

BT3: Guidelines for Group Leaders



The role of visiting staff whilst at Bendrigg

We look forward to welcoming you and your group to Bendrigg. Whilst we will be providing a fully staffed programme of activities throughout your stay, the success of the course depends on the co-ordination between yourself and our staff, and an understanding of the different roles we each undertake during a residential. To facilitate this, we have prepared the following guidelines to explain your role more clearly, giving you added confidence and enabling your group to achieve as much as possible. We hope you will find this helpful.

Each group visiting Bendrigg has different objectives and needs; consequently, some of the information below may not be applicable to you. However, if you have any concerns, do not hesitate to contact us.

Preparation

- Use the Group Leader Checklist (BT2) to make sure you have completed everything required within the time frame.
- Use the Guest Information leaflet (BT4) to make sure your group knows what is expected and what they need to bring.
- Ensure all medical and consent forms (BT5 or Online Jot Form) have been returned to us along with the group summary sheet (BT6) **4 weeks before your visit.**
- Make sure the programme meets your objectives.
- Inform us of your expected times of arrival and departure, numbers and room allocation, specific diets and any other relevant details.
- Try to motivate the group to expect a challenging and rewarding time.

On arrival

- Please be aware we will need to brief you and your group at the beginning of the course.
- Our tutors will ask you to complete a fire sheet for you accommodation.
- Take time to familiarise yourself with the Centre.
- Introduce yourself to other groups who may be sharing the Centre.
- Ensure you have the overnight duty mobile phone number (07974 797551) in case of emergency

During the course

- Inform the course tutor about any worries you may have as they arise.
- Help and encourage group members with activities and domestic tasks.
- You have a 'duty of care' and will be responsible for the pastoral and medical care of your group members at all times.
- Maintain reasonable discipline and behaviour among group members.

On Departure

- Complete an evaluation form (BT7) to inform us of ways we could improve future courses.
- Contribute to a course debrief with the group and our staff.
- Leave all rooms clean and tidy, with all linen removed, ready for the next group.
- Ensure all our outdoor equipment has been returned to our stores and is clean.
- Ensure no one has left any items of personal kit or clothing.
- Contact the office if you wish to enquire about booking a future break.

Follow up

- Encourage group members to review their experiences.
- Review your own experience of the residential and its success.
- You can keep up to date with our latest news on our social media pages @bendriggtrust.

We hope that this information will be helpful to you and will lead to a smooth running and successful course with appropriate and relevant outcomes for your group. If you have any problems or queries about any aspect of your course, do not hesitate to contact us. We look forward to meeting you and your group.