

# Royal Holloway Centre Guidebook 2023



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# Oxford International Education Group

Dear Group Leader, thank you for joining us in the UK this summer.

At Oxford International Junior Programmes (OIJP), our aim is to provide young students from all over the world with a safe, fun, friendly and structured environment in which to improve their knowledge of the English language.

We are one of the top providers of junior programmes in the UK and a unique British Council accredited education provider.

Oxford International Junior Programmes is part of the Oxford International Education Group (OIEG) which was founded in 1991 as ISIS Education and Travel by David Brown and Robert Darell. Oxford International has grown to be one of the top 10 businesses sponsored by the Prince's Trust after it provided OIEG with a £5,000 loan.

OIEG now offers a huge range of university pathways, spring, summer and year round academic programmes and educational tours. Our programmes have grown steadily in size and popularity and we now run 14 centres in the UK and 6 centres in North America welcoming over 10,000 students.

We create life enhancing learning experiences that help students worldwide to develop personally and professionally and that enrich their future opportunities.



Founders David Brown and Robert Darell meeting HM King Charles III

## About Royal Holloway

Royal Holloway is a public research university and a college of the University of London. It has 19 academic departments and approximately 10,140 undergraduate and postgraduate students from over 100 countries. The Egham campus was founded in 1879 by the Victorian entrepreneur and philanthropist Thomas Holloway. It was officially opened by Queen Victoria as an all women college in 1886. By 1945 the college admitted male postgraduates and in 1965 around 100 of the first male undergraduates.

The Founder's Building, at the centre of the campus, was completed in 1881 by William Henry Crossland and was inspired by the Chateau de Chambord in France. A statue of Queen Victoria sits in the centre of the north quadrangle. The centre of the south quadrangle contains a statue of Thomas Holloway and his wife Jane. The Founder's Building houses the Picture Gallery, containing a collection of over 70 pieces of art from the Victorian Era, purchased by Thomas Holloway during the 1880s, and it was given to the college at the time of its foundation.

# Staff at Your Summer Centre

## Centre Manager (CM)

The Centre Manager is responsible for the smooth running of the centre. Our Centre Managers are chosen for their experience, professionalism and personalities, and you will have daily contact with them.

## Director of Studies (DoS)

The Director of Studies is responsible for the academic management of the centre and ensuring the teaching and learning component of the programme is delivered to the highest possible standards.

## Activity Manager (AM)

The Activity Manager is responsible for all aspects of the Activity Programme. You should meet with them at least 2 or 3 times a week to ensure everything is going okay with your programme. They will also be able to help arrange optional excursions and make additional bookings for you.

## Excursions Manager (EM)

The Excursions Manager focuses on the planning and delivery of all off-site excursions, ensuring they are carried out to the highest standard.

## Operations Co-ordinator (OC)

The Operations Co-ordinator will work closely with the CM to assist in the smooth day-to-day running of the centre.

## Welfare Manager (WM)

Welfare Managers look after all of the safeguarding and welfare of the people on-site, including you. They are first aid trained and have knowledge of the local medical services. You will meet with them a few times a week to discuss any concerns.

## Welfare Assistant (WA)

Welfare Managers look after all of the safeguarding and welfare of the people on-site, including you. They are first aid trained and have knowledge of the local medical services. You will meet with them a few times a week to discuss any concerns.

## On-site Activities Co-ordinator (OSAC)

The On-site Activities Co-ordinator assists the AM with the activity programme, ensuring the onsite activities are inspiring, dynamic focused, and enjoyable.

## EFL Teacher/ Senior EFL Teacher

Teaching staff are responsible for planning and delivering lessons from the OIJP Syllabus. Some centres will also have 1 to 2 Senior Teachers who teach 50% of the time and spend the remainder of their time providing academic support to the teachers and DoS.

## Activity Leaders (AL)

The Activity Leaders are responsible for running everything outside the lessons! This includes onsite activities, excursions, meal duty supervision and airport transfers.



# The Airport

On arrival at the airport, you will be met by one of our Activity Leaders who will welcome you to the UK.

The Activity Leaders will be wearing a red T-shirt or hoodie with the Oxford International Junior Programmes logo so you can easily recognise them.

The Activity Leader will accompany you by coach to your centre. During the journey to your centre, the Activity Leader will give you a welcome pack with your specific programme, a welcome letter from the management team, registration forms, lanyards, student ID cards and the optional booklet. You will also receive the rooming configuration allocated to your group on the coach so you can begin to organise the students into bedrooms. When you arrive at your centre, a member of the management team will be waiting to greet you.




## Arriving at Royal Holloway



When you arrive at Royal Holloway you will be shown to your accommodation. Check in is at 4pm.



At Royal Holloway, the accommodation is comprised of single occupation en suite bedrooms arranged in flats of 6 to 8. Bathrooms facilities are en suite. Most of the accommodation has large common areas/kitchens where the students can relax in the evenings and during break times. At Oxford International Junior Programmes we aim to room your students in line with your needs. If you would like to keep your group together (regardless of gender) please let us know in advance. It may also be possible to keep your group together in the same building but split the group across different floors/corridors by gender. If there are students in your group who are a different gender from yourself but you are the only group leader, those students will be supervised by a member of OIJP. Once at the accommodation you will be shown your bedrooms and shown how to access the accommodation block. One of the OIJP staff will escort your group on a tour of the campus and highlight all the key locations you will use during your stay.








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 +48 223 988 072

# The Centre

## Postal Address:

Oxford International Junior Programmes  
c/o Royal Holloway University, Egham Hill, Egham,  
Surrey, TW20 0EX  
Please ensure the letter/package is clearly labelled with  
Oxford International Junior Programmes.

## Laundry:

The launderette is located in the Hub  
reception and is open until late each night.  
A wash costs £3.00 and a dry is £1.70. Pre-loaded cards  
will be distributed to Group Leaders as required. Bed linen  
will be washed once a week by the University.

## Computer Access:

Every group leader and student will be issued with a WiFi  
code on arrival. This operates across the entire campus.  
There is also a computer centre onsite which is available to  
group leaders throughout the day.

## Shop/Café:

The Student Union Shop is the campus shop; a mini  
supermarket selling snacks, drinks, campus souvenirs and  
toiletries. Opening Hours 08:00–18:00 on Monday to  
Saturday and 9:30–18:00 on Sunday.  
**They will be accepting cards and contactless payments  
only.**

## Security:

The University has a 24 hour onsite security team who  
maintain a constant patrol. There is also campus-wide  
CCTV and all rooms have their own key card for entry.

## Food:

Breakfast: 07:30–08:45  
Lunch: 12:30 – 14:00  
Dinner: 18:00–20:00  
Students should clear away their food trays at the end of  
their meal. There will be a lunch/dinner rota for all groups.

## Social Spaces:

The students will have access to the common rooms based  
in the accommodation during break times and in the  
evening. Each flat has a kitchen or a living space where  
groups can meet. There is also an outdoor social area  
located at the back of The Hub.

## Local Transport:

Egham train station is just a short 20 minute walk from the  
campus:  
Train to Waterloo (40mins)  
Train to Richmond (20mins)  
Buses at the campus entrance:  
Bus 71 direct to Windsor  
Bus 441 direct to Staines

## Sports Facilities:

Royal Holloway has a fantastic sports centre where you can  
play badminton, basketball and table tennis. There are also  
an extensive number of sports pitches available for football,  
volleyball and team games.

## Bank/Post Office:

There are 2 banks in Egham (Natwest and Nationwide),  
which is a short walk from campus. There are 2 ATMs  
outside the Student Union on campus. The nearest Post  
Office is located on Egham High Street.

## Fitness Suite:

There is a fully equipped gym available for group leader  
use. There will be a small fee to use the gym and a short  
induction session will be required.

## Hospital/Doctors:

Nearest Hospital:  
St Peter's Hospital, Guildford Road,  
Chertsey, KT16 0PJ  
Nearest Doctor's Surgery:  
Ashford Health Centre, London Rd,  
Stanwell, Ashford TW15 3FE  
First aid trained staff are available on site.

## Religious Centres:

Anglican: St Jude's United Church, Englefield Green  
Roman Catholic: Our Lady of the Assumption,  
91 Harvest Road,  
Englefield Green  
Jewish: Staines and District Synagogue,  
Westbrook Road, Staines.

## Fire Drills + Fire 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 of your 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.

## In the case of a fire:

Raise the alarm  
Use the stairs (not the lift)  
Ensure your students do not run out of the building.  
Find the nearest fire exit (follow the exit signs) and leave the  
building safely  
Go to the nearest fire safety point.  
Do not re-enter or encourage your students to re-enter the  
building until authorised to do so.

## Curfew:

Evening curfew is 10:30pm.  
All students must be in their accommodation by this time.  
They must be in bed with lights off by 11:00pm. We ask that  
you monitor your own students. If you are on a corridor with  
other students making noise after this time please report it  
to the CM.



# Student Code of Conduct

- Speak English at all times
- Be polite and friendly to everyone on campus
- Listen to all instructions
- Be on time
- Always ask if you need help
- Respect other people's possessions, cultures and customs
- No alcohol. It is illegal for anyone under 18 to purchase alcohol in the UK
- No smoking. It is illegal for anyone under 18 to purchase cigarettes in the UK
- No chewing gum
- No swearing or foul language
- No vandalism. Any damage to property will be charged for
- No bullying or violence. There is a zero-tolerance policy for this kind of behaviour



If you upload photos to social media don't forget to tag us and use the hashtags

#oxfordinternational2023  
#oiegyroalholloway  
#oxfordinternational  
#oiegsummer  
#oijuniorprogrammes

Don't forget to follow us  
@oijuniorprogrammes



# Student Packing List

Summer weather can be very unpredictable in the UK. The average daily temperature is 15°C but can go as low as 10°C or as high as 35°C. For this reason, we recommend you encourage your students to come prepared for all occasions and check the predicted weather before departure!



## Documents

- Passport and copy of it (email copy to yourself)
- Visa document and copy of it (if required)
- Insurance documents
- A copy of any medication prescriptions in case of emergencies
- UK currency (Pound sterling)

## Technology

- Phone/iPod/iPad/Tablet + chargers (we recommend you only bring one of these items)
- Headphones
- Camera and camera charger
- Plug converter/travel adapter (UK 3 pin, 13A, 220V-240V)

## Everyday Essentials

- Medication
- Toiletries, washing and sanitary essentials
- Toothbrush and toothpaste
- Towel
- Hairbrush/comb/hairdryer
- Sleepwear, socks and underwear
- Glasses/contact lens equipment
- Water bottle
- Plastic bags for dirty laundry or wet items

## Excursions

- Casual, comfortable clothing
- Umbrella
- Sun protection (cream, spray, lotion)
- Quality rain/wind-proof jacket
- Secure handbag/backpack/travellers wallet
- Sunglasses
- Appropriate footwear for walking

## Onsite Activities

- Tracksuit/jogging pants for sport and trainers
- Costumes for discos

## What Not to Pack

We can only guarantee the carriage of one suitcase and one small carry on luggage (not suitcase) for airport transfers. If you anticipate that you will need to bring more suitcases than this, please let us know in advance. If we are not informed in advance an extra charge might occur if an extra coach needs to be arranged on arrival.

- Bedding (bed sheets, pillows)
- Expensive electronics/valuables
- Travel iron (an iron and ironing board will be available)
- Too many clothes

# Excursions

## London

During your programme there are three excursions to London. Timing for these excursions are:

- 9am - 4pm (depart from London)
- 2pm - 10.30pm (depart London) for the River Boat Disco. \*Please note this will be replaced with a City Cruise during the early programme in June.

Groups will have an excursion to London with entrance to the British Museum followed by an exciting River Boat Disco on the Thames!

On one of the excursions students will visit Kensington Museums, spend the afternoon in Hyde Park and shopping on Oxford Street.

Students will do our Politics and Royalty walking tour and visit the National Gallery.

If you would like to visit any other location please speak to the Activity Manager in advance.

## Lunches

At Royal Holloway you will receive:

- A mix of packed lunches and meal vouchers during excursions to London, Brighton/Portsmouth, Oxford and the Optional Day.



## Oxford Excursion

From Royal Holloway you will visit Oxford. During this excursion you will be taken on a specially designed walking tour by our activity leaders and given time to explore the city centre. You will also enter a college while in Oxford.

This excursion will run from 9am to 4pm (depart Oxford).

## Brighton/Portsmouth Excursion

This summer, your group will visit Brighton/Portsmouth for a full day.

During this excursion, an Activity Leader will deliver a walking tour of the city, and while in Brighton you will visit SeaLife.

This excursion will run from 9am to 4pm (depart Brighton).

*\*Deadline to choose excursion is Friday 26th May*

## Our Activity Leaders ask you to...

- Only take photos when advised to do so
- Keep together as a group
- Don't stop for toilet or food breaks without permission
- Stay vigilant of on-coming traffic
- Don't block the pavement
- Walk at a brisk pace
- Don't talk over the guides
- Wear your lanyard at all times
- Ask lots of questions!





# Onsite Activities

## Challenges

Challenges are great activities that encourage students to work in teams. All challenges are stimulating problem-solving tasks designed to help group members develop their capacity to work effectively together. Challenges at your centre will include an egg drop challenge, team challenges and a photo challenge. Unfortunately, as challenges are a mystery before running the activity, not much information can be revealed in advance!

## Sports

Sports sessions are designed for all students to have a good time. The structure of most of the sessions will include a warm-up, improving skills and final games. Otherwise, a tournament structure will be followed. Sports will include running club, basketball and dodgeball. It is important that students wear suitable sports clothes and footwear for sports sessions.

## All Campus Activities

These activities will involve all students at the centre to participate; it will be a great opportunity for students to get to know each other and learn about other cultures. Discos are usually the most popular night with the students and they will be themed as Union Jack disco, festival disco and the last disco theme will be decided at the centre; it's up to the students! The talent show is the perfect opportunity for students to show off their music, dance and drama skills. This activity is incredibly popular and even staff may prepare an act to display on the night! Don't forget the International night, where you will be able to share your culture and background with all other students!

## Workshops

Workshops are alternative activities for those students who prefer more creative and relaxing sessions. These workshops are focused on specific skills so each session will be based on a particular theme. Students will be able to participate in a group mural, a drama workshop and a self-portraits workshop amongst others. These activities will encourage students to be creative and improve their artistic skills as well as learning specific vocabulary.



### Sign Up Activities:

To ensure students take part in onsite activities, they will now need to sign-up in advance and a register will be taken at the beginning of each activity.



# Group Leaders

## Group Leader Meetings

Group Leader meetings are essential for the smooth running of a residential centre. These are the perfect times to raise any issues you may have. There will be a meeting on your first evening at the centre (or the day after arrival) where you will receive all the essential information about the first few days and will be introduced to all members of Senior Staff. Information we will need from you at this meeting:

- Student registration forms (a requirement by the British Council)
- Student rooming list (exact room numbers of each child)

Information we will give you at this meeting:

- Centre specific contact details
- Meeting times and points
- GL programme details
- Lunch and dinner rota
- Lessons and excursion procedures

## Group Leader Programme

We appreciate how much work each Group Leader puts into a visit to the UK, and it is important for them to have some time to relax and meet other leaders. With so much history at all of our campuses, we want leaders to know more about their location and the rich heritage of each site. The group leader programmes are tailored to each centre, and at Royal Holloway, it will be made up of different events throughout the two weeks.

Each leader will be invited to a traditional English afternoon tea within the first few days, allowing them some time to chat

with each other and the centre staff, while enjoying a classic British experience.

A tour of the picture gallery on campus will take place later in the programme along with a cheese and wine evening. The Picture Gallery at Royal Holloway is home to an art collection comprising of 77 Victorian paintings collected by Thomas Holloway as well as Lady Herringham's eclectic private art collection.

There will also be a movie night organised just for Group Leaders, and an academic presentation from a member of OIJP Staff.

## As Group Leaders We Promise To...

- Attend all meetings with OIJP staff
- Ensure that our students are punctual and attend all lessons, excursions and activity sessions
- Supervise students on excursions, in their accommodation and during meal times
- Report any allergies/medical issues to the Centre Manager on arrival at the centre
- Maintain a lively, courteous and friendly atmosphere throughout the whole programme
- Report any issues with the programme/campus whilst in the UK rather than waiting until we are home! This way OIJP can work together to fix it as soon as possible
- Have fun!

# Optional Booklet

We love our summer programmes and think they are brilliant as they are but we also know that for some students it is a long journey to travel to the UK.

For this reason, we have different optional books available. These booklets contain information about destinations across the whole of the UK and attractions you can visit there. If you would like to supplement your programme by purchasing one of these entrances/excursions (and haven't organised this prior to arriving in the UK) please speak to your Activity Manager. You should have received the Excursions Booklet in your Welcome Pack; if not please also refer to your Activity Manager for more information.






# Sample Programme

Please note this is a sample programme.

Please refer to your Welcome Pack for your personalised itinerary.

# Sample Programme - Royal Holloway A


**Oxford International**  
 JUNIOR PROGRAMMES

Group Name:				
Students:				
Group Leaders:				
Date	Days	Morning	Afternoon	Evening
3-Jul	Mon	<b>Breakfast</b> Airport: Flight Number: Time:	<b>Lunch</b> Airport: Flight Number: Time:	<b>Dinner</b> Campus tour and ice-breaker activities
4-Jul	Tue	Placement Test and Lesson 1	Walk into Egham with orientation Instagram Challenge	Onsite Activities
5-Jul	Wed	Lesson 2	Full day excursion to London with entrance to British Museum	Sunset Boat Disco on the River Thames
6-Jul	Thu	Lesson 3	Onsite Activities	Welcome Disco
7-Jul	Fri	Lesson 4	Lesson 5	Onsite Activities
8-Jul	Sat	Full day excursion to London with visit to Kensington Museums	Visit to Hyde Park and shopping on Oxford Street	Onsite Activities
9-Jul	Sun	Full day excursion to Oxford	Walking tour of the city centre and entrance to an Oxford College	Themed Disco
10-Jul	Mon	Lesson 6	Lesson 7	International Evening
11-Jul	Tue	Full day excursion to London with Politics and Royalty walking tour	Entrance to National Gallery and shopping in central London	Karaoke/Lip Sync Battle
12-Jul	Wed	Onsite Activities	Lesson 8	Onsite Activities
13-Jul	Thu	Onsite Activities	Lesson 9	Talent Show
14-Jul	Fri	Walk to Virginia Water for nature trail	Lesson 10	Farewell Disco
15-Jul	Sat	Full day excursion to Brighton or Portsmouth	Entrance to Brighton Sea Life or HMS Victory	Onsite Activities
16-Jul	Sun	Optional Excursion	Optional Excursion	Onsite Activities
17-Jul	Mon	Airport: Flight Number: Time:	Airport: Flight Number: Time:	Airport: Flight Number: Time:

Example activities available at your campus:

Challenges	All Campus Activities	Sports/High Energy	Workshops
Photo Challenge Team Challenges Battle of the Brains Egg Drop Card Tournament Landmark Challenge	Disco Manhunt Colour Run Night Walk Karaoke/Lip Sync Battle Scavenger/Treasure Hunt	Football Running Club Softball Badminton Volleyball Summer Olympics	Zumba Rugby Yoga Cricket Rounders Jewellery Making Outdoor Art Class
Interactive and Relaxing		Optional Mini Excursions	
Chat Room Film Night	Chill Club Reading Club	A number of optional mini excursions will be available from your campus for a small charge.	

# Meet the Team at Head Office

The Oxford International team, based in London, will be visiting the centre on a regular basis. Here are some bits about them; if you see any of them on campus, don't forget to say hi!



**Gary**  
OIDI & EL UK Managing  
Director



**Paul**  
Head of EL UK



**Bob**  
Operations Director  
EFL UK



**Hanna**  
Sales Director EL UK



**Berta**  
EFL Programme  
Manager



**Nicole**  
EFL Operations  
Manager



**Nayeli**  
EFL Operations  
Coordinator



**Cassandra**  
EFL Academic  
Manager



**Sarah**  
UK EFL Admissions  
Manager



**Zarina**  
Student Enrolments  
Officer



**James**  
Student Enrolments  
Officer



**Shelina**  
Student Enrolments  
Officer



**Luke**  
Recruitment Manager



**Ani**  
Recruitment Assistant



**Olga**  
Recruitment Assistant



**Sof**  
EFL UK Marketing  
Manager

# Frequently Asked Questions

## What happens if someone loses their passport?

We strongly advise that passports are stored safely in the accommodation and remain there. If a passport is lost, the Group Leader will need to accompany the student to the embassy of their home country where they will be issued with a temporary replacement or a permit to travel. The CM will be able to help locate the embassy and print any forms that might be helpful. We recommend that you have a photocopy of every student's passport as a backup.

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

The first thing to do is to contact the student on their mobile. If this is possible, then a member of OIJP staff will collect the student whilst you wait with the rest of the group. If they are uncontactable, the Activity Leader will get hold of the CM who will in turn contact Head Office. Every student is issued with an 'Emergency Number' lanyard and ID Card. Students should call this number if lost and it will be answered by a member of Head Office.

## How do students participate in onsite activities?

In most centres, a meeting point is set for activities. All activities and excursions will be advertised on the activity noticeboards and during mealtimes. Students can choose which activity they want to participate in. To ensure students take part in onsite activities they will now need to sign-up in advance and a register will be taken at the beginning of each activity.

## Can students lock their room?

Yes. At Royal Holloway students will be able to lock their room. Corridors can be accessed by individual secure key cards. We ask that students take particular care of their keys/key cards as room 'lockouts' take a significant amount of time to rectify. If a key is lost, there will be a charge for its replacement.

## What happens on departure day?

Prior to your final day on campus, Group Leaders will be invited to attend a departure meeting where the full procedure is explained. At this point, Centre Managers will indicate the time the group needs to be at the coach (which will arrive at the airport with at least 3 hours to check-in, go through security and reach your gate).

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

We are happy to have parents or relatives visit the centre as long as they contact the centre in advance to arrange this. It is also possible to have a parent or relative take a student out of the programme for a short time. Parental approval must be sent to the centre email in advance. Original ID of the adult taking them from the centre will be photocopied on arrival. Relatives who accompany the student away from the centre will be asked to sign an 'Unscheduled Activity' form and will need to leave a contact number in case of an emergency.

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

All accommodation blocks are checked prior to the students' arrival; however, if you do notice a problem when you get to the centre, it is essential you report this straight away. All group leaders will be issued with a 'maintenance report card' where they can submit all their students' room problems. If the report card is submitted to the Centre Manager by 10am, the CM will ensure the request is passed onto the maintenance staff that same day.

## What do I do if a member of my group has food allergies/dietary requirements?

The campus catering staff are very experienced in catering for all kinds of allergies or dietary requirements. During our 30 years of operation, we have never had a problem with allergic reactions to food prepared on campus. In order for this to continue to be the case, we ask that you alert us of any allergies / requirements as early as possible. The admissions team should be notified before arrival in the UK.

## What happens if a student is sick?

All sick students should be referred to the Welfare Manager or Centre Manager. If deemed necessary, a member of OIJP staff will escort the student to a GP or hospital. If this does happen, the student must take their passport and any medical insurance documents with them in the instance that they may be required.

## Is there a deposit?

Please be aware that a £25 or 30€ deposit will be collected upon arrival which will be returned at the end of the programme if there is no damage to the rooms or loss of keys etc.

## Do you have any other questions?

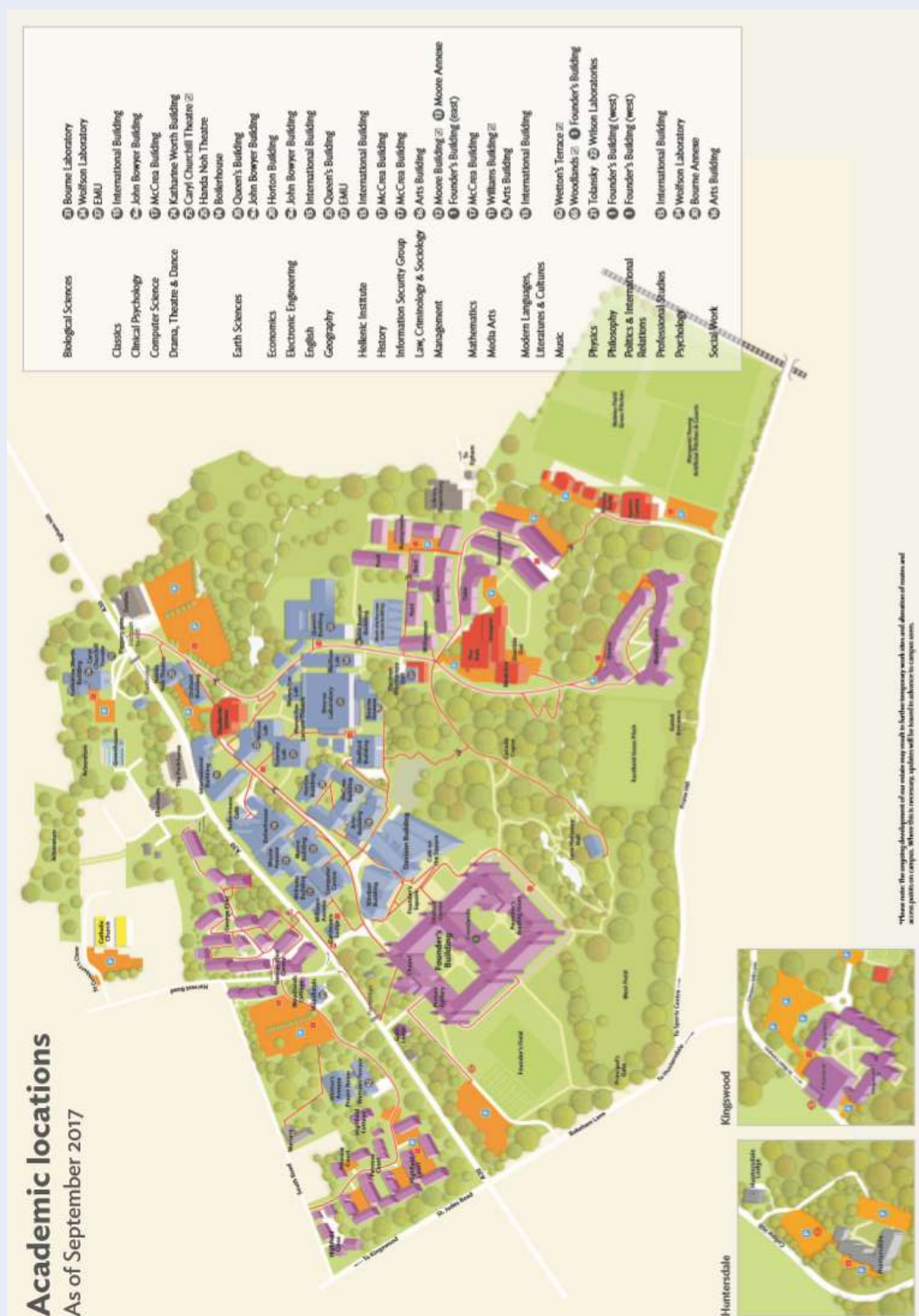
Please do not hesitate to contact the sales team or our OIJP staff if you are on campus!

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**Emergency number +44 (0) 203 318 3007  
monitored 24/7.  
Please use only in real emergencies.**



# Campus Map





[www.oxfordinternationaljuniors.com](http://www.oxfordinternationaljuniors.com)

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SE10 8NB, London  
+44 (0)208 312 8072  
@oijuniorprogrammes

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