



Student Guide 2026

EMERGENCY PHONE NUMBER

+447749096168

Available 24 hours a day, 7 days a week



Welcome to Buckswood Overseas Summer School (BOSS)

This Student Guide is designed to help you get the most out of your stay with us here at Buckswood. The information you read will help you to enjoy your stay and make sure that you are safe and have great fun while with us!

What to Bring

Although you probably want to bring many things, remember that the lighter you travel, the happier you will be and the easier it will be!

We recommend that you bring:

- Normal clothes – whatever you wear in your day-to-day lives
- Sports clothes – for whatever sports you are interested in. We will be offering a lot of sports
- Nice clothes – for discos!
- Swimming costume – we have a pool and may visit the beach. Not at Easter though!
- Toiletries and towel – to wash!
- Pyjamas/relaxing clothes – to sleep and relax!
- A waterproof coat – in case it rains!
- For our Spring Course – warm clothes, warm coat, hat, scarf, gloves, waterproofs
- An alarm clock
- A dictionary

Please also have a look at our Activity and Excursion Programme to get an idea of what to bring!

All course materials are provided but we advise you to bring pens, pencils and a dictionary.

Arrival Day

When you arrive at Buckswood, you will be greeted by the Summer School Director, the Director of Studies and your House Tutor who will take any money and valuables which you would like us to take care of for you. You will then be given your cap, wristband and drink bottle before completing a set of arrival tasks!

Some of these arrival tasks include:

- Have something to eat or drink. You have had a long journey; you must be hungry or thirsty!
- Take the test. You must take your English test so we know what level you are. The test is not difficult and is not something that you should worry about!
- Find a friend who cannot speak your language. Your first day is the perfect opportunity to find a friend who cannot speak your language. Usually Sundays are quiet at BOSS as all of the existing

students will be on an excursion – so take this time to meet other new students who have just arrived and to familiarise yourself with the campus while it is quiet!

- Take the BOSS Campus Tour. Ask in the Welcome Room what time the next tour is. Tours usually take place every hour, on the hour, and start in the courtyard.
- Make a sign for your bedroom door. Everyone must have their name on their door and points will be given for the best one. Don't just write your name – draw some pictures that let people know who you are, where you're from and what your hobbies are!
- Unpack. When you have been shown to your room, it is important that you unpack and make yourself at home and start as you mean to go on. Your House Tutor and the Summer School Director will check your room every day to make sure that it is clean and tidy. If it is and if it is the best, then you will win house points for you and your housemates!

Once you have unpacked and made yourself at home, we understand that you may be tired and would like to rest after your long journey. However, once you have completed all of the welcome tasks, we recommend that you get involved in one of the activities that is going on around the campus. It is important that you try and get your mind and body used to the time difference here in England and although you may wake up very early or feel tired for the first few days, you will soon become English and get used to English time!

Our House System

Your house is not only your home – it is your family, your team, your gang. Your housemates are your new brothers or sisters and your House Tutor and Assistant House Tutor are your big brothers or sisters. Together, you are all responsible for proving that you are the best, and you can do this by impressing your Summer School Director as much as possible to win house points!

You can win house points by:

- Having the best bedroom – the cleanest and the tidiest
- Having the best house – all housemates have their names on their doors and your house is tidy with lots of decorations
- Impressing us during room inspections – Ok, so your room is clean and tidy and your house looks great. Maybe another house also looks great, so you need to have a house meeting about how you can impress your Summer School Director. Some houses might write and sing their own house song, and some houses might dance!
- Winning the house game in morning assembly
- Winning competitions during afternoon and evening activities
- Being the first house at excursion meetings

While these are ways to win house points, it is just as easy to lose house points! You may lose house points by:

- Having a messy room for two days in a row
- Being late to assembly, class and for activities and excursions
- Speaking your own language and not speaking English

You must remember that if you lose house points, you are not only affecting yourself but also all of your housemates! I don't think that they will be too happy with that!

Every Friday, we will announce which house has won the most house points and you and your housemates can choose a prize! Anything you want. Within reason of course!

Your Roommate

When you arrive at BOSS, you may find that you are sharing a room with someone that you do not yet know. If you do not know your roommate this is because your parents want you to make new friends with people from other countries and to practise your English. Please do not ask to change rooms so that you can be with someone from your country. It is not possible. Each year we see best friends made and after a day or two, you and your roommate will also be best friends. Students who share a room with a new friend from a different country have the best time and really improve their English!

Your Staff

There are a number of people available for you to speak to during your time at BOSS. These people are:

- Your House Tutor – each house has a House Tutor and if you need anything your House Tutor is there for you. Your House Tutor is responsible for you, your housemates and your house. He/she is your big brother or sister and is here to ensure that you have an amazing time.
- Your Teacher – your teacher does not only teach you English, they will also be involved in activities and excursions so you will see them a lot! Your Teacher is responsible for your class and maybe even your group on excursions!
- Your Head of Activities and Excursions – all of your activities and excursions are arranged and organised by your Head of Activities and Excursions. Your Head of Activities and Excursions is responsible for making sure that you have a lot of fun and is looking forward to having a great time with you.
- Your Director of Studies or Senior Teacher – if you have any problems in class, your Director of Studies or Senior Teacher is here to help. She is responsible for all of the teachers and for making sure that you are learning English.
- Your Summer School Director or Summer School Coordinator – everywhere you look you will see your Summer School Director and Summer School Coordinator, who will usually be smiling and having a great time. They are responsible for the day-to-day running of our school.

Your First Day

In the morning on your first day, your House Tutor will wake you up at 07:45. You then have 15 minutes to get ready and prepare your room for room inspection. During room inspections, the Summer School Director will visit your house to wish you a good morning and to check that your room and house is nice. He will want to see that your bed is made, your clothes are in the wardrobe and your floor is clear.

Remember that the Summer School Director will be giving house points to the students with the best rooms and to the best overall house, so this is the time for you and your housemates to impress him and prove that your house is the best. Your Summer School Director particularly likes singing (and food!) so if your house sings the loudest, you may well win the points for the day! Once your house is ready, it's time to go for breakfast!

After breakfast, there will be an assembly in the Sports Hall at 09:00 with all staff and students so that we can have some fun and tell you any important information. After the assembly at 09:30, your English lessons will begin!

Assembly

On Monday, Tuesday, Thursday, Friday and Saturday mornings at 09:00 we will have an assembly. All students, House Tutors and the Summer School Director attend the Assembly. If you arrive at assembly after the 09:00 bell, you may be punished so please be on time, every time! You must arrive at assembly with everything that you need for your classes – water bottle, diary, pen, etc. – as you will go straight to class after assembly.

In Assembly, your Summer School Director will provide you with all of the important information that you must know about the day ahead. He will also tell you who won the house points from the previous day's activities and which house is winning so far that week. After you have been given any important information about the day ahead, it's time to have some fun as you will be involved in an exciting house game with your housemates to improve your teamwork, your leadership skills and to increase your energy levels ready for class!

Classes

Your class starts at 09:30 (14:00 on Mondays). Please make sure that you have everything that you need, and please do not be late. If you are late, your classmates will have to wait for you as your teacher will not be able to start the class until you arrive.

This is a great chance for you to learn English so please try to speak English as much as possible in class. We want your lessons to be lively, interactive and enjoyable so please come to class with energy and enthusiasm just like your teacher. If you find your class too easy or too difficult, please talk to your teacher who will talk with the Director of Studies.

Activities and Excursions

Like everything else, please do not be late for your activities and excursions. Check the information boards and screens regularly and listen to your staff. Your Summer School Director will also tell you in morning assembly what the activities or excursions are, what time they are, where the meeting point is, what you should wear and what you should bring – so there is no reason why you shouldn't be on time and prepared.

On excursions, it is important to know who your member of staff is and to always listen to them. It is also important to always wear your wristband and BOSS t-shirt. We maintain careful staff-to-student ratios on all excursions so there is always a named member of staff responsible for you and your group at all times.

Do not get on your bus until your member of staff has told you to do so. When getting onto the bus, please make a nice queue at the door and give your name to your member of staff before boarding. Once on the bus, put your seatbelt on and please do not get off again. Always remember to put your seatbelt on and sit properly in your seat. If you are seen to not be wearing your seatbelt or not sitting properly in your chair, the bus will stop and house points will be taken away from you. Don't think it is cool to not wear a seatbelt – it is not.

When you arrive at your destination, do not stand up until your member of staff has called your name. When your name has been called, you may leave the bus and collect your packed lunch. Do not eat your packed lunch straight away as we will arrange a nice place to stop during your trip.

Weather

The weather here in England can change very quickly so always be prepared! On excursions, always put a raincoat in your bag in case it rains and always put some sun cream in in case it is sunny! We also suggest that you fill your drink bottle and put it in your bag. Here in England it is safe to drink water from taps. Basically, be prepared for hot sun, cold wind and rain all in the same day!

Meals

	Breakfast	Break	Lunch	Break	Dinner	Hot Chocolate
Time	08:00	11:00	13:00	17:00	18:30 (20:00 Wed & Sun)	21:30
Where?	Dining Room	Courtyard	Dining Room	Courtyard	Dining Room	Courtyard

Here in England, the food may be different to what you are used to or what you eat in your own country, but don't worry as we always have a number of choices available. We do however recommend that you try all food as it is delicious and you may discover something new. If there is something you don't like,

please tell us. Do not be silent.

Please make sure that you are wearing your BOSS wristband at all times and show it when entering the Dining Room. Your wristband is very important as it contains the emergency contact telephone number.

Finally, always remember to clear your table at the end of your meal and speak to your staff for details about the afternoon/evening activities or excursions.

The Timetable

Monday

Time	Activity
07:45	Wake Up
08:00	Room Inspection
08:00	Breakfast (served until 08:45) in the Dining Room
09:00	Morning Assembly in the Sports Hall
09:30	Activity Session 1
11:00	Break Time in the Courtyard
11:30	Activity Session 2
13:00	Lunch Time (served until 13:45) in the Dining Room
14:00	English Lessons
15:30	Break Time
16:00	English Lessons
17:30	Break Time
18:00	Leadership Training
19:00	Dinner Time (served until 19:45)
20:00	Activities Meeting
21:30	Hot Chocolate Time in the Courtyard
22:00	House Meeting
22:30	Lights Out

Tuesday and Saturday

Time	Activity
07:45	Wake Up
08:00	Room Inspection
08:00	Breakfast (served until 08:45) in the Dining Room
09:00	Morning Assembly in the Sports Hall
09:30	English Lessons
11:00	Break Time in the Courtyard
11:30	English Lessons
13:00	Lunch Time (served until 13:30) in the Dining Room
13:45	Excursion Meeting
18:00	Free Time
19:00	Dinner Time (served until 19:45)
20:00	Activities Meeting
21:30	Hot Chocolate Time in the Courtyard
22:00	House Meeting
22:30	Lights Out

Wednesday and Sunday

Time	Activity
07:00	Wake Up
07:15	Breakfast (served until 08:00) in the Dining Room
08:15	Excursion Meeting
20:00	Dinner Time (served until 20:45)
21:00	Activities Meeting
21:30	Hot Chocolate Time in the Courtyard
22:00	House Meeting
22:30	Lights Out

Thursday and Friday

Time	Activity
07:45	Wake Up
08:00	Room Inspection
08:00	Breakfast (served until 08:45) in the Dining Room
09:00	Morning Assembly in the Sports Hall
09:30	English Lessons
11:00	Break Time in the Courtyard
11:30	English Lessons
13:00	Lunch Time (served until 13:45) in the Dining Room
14:00	English Lessons
15:00	Break Time (16:00 on Thursdays)
15:30	Activities/Excursion Meeting (16:30 on Thursdays)
17:00	Break Time
17:15	Activities Continue
19:00	Dinner Time (served until 19:45)
20:00	Activities Meeting
21:30	Hot Chocolate Time in the Courtyard
22:00	House Meeting
22:30	Lights Out

Please always be on time for meetings, classes and activities. You will be informed of the timetable by your Summer School Director each morning in Assembly, by your Teacher in class, by your House Tutor in your house meeting and there are information posters all around the school. Therefore, there is no reason why you should be late.

Free Time

At certain times throughout your stay you will have free time. During free time we advise you to prepare for activities or excursions, for dinner or for bed depending on the time of day. During free time there will always be members of staff around to help you, to talk to or to have fun with. You will also have access to Wi-Fi and our computer rooms during free time so that you can keep in touch with your friends and family back home.

House Time

At 22:00 you must be in your house ready for your House Meeting. Your House Meeting is an opportunity for you to tell your House Tutor anything – things you are happy with, things that you are not happy with, or things that you would like to see or do. It could even be a time for you and your housemates to make some plans about how to win more house points! Please do not be quiet in your House Meeting.

Lights Out

Once the House Meeting is finished, and once your room and house is ready for morning inspection, it is time for bed. When it is time for bed, you must respect your roommate and housemates by being quiet and switching off your light. Please bear in mind that you may not feel tired but everyone else might, so maybe read quietly in your bed until you fall asleep.

Once the lights are all out, your House Tutor will set the alarms on the doors to your house for security, so that no one can come in and of course so no one can go out. When the alarms are set, your House Tutor will then patrol your house until everybody is silently sleeping.

After lights out, please do not leave your room again until the morning. If you leave your room after lights out or are in other people's rooms, you may lose house points and miss excursions or other fun activities. At BOSS we ask all students to be responsible and respect others.

Not Feeling Well?

If you are not feeling well, it is very important that you tell a member of staff as soon as possible so that we can help you. If you are not feeling well during the night, don't worry – knock on your House Tutor's door and they will help you. If you cannot leave your room, call the 24-hour emergency number on your wristband and someone will come to you immediately.

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Life at BOSS

The Courtyard

The Courtyard is the centre of the Summer School where you spend your break times. The Courtyard is open during breaktimes and you will always find a member of staff on duty who will be ready to help you with whatever you need.

You can also borrow games and sports equipment from the Courtyard to use during your free time, providing a member of staff is available to supervise. To borrow equipment, you must leave a deposit such as your mobile phone, which will be given back to you when you return the equipment. Also, if we have got your mobile phone, it is impossible to lose while you are having fun!

Internet Access and Online Safety

We have Wi-Fi all around our campus but this can only be used at certain times throughout the day. You will be able to connect to the internet from 08:00 to 09:00, 12:45 to 13:45, 19:00 to 20:00 and 21:30 to 22:30. We also suggest that if your parents would like to call you, they call between these times.

When using the internet at BOSS, you must follow these important rules:

- Only use the internet for suitable, age-appropriate activities
- Never share personal information – such as your address, phone number or school – with people you meet online
- Never arrange to meet someone you have only spoken to online
- Do not post unkind, offensive or embarrassing content about other students or staff on social media
- Do not use the internet to access or share inappropriate, illegal or harmful content
- If you see something online that upsets or worries you, tell a member of staff immediately

Misuse of the internet – including cyberbullying or accessing inappropriate content – is treated as a serious offence and may result in a warning or loss of internet access. Your online behaviour reflects on you, your family and BOSS, so please be responsible and kind online just as you would be in person.

Pocket Money

When you arrive at BOSS, we will take your pocket money from you and keep it safe. You do not need money when we are at school but may want to take a little when we have excursions to buy souvenirs. Your pocket money will be kept by your House Tutor and you may take your pocket money during your House Meeting on Monday and Friday nights.

Laundry

Laundry day is once a week and on laundry day you are asked to put your laundry and your bed sheets into bags and take them to the launderette yourself. You will then collect your laundry later in the day and again, check it with a member of staff to make sure everything is there. You will know when it is your laundry day as your House Tutor will remind you the night before and in the morning.

Culture and Religion

All members of staff and students at BOSS are from different countries and backgrounds. Please respect the differences we have and use your time to mix with different students to find out more about life and culture outside your own country. This is a great opportunity for you and friendships can continue long after the summer school ends.

If you wish to pray or attend mass, please speak to your Summer School Director to find out where you can go.

Dealing with Problems

Hopefully there won't be any problems but if you do have a problem, you must tell a member of staff as soon as possible. Your welfare is very, very important to us and we want you to have an amazing time while you are here. There will always be staff around you and we are more than happy to help you. Speak to us at any time with any problem.

Talk, Talk, Talk, Talk, Talk, Talk and Talk

Please, please, please, please talk to us. That is why we are here. Do not feel like there is anything you cannot tell us. If you want to play football – tell us. If you want to go horse riding – tell us. If you do not feel well – tell us. If you do not like the food – tell us. If you find your class too difficult or too easy – tell us. If you feel homesick – tell us. If your room is too cold or too hot – tell us. If you need a towel – tell us. Or if you have lost something – tell us.

Please don't wait until you have gone home and then tell your parents that you didn't like something – it will be too late. The sooner you tell us about something, the sooner we can do something about it. Do not worry if you're still trying to learn English, we will still be able to help you.

If you don't tell us about something, we won't know!

Complaints Procedure

It is important to us that we provide our students with the best possible courses, accommodation and service. Occasionally, you may have a problem, comment or complaint for us. If this is the case, we ask that you speak to us immediately – we will take any comment you have seriously and act quickly to solve any problems or issues that you may have.

If you do have any comments or complaints, please follow the procedure below:

- For comments on academic issues, speak to the Director of Studies or Senior Teacher
- For comments on accommodation or any other issues, speak to the Summer School Director or Summer School Coordinator
- For comments on activities or excursions, speak to the Head of Activities and Excursions

For all complaints and comments the following procedure will be carried out:

1. Students speak to the relevant member of the Leadership Team. The Director of Studies will speak to the teacher, observe class, etc. The Summer School Director or Summer School Coordinator will look at issues and try to find a solution. The Summer School Director will speak to the relevant person or staff member.
2. The Leadership Team will assess the best course of action in communication with the Summer School Director if necessary.
3. All parties involved will be informed of the course of action that we intend to take.
4. After 48 hours we will speak to you to check if the issue has been resolved.

If the issue has still not been resolved, a complaints form will be filled out and we will take further action to ensure the problem is resolved.

Safeguarding

BOSS is committed to the safety and wellbeing of every student. Safeguarding means protecting children and young people from harm, abuse and neglect – and making sure that everyone here feels safe, respected and cared for at all times.

We take our safeguarding responsibilities very seriously. All BOSS staff – including House Tutors, teachers and activity staff – receive safeguarding training before the course begins and hold current Enhanced DBS (Disclosure and Barring Service) checks. Our Designated Safeguarding Lead (DSL) is the Summer School Director, who has overall responsibility for safeguarding across the school.

Our Safeguarding Commitments

All staff hold current Enhanced DBS checks and receive safeguarding training before every course. Our Designated Safeguarding Lead (DSL) is the Summer School Director who is:

Neil McLoughlin who you will become familiar with around school or on +447749096168 if it is after hours.

Our Deputy DSL is:

Sue Blackman who is in the BOSS Office from 10am to 3pm Monday to Friday or also reachable on +447749096168.

Please note that if neither Neil or Sue answer the call, the member of the Leadership Team who is on duty will contact them immediately.

Students are supervised by staff at all times – we maintain strict staff-to-student ratios in all settings.

Where a concern arises about student welfare, we are legally required to report it to the appropriate authorities.

If You Have a Safeguarding Concern

If you feel unsafe, unhappy or worried about yourself or another student – for any reason, including something that involves a member of staff – please tell someone immediately. You can speak to:

- Your House Tutor or Assistant House Tutor
- Your Teacher
- The Summer School Director (our Designated Safeguarding Lead) or Summer School Coordinator
- Any member of staff you feel comfortable talking to

If you do not feel comfortable speaking to anyone in person, call our 24-hour emergency number: +447749096168. You will always be taken seriously. Whatever you report, we will listen, act quickly and make sure you are safe.

All safeguarding concerns are treated with the utmost care. Where a concern suggests a student may be at risk of harm, we are required by law to inform the appropriate authorities, including social services or the police, to ensure the safety of that student.

Anti-Bullying Policy

BOSS has a zero-tolerance approach to bullying in any form. Bullying is behaviour that deliberately causes harm, distress or upset to another person – and it is never acceptable here.

Bullying can take many forms, including:

- Physical bullying – hitting, pushing, taking belongings
- Verbal bullying – name-calling, threats, offensive comments
- Social bullying – leaving someone out, spreading rumours, turning people against each other
- Cyberbullying – sending unkind messages, posting embarrassing content online, harassment via social media

If you are being bullied, or if you see someone else being bullied, please report it straight away. You can speak to your House Tutor, the Summer School Director or any member of staff. Reports of bullying are dealt with quickly, confidentially and seriously. No one should feel afraid or isolated at BOSS – if you do, please speak up. We are here for you.

Any student found to be bullying another student will receive a warning and may ultimately be asked to leave the school. We expect every student to treat others with kindness, respect and dignity at all times.

Equal Opportunities and Inclusion

BOSS welcomes students from every country, culture, background and religion. We believe that diversity makes our school stronger, and we celebrate the fact that our students come from all over the world.

No student or member of staff will ever be treated less favourably because of their age, disability, gender, race, nationality, religion, belief or any other characteristic. We are committed to providing a positive, inclusive environment where everyone feels equally valued, respected and able to fully participate in all aspects of the programme.

If you ever feel that you have been treated unfairly or discriminated against in any way, please speak to the Summer School Director immediately. Your concerns will be taken seriously and acted upon.

Data Protection and Use of Images

BOSS handles all student personal data in accordance with UK data protection law (UK GDPR). The personal information we collect about you – such as your name, nationality, emergency contact details and medical information – is used only to manage your stay safely and effectively. It is not shared with third parties except where required by law or necessary for your wellbeing.

During your time at BOSS, photographs and videos may be taken for use on our website, social media channels and marketing materials. By attending BOSS, your parents have or have not agree that images in which you appear may be used in this way. If you have any concerns about this, or if your parents have not given consent for your image to be used, please let the Summer School Director know on arrival.

If you would like to know more about how we use your personal data, please ask the Summer School Director.

School Rules

The following rules are here to help everyone enjoy their stay at BOSS. Please make sure you understand them – if you don't or have any questions, please speak to your House Tutor.

If you commit an offence, you will be asked to meet with your Summer School Director to discuss your behaviour. During this meeting, your Course Director or Duty Manager may issue you with a warning. Offences can be categorised as follows:

First Offence (First Warning)

This is your first warning. First offences may include:

- Being outside your room after lights out
- Misbehaviour in class and on activities or excursions
- Missing class without informing staff
- Being late more than once

If you repeat a first offence, you will be given a second warning.

Second Offence (Second Warning)

If you receive a second warning, we will call your parents to discuss your behaviour as you may be on your way to a third warning. Following a second warning you may be given a punishment such as being excluded from activities for a day or litter picking. Second offences may include:

- Leaving your house after lights out
- Refusal to respond to staff requests
- Bad language to staff or students
- Repeating a first offence

- Smoking or vaping

Third Offence (Third Warning)

A third warning means that you may be asked to leave the school. Third offences may include:

- Fighting
- Drinking alcohol
- Shoplifting or stealing
- Bullying
- Setting off fire alarms or damaging fire equipment
- Damage to property
- Any other offence that may harm or endanger other students at the school
- Repeat of a first or second offence while on a second warning

Please note it is possible to be asked to leave our school without receiving any warnings at all depending on the severity of the incident.

If you follow the rules, be happy, smile, study hard and enjoy yourself – you will have the best time ever and you will make us and your parents proud!

Safety

Fire

If you see a fire, please sound the alarm. If you hear the fire alarm, please go directly to the tennis courts with your teacher or the member of staff you are with at the time. Once you arrive there, please line up in your houses and wait for the register to be taken – do not leave until told to do so. Please note:

- There will be regular fire drills during your stay
- Do not open fire doors – this will set off an alarm
- It is an offence to set off a fire alarm for no reason or to play with fire safety equipment. Anyone found doing so will be liable to a fine of up to 500 pounds under British law and may also be asked to leave the school

Living in Britain and Staying Safe

If there is an emergency that a member of your staff is unable to deal with, the telephone number for the police, fire brigade or ambulance service is 999. Only call this number if absolutely necessary.

Please note that our habits and rules in Britain may be different to those in your country. Always remember:

- Be polite and join queues
- Use bins. Do not leave litter anywhere
- Do not block paths and walkways. Think of other people who are around you
- Do not cross roads until you see the green man. Remember, here in England we drive on the left side of the road – so always look right, then left, then right again before crossing
- Do not be loud and shout when you are in public places unless there is an emergency
- Always say hello, goodbye, please and thank you

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