

People to contact during office hours: 9am – 5.30pm (-5pm Fri):

Abon House:

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Arrival times and welfare:	andrea@elcbristol.co.uk	
Self-catering placements:	Lauren Hyde	9707060

Pembroke House:

Welfare:	Margaret Duncan	9707050
Payments:	Zoe Callaghan	9707050

Out of hours:

Emergencies	John Duncan	07747021261
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GUIDELINES FOR HOMESTAY PROVIDERS

The main reason why our students choose to stay with a homestay is because they want to experience 'British' life and have as much opportunity as they can to socialise and converse with native English speakers. They want to feel included, that they are a part of the household rather than a paying guest.

The minimum age of our students is 16. The average age of our students is 23. Only 15% of our students are under 18 in the summer and 5% in the winter.

Before coming to England, students are counselled by our representatives overseas, who outline what the students should expect in an English homestay. These guidelines are intended to help you to understand these expectations.

ROOM

Students should have their own room where they can study and be alone unless 2 students specifically request to share a room. They should have a desk and desk light and somewhere suitable to hang and keep their clothes. Rooms must be heated in the winter and if the weather is unseasonably cold. As many students like to study in their rooms in the evenings, it would be best in winter to keep the heating on until at least 10.00 p.m.

The student's room should be cleaned for them on a weekly basis. The student should make the bed and leave everything tidy so that the room can be cleaned. Bed linen and towels should be changed every week.

BATHROOM

The students should have free access to the bathroom, but it is reasonable if the bathroom is shared to work out a rota so that there is not a rush for it by several people at the same time. Students will expect to be able to take a 10 minute shower every day.

FOOD AND MEAL TIMES

You are required to provide breakfast and a nutritious evening meal during the week and at weekends. The main meal of the day should consist of **two** courses.

Students expect to be able to sit down to a **shared** meal in the evenings. They really appreciate eating with you and having the opportunity to practise their English and socialise at the same time.

Our students rarely complain about meals - quite the contrary! However, it is clear that they prefer fresh home cooking rather than processed foods.

If students have special dietary requirements, we will inform you in advance. It is a good idea to discuss preferences with students soon after they have arrived. We advise the students that most English people like to eat between 6.00 and 7.30 pm. If you eat later, please bear in mind that most of the school's social events start at 8.00 pm, so on these evenings students will need to eat earlier. We will send you a copy of the social programme at the beginning of each course so you will know what the students are doing.

Regarding weekends, the arrangement includes breakfast and one main meal eaten with the family. That is usually dinner, but could be lunch if this is preferable for you and convenient for the students.

TELEVISION

Students will sometimes want to watch television programmes and will be encouraged to do so by their teachers. Of course this may not always be convenient, but where it is possible it will be much appreciated.

TELEPHONE

We ask students not to use the home phone except to receive calls. We suggest that they should not receive calls after 10.00 pm.

WASHING

The students should have one load of washing done for them, or be allowed to use the washing machine, once a week. Please tell the students when they should give you the weekly wash. The students are responsible for their own ironing. **They need to be shown where they can wash and dry any hand washing they might have. Girls in particular are often very shy about their personal things and will want to wash things themselves.**

Under 18s – We would prefer that you do their laundry for them.

MONEY

We tell students not to leave money in their rooms and to lock away valuables in their cases. If they lose money, it casts a shadow over everything. Some students arrive with a lot of cash and this is when there may be problems. We encourage and help longer-term students to open bank accounts. If there is a problem with short-term students, if needs be, from time to time the school can look after the cash for the students. In any event, please remind them not to leave money lying around and not to carry large sums around with them.

FRIENDS

Most students like to bring friends home. We advise them to ask you in advance if this is convenient. It should be made clear to them when they can entertain visitors and what time they should leave.

KEYS

Students should have a house key so that they can come and go without disturbing the rest of the household. They should be shown how to operate the alarm system, and so on. To avoid unnecessary worry, we tell students always to let you know if they expect to be out late.

PAYMENT

Students pay their accommodation fees direct to the school. We then pay you by bank transfer. We pay in blocks which are generally 3 or 4 weeks. If a student arrives mid-block, we pay to the end of that block. Payment will reach your bank account by the Monday of the second week of a student's stay. Confirmation of payment is emailed with a copy of the remittance giving student details and payment.

To facilitate the turnover, we encourage students to arrive on a Sunday and leave on a Saturday. However, this is often not possible because of difficulties with flight arrangements. Officially, weeks run from Saturday to Saturday or Sunday to Sunday. Students arriving on Sunday are entitled to remain without additional payment until Sunday. The majority of students arrive on Sunday and leave on a Saturday but the weekly payment covers seven complete days.

Extra nights are calculated at **£30** per night.

If a student arrives in your home after 22:30, you will get an extra **£20** for the late arrival. Please inform us asap if that's the case so we can make sure you get the late arrival fee.

STUDENTS' HOLIDAY ARRANGEMENTS

If a student goes away for a few days, then no refund is expected.

If a student gives a week's notice and goes away for a minimum of a week, provided they pack up their belongings and vacate their room, they are not obliged to pay for the room while they are away. In this case they cannot be guaranteed to keep their room when they get back. Usually, however, students prefer to leave their belongings in the room and reserve the room for their return, in which case they should pay a retainer of **half** the normal weekly rent.

No retainer is expected from the students during the Christmas holiday period, when most homestays are happy to have a break. If you are interested in hosting students over Christmas, please advise us by mid-November.

YOUR OWN HOLIDAY ARRANGEMENTS AND ABSENCES

If you wish to go away overnight, for the weekend or longer, please let the school know. **This is most important.** Sometimes, depending on the student, the student can be left alone. Sometimes the student may say it is fine, but his/her parents would not approve. Sometimes the student definitely should not be left on his/her own and other arrangements must be made. Every case is different, so please let us know. If it is agreed that a student can be left alone to provide and cook for him/herself, then we would appreciate it if you could refund **at least £6.00** per night (for the evening meal) directly to the student.

Under 18s – ELC requires that there will always be a responsible adult who has been DBS checked by us at home overnight. Always check with us before making plans please.

NOTICE

Students sometimes change accommodation, the main reason often being that they wish to be with their friends or to go into self-catering accommodation. If a student wants to change his/her accommodation, he/she should give 2 weeks' notice except during the first 4 weeks of their stay when only 1 week's notice is necessary. It is important to be flexible on this - if the students are not compatible with the homestay it is best for everyone for them to move as soon as possible. If you would like your student moved, we will always move him/her as soon as possible and immediately if necessary.

STUDENTS STAYING ON

Sometimes students ask to stay on in their accommodation after they have left the school. We would prefer them **not to do** this. If they do, it is difficult for us to know when our homestays are available to take new students and also we are unable to guarantee payment or cover damages. It also becomes impossible for us to control how long students stay in the house during the daytime.

NON-ARRIVAL

If a student fails to arrive and there is less than 1 week's notice, we will pay for the first week in lieu of notice.

ARRIVAL

We ask students to contact you direct to let you know the day and the time they will arrive in Bristol. If you have not heard by the Wednesday before their arrival, please contact the school. The first impression is so important and we would ask you to ensure that you yourself are at home when your student arrives. A welcome meal is always much appreciated. An adult should always be available to welcome the students on first arrival but if it is impossible for you to be at home when your student arrives, please let us know and we will try to make other arrangements.

Could you please show the student the way to school (Abon House)? This is important as so many students get lost on the first day!

FIRST DAY AT SCHOOL

On the first day, unless otherwise advised, all new students should go to **ABON HOUSE (25 St John's Road)** where we give them a test. They should be there by 9.00 am. At the end of the first day, we tell the students which building they will be studying in, either Pembroke House, Abon House or Clifton College (during July and August). Where they study depends on their level of English, the balance of nationalities in each centre and also the proximity of the student's home.

FIRE SAFETY AND HEALTH AND SAFETY

Please could you give your students information about the following soon after their arrival:

- ✓ Make sure students are aware of fire procedures including emergency exits and alarm points.
- ✓ Make sure they know the number 999 is for emergency services.
- ✓ Make sure you and the student have each other's mobile numbers and that you get their new number as soon as they change to an English mobile.
- ✓ Make sure you and the student have our 24-hour emergency number.
- ✓ Give the students information about personal safety, particularly safety at night in your area and the areas to avoid. We give them general info about getting home safely at night and road safety on their first day and it's also in their blue folders.
- ✓ Make sure the student knows her/his way to and from school.
- ✓ Inform the students if the house has any specific features that might be hazardous for them (example: balconies, tricky stairs, etc.).

SICKNESS

If your student is sick and will miss school, please let us know as soon as you can.

Under 18s – Please make sure you inform us before 9:15am.

IN AN EMERGENCY, STUDENTS SHOULD GO IMMEDIATELY TO CASUALTY AT THE BRI

DOCTORS

Whiteladies Health Centre, Whatley Road, BS8 2PU Tel: 9731201

www.whiteladiesmedical.nhs.uk

The surgery is open from 8.00am to 10.30am Monday-Friday. There are no charges for EU students or for other students with a student visa.

Pembroke Road Surgery, 112 Pembroke Road, BS8 3EU Tel: 9733790

www.pembrbokeroadsurgery.co.uk

There are no charges for ELC students.

Broadmead Medical Centre. 59 Broadmead, BS1 3EA Tel: 9549828

www.broadmeadmedicalcentre.nhs.uk

Open every day including public holidays. 08.00 to 20.00 Mon – Sat and 11.00 – 17.00 Sun

If a student needs any medical attention when the surgery is closed, please call 111. You can call 111 for telephone advice any time of the day or night and you will be able to speak to a trained medical practitioner who can advise you what to do. They also offer a translation service so, if necessary, the student can discuss the problem in their own language.

DENTISTS:

Smiles Dental 40-42 Regent Street Clifton Tel: 9467990

Dr Anne Whitby 72 Alma Road Clifton Tel: 9744867

Dr Paul Murphy 15 The Mall Clifton Tel: 9737444

HOSPITALS:

Bristol Royal Infirmary Tel: 9230000

Dental Hospital Tel: 9230050

Eye Hospital Tel: 9230060

HOMESTAY PROFILES

Before students leave their own country, we send them a letter with a brief profile of the homestay they will be staying with. It is therefore important that you let us know if there are any changes, such as children going off to university, new family pets, new partners, etc.

NUMBER OF STUDENTS IN YOUR HOUSE

Homestay hosts should not accommodate more than 4 students at one time.

STUDENTS WITH THE SAME LANGUAGE

We never place students with the same language in the same house, unless the students, their agents or parents specifically requested so.

STUDENTS SHARING A BEDROOM

Students only share bedroom if specifically requested by themselves, their agents or their parents.

OTHER HOUSE GUESTS

It is important for you to let us know if you are taking other students or have other paying guests that are not part of your immediate family. In particular, we like to avoid having students of the same mother tongue staying together in the same house. Also, if there are students from more than one school living with the same family, it can lead to confusion.

LAWS RELEVANT TO HOST FAMILIES

Please see attached information from our professional association, English UK. Areas covered include: Tax, Fire Precautions, Gas Safety, Room sizes, Damage to Property, Theft, Insurance, Drugs, Mail, Race Relations, Data Protection Act.

- ✓ It was announced that new legislation came into force on the 1st October 2015 that concerns Landlords of residential premises. Landlords are required by law to install working smoke and carbon monoxide alarms in their properties.
- ✓ You can request a free Home Fire Safety Visit from Avon Fire & Rescue. Please get in touch with them: <https://www.avonfire.gov.uk/our-services/home-fire-safety-visits>
A Home Fire Safety Check is free. A member of your local Fire and Rescue Service will visit your home and carry out an inspection of your home. The visit may be carried out by firefighters who are operational or a dedicated team from the local Fire and Rescue Service. You may be eligible for free smoke alarms to be fitted where required. You will not be sold anything. So if you are in doubt if what you already have in your house is enough or correct, contact the Avon Fire and Rescue Service on 0117 926 2061 and organise a free visit.
- ✓ Always check with your insurance before accepting students.

If you would like advice from the school's accountant or insurance company, please contact:

Finance Manager: Ruth Guilfoyle (Pembroke House) Tel: 0117 9707050

Insurance: Rebecca Chapman (Gibbs Denley) Tel: 01223 792550

CODE OF PRACTICE AND DECLARATION

We ask all our homestay providers to sign an annual code of practice and declaration prepared in co-operation with English UK, our professional association.

FIRE RISK ASSESSMENT FORM

We also ask all our homestay providers to sign an annual fire risk assessment form.

GAS CERTIFICATE

We also ask all our homestay providers to provide us with a copy of an annual gas certificate.

REFERENCES

You will also be asked to send us two references, preferably one personal and one professional. All your references need to do is to be sent the link <https://portal.elsieapp.com/077A3085-5F4A-4A33-9248-E2ED77B62146/homestay> and they can easily complete it in 3 minutes. The moment they submit it, we will automatically receive it.

HOSTS TRANSPORTING STUDENTS

Even though all our host families live within walking distance from the school, we are aware that sometimes you might give the student a lift somewhere. Please let us know if this is likely to happen on a regular basis as there will need to be an element of risk assessment on our part. Unless you tell us otherwise, we assume your right to drive in the UK is legal. If your circumstance changes (driving ban, points on your licence, failed MOT, lapsed insurance, etc), please send us a self-declaration to notify us.

DANGEROUS ACTIVITIES

We strongly recommend not taking the students to do any type of dangerous activities such as mountain climbing, trampolining, quad biking, hang-gliding, jet-skiing, water skiing, horse riding.

REVISITS

We will revisit all our families at least once every two years.

PROTECTING YOUR OWN CHILDREN FROM STUDENT GUESTS

You are responsible for the safety of your own children however, we can offer some guidance.

- You have the right and SHOULD set clear house rules about whatever you are comfortable with in terms of how you want the student to interact with your children. For example: places to meet, always living-room and kitchen, never bedrooms and bathrooms.
- You also have the right to make rules about students sitting next to your children on sofas, picking them up (if they are very young), giving them a cuddle, etc. This might sound a bit severe, but you have the right to decide what you want.
- You have the right to state how to dress suitably in your house (for both student and children).
- To avoid wrong or inappropriate responses from the student, tell the student about any behaviour your children have which are a bit “different/individual” and how the student should respond if necessary. This could be due to learning difficulties or just because the child is going through a phase. Whatever the reason, it will help the student better understand the environment.
- No photos of the host’s children unless with permission and never without clothes (e.g. playing in the garden paddling pool).

- Do not leave the student in the house with your children (age dependent) alone – certainly not until they know the student better – and always check with your children if they feel comfortable about this. Children may feel ok about one student, but not about another.
- Do not let students take your children out – even if just popping to local shops – until you know the student better and, as above, ask your child if they are OK with that.
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GENERAL DATA PROTECTION REGULATION

When we place students with you, we will formalise it by sending an e-mail with details of them. Please make sure you destroy this information after use. Thank you.

PRIVACY POLICY FOR ACCOMMODATION PROVIDERS

At ELC Bristol Ltd we take data protection and the privacy rights of our accommodation providers extremely seriously and we comply with the GDPR. This policy sets out the basis on which any accommodation provider information will be collected, stored and shared by ELC Bristol Ltd. ELC Bristol Ltd acts as a data controller for accommodation provider information. This means that we as an organisation determine the purposes for which and the manner in which any personal data are, or are to be processed.

For the complete policy, please go to our website, school policies, privacy policy for accommodation providers:

<https://www.elcbristol.co.uk/uploads/files/Acomodation%20Provider%20Privacy%20Policy.pdf>

THE RIGHT TO WORK IN THE UK

During our first visit to you, our Homestay Manager will need to see your original passport or applicable visa to make sure you have the right to work in the UK.

GENERAL

Most difficulties, if they arise at all, are often the result of misunderstandings. The problems can often be solved quickly and painlessly simply by discussing them. If there is anything you feel at all unsure about, or if there is anything we can do to help, please contact us. We very much appreciate the support that our homestay providers give our students and regard it as essential to the success of the school as a whole.

It goes without saying that English should be the language of communication within the homestay home.

SPECIFIC GUIDELINES FOR HOSTING UNDER 18S

The English Language Centre's courses are primarily aimed at adults aged over 18, however, we do welcome students aged 16+ all year round.

ELC has a responsibility to provide a safe & healthy learning environment for all our students and staff but especially for students under the age of 18 and vulnerable adults. This document describes how we, together with you, the homestay families, care for students under 18.

CURFEW AND OTHER RULES

We believe that homestay families should understand the importance of students following rules for safety and support them to do so.

- The student will return home by 23.00 Sunday to Thursday and midnight on Friday & Saturday. If your student doesn't arrive until half an hour later than they should and you have tried to contact them but had no response, you should then contact the principal, John Duncan on the emergency phone: + 44 774 7021261.
- The student should respect dinner time and if your student doesn't arrive until half an hour later than they should and you have tried to contact them but had no response, you should then contact the principal, John Duncan on the emergency phone: + 44 774 7021261.
- The student must provide the school with written permission from their parents should they wish to visit another city, to stay out overnight or go on an overnight trip. The school will inform you if we have received this permission or not. Please don't accept just their word for it.
- Identification of under 18s is made easier by the students by wearing the blue wrist bands we will provide.
- Our servers at school are set to block content that is not suitable for under 18s. Please do the same at your home if you are planning on hosting students under 18s.
- Students under 18 CAN'T be left alone overnight.
- Students under 18 are not allowed to go to any of our Student Residences after 18:00pm.
- Under 18 are not responsible for cleaning their own rooms/bathrooms.

If you are interested in hosting students under 18, please have a look at the following link from our website as it shows all the documents relevant to them:
<http://www.elcbristol.co.uk/school/under-18s>

DESIGNATED MEMBERS OF STAFF FOR CHILD PROTECTION AND WELFARE

The Vice Principal, Mark Calland is the Designated Safeguarding Lead (DSL)/child protection officer (CPO) (trained to Safeguarding Level 3) and has overall responsibility for Child welfare, protection and safeguarding at senior management level, which will be delegated on a day-to-day basis.

The assistant designated safeguarding leads are:

John Duncan (the Principal) – trained to Safeguarding Level 3

Margaret Duncan (the Director) – trained to Safeguarding Level 3

Andrea d’Essen, (the Accommodation Manager) – trained to Safeguarding Level 3

Other trained staff who can deal with day-to-day issues of welfare and safeguarding:

Kate Jackson (Admissions Officer) – trained to Safeguarding Level 3,

Andrew Varney (teacher) – trained to Safeguarding Level 2

Lauren Hyde (Self-catering manager) – trained to Safeguarding Level 2

Lily Lunan (Social Programme Manager) – trained to Safeguarding Level 2

Arrival/Departure/to airport/from accommodation

Even though it’s not compulsory for students under 18 to arrange a taxi transfer from/to the airport on arrival and departure, we strongly encourage them to.

Day One at ELC

After an initial test, ELC provides a full induction for new students that include Health & Safety information and a tour of the local area. On the first day, new students are also introduced to key staff. New students:

- are made aware who they should talk to if they have a problem or need help
- are given an ELC student card which includes the school’s emergency number which we ask they immediately add to their mobile phone
- are given an advice and emergency details information sheet which includes a reminder of curfew times
- complete an Emergency Contact form to double-check that we have up-to-date contact details for parents/guardians
- new students under 18 are given a wrist-band which allows for easy identification and also gives students the 24 hour emergency contact number.

Parental agreement

Before arrival at ELC, we require the parents/guardian and student aged under 18 to sign and send to ELC a “Parental Agreement” to confirm that they understand the systems and rules that we have in place for the welfare of under 18s and the level of supervision that we provide for under 18s. You will receive a copy of that before your student arrives.

A copy of the agreement can be found on our website : [Parental agreement](#)

Internet access and WiFi

ELC provides all our students with free access to the internet via PC or WiFi so that they can stay in contact with friends and family. Our servers are set to block content that is not suitable for Under 18s. Please make sure that our students can't access inappropriate content in your home too.

Homestay hosts should not allow Under 18s students to "friend", "follow" or contact them on social media networking sites. Prior to meeting the student all communication with children should be through public and/or school channels.

Also make sure that Under 18s only use their own laptops and tablets – please don't let them use your equipment.

Attendance and lateness

We keep a register of attendance for all students and mark lateness. Students are told to text the appropriate number in the Attendance section of their blue school folder before 9.15 if they can't come to school. They are also told that they need to attend at least 85% of lessons to successfully complete the course. Every day by 09.30 an academic manager checks that all students aged under 18 are in class. If not, they call the student's mobile phone. If there is no response, they inform an Accommodation & Welfare Officer who will check with the homestay and follow up until we are sure that the student is safe (eg either in class or sick at home). In both cases we keep a record in the student's file.

If you know your student won't be in school and will be left alone without suitable adult supervision during the day, please contact us on 9707060 before 9:15am. In such a case, and depending on the seriousness of the illness, a member of our staff may need to go to your house to check on the student during the day. Call 111 if you are ever in need of medical advice.

Social Programme

We provide a full programme of afternoon and evening activities Monday to Friday, and full-day guided excursions at weekends. All our activities are suitable for under 18s. We publish the social programme every week on our website here: [social programme](#)

For activities where the meeting point is not given as ELC, students will need to make their own way to the event unsupervised. After all activities, students will make their own way home unsupervised. For evening activities, particularly when it is dark, we strongly advise all students under 18 to travel back to their homestay with a friend living nearby.

Sundays - Students are not allowed to spend the day in another town/city especially if they need to take the train or coach. To be able to do so, they need written permission from their parents and the host family will receive a copy of that.

Online Safeguarding training

We would like you to complete an online Level 1 Safeguarding awareness course. It's free and enlightening – you can print yourself a certificate at the end. If you do this, could you send us a copy of your certificate? Please click on the following link to do the course:

<https://galleryteachers.com/service/safeguarding-basic-awareness-course/>

Our Homestay manager will also talk to you about safeguarding during the first visit and the revisits.

Prevent

We will supply you with material about Prevent and will also talk to you about it during the first visit.

We encourage our families to do some online training from the Education and Training Foundation (an organisation that provides support for FE colleges)

<http://www.preventforfeandtraining.org.uk/prevent-online-training-modules>

The Prevent lead at ELC is Mark Calland (Vice Principal)

DBS CHECKS AND REFERENCES

To be able to host students under 18 the main carer of the homestay will need to have an enhanced DBS (with list checks) check that allows him/her to live with children. You will be responsible for organising an enhanced DBS with checks which costs £44. We will need a specific type of DBS so please check with us before going ahead and doing one.

After having an under 18 for 12 weeks you can claim the cost of the DBS from us.

ELC will also require you to give us two references: one personal (not family) and one professional.

UNDER 18s

ELC will only place a student under 18 in a homestay following an initial inspection by our Accommodation & Welfare Manager and a satisfactory enhanced DBS with checks (Disclosure and Barring Service) in which the main carer ticks the 'Working at home address box' and gives details of other residents and frequent visitors who will have direct unsupervised access to children in the home.

ELC also requires that any other students in the homestay will be of a similar age.

If you welcome students from other schools or have other guests in the house it is very important that you inform the school before accepting to have a student under 18 with you.

The Accommodation Manager will then decide whether the placement will be appropriate or not.

VISITORS TO THE HOME

It is your responsibility for ensuring that your student guest is properly safeguarded in your home.

- If you have a visitor/guest, always introduce him/her to the student so each knows who the other is.
- It's always a good idea to inform guests about all the key safeguarding points that might be relevant during their visit. Of course that will depend if they are there for a short social event or staying overnight or longer. E.g. interaction/proper behaviour and language with the student, appropriate dress around the house, meeting the students in "public spaces" (living room, kitchen, never in bedrooms or bathrooms).
- Be ready to intervene if the visitor is not behaving properly.
- Never leave the guest and the student alone in the house together without asking first the student if he/she feels comfortable with that. Maybe wait until the student has got to know the guest a bit better.

DUTY OF CARE

Homestay families have a vital role in the student's welfare. Please remember that students will have a lot of adjusting to do, as well as trying to improve their English. Students often don't understand the social or behavioural signals or their surroundings, which makes them vulnerable. Teenagers and young adults are particularly vulnerable because they think they are grown up, when they sometimes are not. Host families can help them in many ways: by explaining things they don't understand, assisting them to make sensible decisions and setting safe and clear boundaries. If there is an issue, respond and react; don't ignore it, be interested, be responsible and a good role model, show that you care and always be alert to situations which might not be straightforward.

Please make sure you behave and dress appropriately when students are present.

Andrea d'Essen
Homestay Manager