flight and would like to go to the centre may also share the transport, but we need to know in advance in order to reserve their seat(s) and cover any extra cost.

Should any problems arise, we have a dedicated Transport Manager. The Transfers/Transport number will be given to you in advance of arrival by our admissions team on your documentation. This telephone number is only available while the centres are open.

LUGGAGE

Please check with your airline about luggage restrictions. Also, please inform us in advance if your child is bringing golf clubs or specialist equipment so that we can allow for this in the transfer to and from the school. Most courses will provide this specialist equipment so it is not necessary for the student to bring their own.

NON-TRANSFER ARRIVALS & DEPARTURES AND VISITS

If you are bringing your child directly to or picking them up from the school, please try to arrive between the hours designated on your arrival day (usually between 2pm and 5pm). Maps and details on how to get to each location will be available from us on request. It is important at booking stage that you state if you are going to accompany your child, and your approximate time of arrival at the centre to ensure that we are ready to welcome you. If you or anyone else related to the child intends to visit or take your child out of the campus, you must provide full details and photographic identification in advance to our Admission team.

ARRIVALS

Students must vacate their rooms between 9am and 10am on the day of departure. We will keep students with late departure times entertained with activities until their departure transfer is ready. When students arrive, they are shown to their rooms and given a tour of the boarding house and facilities. Following this, they will join the other students in the activities. This helps them to integrate with the other new students straight away. The following morning, they will have a full induction with the rest of the new arrivals.



contacting YOUR child

Once your child arrives on-site and has been shown their room and the facilities, the House Parent will make sure that they contact home to let you know that they arrived safely. For late arrivals, they will make contact early the next day. Please make sure they have your contact details. Due to the number of arrivals and time delays this may take up to half a day to happen. Please do not worry if you have not heard from your child immediately as there may be delays with transportation and/or settling in. We find that students integrate and settle in better if they are not on the telephone to home too often at the beginning. They will be encouraged to have regular contact when settled, and if they need to. This can be by telephone or via internet messaging. The schools have Wi-Fi across campus but phone reception can be unreliable due to the location of some schools.

In case of emergency, there is a 24-hour emergency telephone number: +44 771 771 8776.

EMAIL/INTERNET/WI-FI

Wi-Fi is available on-site and students can bring their mobile phones or devices, but we take no responsibility for them. There are computer facilities for students to send their own emails and for messaging, but we ask them not to after 23:00 UK time.

valuables

Cash, passports and travel and insurance documents should be left in the school safe, but we cannot take responsibility for any other valuables. We ask all students to put all cash in the safe between excursions or trips off-site. This cash is accounted for and all withdrawals and deposits are recorded. They will have lockable boxes and padlocks in their rooms for their personal valuables.



what TO bring

Please refer to the lists below. The most important thing is to ensure that all clothes are clearly marked with your son/daughter's name so they can be easily returned if they get lost during their stay. All students should bring the general list PLUS your specialist course list.

GENERAL ITEMS (ALL STUDENTS):

- Socks x plenty
- Trainers x 2 pairs
- Shorts x 2/3 pairs
- Jeans/trousers x 2 or 3 pairs
- Underwear x plenty
- T-shirts x 6
- Sweatshirts x 3
- Swimming costume
- Towels: x 1 swimming and x 1 personal
- Light waterproof jacket (important)
- Clothes for discos and other non-sports activities
- Small rucksack/bag for excursions and general use
- Toothbrush, toothpaste, soap and face cloth
- Hair brush, shampoo and shower gel
- sun protection lotion (SPF 15)
- Insect repellent

SPECIALIST COURSE ITEMS:

GOLF

Golf shoes or smart gripped trainers and suitable clothing. Golf clubs will be provided by the club but students can bring their own if desired (please make sure we are made of aware of this so we may accommodate them on transfers).

DANCE

Loose clothing to enable free movement (not jeans), or dance clothing and jazz shoes if you already own some.

HORSE RIDING

Jodhpurs or long loose trousers, not jeans, and riding boots or suitable shoes with a small heel. A riding hat (will be provided at the stables).

TENNIS

Tennis whites or general sportswear, and tennis racquet. A tennis racquet will be provided but students can bring their own racquet for the specialist tennis course if desired.

SAILING

Flat soled shoes/trainers, a waterproof top, sun protection lotion, shorts, swimwear.

OUTDOOR ADVENTURE

Waterproof top, shoes/trainers that may get dirty, a warm jumper/top.

If your course is not listed above, then there is nothing to bring other than the general list.

health & welfare

Embassy Academy is committed to safeguarding the children in its care and protecting them from harm. Children are defined here as any person under 18 years old enrolled on any given part of an Embassy Academy course.

Embassy Academy extends this policy entitlement equally to all children regardless of gender, ethnicity, disability, sexuality or belief.

STUDENTS FALLING ILL

It is quite common for students who are away from home, often for the first time, to feel homesick or unwell at some point during their stay. This can be due to the change of climate, change of food or even the excitement of being in a different country. It may be that they have caught a cold, they have a headache, feel sick etc. Our staff are aware of these possibilities and will do everything possible to ensure that your child feels at home and comfortable during their stay. There will be British State Registered nurses who will visit the school during the week and they will be able to advise if necessary.

Doctors in the UK rarely make house calls to see patients with minor symptoms, e.g. a stomach ache or headache. If your child feels ill, they should tell their House Parent or a member of staff, who can then make an appointment with the nurse or local doctor if necessary. If your child is so unwell that they cannot travel to the doctor, an ambulance may be called at the Centre Manager's discretion. Any costs, e.g. taxi journeys, must be paid from your child's cash fund and claimed from their medical insurance. If this is a problem at the time, we will discuss arrangements with your agency or yourselves directly. In the cases of epidemic illness outbreaks, Embassy Academy has its own company emergency policy.

If your child speaks little or low level English, the accompanying Embassy Academy staff will try to assist in translation or try to find someone who can.

When booking, please make sure you have completed and returned the medical form outlining information about any medical conditions or allergies which may require attention, or may arise in certain environments, for example epilepsy, diabetes or allergies to certain foods, medicines, dust, animals etc. We need this information so our staff can be aware and prepared in the event of your child feeling unwell. If your child is travelling with a pre-existing medical condition, they should, if possible, bring a declaration in English from their doctor stating what the condition is and what treatment has been prescribed.

Your child must have adequate medical insurance. This will allow them to reclaim the costs of any transport or medicine used, as well as any charges made by local medical services. Embassy Academy offers its own full travel insurance policy called "Guard Me", which can be provided by EC, our parent company – details of this may be obtained from your agent or from Embassy Academy.



lessons & courses

THE TEACHERS

At Embassy Academy Schools, we employ suitably qualified teachers who know their subjects well. They are typically lively and enthusiastic individuals who know how to inspire and encourage their students and make English come alive. They are often well travelled and are used to multi nationality environments and cultures.

IN CLASS

English is taught through a carefully planned programme using up-to-date course books (including workbooks and audio) appropriate for their age and level. A lot of these materials are designed for using with interactive whiteboards. If your son/daughter is a beginner or has a lower level of English, we have the experience and knowledge to introduce English at beginner's level. We also have books and materials that challenge youngsters at even the most advanced level of English.

Our general English classes have a maximum of 12 students, providing maximum opportunities to practise English. Language topics are chosen to stimulate lively conversation and discussions in class with emphasis placed on improving listening and speaking skills. This is made possible by using a wide range of classroom activities including role-plays, communicative games, drama, pair-work and group-work as well as task-based activities that are directly linked to using English in real-life situations. Of course, we do not neglect the teaching of grammar, but teachers never lose sight of the fact that this is grammar for use in real scenarios. Students at Embassy Academy schools find that English lessons are fun, interesting and useful.

CLASS LEVELS

On arrival, all students are tested in written and spoken English and grammar. They are then placed in a multi-national class composed of boys and girls of similar age and ability. This allows them to feel comfortable and speak as much as possible as a result.

CLASS CHANGES

If your child feels that they are in the wrong level or class, they must discuss this with their teacher and the Director of Studies. If a student feels that they should go to a more advanced class, they must prove to their teacher that they are capable. The Director of Studies may decide to move a student to higher or lower classes if they are performing particularly well or if they are finding the level difficult.

END OF THE COURSE

The students will complete the course with more confidence in the English language. Having gained a rich and diverse practice of English through a wide variety of language experiences inside and outside the classroom, your child should be more fluent and better motivated to carry on learning English. They will receive a certificate of attendance for their English course, for their specialist course and a detailed report of their performance.

All students are provided with an Embassy Academy welcome pack including an Embassy Academy bag, water bottle, pen, student folder and lanyard which can be kept as souvenirs of their time at Embassy Academy.

SPECIALIST COURSE CHANGES

Course changes are possible on a week to week basis only, not mid-week. Any request must be made to the admissions department at Head Office. It must be confirmed and paid for by Friday 3pm of the previous week. Proven medical reasons will be exempt from this process.



disciplinary procedures

1.1 SUMMARY

Embassy Summer strives to promote good behaviour in all aspects of school life in order to enable effective teaching, learning, welfare and safety of students.

Embassy Summer will communicate the Rules and Regulations of the school via the student welcome pack, student induction and student notice boards.

Embassy Summer will ensure a fair and consistent approach when disciplinary sanctions are required, as outlined below. Disciplinary sanctions will strive to improve the behaviour, learning and welfare of the student involved. Where relevant, the impact of the student behaviour on their peers, the school and the wider community will be considered.

1.2 RESPONSIBILITIES

It is the role of the Centre Manager to formally discipline students. Staff members, the Welfare Officer, and the student's group leader will all be consulted by the Centre Manager when deciding on a course of action. Where possible, group leaders will be present when formal disciplining occurs. In the case of individuals, a guardian or House Parent will be present.

1.3 IMMEDIATE STEPS

In the event that misconduct occurs, the school will:

- diffuse the situation as soon as possible (remove the protagonist/ calm those involved/etc.)
- investigate the incident in order to ascertain a precise version of events.
- implement any disciplinary sanctions (see below) and/or
- implement any welfare controls, if appropriate
- record all details resulting in formal action on an incident report.
- decide how to monitor future behaviour

1.4 DISCIPLINARY SANCTIONS

Embassy Summer publishes its disciplinary sanctions in its terms and conditions. Within these terms the following guidelines will be applied:

- Informal Verbal Warnings should only be used to deal with small and rare student misdemeanours that do not warrant a formal record. These are normally given by teachers and Activity Leaders during their sessions to set the proper boundaries and ensure structured and controlled sessions. Examples may include, but are not limited to, repeatedly talking in their mother tongue during class, rowdy behaviour in the canteen, skipping the dinner queue, loud behaviour shortly after bed, rudeness to the staff or contractor, not following instructions on trips.

- Formal Verbal Warnings, defined as verbal warnings recorded as incidents and given by the Centre Manager. These should be used when a student's behaviour is slightly more serious, given the fact that should it (or a similar incident) happen during their course, more serious disciplinary sanctions would be employed. Examples may include, but not are limited to, frequently misbehaving in class, frequent tardiness, rarely but intentionally disobeying instructions from staff, etc.
- Written Warnings can be issued in cases of serious or continuous misconduct, where the student has not adhered to the school's Code of Conduct. Written warnings should be issued in a case where, if such behaviour was repeated or continued, the student would enter the final disciplinary stage. Examples include but are not limited to, continuing to behave in the same manner following a formal verbal warning, bullying, e.g. physical or emotional, persistent misbehaviour in class, underage smoking or isolated but intentional damage, e.g. setting off a fire extinguisher.

Programme Managers and Sales Managers must be notified in order to issue a written warning. The Sales Managers will inform the student's agent and request that the parents be informed.

- Expulsion of a student from the school and/or programme may occur when a student's behaviour is repeated after a written warning, seriously endangers themselves or others, continuously and consciously disrupts the programme for themselves or others, becomes uncontrollable for centre staff, or breaks UK law. Specific examples may include but are not limited to, alcohol abuse, drug taking, serious physical abuse or bullying, constant and intentional disobeying of instructions, serious and malicious damage to property, e.g. smashing windows.

For expulsion to take effect it is important to note that Programme Managers and Sales Managers must be consulted and through them, the agency and parents. Students and group leaders should also know of the Complaints Procedure. Should a disagreement arise this system can be employed to settle any disputes.

- Detention may supplement formal verbal and written warnings. Detention should include a productive exercise, such as writing an essay explaining what rule they have broken and why it was wrong to do so.
- Withholding End of Course Certificates can be implemented when attendance of an individual student falls below 80% of their scheduled sessions, in line with the Embassy Summer Attendance and Absenteeism Guidelines.

At no time should a student receive a financial penalty in the form of fines, other than to cover the cost of loss, damages and repairs.



communication & worries

There may be times when your son or daughter is uncomfortable for reasons such as homesickness or not feeling good because of where they are or who they are with. This can be evident by them sounding unhappy when in contact with you. We assure you that we always take each student's welfare and happiness importantly and will always do our best to satisfy and reassure them and yourselves during the student's stay. There are varying perspectives on the standards of food, accommodation and programme and sometimes the best thing is to give us time to deal with the issue as it can take a few days to ease.

We welcome any communication from you with any comments and we will follow each of them up. We do ask that for complaints that you pass them through the following process:

complaints procedure

Embassy Summer, including Embassy Academy, publishes a general complaints procedure in its terms and conditions, which is as follows:

If a student, an agent or their representative wishes to complain about any aspect of the services provided by Embassy, such a complaint should be made in writing, in English or native language, to either the Centre Manager or the Centre Director. If not resolved, this should be addressed to the Embassy Head Office. Each complaint will be fully investigated provided that it is received within 4 weeks of the course ending, it was initially registered in writing with an on-site representative or Centre Manager/Director and all fees have been paid in full. In the event that the matter is not resolved, the student or group leader or agent should make a complaint in writing to Embassy Summer UK Head Office at:

**Embassy Summer Operations,
1 Billinton Way,
Brighton BN1 4LF,
United Kingdom.**

Should a client be unsatisfied with a response to a complaint, they have the right to appeal directly to English UK.

Your booking contact, admissions or agent will provide you with a full list of contacts pre-arrival.

We look forward to welcoming your child and providing them with a great summer experience at Embassy Summer Academy.