



## Airport map

### 1 overview

Airport duty involves meeting children and sometimes their parents at Heathrow, waiting with them in the airport and then accompanying them onto the transfer coach for the journey to the school.

In general terms, Terminals 2, 3 and 4 work together to bring students to the waiting area in Terminal 2. Terminal 5 works on its own. Coaches pick up from both terminal 2 and terminal 5 to bring students to Port Regis.

Good data and communications are the key to providing an efficient service and minimising problems.

### 2 preparation

We will let you know who will be on airport duty. If you are involved you will be provided with a copy of this document (Airport Map) which you must read before you go to the airport.

### 3 Coordinator

There will normally be two Coordinators, one in Terminal 2 and one in Terminal 5. The Coordinators will be returning members of staff who are familiar with ECS airport procedures. Their job is:

- . To instruct members of the team who they should be meeting and where
- . To liaise with each other to keep a running total of who has arrived
- . To be aware of which teacher is in which terminal meeting whom
- . To provide the main channel of communication with the school office

Coordinators will normally be stationed with the waiting students in Terminal 2 and 5. Once everyone is familiar with what they are doing, Coordinators can swap with another teacher who will wait with the students.

Terminal Rep: in general it is helpful if an allocated member of staff remains at the Arrivals Gate in terminals 2, 3 and 4 to provide continuity of communication. Other staff will move between terminals as necessary helping to meet students and taking them to the waiting areas in Terminal 2 and 5.

## **4 Communications**

On Arrivals Day the school office will liaise between parents, airlines and staff at the airport.

We will provide you with a basic ECS mobile phone for use at the airport. Try to spend a bit of time familiarising yourself with the controls.

All staff will be provided with a list of telephone numbers including the Coordinators, the school office, other staff at the airport, Airport Angels and the bus drivers.

Communication will generally be by sms (text message) to one or more of the Coordinators but please check your phone every so often to see if there is a text waiting, for example asking you to meet a particular parent or child.

Please remember when a problem is resolved (for example when the child is met) it's important to inform the Coordinator and summer school office.

One member of staff (the Terminal Rep) will remain in each terminal. The other members of staff will move between terminals, meeting students and taking them to the waiting areas. The Terminal Rep's job is to provide continuity in the terminal - so that there is always someone there if a child or parent arrives unexpectedly, for example - and to meet and wait with students until another member of staff arrives to take them to the waiting area. Terminal Reps must have functioning mobiles in order to liaise with the Coordinators and with head office.

## 5 Needed documents etc

Each member of staff at the airport must have:

- List of students to be met
- List of phone numbers
- ECS polo shirt
- ECS signs
- A letter for the airlines identifying the holder and giving permission to take care of any students bound for English Country Schools.
- **Some form of official identification: eg. passport or driving licence.** (Please note that while the 'airline letter' is usually sufficient, some airlines may refuse to hand over the care of Unaccompanied Minors to our staff in the absence of official identification.)
- Spare wristbands for the students

## 6 Timetable

- 08:00 breakfast in the school / pre-departure briefing for Coordinators about any last-minute changes
- 08:30 leave for the airport
- 11:00 arrive at Heathrow (usually dropping off separately at terminal 5)
- 11:00 – 16:00 meet students
- 13:00 (approx) coach departure (arrives school approx 15:00)
- 16:30 (approx) coach departure (arrives school approx 18:30)

## 7 meeting children and parents

Staff will be on public view so smart, comfortable dress is important. We provide 'ECS Staff' polo shirts to help students and parents to easily identify you.

Put yourself in the mind of a child arriving at Heathrow: How do you feel? What are your worries and needs? What would constitute the 'perfect' airport reception for a child? What information will they need while they are in the airport?

Most children will be met at the Arrivals Gate. Stand where you can be seen, holding up the ECS sign. Some of the signs are two-sided so that they can also be seen from behind. This is so any students or parents can recognise you who may have slipped past or arrived earlier than expected. So please hold it up so that it can be seen from the back too.

The list of students will show if any of the children will be travelling as Unaccompanied Minors (UM) in the care of airline staff. In most cases these children will be brought to the Arrivals Gate. If a particular child or children do not arrive as expected then after a

reasonable waiting period you should check with the airline. Also, please try to listen out for any airport announcements: airlines will sometimes use these to request 'a representative of English Country Schools' to go to a particular place.

Some children who arrive early will have been met by a company called **Airport Angels**, who will bring them to the meeting point. Their reps have bright pink tops. We will provide a list of pupils who will be met by AA and the telephone number of the rep.

Parents sometimes arrive with their children. Please check with Sarah for the meeting point in each terminal. Parents are normally pleasant, but sometimes the airport experience unsettles them. Stay calm and polite. They may have questions that you cannot answer. Be honest - if you're new, say so - and refer them to your Coordinator.

Parents may also request to accompany their child on the free transfer coach. We have a leaflet (see below) that you should give to any parent who requests this: it states that we give priority to children first, then if there are spare places we give priority to one parent of the youngest children. If we do not have a seat for the parent they will have to make their own arrangements to travel to the school with or without their child.

## **Parents**

Welcome! If you wish to accompany your child on the transfer coach you need to know:

- Transfer coaches leave at approximately 13:30 and 16:30
- We give priority to children
- If there are more parents who wish to travel than we have seats available, the parents of the youngest children will have priority.
- Children are not allowed to sit on the parent's lap
- If you require a taxi to return from Port Regis we will give you a taxi company telephone list. It is your responsibility to arrange your return taxi.
- You are unlikely to find accommodation near the school if you have not pre-booked. Please note we cannot assist you with this on arrival day as our time will be taken up helping the children.

## **8 waiting area**

On arrival at the airport, identify the area where the students will collect and wait before the transfer to the school. There is one waiting area in Terminal 2, another in Terminal 5. Make sure that someone (usually the Coordinator) remains with the waiting students at all times. When students are brought to the waiting area the Coordinator must:

- Update the tally of students who have arrived
- Give all students a wristband showing the school's telephone number if they do not already have one.
- Explain approximately how long they will be waiting and (for older students) the

time that they must be back at the meeting point.

- Explain where the nearest toilets are and (depending on age) the procedure for using these.
- According to their age, explain where they can go in the terminal and what there is to do. NB. it is essential to explain to students that they must stay in the airport terminal: they are not allowed to visit other terminals or leave the airport.

The advice to older students (11+) is to stay with at least two other people if they want to wander around the airport, making sure they have their ECS wristbands in case there is a problem. Children under 11 must stay at the waiting area at all times unless accompanied by an adult (not 1:1) or by at least two older students. If you feel that an older child's English is very weak then treat them as you would a child under 11.

## 9 potential problems

**Lost baggage:** a child who arrives without baggage is likely to be upset, having waited for some time at the baggage collection point. Reassure the child that baggage normally turns up within 24 hours. Go with the child to the airline desk and complete a lost baggage report. It is *\*essential\** to have a paper record of this, whatever the airline might say. We have spare toothbrush, toothpaste etc at the school and other children will help out with shampoo, soap, etc. You can reassure the child that our insurance includes cover for the purchase of immediate necessities and we will arrange a shopping trip to buy things if the baggage does not arrive quickly.

**Non arrival of children:** first check with the airline to see if the child has arrived. If the child has arrived, check whether s/he is in the care of airline staff. If s/he has arrived and is not in the care of airline staff, check that s/he has not been detained by immigration (UK Border Agency). Also check that s/he has not somehow made it to the waiting area. If the child has definitely not arrived, check with the school. Don't leave the airport without anyone you are expecting until you have checked with the school that it is OK to do so.

**Child arrives who is not on the list:** make sure s/he is actually an ECS student (badge or documents); ask for the child's name and date of birth and check with the school for what to do.

**Flights significantly delayed after coach departure time:** depending on the number of students who have yet to arrive, we may ask one or more members of staff to remain in the airport to meet the late arrivers and return to the school with them by taxi. Or, if a taxi has already been scheduled, we may ask the driver to meet the late arrivers if this is possible.

**Homesickness:** keep an eye on the children in the waiting area and if a child is upset try to get a friend, someone from their country or an older student to try to console them. They may be tired after their flight and you can suggest that they will feel better when

they have arrived at the school and had a good rest.

**In an emergency:** if there is a medical emergency involving a child seek help from any nearby official. In the event of an evacuation or shutdown of the terminal, follow the advice of airport staff. Stay as calm as possible: children will be looking to you for a lead. Your priority is your safety and the wellbeing of the children: try to ensure that the group stays together and do a name check of children and staff as soon as possible. Your next priority is to keep the school informed so that we have as much information as possible to tell parents.

## 10 subsistence

We provide a packed lunch and will refund expenses for drinks during the day up to £10 \*provided we are given receipts\*. No receipt, no refund!

## 11 transfer coach

The coach company is: .....

The telephone number is: .....

Coach driver mobile numbers are: .....

Refer to the specific timetable for the day.

Generally the transfer coaches will wait at the airport coach park until given permission to collect our students.

There will usually be two coaches for each centre, one departing at about 13:00hrs and the other leaving at about 16:30hrs.

**13:00 bus:** Two members of staff need to check students onto the first bus to leave the airport for each centre. This will normally call at Terminal 2 first and then Terminal 5. Coordinators must remain at the waiting areas and other staff must continue to meet students off flights. At about 12:45 hrs in both terminals, ask students to use the toilet if they need to and then collect together as many students as possible to go on the bus to each centre. Coordinators for terminals 2 and 5 need to liaise by telephone to ensure that there are sufficient students waiting to justify getting onto the bus. **Check with the school office as to how many students (including T5 students) you need on the bus to justify the coach leaving for Port Regis.** If the minimum number of students has not arrived, delay departure. The maximum number that can depart on each bus is 50 students plus two staff. If there are more students than bus seats available, prioritise the youngest students and then those who arrived earliest. Ask students to take their own baggage and walk with you to the coach meeting area. Name check students onto the coaches, ticking

off their names as they board. At least one member of staff must stay on the bus to accompany students to the school.

**16:30 bus:** The remaining staff will return with the remaining students, unless any staff are required to remain in the airport for unexpectedly late arrivers (check with office about this). At about 16:00 ask students to use the toilet if they need to and then collect together the remaining students to go on the bus to each centre. Follow the above procedure ensuring that at least one Coordinator remains at the waiting area. Name check students onto the coaches. If you are missing anyone, check with the Coordinators and if necessary with the school. If there are insufficient seats for parents who wish to accompany their child they will have to choose between not accompanying their child or making their own way with their child (eg. by taxi, which they must arrange) to the school.

Once on the coach, students should sit down and fasten their seat belts. Check with Coordinators that it is OK to leave; recall the remaining member of staff from the airport (unless required to stay) and depart.

## **12 on the coach / arrival at school**

When the journey is underway, use the bus microphone to make a slow, clear announcement as follows:

Hello everyone, my name is (first name). Welcome to England and to English Country Schools! This bus is going to Port Regis and will take about two hours. If you have a problem during the journey or if you need the toilet please tell us. So sit back, relax and enjoy the journey!

Phone the school about 15 minutes before you arrive. Check the arrangements - eg. will students go directly into the evening meal or will they take their baggage to their rooms? Before students get off the coach, inform them what will be happening and where to take their baggage. House parents will be there to meet them. Once the last student has left the coach, check carefully on the seats, in magazine pouches, under the seats and in the overhead storage areas for anything that has been left behind. Put any rubbish into a plastic bag and remove it from the coach. Don't forget to thank the driver.