
Summer Student Handbook

WELCOME TO THE REACH CAMBRIDGE EXPERIENCE!

The Reach Cambridge Staff

All of the staff are delighted that you have chosen to spend this summer with us and hope that the program will exceed your expectations. In the first few days, you may find your new environment quite strange – and this is to be expected. With this in mind, please feel free to contact any member of staff if you have any questions, concerns or problems. You can find staff members available to offer assistance on site in each campus, and your corridor supervisor will be living in the accommodation with you. The staff are here to make you feel happy and at home, whatever the time.

Your Cambridge Home

Please respect the Colleges and their beautiful grounds, which are our home for the next few weeks. Be polite to the Porters, and catering/conference services staff. Please appreciate that the College is a historical building and therefore the accommodation may not be quite what you are accustomed to. Rooms will vary considerably in size, and amenities; this is typical of university living in England and you are likely to encounter similar circumstances as a college student. Please report any maintenance problems or concerns to the main program office in college or to your corridor supervisor.

Safety & Security

Program rules are in place to ensure your safety. These will be made clear to you at your first orientation meeting. Please pay particular attention when crossing the road – remember that in England traffic runs on the left, not on the right as you may be used to and there are many cyclists as well as cars in Cambridge town centre. Please also lock your rooms and windows whenever you are not occupying them and also at night, to ensure your own safety and the security of your possessions. Do not lose your key - replacement keys incur a charge of approx. £50. ***Do not lock your key in your room – if you do so, you will need to report it to the Porters' Lodge at your college & collect a spare.***

Orientation & Homesickness

It is natural that you may take time to settle into the program as everything is new and there is lots to remember and many people to meet. Please remember that it is also new to everyone else. Do try to get involved in all activities run by Reach Cambridge as this is a great way to get to know other students better and feel more involved in the program. Our program orientation includes a number of meetings and activities designed to introduce you to the program, the Colleges and the city of Cambridge.

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Participation in all orientation meetings and activities is essential. There will be plenty of time to explore Cambridge with your friends and to enjoy the surroundings and facilities that the Colleges have to offer once the orientation period is over.

Covid-19

The health and safety of our staff and students is and always will be our number one priority. The UK government has removed all remaining domestic restrictions in England, however there are still steps we can all take to reduce the risk of catching and spreading COVID-19, such as ensuring inside areas are well ventilated whenever possible. Mask-wearing is no longer mandatory and is now personal preference so please do what makes you feel comfortable.

If you are ever unsure or feel unwell, please do not hesitate to contact our senior staff or your corridor supervisor. Current guidance is that people who are unwell and have a high temperature should avoid contact with other people and should return when they no longer have a high temperature and feel well enough to attend. Children and adults are no longer expected to take a PCR test if they have Covid symptoms, but in the event that a student does have a positive Covid test, the guidance is that they should avoid contact with other people for 3 days, which is when they are most infectious. This starts from the day after they did the test. This is different to the guidance for adults, which is to avoid contact with others for 5 days. This is because children tend to be infectious for less time than adults. Close contacts should continue to attend school/work as normal unless they show symptoms.

Academic Subject Courses

Our Director of Curriculum will be talking you through the course structure in the welcome talk in more detail. If you are ever unsure or unhappy with any part of the course, please speak to the Director of Curriculum directly – they also love to hear about which parts of the course you most enjoyed!

Most courses will have more than one teacher in order to ensure you are constantly engaged by different teaching styles and modes of delivery. As with your own high school, you may find that you respond better to some teachers than others but there will always be something to learn in each course and all teachers are specialists in their field.

In order to prepare you for university, there will be a combination of different teaching styles and delivery throughout the program – lectures, workshops, group discussion and presentations will all be incorporated into many of the lessons. In addition, there will be plenty of opportunity for interdisciplinary learning, helping students to understand how different subjects interact with one another and the value of an interdisciplinary approach.

What to do if you are ever unhappy with any aspect of the program

We hope that you have nothing but positive experiences throughout your time here with us. If, however, you do ever have any concerns, about anything such as courses, rooming, activities, other staff or students, please speak to your corridor supervisor or a member of the Reach senior staff team

as soon as possible. This will allow us to discuss and rectify an issue much faster and more efficiently than if we need to call or email parents who may be abroad or unavailable during the day or night.

Our Reach senior team are very experienced and are always happy to help; talking to them about any concerns is part of preparing for the independence and self-sufficiency of life as a university student.

And finally...

We hope that you enjoy all of your classes and the activities offered by Reach Cambridge, in addition to the beautiful city of Cambridge. Please let us know if there are any additional activities you'd like to see organised, or if there is any way we can improve your Reach Cambridge experience.

For Your Wellbeing 😊

The health, safety and protection of our students is our main priority at Reach Cambridge. Reach Cambridge fully recognises its responsibilities for Child Protection. Our staff have had training to prepare them for their roles on this program and have been given a staff handbook which includes all of our policies and guidelines.

The Senior Leadership Team will be responsible for overseeing the well-being of the students at Reach Cambridge. Feel free to talk to us at any time. And more specifically, if you have a grievance with a particular student or member of staff, please inform the Program Directors immediately. Our phone numbers are on the Emergency Card you will be given on your first day, or you can reach us at the offices in the Colleges.

The welfare team will be there to deal with specific medical needs (e.g. allergies) and any illness during the course. Please speak to them, or your corridor supervisor, if you have any medical or welfare issues you would like to discuss.

You will also be assigned to a corridor with several other students and a corridor supervisor who will live on your corridor with you. They will be directly in charge of your corridor of students on a daily basis. Supervisor-student relationships will become an important part of your time here at Reach Cambridge and will help you feel more at home and cared for during the course. Your supervisor will be able to interact with you in a more relaxed and sociable atmosphere.

The most important thing is to stay safe, stay healthy and for you to learn and have fun. After long flights and substantial time-differences it can be quite easy to get run down; we have some helpful tips to keep you in top shape:

- Make sure you keep hydrated! Remember: the tap water in the UK is perfectly safe and healthy to drink. We highly recommend that you bring a refillable water bottle.
- Feeling tired? Make sure you get enough sleep – it can be tempting to stay up late catching up with friends back home on a computer or telephone, but it's very important to get enough sleep.
- Maintain good hygiene. Wash and dry your hands after you go to the toilet, and cover your mouth when you sneeze or cough. You'll be looking after yourself as well as people around you!
- Make sure you listen carefully to the welcome talk. The Health & Safety points are especially important - do ask a member of staff if anything is unclear.
- Road safety. Ensure you look both ways before crossing the road and use all level crossings where provided. Beware of bikes in Cambridge!
- Fire Evacuation. Please read the fire evacuation information in your teaching space and in your bedrooms to make sure you know what to do in the unlikely event of a fire.
- First Aid. The Reach Team is here to look after you – please let us know if you feel unwell or are injured.

Fancy a chat?

Come and talk to us at anytime – you will be introduced to all key Reach Cambridge staff involved in the program during the welcome talk on the first day, including those staying onsite with you during the program.

Rules & Regulations in relation to your conduct during the program: “With Freedom comes Responsibility”

Rules & Regulations in relation to your conduct during the program. These rules and regulations form a part of the terms and conditions of the agreement.

1. No alcohol or drugs
2. Respect the whole community
3. Going into town: i) In pairs ii) With emergency card iii) Sign in & out
4. By curfew you must be back on your corridor for sign-in
5. Attendance to classes, lectures and any designated activities are mandatory

Introduction

The safety and welfare of our students is our highest priority. All Reach Cambridge students are offered exceptional opportunities and freedoms to flourish. However, with these freedoms come responsibilities. If Reach Cambridge determines that you have broken any of these rules and regulations, or have compromised the safety of yourself or anyone else on the program, you may be sent home immediately without refund. All rules and regulations will be strictly enforced.

Students must sign a declaration form agreeing to adhere to the rules & regulations (which are shared electronically) prior to arrival in Cambridge. There is also a reminder of the key rules during the Welcome Talk. Students are responsible for ensuring they are familiar with all rules and regulations.

1. Probation

Where appropriate following an incidence of rule breaking or suspected rule breaking, a student may be placed on probation, and parents will be informed as soon as possible. During this period, any further breaches of the rules and regulations is likely to result in immediate repatriation without refund.

2. Dismissal from the program in accordance with Clause B(17) of Terms & Conditions

“We reserve the right to dismiss any student found in breach of Reach Cambridge’s rules and regulations. Should a student violate any of these rules, Reach Cambridge has the right to dismiss or exclude the student from the program and, in serious cases, repatriate that student at the student’s own expense, in any case, without refund of any of the program fee. The seriousness of any breach includes consideration of repeated breaches, the cumulative effect of which is to make the student’s continued participation in the program untenable.

In any such cases of repatriation, the student will be removed from the program immediately. If a flight is not available imminently, the student will be placed in a suitable public venue/space outside of the campus, or alternative overnight accommodation will be arranged where necessary. The student will be supervised accordingly. It is the responsibility of the student and parent or guardian to cover all costs associated with the student’s immediate removal from the program.

Students who have been dismissed from the program will not normally be permitted to join a future program, though this decision remains in the sole discretion of Reach Cambridge.”

3. Breaking the law

All Reach Cambridge students are expected to obey the law. If any student breaks a law or is suspected of doing so, they shall be disciplined accordingly. This can include being repatriated immediately, without a refund.

4. Alcohol, Drugs & Smoking

Reach Cambridge has a zero tolerance policy with regards the use of alcohol or drugs. The following actions are likely to result in the student (regardless of age) being sent home without a refund: the drinking, consumption or possession of alcohol; the purchase of alcohol or distribution or attempted distribution or sale of alcohol; having bottles containing alcohol or which have contained alcohol in their possession, not limited to the individual's person, their bag or dorm. The same applies to the possession, distribution, sale or attempted distribution or sale of illegal drugs.

Reach Cambridge is entitled to draw conclusions as to whether a student has consumed alcohol based on a reasonable belief. Reach Cambridge does not carry out alcohol breath testing to ascertain whether a student has consumed alcohol, and is under no obligation to do so.

In the UK cigarettes cannot be sold to young people under the age of 18. Smoking is prohibited anywhere on campus except in specified areas and it is absolutely prohibited on program vehicles. For anywhere else off campus, be considerate and remember that smoking inside public places is against the law. Students who have not indicated on their application that they are a smoker will have their parents informed if they are found to be smoking, in possession of cigarettes, or attempting to obtain cigarettes.

5. Participation

All Reach Cambridge students are expected to attend all classes and placements, complete all projects and assignments on time and check-in at curfew every night. There will also be a number of compulsory program meetings. Not all activities are compulsory – students will be informed throughout the program if there is an obligation to attend. There are excursions throughout the course and at weekends – attendance is compulsory. If students are found to be using their allocated free time inappropriately, their independence in choosing how to spend free time shall be revoked.

6. Class Attendance

Students are expected to arrive punctually to class and to have a full class attendance record for the duration of the program. This also applies to evening lectures and any other activities or events that Reach Cambridge deems compulsory. Persistent offenders will have their parents notified and in extreme cases, they will be sent home without refund.

7. Illness

Students must inform a member of staff immediately in the event of illness. Where necessary, students who are absent from class for more than one day due to illness will be required to attend an appointment with a General Practitioner at the local doctors' surgery.

8. Respect for the community

All Reach Cambridge students are expected to respect the rights of all members of the community. This includes other Reach Cambridge students and staff, the staff of the College and University and the wider Cambridge community as a whole, as well as the College and University buildings and facilities. All Reach Cambridge staff are entitled to equal respect, irrespective of their role, and any disrespectful or inappropriate behaviour towards them will result in reprimand, and may lead to repatriation without refund.

9. Appropriate Behaviour

Respect for the international nature of the program is vital. Anti-social behaviour includes bullying, racism, lying, theft, physical or verbal harassment and physical or verbal assault. Any kind of anti-social behaviour can result in a denial of privileges, early curfews, or contact with parents for support. Whether behaviour is deemed to be anti-social remains solely the discretion of Reach Cambridge. Repeated anti-social behaviour can result in repatriation without refund.

In particular, Reach Cambridge has a zero tolerance policy with regards to bullying and fighting, and students who are involved in this behaviour will be sent home immediately and without a refund. All students are under an obligation to report any anti-social behaviour to a member of staff, whether that behaviour is in relation to another student or a member of staff.

Any student who engages in sexual relations with other Reach Cambridge students or anyone else outside the program will have their parents informed immediately and could be sent home without refund. Inappropriate displays of affection are unacceptable and will be faced with reprimand.

10. Personal Space & Possessions

Students are responsible for their own possessions and must ensure they take care of them throughout the program. Students must ensure when leaving their rooms that the doors to their room are locked, and all windows are closed. Reach Cambridge cannot take responsibility for the loss or theft of personal belongings. Students are responsible for ensuring they have all their belongings upon departure from the program. Should any belongings be left behind, Reach Cambridge may agree to return items by post. Please note that students/parents are liable to cover the cost of postage.

Where appropriate, if a student is suspected of being in breach of any of the rules and regulations as set out in this document, Reach Cambridge reserves the right to conduct bag searches and room searches in the presence of an independent third party. This applies equally to searches conducted outside the student's room.

11. Personal Responsibility

- a. **In general** – A significant component of Reach Cambridge programs is that students are afforded certain responsibilities and freedoms. Parents and students must recognise that Reach Cambridge staff cannot supervise students at all times. When students choose to spend time independently, they must take responsibility for their decisions.

- b. **Dress** – Students are expected to dress in accordance with the academic nature of their environment and in a manner appropriate for academic and social functions on campus.
- c. **Sports Activities** – All sports activities must take place in compliance with college rules, including fixed hours of activity. It is also a requirement for those wishing to participate in sports activities, including football, that students dress appropriately and have the appropriate footwear, without which students may not participate.
- d. **Mobile phones and other electronic devices** – Every student must ensure they have a functioning mobile phone which works in the UK. Students are required to provide their mobile number (foreign and/or UK number) and be contactable throughout the program. Use of mobile phones during class and lectures organised by Reach Cambridge is prohibited. The inappropriate use of mobile phones or other electronic or media devices (including sending/distributing inappropriate images) is strictly prohibited. Where appropriate, mobile phones and/or other electronic devices may be confiscated for a period of time not exceeding the duration of the course. All students have access to computers and an emergency phone in the Reach Cambridge Office should they require these.
- e. **City centre and walking to class** – Students are given plenty of free time to explore Cambridge city centre. There will be geographical area limits set out at the start of the program and students are expected to keep within those boundaries. Students will be informed when supervision is provided for getting to lessons and/or activities.
- f. **Travel** – Students may not drive a car while on the program, nor may they ride in a motor vehicle unless arranged by Reach Cambridge or with the authority of Reach Cambridge staff. Students must wear a seatbelt – it is a legal requirement. Students are not permitted to hire or ride a bike whilst in Cambridge.
- g. **Tattooing/Piercing** – Reach Cambridge students may not, for health and safety reasons, obtain a tattoo or piercing while on the program.
- h. **Dangerous items** – It is forbidden for students to possess or purchase any item that is deemed to be a danger to themselves or others. These include knives, fireworks or any other flammable items such as candles
- i. **Medication** – In the absence of alternative arrangements agreed prior to arrival, students are responsible for their own medication and must take care to properly store any such medication.

12. The Campus

- a. **Accommodation** – All floors or staircases on campus are single sex. Access to these floors and staircases is restricted, at certain times, to those students who live in the dormitory. There are many common areas in which students are welcome to visit one another. Appropriate behaviour and conduct is expected of students at all times. Fixtures and fittings (including beds and mattresses) must not be moved, damaged or in any way interfered with. Any costs relating to this will be passed on to the student.

- b. **Colleges** – Students must remain respectful of their environment, including avoiding excessive noise and disruption. Littering will not be tolerated. All common areas and bedrooms must be kept clean and tidy.
- c. **Signing in/out** – During their free time, students are required to sign out of college when leaving campus, and sign in again either upon their return to that college, or arrival in a different college. Students must, as a minimum, remain in pairs when off campus. Signing in/out books will usually be placed in the Reach Cambridge on-campus Office.
- d. **Emergency Cards and Lanyards** – All students will be issued with an emergency contact card and lanyard upon arrival to the program. This lanyard, complete with emergency card, must be worn at all times throughout the program, without exception.
- e. **Fire Regulations** – Students will follow all fire and safety regulations as instructed. Students will not tamper with fire safety equipment, including fire extinguishers, fire alarms and smoke detectors. Candles are strictly forbidden on campus.
- f. **IT Facilities** – Where appropriate, students using College IT facilities will be bound by the College codes of practice for internet and email use. The student shall indemnify Reach Cambridge against loss and damage arising from the student's misuse the network.
- g. **Curfew** – Curfews are clearly defined and students are expected to check-in at these specified times, regardless of age. After curfew, students are forbidden from leaving campus.
- h. **Visitors** – All visitors, including parents and guardians, must seek permission of senior staff if they wish to access the campus outside of arrival and departure days and are asked to sign-in and sign-out at the program office. Students must ensure that their visitors abide by all program rules and must remain within the common areas.
- i. **Safety** – Students are not permitted to sit on windowsills or rooftops, or to jump or climb in and out of windows. Students are also forbidden from dropping, pouring, or throwing objects or materials out of windows or off rooftops.

12. Permission to leave the program - EXEATS

Students may leave the program with the agreement of Reach Cambridge senior staff and the permission of their parent/guardian in order to visit a family friend or relative who is an adult over 25 years old. Students are released from the care of Reach Cambridge during the Exeat period, and Reach Cambridge can accept no responsibility for students during that time. Permission must be received in writing at least 48 hours before the trip and must specify the name, address and contact number of the friend or relative. Travel must not conflict with academic classes or required placements. Where permission is not received 48 hours in advance, Reach Cambridge reserves the right to withhold permission to leave the program. Any designated person may be required to provide relevant ID such as a passport. Outside of exceptional circumstances relating to illness, students may not remain on campus during excursions.

E-Policy for use of mobile phones, tablets & social media

Appendix: Acceptable use agreement for pupils

Acceptable use agreement

You must obey the following rules if you bring your mobile phone to summer school:

1. You may not use your mobile phone during lessons, unless the teacher specifically allows you to.
2. Phones must be switched off (not just put on 'silent') during lessons.
3. You may not use your mobile phone in the toilets or changing rooms. This is to protect the privacy and welfare of other pupils.
4. You cannot take photos or recordings (either video or audio) of summer school staff or other pupils without their consent.
5. Avoid sharing your contact details with people you don't know, and don't share other people's contact details without their consent.
6. Don't share your phone's passwords or access codes with anyone else.
7. Don't use your mobile phone to bully, intimidate or harass anyone. This includes bullying, harassing or intimidating pupils or staff via:
 - a. Email
 - b. Text/messaging app
 - c. Social media
8. Don't use your phone to send or receive anything that may be criminal. For instance, by sending nudes.
9. Rules on bullying, harassment, and intimidation apply to how you use your mobile phone even when you aren't in summer school.
10. Don't use vulgar, obscene or derogatory language while on the phone or when using social media. This language is not permitted under the summer school's behaviour policy.
11. Don't use your phone to view or share pornography or other harmful content.
12. You must comply with a request by a member of staff to switch off, or turn over, a phone. Refusal to comply is a breach of the summer school's behaviour policy and will be dealt with accordingly.

Student Complaints Procedure

Staff Responsible: Managing Director

Reach Cambridge is committed to providing a quality service to all those who apply to our programs. One of the ways in which we continuously try to improve our service is through listening and responding to the views of all those who apply and partake in our programs. We reply to all complaints, and will always aim to put right any mistakes.

Reach Cambridge aims to resolve complaints promptly and professionally. Where concerns cannot be resolved informally (by contacting the relevant Program Director directly or another senior member of the team via email or telephone), our formal complaints procedure should be followed:

1. Where it is not possible to resolve a complaint informally (by contacting the relevant Program Director directly or another senior member of the team via email or telephone), you should write to us via

email at: complaints@reachcambridge.com.

a. In your message, you should include the following:

- i. The details of your complaint.
- ii. The remedy you are seeking.

2. Receipt of your complaint will be acknowledged within 5 working days. You should get a response to your complaint within 15 working days.

a. Please note that whilst we aim to deal with complaints as promptly as possible, it may take us longer to respond to complaints received during ongoing programs, as we continue to ensure the smooth running of the program. The abovementioned time frames, however, will be respected regardless of when a complaint is received.

3. We aim to resolve complaints as quickly as possible, but in the event that more information or investigation is needed, we will keep you informed of the progress of your complaint and let you know when you can expect a response.

4. We will investigate and respond to anonymous complaints.

5. All complaints will be dealt with by a member of Reach Cambridge staff with sufficient seniority to resolve the issues.