







# California State University Los Angeles



CENTRE GUIDE 2024




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# About EC Young Learners and Embassy Summer

Embassy Summer is a trusted global leader in immersion language with over 30 years of experience in delivering rewarding English language programmes for young learners.

At Embassy Summer we provide a truly life-changing experience for students from all over the world.



Working with global centres and schools from around the world we've navigated through many years, challenges, and joys.



Learning English is only part of the journey. Our language programmes are available from 1 week to 8 weeks during the summer and include exciting activities. Our summer camps also introduce international students to local social life and culture through a variety of exciting excursions.






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## Welcome to CSULA



Ranked number one in the United States for the upward mobility of our students, Cal State LA prides itself as the premier comprehensive public university in California.



Since its beginning, Cal State LA has had more than 245,000 alumni, many of whom are prominent leaders in their fields today. The LAFC (Los Angeles Football Club), the newest Major League Soccer team in Los Angeles, trains a 30 second walk from the campus's housing facilities.


Located in the heart of Los Angeles, Cal State LA has easy access to all that LA has to offer.




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
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# Staff at Centre

## Centre Manager (CM)

The Centre Manager is responsible for the smooth running of the centre. They oversee finances, housing, and the rest of staff. Upon arrival, all Group Leaders should speak with the Centre Manager to go over the programme.

## Activity Manager (AM)

The Activity Manager is responsible for all aspects of the Activity programme. All Group Leaders must meet with the Centre Manager and Activity Manager at least 2 times a week to ensure everything is okay with the programme. The Activity Manager will also be able to assist in arranging optional excursions.

## Assistant Activity Manager (AAM)

The Assistant Activity Manager helps the Activity Manager to run activities that are onsite, ensuring that the activities are inspiring, dynamic, focused, and enjoyable.

## Activity Leader (AL)

Activity Leaders are responsible for running everything outside of the classroom. Activity Leaders assist with onsite activities, excursions, meal supervision, night watch, lifeguarding, and more!

## Centre Administrator

The Centre Administrator assists the Centre Manager. The Centre Administrator helps with the administrative side of camp, and is a catch all to ensure that camp runs smoothly.

## Academic Manager

The centre Academic Manager is responsible for ensuring the teaching and learning component of the programme is delivered to the highest possible standards.

## Teacher

Teachers are responsible for planning and delivering lessons. Many teachers enjoy working as Activity Leaders, which allows the students to interact with their teacher outside of the classroom.



# Pre-Arrival



## Clothing

You will be participating in daily on-site activities and off-site excursions, so we recommend that you bring comfortable clothing, a hat and walking shoes. We also recommend that you bring clothing appropriate for occasionally dressing up in the evenings. Sunscreen, a rainproof jacket, a secure handbag/backpack/traveller's wallet, and sunglasses are advisable.



## Emergency information

Always make sure important numbers and contact details are entered into your phone and are written down in your purse or wallet. Please refer to all emergency contact information provided in your arrival packet.

West Coast (LA) 1-213-723-0500

East Coast (Boston/NY) 1-212-497-8343

Canada 1-438-803-7402



## Everyday essentials

Medication, toiletries, sanitary essentials, a toothbrush, toothpaste, towel, hairbrush, comb, hairdryer, sleepwear, socks, underwear, glasses/contact lens equipment, water bottle, and plastic bags for dirty laundry or wet items.



## Electrical appliances

In the United States of America the power plugs and sockets are of type A and B. The standard voltage is 120 V and the standard frequency is 60 Hz. If you bring electronics such as hair dryers, cell phones, computers or other equipment, please bring the appropriate electrical adaptor.



## Prescription medication

If you take prescription medication, make sure you pack enough for your stay. It is important to pack your medicine in its original packaging in case you're questioned about them at customs. We recommend you bring a note from your doctor stating these medications are required.



## Carry-on luggage

We recommend you pack these items in your carry-on luggage in case you need them while you're travelling:

- ✓ Passport
- ✓ Student Visa (if required)
- ✓ Medical waiver form (if under the age of 18)
- ✓ Emergency contact form
- ✓ Money



## Technology

We recommend only bringing a single phone, iPad, or tablet. We suggest bringing headphones, a camera, and all appropriate chargers. Make sure students will have access to their mobile data and WhatsApp is installed once they arrive. Students will use their phone to communicate with Embassy Summer staff. Make sure students will have access to mobile data. Students should install WhatsApp prior to arrival to contact home free of charge.







## What Not to Pack



We can only guarantee that one suitcase and a small carry-on will be transferred with you for airport transfers. If you anticipate that you will need to bring more suitcases than this, please let us know in advance. We do not suggest bringing bedding, bed sheets, pillows, expensive electronics, valuables, a travel iron, or too many clothes.


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
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## At the Airport

### Who will the student meet at the airport?

Upon arrival at the airport, you will be met by an Embassy Summer representative who will welcome you to your destination. The ES representative will wear a monochromatic shirt (a shirt with one distinct and noticeable color) that will be easy to see from a distance. On their shirt will be an Embassy Summer logo, so they can be recognized easily. The ES representative will accompany you to your bus. They may or may not travel to the centre with you.

### What should students do if they cannot find the Embassy Summer representative?

If, after 10 minutes, students cannot find the Embassy Summer Airport Greeter, they can call West Coast (LA) Emergency - 1-213-723-0500 (from the information desk or a mobile phone).

### What should students do if they have missed their flight, or the flight is delayed?

Students should notify Embassy Summer by calling West Coast (LA) Emergency - 1-213-723-0500.

### Transfer

Average journey times to and from CSULA are an hour to an hour and a half.



## At the Centre

### Arrival Procedure

Upon arrival at the centre, our team will welcome you and give you a welcome pack, a lanyard, and a student ID card. We aim to have bedrooms ready when you arrive or by 5pm at the latest.

### Departure Procedure

The day before departure, a staff member will check for basic room cleanliness and basic preparations for departure. An hour or earlier before departure, a staff member will do one last check for room cleanliness. If the room is not clean and the student must depart, then the student forfeits their deposit and will not get it back. A staff member will escort the student to their bus transfer, but will not go with them to the airport.

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# About CSULA

**Age:** 12–17

(18 year olds accepted as part of a group with a leader – junior program)

**Dates:** 23 June – 11 August

**Arrival & Departure Day:** Sunday

If students would like to arrive or depart on a different day, please confirm with our booking team.

## Accommodation Features



### Size of the centre

Medium



### Room Facilities

Desk, Chair, Wardrobe, Air Conditioning, Bed Linen, Towels, Wi-Fi.



### Building Facilities

Communal Dining Room, Communal Lounge, Free Wi-Fi, Outdoor Swimming Pool, Laundry Facilities, Lift, Meeting Point, Sport Premises, Vending Machines Available, Wheelchair Accessible, Shop on-site.



### Room Type

Twim Room Standard & Ensuite, Triple Room Standard & Ensuite



### Bathroom Type

Communal Bathroom, En-Suite Bathroom, Shared Bathroom  
(Standard 6 and Apartment 4 students per bathroom)



### Address

Embassy Summer School  
CSULA South Village  
Residential Hall  
5500 Paseo Rancho Castilla,  
Los Angeles, CA 90032 USA

[See on Google Maps](#)

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### Accommodation Deposit

Damage deposits of \$100 are collected from all students on arrival at the centre. This money will be returned at the end of their stay subject to any damages caused.

### Cleaning

Students clean their own bedrooms. Bathrooms and common areas are cleaned by the university on a weekly basis. Students are responsible for keeping their private space in rooms clean.

### Laundry Facilities

Washers and dryers are available. There are approximately 15 washers and dryers available, and the total cost of doing laundry will be under \$5. Cash will be given to a staff member, and they will provide access to the laundry room and assist with the cleaning process.



### Wi-Fi

Wifi is accessible everywhere. Embassy Summer staff will provide internet access upon arrival.



### Sports facilities

There are sports facilities on site such as volleyball, basketball, and soccer.

### Security

Embassy Summer also provides a night supervisor to ensure additional safety during the evenings.

### Safe

A safe is provided onsite in the Centre Manager's office.

### Linens and Towels

Bed linens and towels are changed upon request.

### Social Spaces

There are social spaces available for students to socialise onsite.

### Meeting point

Students will be shown what and where the meeting point is when they first arrive at centre.

- ✓ Always listen to the time and place
- ✓ Always be on time
- ✓ Never go off alone
- ✓ Always wear your ID card



### Meals

CSULA offers full board accommodation, and we make sure that our students have the right nutritional balance. We provide suitable meals to help them stay healthy, focused, and energised. All our programs include a variety of hot and cold meal items, and we can cater for most dietary requirements.

Embassy Summer needs to be informed of dietary needs in advance. It is important to be provided with accurate information. We will then inform our suppliers accordingly.

All meals are provided near the students' residence. Mealtimes vary, and will be decided upon when summer begins.

### Breakfast

Hot breakfasts are provided 7 days a week. Continental breakfast includes fruit drink, cereals, toast, preserves, tea or coffee.

### Lunch

Hot lunch provided, with side dishes

available. Lunch contents vary daily. Packed lunches are provided

### Dinner

Hot dinner provided, with side dishes available. Dinner contents vary daily.



### Local Transport

Transportation will be provided via coach and public transportation.

*Students are expected to:*

- Always stay with your group
- Pay attention when getting on or off buses
- If you get lost, ask the transport staff or a policeman for help
- Always carry your ID card with you
- If you get separated, try to stay where you were last seen

### Bank/Post Office

Banks and post offices are not nearby. Please discuss individual needs with your Centre Manager.



### Hospital/Doctors

*Nearest Hospital:*

Los Angeles General Medical Center  
2051 Marengo St Los Angeles, CA  
90033

Cost of doctor consultation varies depending on the situation.

### Fire Drills & Safety

It is a requirement that at any residential centre, fire drills must take place. During the fire drill, students should leave all their belongings behind and evacuate the building as quickly as possible. Please ensure that all students have left their rooms and stand at the designated evacuation point outside. There will then be a roll call. If any students are unaccounted for, or the evacuation is too slow, the fire drill will be classed as a 'failure' and will need to be repeated at a later date.

### Fire Evacuation

- Leave quickly when the alarm sounds
- If you discover a fire, sound the alarm
- Warn others close by
- Go to the assembly point immediately
- Do not run
- Do not try to fight the fire
- Do not use the lifts
- Do not go back to your room to collect things

### Curfew

Evening curfew is 10:00pm.

All students must be in their accommodation by this time unless on an excursion.

They must be in bed with lights off by 11:00pm or 12:00am depending on evening activity/graduation.

### Road safety

Be alert! Always use pedestrian crossings, wait until it is safe to cross the road, and look both ways before crossing. Activity Leaders will assist large groups of students by leading them across the street, and stopping them as necessary to facilitate the process.

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# Language Programme

- ✓ Taught by friendly and professional English teachers
- ✓ 10 x 90 minute lessons per week. Monday morning, Tuesday 9-5, and Thursday 9-5
- ✓ Placement test on the first Monday morning, to ensure students are in an appropriate level
- ✓ Maximum 17 students per class
- ✓ Students will be placed in an international class with students of different nationalities
- ✓ Curriculum with emphasis on communication skills



## First Day at school

There will be a student induction at school on their first Monday. This is delivered by Embassy Summer staff. Students will be provided with information about the centre where they are staying, and Embassy Summer rules and regulations will be explained. The induction will last approximately 30 minutes.

After the induction, students will meet their teacher and will be taken to the classroom, where they will have the placement test. It will last roughly 1 hour, and it includes Grammar, Vocabulary, Reading, Writing and Speaking.

Students will also be provided with a pen and the Embassy Summer notebook, where they can take note of what is being discussed during the lesson.

## Attendance



Students' attendance will be recorded for each lesson and an attendance certificate will be issued at the end of the course only if the attendance is equal to or greater than 80%.



Students are placed according to the result they achieve on the placement test. The teachers confirm that they are in the right level on the first two days of school and if they aren't they will be moved accordingly.



And, if they are not in the right level, they can go to the Academic Office and discuss it with the Academic team.


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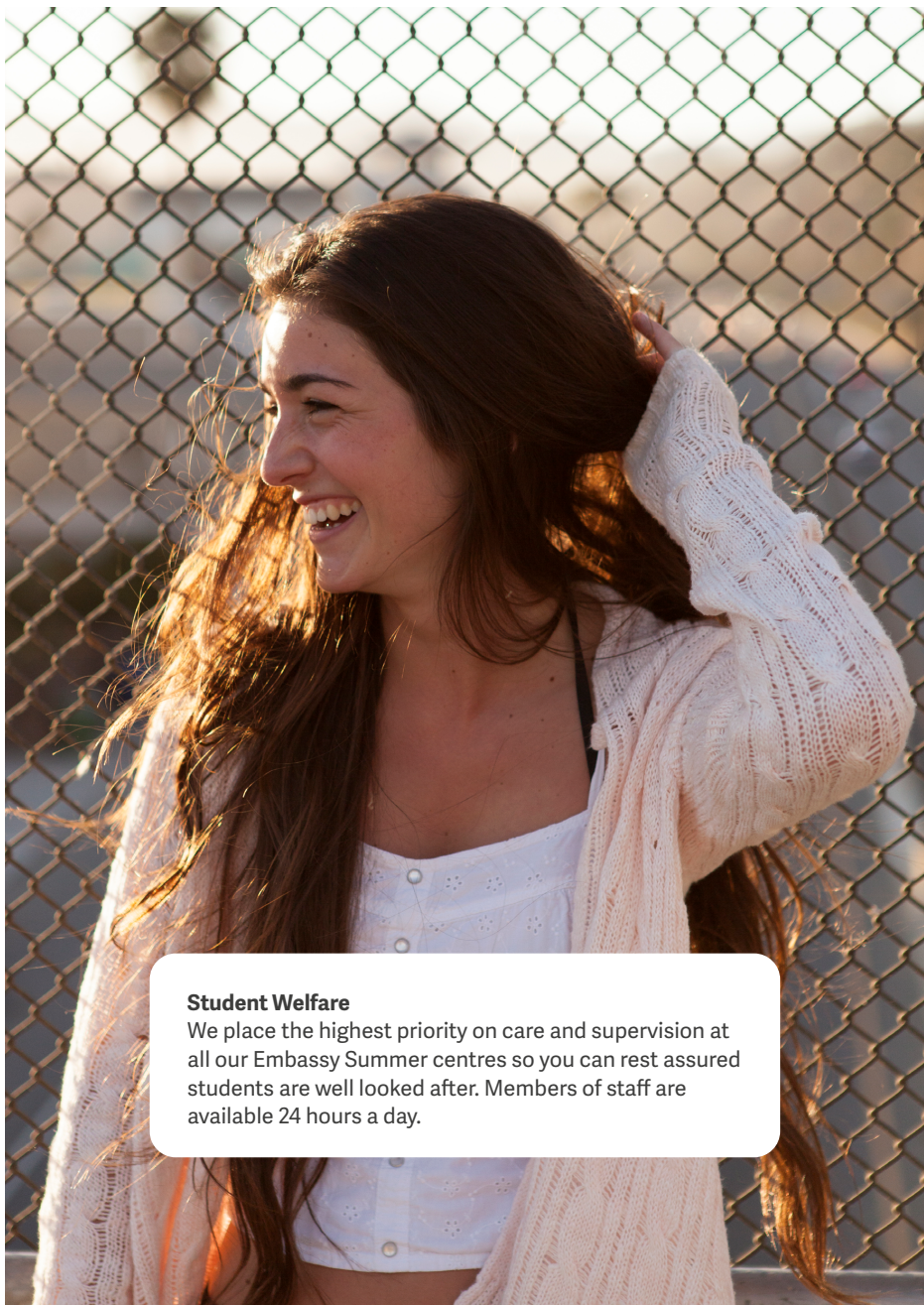
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### Student Welfare

We place the highest priority on care and supervision at all our Embassy Summer centres so you can rest assured students are well looked after. Members of staff are available 24 hours a day.

# Student Code of Conduct



Embassy Summer is committed to promoting a learning environment that reflects the values of respect, dignity, honesty, integrity, tolerance, equality and diversity. We expect students enrolled at Embassy Summer to behave in a mature, respectful, and cooperative manner at all times. Teachers, administrative staff, and students all contribute to creating a positive learning environment in the classroom and on campus.



### Students are expected to:



- ✓ Respect Embassy Summer staff, teachers, fellow students, and their property and behave in a responsible manner
- ✓ Avoid language or actions that might harm or damage another person at the school
- ✓ Identify themselves when asked by an Embassy Summer staff member
- ✓ Attend class regularly and arrive on time in accordance with the EC Attendance Policy
- ✓ Help and create a productive learning environment during class
- ✓ Put away cell phones in class when asked to do so
- ✓ Avoid actions that might damage the school environment or break local and/or national laws
- ✓ Avoid littering by putting trash/garbage into trash cans – both inside and outside of the school building
- ✓ Be respectful of people entering / leaving the building or walking on the sidewalks outside the building
- ✓ Speak English only in the school, including classrooms hallways, offices and student lounges


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
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# Excursions & Activities

A large part of a summer school experience is exploring the local towns, larger cities, and famous attractions with new friends!

We strive to achieve a balance of time both in and out of the classroom to maximize the student experience. All our programmes include a variety of full day and half day excursions, and students also have the opportunity to take part in additional trips (known as optional excursions) if they want to explore the locality further.

When not out on excursions, we also offer our students a wide range of activities to enjoy. These activities vary differently from centre to centre and are very much dependent on the facilities available to us, but in general we always try to include a range of sporting and non-sporting events as well as larger, whole school, evening activities such as discos, karaoke and cultural quizzes.

Our activity programme is designed to ensure that students maximise their opportunities to mix and meet with other students from all over the world in a less formal setting than a classroom. Students are encouraged to use English outside of the classroom.

Below are a few examples of the places we may visit as well as activities carried out at CSULA.

## Full Day

Full day excursions are outings that take students to varying locations in LA, such as downtown LA, beaches, and museums. Private coaches and public transportation will both be used to traverse Los Angeles.

## On-Site Activities

On-site activities include activities such as arts and crafts night, pool night, and casino night.

## Optional

Optional Excursions are not included in the program, and require extra cost. Locations of optional locations are Disneyland, Universal Studios, and Six Flags.

## Sample Programme

The programme is for illustrative purposes only and is subject to amendments or alterations.





# Sample 3 Week Programme



WEEK 1	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Morning</b>		Intake / Placement	Lessons		Lessons		
<b>Afternoon</b>	Arrivals	Campus Tour / Supply Run	Lessons	Downtown LA - Olvera Street / Little Tokyo	Lessons	Hollywood Walk of Fame	Beach Day : Santa Monica Pier
<b>Evening</b>		Ice Cream Social and Speed Friending - Make your own ice cream and socialize!	Sports Night - Basketball / Soccer / Volleyball Lessons	Pool Night - Relax and unwind with an evening at the pool!	Movie Night - Settle in for a relaxing night with popcorn, drinks, and friends!	Graduation party / Karaoke Night Sing along with your favorite songs!	Spa Night - Kick back and relax, self care to the max!


● Academic   
 ● Leisure   
 ● Cultural





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
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# Sample 3 Week Programme



WEEK 2	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Morning</b>		Lessons	Lessons		Lessons		
<b>Afternoon</b>	Onsite Games / Optional Trips	Onsite Activities / Supply Run	Lessons	California Science Center	Lessons	Beverly Hills / Griffith Observatory	Malibu / Getty Villa
<b>Evening</b>		Trash Bag Fashion Show - Walk the Runway!	Talent Show - Show Off Your Unique Skill!	Pool Night - Relax and unwind with an evening at the pool!	Scavenger Hunt - Find All of the Hidden Items Before Your Friends!	Graduation party / Dance party	Tie Dye - Make Your Own Tie Dye Shirt!



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
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# Sample 3 Week Programme



WEEK 3	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Morning</b>		Lessons	Lessons		Lessons		
<b>Afternoon</b>	Onsite Games / Optional Trips / Departure	Onsite Activities / Supply Run	Lessons	LACMA / The Grove Shopping Center	Lessons	Pasadena	Beach Day : Venice Beach
<b>Evening</b>		Ice Cream Social and Speed Friending - Make your own ice cream and socialize!	Sports Night - Basketball / Soccer / Volleyball	Pool Night - Relax and unwind with an evening at the pool!	Movie Night - Settle in for a relaxing night with popcorn, drinks, and friends!	Graduation Party / Karaoke Night - Sing along with your favorite songs!	Spa Night - Kick back and relax, self care to the max!



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
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## Group Leaders

Embassy Summer expects the Group Leader to share responsibility for welfare needs of their students. Embassy Summer also expects the Group Leader to help enforce the rules of the school, as outlined in the Student Notebook and school notice boards, and enforce any additional local arrangements. Please note that these responsibilities do not extend to students who are not your own.

### Meetings

Embassy Staff member will have a meeting with each leader on their first evening at the centre (or the day after arrival) where the essential information about the centre and the programme will be provided.

Regular meetings with the Centre management team will be held in the following days. These are important moments to share information, comments, suggestions, and feedback.



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## Group Leaders Responsibilities

- ✓ Make sure you have all your student's insurance documents, parental consent forms and health declaration forms with you.
- ✓ Report all incidents, accidents, illnesses, and absence to the centre management team.
- ✓ Report your students as present or absent at the start of each lesson and activity session.
- ✓ Ensure your students are in bed by curfew.
- ✓ Ensure your students are on time, in the right place and prepared for all lessons, activities and excursions.
- ✓ Ensure you and your students always wear the Embassy Summer ID and lanyard.







## Group Leaders Code of Conduct

- ✗ Avoid being alone with junior students.
- ✗ Do not enter any student's room alone unless in an emergency
- ✗ Do not communicate electronically via email, text, phone or social networking sites, blogs, web pages or instant messaging services with students who are not your own.
- ✗ Do not give your personal details, such as your Facebook details or phone number etc., to students who are not your own.
- ✗ Do not post photos or videos of students on your private social media channels without having their consent.
- ✗ Do not drink alcohol in front of students or while at work.
- ✗ Do not interact with students while under the influence of alcohol.
- ✗ Do not smoke in front of students.
- ✗ Do not possess, take or be under the influence of non-prescribed drugs at any time.
- ✗ If leaving campus or already off-campus, do not bring any students who are not your own.




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## Individual Students

Students who are not part of a group will be assigned to an Embassy Summer guardian group, living on site. The ratio is usually between 10-15 students per group.

Students and their guardians communicate via WhatsApp and through daily meetings.

Students can always refer to their guardians if there are any problems which need to be discussed or if they require any support.



### Nationality Mix



Embassy Summer has a truly global nationality mix with students coming to our centres from over 85 countries around the world.



This enriches the student experience by fostering English language learning, personal development, and, most importantly, creating opportunities to establish friendships with individuals from around the globe.


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
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# Important Information

## Head Office Address

Embassy Summer  
2 Bartholomews  
Brighton  
BN1 1HG  
United Kingdom

## West Coast (LA) Emergency

1-213-723-0500

USA Country Code: 1  
Int. Direct Access Code: 00

Time Zone: PST

## Useful Numbers



Emergency 911  
Police 911  
Ambulance 911  
Fire Brigade 911



**For any specific queries please  
contact your Regional Sales Manager.**






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# FAQs

## What happens if someone loses their passport?

We strongly advise students to store their passport safely and not carry it around with them. If a student passport is lost, Group leaders must accompany the student to the embassy of their home country, where they will be issued with a temporary replacement or a permit to travel. An Embassy Summer staff member will accompany any student that is not part of a group.

## What happens if a student gets lost on an excursion?

The first thing to do is stay where you are, and the member of staff will try to contact the student and get to know the student's location. Then, a member of Embassy Summer staff will come and collect the student.

Every student has an ID Card where the Embassy Summer Emergency Number is printed. Students should call this number if lost.

## How do students participate in onsite activities?

Individual students will take part in all activities and excursions, which are provided to them before

their arrival, explained during the welcome meeting once at the centre, and advertised on the Activity Noticeboards.

Group Leaders can sign their own group out of activities, but this needs to be discussed in advance with the Embassy Summer staff.

## Can students lock their room?

Yes. All students are issued a key on arrival which provides entry to their residential building, their flat and their room. However, Embassy Summer staff always have a master key who give access to all bedrooms where our students are.

## Can students be taken off programme by a member of their family?

Students can be taken out of the programme by an adult for a short period of time, as long the centre gets informed in advance. If someone other than a given student's parent wants to check the student out of the program, the parent's approval must be sent to Embassy Summer before the student is picked up.

The adult, who takes the student away, will be asked to fill in a form

where personal details and contact number must be provided. Copy of the original ID of the adult will be taken from the centre.

## What should we do if there is a problem with a bedroom?

All the bedrooms are checked prior to the students' arrival. However, if there is a maintenance issue at any time, it is essential to immediately report this to one of our Embassy Summer members.

## What should you do if a member of the group has a food allergy or dietary requirement?

Embassy Summer needs to be informed in advance, and it is important to be provided with accurate information. The centre catering staff are very experienced in catering for all kinds of allergies or dietary requirements, so we will be able to meet your needs.

## What happens if a student is sick?

If a student is sick and needs medical attention, then the Embassy Summer office will help in making appointments etc. Please note however that it is not usual for a doctor to visit the centre directly and

## Campus Map



any trips made to the doctor, dentist or hospital will have to be paid for by the student (including transport where necessary). Students with a group leader will be accompanied by the group leader.

## Damage deposit

Damage deposits of \$100 are collected from all students on arrival at the centre. This money will be returned at the end of their stay subject to any damages caused.

## Insurance

If a student does not have insurance, guard.me insurance is available to purchase through Embassy Summer. <https://www.guard.me/>

## Damages

Damages must be paid for. All rooms and common areas are regularly checked for damages, and individuals who cause damage to any property on the site will be liable for the cost of repairs.

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
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