



# STUDENT HANDBOOK & PARENTAL INFORMATION

## STUDENTS AGED 16-17 2020

All the information you need while studying at TEG English

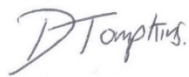
# Welcome to TEG English!

Welcome to TEG English, a group of language colleges who have been helping language students improve their English for over 10 years.

We pride ourselves in not only offering language courses, but also real-life experiences. Our fantastic teachers and interactive lessons will prepare you for your own goals - whether that is improving your English for work, study or pleasure - while our lively social programme will allow you to explore the UK and gain exciting and memorable experiences.

It is very important that all parents, guardians and group leaders read this handbook as it has a lot of information of what your child should expect while studying with us as well as some important rules we will ask them to follow.

If you have any questions – please do contact us!



**David Tompkins**

Director & Owner



## Emergency Contact

- If there is an emergency and you need to speak to someone out of school hours, you can phone **+44 7841 709348**.  
[If you call the emergency telephone and no one picks up, please leave a voice message with your name and telephone number and someone will call you back. This number is written clearly on your student card and around the college. We strongly suggest you add it to your phone in case of emergencies.]
- Call 999 for an ambulance, police, fire brigade, coast guard, cliff and mountain rescue.

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# Information for Parents

## Supervision

TEG English Colleges primarily offer courses throughout the year for students aged 18 and over. While we also welcome students aged under 18 into our Colleges, it is important to note that we do not provide 24-hour supervision.

## Safeguarding

We take the safety and the welfare of all our students very seriously. We want you to be safe in the knowledge that your child will be learning and living in a safe environment. That is why all our Staff and junior Host Providers are DBS (Disclosure and Barring Service) checked and are expected to take Safeguarding courses to educate themselves and provide them with more information on the topic. Each of our colleges has a Welfare Officer who your child will be introduced to on their first day. If they need anything, please encourage them to speak to any member of staff for help.

## Travel between the College and Home

Please be aware that your child will travel between the school and their accommodation unsupervised.

## Curfews

We have the following curfew for under 18s:

9pm everyday (Unless in pre-arranged activities)

## Social Programme

TEG English offers an optional social programme for all students over 16. Certain activities are not suitable for students under 18 – these will be clearly marked on social programmes.

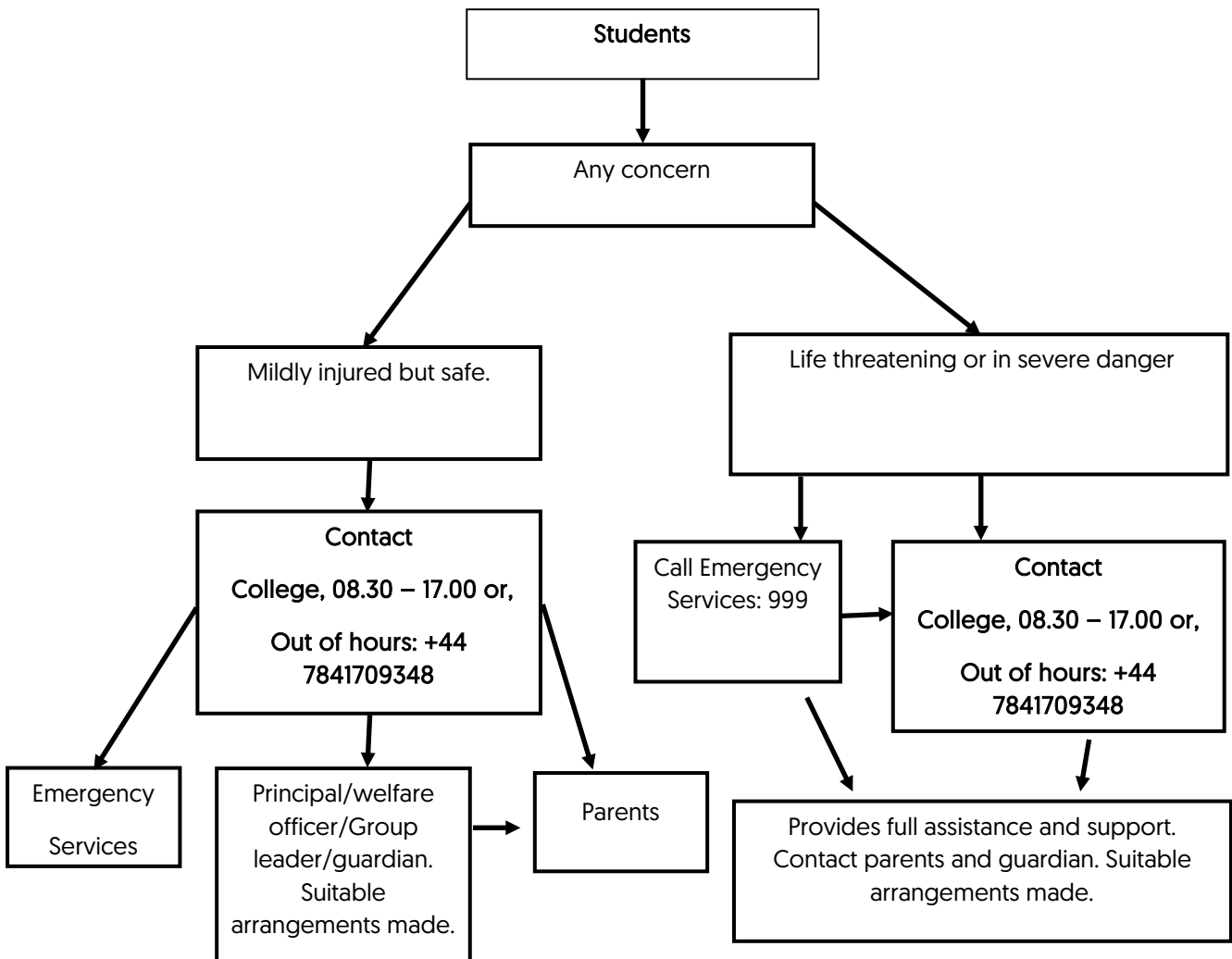
### Groups

If your child is coming to TEG as part of a group, activities may be arranged by TEG English or the group organiser. For activities arranged by TEG, a member of staff will escort them to the activity and back to the college. It is the group leader's responsibility to ensure that students return to their accommodation before their curfew.

If students will not be able to return before their curfew, the group leader will notify the school and the host parents will then be notified.

# Off-site Emergency Procedure

In the event of a situation developing or an obvious emergency, this plan of action should be followed.





# Contact Information



01216 435459  
97 Broad Street, Birmingham, B15 1AU  
birmingham@tegenglish.com



01179 245759  
2 Portland Place, Pritchard Street, Bristol BS2 8RH  
bristol@tegenglish.com



02920 666566  
33 Charles Street, Cardiff Wales, CF10 2GA  
cardiff@tegenglish.com



02392 732113  
7-9 Edinburgh Road, Portsmouth, PO1 1DE  
portsmouth@tegenglish.com



02380 231397  
1 Brunswick Place, Southampton, SO15 2AN  
southampton@tegenglish.com





# Directions

## TEG English Birmingham



Birmingham Airport (20 km): Taking a taxi is the quickest way and most comfortable way of getting to the city centre (approx. 30 minutes)  
London Airports (~230km): Trains (National Rail) and buses (National Express, Megabus) run between the airports and Birmingham (approx. 3hrs)



Birmingham New Street Train Station is a 20-minute walk to the College. Train tickets can be purchased in advance online at [National Rail](https://www.nationalrail.gov.uk) or at the automatic machines you will find at the station when you arrive.



TEG Birmingham is a 2-minute walk from the nearest bus stops which go to many areas in Birmingham. Ask Reception for more information about which bus is best for you or download this [useful app](#).



## TEG English Bristol



Bristol Airport (14 km): Buses run directly between the airport and the city centre (approx. 40 minutes)  
London Airports (~200km): Trains (National Rail) and buses (National Express, Megabus) run between the airports and Bristol (approx. 3hrs)



Temple Meads Train Station is a 20-minute walk or 10-minute drive from the college. Train tickets can be purchased in advance online at [National Rail](https://www.nationalrail.gov.uk) or at the automatic machines you will find at the station when you arrive.



TEG Bristol is a 5-minute walk from Bristol's central Bus Station, which connects all areas of the city and the surrounding area. Use [The First Group](https://www.thefirstgroup.co.uk) website to find timetables for your nearest bus service.



## TEG English Cardiff



Cardiff Airport (21 km): Buses run between the airport and the city centre (approx. 40 minutes)  
 Bristol Airport (76 km): National express coaches go from airport terminals directly to Cardiff city centre (approx. 1hr 30m)  
 London Airports (~240km): Trains (National Rail) and buses (National Express, Megabus) run between the airports and Cardiff (approx. 4hrs)



Cardiff Central Train Station is a 10-minute walk from the College. Train tickets can be purchased in advance online at [National Rail](https://www.nationalrail.gov.uk) or at the automatic machines you will find at the station when you arrive



TEG Cardiff is a 15-minute walk from Cardiff Bus Station and a short walk away from a number of bus stops with regular bus services to and from Cardiff and the surrounding area. More information can be found at [Cardiff bus](https://www.cardiffbus.com).



## TEG English Portsmouth



London Airports (~110 km): Direct trains run between the airports and Portsmouth and Southsea Train Station (approx. 1hr 45m).  
**Southampton Airport (30 km): Direct trains and buses run between the airport and Portsmouth.**



Portsmouth and Southsea Train Station is only a few minutes' walk from the College. Train tickets can be purchased in advance online at [National Rail](https://www.nationalrail.gov.uk) or at the automatic machines you will find at the station when you arrive



TEG Portsmouth has a number of bus stops in front of the College which have routes covering the whole city and the surrounding area.

Use [The First Group](https://www.the-first-group.co.uk) website to find the best route for you.



## TEG English Southampton



London Airports (~110 km): Direct trains and buses run between the airports and Southampton (approx. 2hr).  
Southampton Airport (34 km): Bus connection or Direct Train from Portsmouth to Southampton Parkway (30 minutes)



Southampton Central Train Station is only a 10-minute walk from the College. Train tickets can be purchased in advance online at [National Rail](#) or at the automatic machines you will find at the station when you arrive



TEG Southmapton has a number of bus stops in front of the College which have routes covering the whole city and the surrounding area. Use [The First Group](#) website to find the best route for you.



# Before you leave home

## Suggested Travel Packing List

<b>Basics</b>	<input type="checkbox"/> Medication in original packaging	<input type="checkbox"/> Toiletries	<input type="checkbox"/> Camera
	<input type="checkbox"/> Phone and Charger	<input type="checkbox"/> Day Bag / Rucksack	<input type="checkbox"/> Some £-Sterling in small denominations
	<input type="checkbox"/> Purse or wallet	<input type="checkbox"/> Sunglasses	<input type="checkbox"/> Umbrella
<b>General Clothes</b>	<input type="checkbox"/> Shirts / T-shirts	<input type="checkbox"/> Pyjamas	<input type="checkbox"/> Shoes/Boots
	<input type="checkbox"/> Jumpers	<input type="checkbox"/> Socks	<input type="checkbox"/> Hat / Scarf / Gloves
	<input type="checkbox"/> Trousers/Jean/Shorts	<input type="checkbox"/> Underwear	<input type="checkbox"/> Coat / Jacket (waterproof)
	<input type="checkbox"/> Skirts / Dresses		
<b>Documents</b>	<input type="checkbox"/> Passport or ID	<input type="checkbox"/> Enrolment letter from TEG English	<input type="checkbox"/> Visa letters from TEG English (if applicable)
	<input type="checkbox"/> Accommodation details	<input type="checkbox"/> Directions to your accommodation	<input type="checkbox"/> Any relevant immigration documents
		<input type="checkbox"/> Letter from your Parents giving you permission to fly (if needed)	

## Clothes

The British weather changes throughout the year. In the summer, temperatures can rise to 28°C and drop to -2°C in the winter. It is best to bring layers with some warm and waterproof clothes.

## Electrical Items

Students who bring electrical appliances, i.e. mobile phone charger, electronic games, hairdryer, hair straighteners, shaver, laptop etc. must make sure they are safe to use to prevent fire hazard. Please make sure all electrical appliances are turned off when you leave your accommodation.

# Arrival in the UK

Before travelling to the UK, it is important that your parents or guardian tell the college about any travel arrangements on the application form. There are several options for getting from the Airport to your accommodation.

- 1) You are accompanied by your parent/guardian
- 2) TEG English arranges an airport pickup to collect you from the airport.
- 3) A family member/friend will be responsible for collecting you from the airport.
- 4) You travel by yourself to your accommodation (with permission from your Parents – not recommended).

If you are flying alone and there is not a nominated person to collect you at arrivals, you may not be allowed to leave the airport. It is therefore very important that you have a copy of your enrolment letter, accommodation confirmation & application form when entering the UK.

# Your First Day

## Arrival time on your first day

- Please arrive at the school by **8.30am**.

### Please bring with you:

- Your Passport or National Identity Card
- 2 passport photographs
- Pen and paper

## Testing your level

When you get to the school you will be given a 30-minute **level test** which will include a multiple-choice **grammar test** and a **friendly chat** with a member of staff to check your speaking.

## Your Timetable

Please arrive at least 5 minutes before your class starts.

Essential 15	
9.30-11.00	English Lesson
15 minutes	Break
11.15-12.45	English Lesson
12.45 onwards	Free time

Standard 20	
9.30-11.00	English Lesson
15 minutes	Break
11.15-12.45	English Lesson
30 minutes	Break
13.15-14.15	English Lesson (Communication Skills)
14.15 onwards	Free time

Intensive 25	
9.30-11.00	English Lesson
15 minutes	Break
11.15-12.45	English Lesson
30 minutes	Break
13.15-14.15	English Lesson (Communication Skills)
15 minutes	Break
14.30-15.30	English Lesson (Examination Skills)
15.30 onwards	Free time

## Student Card

On your first day you will get a student card. This can get you discounts in some shops, cinemas etc. However, please note that our Student Card is not an official student card such as NUS or ISIC card. The card also has the EMERGENCY TELEPHONE NUMBER, so please keep it with you at all times.

## Holidays

If you tell us your intended holiday weeks **before starting your course**, these weeks will not be considered as study weeks and you will not be charged for them. The weeks will be added on to the end of the course. Holiday weeks to study weeks must not exceed the ratios in the table on the right.

If you decide to take holiday weeks **after you begin your course**, then these weeks **will not** be added on to the end of a course. The Christmas and New Year break are not considered as study weeks and are not included in any study period you pay for.

Holidays can only be taken as complete weeks (Monday to Friday) and individual days taken as holiday are not added on to the end of a course.

If you are on a student visa, you must give the school 14 days' notice before you take a holiday. You may also need a Holiday letter from the College.

## Course & Term Dates

### Daytime Course Dates (Monday-Friday)

Term	Dates	Number of Weeks
1 <sup>st</sup>	MONDAY 6 <sup>TH</sup> JANUARY – FRIDAY 3 <sup>RD</sup> APRIL	13
2 <sup>nd</sup>	6 <sup>TH</sup> APRIL – 26 <sup>TH</sup> JUNE	12
3 <sup>rd</sup>	29 <sup>TH</sup> JUNE – 25 <sup>TH</sup> SEPTEMBER	13
4 <sup>th</sup>	28 <sup>TH</sup> SEPTEMBER – 18 <sup>TH</sup> DECEMBER	12

The College will be closed on the following dates:

Holiday	Dates
Christmas & New Year's Holiday	23/12/2019 – 03/01/2020
Easter Holiday	10/04/2020 and 13/04/2020
May Day Bank Holiday	08/05/2020
Spring Bank Holiday	25/05/2020
Summer Bank Holiday	31/08/2020
Christmas & New Year's Holiday	21/12/2020 – 08/01/2021

## Teaching methods

While you study at TEG English, you will experience different types of learning and teaching methods.

Please don't forget that your classes here may be very different to those in your own country. Language Schools and Colleges in the UK focus much more on communication.

To make lessons more interesting and more relevant, we supplement our lessons with authentic materials such as newspapers, T.V, magazines, interviews etc as well as using a course book.

## Course design

Generally, each week will focus on a different topic, from Family to Travel. If there is a topic you really like, tell your teacher and they will try to include it.

You will improve your grammar and vocabulary, as well as your skills in speaking, reading, listening and writing.

In your classroom you will find WEEKLY OUTLINES which will help you see what you are doing in class and what you will learn in coming weeks.

# Your classes

As you are aged 16 or 17, you will join our adult classes as we believe you are mature and responsible enough at that age to study with older students.

## Meeting your class

On your first day we will take you to your classroom to meet your teacher. Your teacher will welcome you to the class.

## Course books

On your first day you will be given photocopies. Once you and your teacher are happy with your level, you will be given a coursebook (depending on booking).

Your teacher will also provide you with all additional course material. Use a folder to organise your notes, this will help you study and review your lessons in your free time.

Any further course books you later require (e.g. if you change level) must be paid separately by you. Course books can be bought at Reception for £30.00.

## Homework

Your teacher will give you daily homework. It is important that you do it so that you can improve your English as quickly as possible. Please speak to your teacher if you wish to have additional homework.

## Participation

It is important that you come to class every day and participate in all classes. This will help you to improve quicker. If you have difficulties with anything, please ask your teacher for help and advice.

## Certificates

At the end of your course you will receive a certificate stating your level and the length of your course. If your attendance is consistently lower than 80%, your attendance will be printed on your certificate.

## Feedback

Your feedback on our college and classes is extremely important to us as it allows us to improve. In order to check the quality of our courses, social programme and accommodation, we will ask for your feedback throughout your time with us.

**You will be asked to complete** *First Week Feedback, Mid-term Feedback & Leaving Feedback* forms.

If you have a problem with your class, we encourage you to speak directly to your teacher first. If you are still not happy please go and speak to the Director of Studies, who will do their best to find a solution.

If you have any problems outside of the College, please speak to the Welfare Officer who will try to give you advice.



# Levels and progress

We can have classes at the following levels (depending on demand):

TEG English Levels	CEFR level	Cambridge Exams	IELTS
<b>Beginner</b>	Pre A1	-	-
<b>Elementary</b>	A1	Key (KET)	-
<b>Pre-Intermediate</b>	A2	KET/ Preliminary (PET)	-
<b>Intermediate</b>	B1	PET	4-5
<b>Upper Intermediate</b>	B2	First (FCE)	5-6.5
<b>Advanced</b>	C1	Advanced (CAE)	6.5-8
<b>Proficiency</b>	C2	Proficiency (CPE)	8-9

## Changing your class

We make every effort to place you in a class at the right level. Before deciding if a class is right for you, please wait one or two days. If you still feel you are in the wrong level, please talk to your teacher. It is normal to stay at one level for about three months.

# External Examinations

Our Portsmouth branch is an examination centre, and they are authorised to do a number of Cambridge exams such as PET, FCE, CAE and CPE. If you are interested in taking any of these exams, please ask for more information at Reception.



Authorised Exam Centre

## Exam Courses

We currently do courses for IELTS, FCE, CAE and CPE. We can arrange other exam courses depending on demand. These courses focus not only on improving your English grammar and vocabulary, but also on giving you the correct methodologies to answer the questions. We pride ourselves on employing experienced teachers who will guide you through the exams and will endeavour to answer any of your questions.

## Taking Exams

You can take PET, FCE, CAE, and CPE in our Portsmouth branch. For IELTS, we usually register students at Test Centres in Cardiff, Portsmouth, Southampton or Bristol. Please ask for advice from your teacher on your suitability for the exam.

**PET** – *Cambridge English: Preliminary*, also known as **Preliminary English Test (PET)**, is an **Intermediate level** qualification for learners who need to use English in a practical, everyday way to communicate.

**FCE** - *Cambridge English: First*, also known as **First Certificate in English (FCE)**, is an exam for people who need to prove they can use every day written and spoken English at an **Upper-Intermediate level** for work or study purposes.

**CAE** - *Cambridge English: Advanced* also known as **Certificate in Advanced English (CAE)** is the leading advanced English exam for professional and academic success.

**CPE** - *Cambridge English: Proficiency*, also known as **Certificate of Proficiency in English (CPE)**, is the most advanced exam, for learners who have achieved an extremely high level of skill in the English language.

## Assessment

We are committed to monitoring your progress and therefore assessment is an essential part of your course. This may be seen in a number of ways i.e. through teachers informally monitoring your work, weekly spelling or vocabulary tests, weekly or fortnightly progress tests and end of term exams. These will help both you and your teacher to evaluate your strengths and weaknesses and allow us to advise you on any future courses.

## Moving up a level

For English language classes, when students reach the end of a textbook, we give an end of course test. If you pass this and the teacher is satisfied you are ready, you will progress to the next level.

# Learning English Outside the Classroom

We always encourage students to continue practising their English as much as possible outside the classroom and to become independent learners. Here are some ideas:



## Great websites for Practising your English Skills

There is a huge number of websites where you can continue studying English. Here is just a small sample of some of them:

[www.talkenglish.com](http://www.talkenglish.com)

[www.englishpage.com](http://www.englishpage.com)

[www.eslcafe.com](http://www.eslcafe.com)

<http://learnenglish.britishcouncil.org/en/>

[www.flo-joe.com](http://www.flo-joe.com)



## Student Book Corner

You can borrow graded readers and DVDs for free practice on a variety of skills from our Student Book Corner

The more you read and watch, the more exposure you will get to new vocabulary, sentence structures and registers, to name but a few.



## Set achievable goals

Set weekly goals for yourself. You could learn 30 new words in a week or only speak in English for a whole day. The important thing is that your goals are achievable and don't give up! Every little helps!



## Improve your Reading

If you like reading, read the English version of a book you have already read in your language. If you are not a fan of books, read a comic book as this will provide you with examples of a more 'real' language. Further options include children's books as they contain simpler language, or English magazines/newspapers/articles. Read aloud, as this will also help you with your pronunciation.



## Write a diary

We all know that writing can be a tedious task, but it is a great way to improve your vocabulary and put into practise what you learn in class. Why not try keeping a diary? You can start by writing about your day. Try to use various tenses and the language that you learnt earlier that day. You can even ask your teacher to have a look at it!



## Speak English with everyone

Speak English with your host family and friends. Try to have a conversation with them for at least 30 minutes a day. If you are feeling shy, join our social programme and practise your English skills with your classmates and activity leader. You will feel more confident in yourself and see great improvements in your communicative skills.



## Use the Vocabulary you learn

If you are going shopping, for example, look up all the vocabulary you might need to use in order to buy what you want. Once you are at the shop, try and use that vocabulary. You can also share that vocabulary with your classmates.



## Watch Films

Watch lots of films in English. To begin with, you can use subtitles in your language, but make sure you listen and don't just read the subtitles! Once you feel more confident, use English subtitles as this will help your spelling too. At some point, you'll be able to watch any movie you want without subtitles. Watching movies will help you learn **slang terms**, **English phrases** and **idioms**.



## Listen to Music

To improve your listening skills, listen to English music. Choose songs you like and focus as much as you can on the lyrics of the songs. Later, you can check your understanding by reading the lyrics to the songs. You don't just need to listen to music to practise English, why not listen to conversations in the bus/train/street (try to be discrete when you are doing this though).



## Save your vocabulary

Any new words you learn, write them down in your notebook. However, don't just write them, try to use every word in at least one sentence. Also, keep a record of its pronunciation, use and different forms it might have. Also, categorise these new words, e.g. parts of the body, music etc (something which will be easy to do, as the lessons are usually based on specific themes). Try to go through this vocabulary list as many times as you can. Don't be afraid to experiment with various ways of recording new words, you could use mind maps, word cards or whatever works for you.



## Record yourself

If you want to improve your **pronunciation**, simply record yourself. You will be amazed by how many pronunciation and grammar mistakes you can pick up just by recording yourself and listening back to it. Alternatively, you can watch enunciation videos on YouTube and then try to copy the sounds.



## What to do when you finish your course?

When you finish your course, your learning doesn't have to stop! Try to remember all the learning strategies you learnt at TEG English, continue studying with your course book and try using online resources.

If you want more personalised help, try our **TEG English online** courses. You can book a lesson at a time that suits you and you can continue with your teacher (depending on availability).

# Social Programme

At our College, we believe that successful language learning is helped by regular socialising with other students. Our Social Programme is a great way to make new friends, enjoy your time with TEG and most importantly, to practise your English.



## Weekly Programme

We run an enjoyable and varied social programme throughout the year. Activities include, but are not limited to, museum visits, bowling, parties and football matches to name but a few. At least two activities per week are free in order to ensure that our programme is fun and affordable.

Every one to two weeks, we go on day trips to popular and exciting cities near the college. Destinations include London, Cardiff, Brighton, Bournemouth, Bath, the Isle of Wight, the New Forest and Bristol. Prices for these trips are between £12 and £35 depending on the city.

See the Weekly Social Programme list and posters displayed on the College notice boards for details and prices of current events.

If the social activity has to be cancelled due to unsuitable weather or reasons out of our control, we will try and reschedule the activity for another day or find a suitable alternative.



Please note some activities are not suitable for 16–17 year olds. These will be clearly marked on the weekly programme.

## Social Media

Find out more about our activities and events as well as useful information about the college on our social media:



FACEBOOK

Birmingham: [www.facebook.com/TEGBirmingham/](https://www.facebook.com/TEGBirmingham/)  
 Bristol: [www.facebook.com/TEGBristol/](https://www.facebook.com/TEGBristol/)  
 Cardiff: [www.facebook.com/TEGCardiff/](https://www.facebook.com/TEGCardiff/)  
 Portsmouth: [www.facebook.com/TEGPortsmouth/](https://www.facebook.com/TEGPortsmouth/)  
 Southampton: [www.facebook.com/TEGSouthampton/](https://www.facebook.com/TEGSouthampton/)



INSTAGRAM

Birmingham: [/tegbirmingham](https://www.instagram.com/tegbirmingham)  
 Bristol: [/tegbristol](https://www.instagram.com/tegbristol)  
 Cardiff: [/tegcdiff](https://www.instagram.com/tegcdiff)  
 Portsmouth: [/tegportsmouth](https://www.instagram.com/tegportsmouth)  
 Southampton: [/tegsouthampton](https://www.instagram.com/tegsouthampton)

# Facilities

## Reception

Come and see us in Reception if you need any help or advice on the following:

- Police registration
- Doctor registration
- Biometric Residence Permits
- Visa applications
- Cambridge Exams
- National Insurance Information
- Welfare and Safeguarding
- First Aid
- Further Education
- Renting accommodation

## Book and DVD Corner

We have a range of books and DVDs at Reception, with many books which are graded for your level and some which include audio CDs. You are welcome to borrow these for free at any time and you have 2 weeks until you have to return them— simply tell a Receptionist that you want to borrow something.



## Student Kitchen/Student Room

The kitchen is a great place to have a free cup of tea or coffee and catch up with your classmates and other students. In the Student room (or around the college), details about doctors, dentists, places of worship are available.

## Self-study Computers and Internet

Free Wi-Fi is available in the College. There are also computers/tablets designated for student use and you are free to use these during the day. We ask you to treat the computers/tablets with respect and care. We regularly check the computers/tablets and any student found to be downloading anything 'adult' or illegal will be asked to leave the College (see our full Terms and Conditions).

## Printing

Printing is available at Reception at 10p per page. Please ask Reception for help.

## Places to eat

There are plenty of cafes and shops within easy reach of the Colleges. The school provides free tea and coffee in the Student Kitchen where there is also a microwave and fridge for students' use.



# TEG English Cities



## Birmingham

### The School

TEG English Birmingham is right in the city centre, in Broad Street, and offers a modern and comfortable environment to study in. Our newly renovated Student Room is the perfect place to hang out with your classmates.



### The City

**Population:** 1.1 million

**Distance from London:** 1 hour 22 minutes by train

**Distance from Gatwick:** 2 hours 17 minutes by train

**Nearest Airport:** Birmingham International Airport

There are so many things to do in Birmingham and our College is only a few minutes' walk from them all. The college's location on Broad Street means you are right in the heart of it all. Discover Brindleyplace, the Symphony Hall and the Library of Birmingham, merely 5 minutes away, offering culture, cafes

and restaurants. For more great food, The Mailbox boasts some of the best places to eat in the UK, with restaurants serving food from over 30 countries. Ready to shop? Explore the Bull Ring and Grand Central which offers shopping for all budgets. Or learn more about Birmingham's diverse history as you walk along the beautiful canals or visit the refurbished factories of the Jewellery Quarter. Everything is just a short walk away, so you will have plenty to explore after class!

### Things to do

Birmingham Back to Backs –

<https://www.nationaltrust.org.uk/birmingham-back-to-backs>

Cadbury World –

<https://www.cadburyworld.co.uk/en>

Birmingham Museum and Art Gallery –

<https://visitbirmingham.com/things-to-see-and-do/birmingham-museum-and-art-gallery-p323031>



### Eating

Check out some of the culinary delights Birmingham has to offer – <https://visitbirmingham.com/food-and-drink>

### What's On

Check out 'Visit Birmingham' for information about what is happening –

<https://visitbirmingham.com/whats-on>

### Taxi Companies

- A2B Radio Cars – 0121 744 1111
- Uber - App

## Bristol

### The School

Our Bristol college is a short walk from the popular shopping centre of Cabot Circus and the colourful Castle Park. TEG English Bristol is the ideal learning environment for our students. The bright, spacious classrooms and comfortable student lounge reflect Bristol's relaxed, friendly atmosphere.



### The City

**Population:** 454,200

**Distance from London:** 1 hour 40 minutes by train

**Distance from Gatwick:** 2 hours 45 minutes by train

**Nearest Airport:** Bristol Airport

Bristol is the green capital of the UK, and is full of artists, musicians and brilliant attractions. Multicultural, young and incredibly lively, the city is a very attractive destination. You can enjoy festivals all year round, fantastic cycle tracks, a variety of restaurants and awesome street food. Between its

museums, art galleries, performance spaces, and its setting in the middle of the countryside, Bristol is the perfect place for students to study English and experience the culture of England.

### Things to do

Clifton Suspension Bridge –

<https://visitbristol.co.uk/things-to-do/clifton-suspension-bridge-p24661>

Brunel's SS Great Britain –

<https://visitbristol.co.uk/things-to-do/brunels-ss-great-britain-p25861>

Bristol Balloon Fiesta –

<https://visitbristol.co.uk/whats-on/bristol-international-balloon-fiesta-p1987343>

Banksy street art tours –

<https://visitbristol.co.uk/things-to-do/banksy-walking-tour-p1354013>



### Shopping

- Bristol Shopping Quarter - <https://visitbristol.co.uk/shopping/bristol-shopping-quarter>
- Cabot Circus - <https://visitbristol.co.uk/shopping/bristol-shopping-quarter/cabot-circus>
- Gloucester Road and Stokes Croft - <https://visitbristol.co.uk/shopping/gloucester-road-and-stokes-croft>
- Clifton Village - <https://visitbristol.co.uk/shopping/clifton-village>
- Markets - <https://visitbristol.co.uk/shopping/markets>

### Eating

Bristol is home to an array of independent cafes and restaurants, check out the delights of this foodie city -

<https://visitbristol.co.uk/food-and-drink>

### What's On

Check out 'Visit Bristol' for information about what is happening: <https://visitbristol.co.uk/whats-on>

### Taxi Companies

- Call Cars [0117 955 5545]
- Uber - App



## Cardiff

### The School

TEG English Cardiff is in the very heart of the city surrounded by shops and attractions. Located on the quiet Charles Street, our refurbished building with modern facilities offers a comfortable place to study.



### The City

**Population:** 341, 000

**Distance from London:** 2 hours by train

**Distance from Gatwick:** 3 hours 20 minutes by train

**Nearest Airport:** Cardiff Airport

Cardiff is the capital city of the British nation of Wales and an excellent place to live and study. There are many unique attractions, fine museums and galleries, and beautiful countryside outside the city. Cardiff is on the coast, so the seaside is not far away.

Shops and entertainment facilities are very close to the college, so you will never get bored! Students with an interest in history, literature and art will feel very welcome in Cardiff. The Welsh people are well-known for their friendliness and humour.

### Things to do

Cardiff Castle - <http://www.cardiffcastle.com/>

National Museum - <https://museum.wales/cardiff/>

Wales Millennium Centre - <http://www.wmc.org.uk/>

Chapter Arts Centre - <http://www.chapter.org/>

### Shopping

- St David's Shopping Centre - <http://www.visitcardiff.com/shopping/queens-arcade/>
- Queens Arcade - <http://www.visitcardiff.com/shopping/queens-arcade/>
- Riverside Farmers Market - <http://www.visitcardiff.com/shopping/riverside-farmers-market/>
- Royal Arcade - <http://www.visitcardiff.com/seedo/royal-arcade-2/>
- Castle Arcade - <http://www.visitcardiff.com/shopping/castle-arcade/>
- High street Arcade - <http://www.visitcardiff.com/seedo/highstreetarcade/>
- Morgan Arcade - <http://www.visitcardiff.com/seedo/morgan-arcade-2/>



### Eating

From restaurants to cafes, Wales is a place to delight your taste buds. Have a look at Visit Cardiff for ideas of where to eat - <http://www.visitcardiff.com/eatdrink/>

### What's On

Check out "Visit Cardiff" for information about what is happening: <http://www.visitcardiff.com/events/>

### Taxi Companies

- Capital cabs (02920 777777)
- Uber - App
- Dragon Taxi (02920333333 & App)

## Portsmouth

### The School

Famous for its beautiful waterfront and dynamic culture, Portsmouth promises you a warm welcome to the south of England, a rich maritime history and a wealth of interesting attractions. Our language school, located in the centre of the UK's only island city, is equipped with modern facilities over all of its three floors and provides a safe, comfortable environment to study.



### The City

**Population:** 205, 400

**Distance from London:** 1 hour 30 minutes by train

**Distance from Gatwick:** 1 hour 20 minutes by train

**Nearest Airport:** Southampton Airport

**Ferry Connections:** Cherbourg, Caen, Le Havre & St Malo

Portsmouth is a cosmopolitan and vibrant city packed with great reasons to visit. Well located on the south coast of England, Portsmouth is ideal for students who want to live by the sea. There is always something to do, with museums, live music venues, contemporary art galleries, two cathedrals, a

diverse literary heritage, and countless events throughout the year.

### Things to do

Portsmouth Historic Dockyard - <https://www.visitportsmouth.co.uk/things-to-do/portsmouth-historic-dockyard-p54183>

Emirates Spinnaker Tower - <https://www.visitportsmouth.co.uk/things-to-do/emirates-spinnaker-tower-p62043>

Charles Dickens Museum - <https://dickensmuseum.com/>

Southsea Beach - <https://www.hampshireattractions.co.uk/southsea-beach/>

Clarence Pier - <http://www.clarencepier.co.uk/>



### Shopping

- Gunwharf Quay - <https://www.visitportsmouth.co.uk/shopping/gunwharf-quays-p272331>
- Portsmouth Commercial Road - <https://www.visitportsmouth.co.uk/shopping/commercial-road-p282101>
- Cascades Shopping Centre - <https://www.visitportsmouth.co.uk/shopping/cascades-shopping-centre-p199371>
- Palmerston Road Southsea - <https://www.visitportsmouth.co.uk/shopping/southsea-shopping-p272361>

### Eating

Portsmouth has an excellent selection of restaurants and cafes. Have a look here here to find something you like - <https://www.visitportsmouth.co.uk/food-and-drink>

### What's On

Check out 'Visit Portsmouth' for information about what is happening - <https://www.visitportsmouth.co.uk/whats-on>

### Taxi Companies

- City Wide [02392 696969]
- Uber - App
- Aqua Cars [02392654321]

## Southampton

### The School

TEG English Southampton is located in a beautiful Grade II listed building. Set beside the relaxing East Park, our Southampton school provides students with a supportive environment to study, within easy reach of the port and many city attractions.



### The City

**Population:** 253,651

**Distance from London:** 1 hour 14 minutes by train

**Distance from Gatwick:** 1 hour 45 minutes by train

**Nearest Airport:** Southampton Airport

Southampton is a developing city and is quickly becoming the economic centre of the South. It is also very much a student city with a whole mix of nationalities many of whom study at one of the two universities in the city.

Being the cruise capital of Europe, Southampton has over four million visitors every year and offers fantastic cultural experiences from the Seacity

Museum, Award-winning parks, quality theatres, and music venues to the modern shopping centre at West Quay.

### Things to do

SeaCity Museum - <http://www.seacitymuseum.co.uk/>

Tudor House and Garden - <http://www.tudorhouseandgarden.com/>

Southampton City Art Gallery - <http://www.southampton.gov.uk/libraries-museums/art-gallery/default.aspx>

### Shopping

- Westquay Shopping Centre - <http://www.west-quay.co.uk/>
- The Marlands Shopping Centre - <http://www.intomarlands.co.uk/>
- Bedford Place - <http://www.bedfordplace-southampton.co.uk/>



### Eating

Discover what Southampton has to offer at this website - <http://www.discoversouthampton.co.uk/visit/food-drink>

### What's On

Check out 'Discover Southampton' for information about what is happening - <http://www.discoversouthampton.co.uk/events>

### Taxi Companies

- Radio Taxi (023)80 666 666
- Uber (App)
- West Quay Taxi (02380 999 999)



# Living in the UK

## Weather

When you start living in the UK, you will notice that the British love to talk about the weather! It is always a good idea to pack layers and an umbrella. If you are not sure, click on the website's below for the average temperatures of TEG English cities.

### **Birmingham**

<http://www.holiday-weather.com/birmingham/averages/>

### **Bristol**

<http://www.holiday-weather.com/bristol/averages/>

### **Cardiff**

<http://www.holiday-weather.com/cardiff/averages/>

### **Portsmouth**

<http://www.holiday-weather.com/portsmouth/averages/>

### **Southampton**

<http://www.holiday-weather.com/southampton/averages/>



## Culture shock

Moving to a different country can be very difficult. You will experience a new environment, a new way of life and this can make you feel very lonely and stressed. Here are a few suggestions of how to make the process easier.

### **Be open minded**

If you have never been to the UK before, everything may seem different. You may find the different parts of UK society difficult to accept. We have a different language, accents, mannerisms, politeness and, most importantly food!

Try to be open-minded – see your journey as a way to get more knowledge about a different culture. If you see it as a learning experience or an adventure, it will make it easier to deal with.

### **Make friends**

The feeling of loneliness is the worst part of Culture Shock. It is okay to feel homesick but taking part in the Social Programme organised by TEG English will help you make new friends and settle into your time in the UK. Sharing experiences with friends will make you feel at home!

Just remember, it is totally normal to take time to adjust your new life in the UK. We are sure that when you do, you are going to have a fantastic time.



## Medical Information

When you arrive in the UK, you should register with a family doctor (GP) and with a dentist as soon as possible. You may need to get medical insurance before you come to the UK.

Check the NHS website for overseas visitors (<http://www.nhs.uk/NHSEngland/AboutNHSservices/uk-visitors/Pages/accessing-nhs-services.aspx>) or ask at Reception for the nearest doctor or dental practice.

- At the surgery, tell them that you are a temporary visitor and you will be given a form to complete.
- You may be able to get free healthcare in the UK. To find out more, please ask Reception.
- If you are not so ill that you need a doctor, you can go to any pharmacist for health advice (you may need to show your passport/ID).
- If someone is very ill or has had an accident, call 999 immediately. You will be asked if you want 'Fire, Police or Ambulance'. Say "Ambulance" and tell the person where you are and what has happened slowly and clearly.

### Local Hospitals

Birmingham	0121 553 1831	Birmingham City Hospital, Dudley Road, Birmingham, B18 7QH
Bristol	01179 230000	Bristol Royal Infirmary (BRI), Marlborough Street, Bristol, BS2 8HW
Cardiff	02920 747747	University Hospital of Wales, Heath Park Way, Cardiff, CF14 4XW
Portsmouth	02392 680000	Saint Mary's Hospital, Milton Road, Portsmouth PO3 6AD
Southampton	02380 777222	Southampton General Hospital, Tremona Rd, Southampton, SO16 6YD

## A Quick Guide to British Etiquette

We are famous for our politeness, so below, we have listed the most important things you should and should not do in the UK.

### Do:

- Use a 'handshake' when you first meet someone – we do not hug or kiss the other person unless they are family or a close friend.
- Queue – we like to queue for everything, even the bus – please don't push in front!
- Say 'please' and 'thank you' – also we say 'sorry' a lot!
- Be on time! Punctuality is very important in the UK.
- Open the door for other people
- Cover your mouth when you yawn
- Call people by their first name
- Drink tea (it is the Nation's drink!) – the tea should be poured first and milk and sugar added after.
- Talk about the weather – we love it!



### Don't:

- Burp in public
- Make noise while you eat
- Wear hats indoors – it's considered rude
- Eat with your hands – unless it is pizza!
- Talk while you are eating
- Ask someone how much they earn
- Use your mobile while you are talking to someone
- Ask a woman her age
- Spit in the street

# Keeping You Safe & Happy

These rules and policies are in place to allow all students to enjoy their lessons in a safe and comfortable environment.

## If you have a problem

- If you have a problem big or small, please tell your teacher or another member of staff. You can also ask your family to speak to us.
- If you have a problem and you don't want to talk to anyone you know, you can call Childline on 0800 1111 who can help.
- If you have a problem with your class, with another student, a member of staff or with your host family, always talk to somebody.

## Lateness

Please be on time for every lesson. If you are more than 15 minutes late, your teacher may ask you to wait until the break. Please wait in the Students' Room/Kitchen until the next break so that you do not interrupt the other students.

Repeated lateness is not acceptable and may result in a written warning.

## Attendance

Attendance will be monitored through the Class Register. If you are absent from class after 30 minutes your teacher will notify Reception who will immediately contact your guardian/parent or Homestay provider.

**We expect students to attend 100% of their lessons. If you are consistently absent from class:**

- Your certificate may have your attendance printed on it.
- You will be given verbal and written warnings until it improves.
- You will be deregistered without a refund (final resort).

## British Law

- You cannot be in possession of drugs unless prescribed by a doctor.
- It is an offence to carry weapons, including knives.
- You cannot buy cigarettes, tobacco or alcohol if you are aged 16 or 17.
- The minimum age to drive in the UK is 17.
- The age of consent for sexual activity in the UK is 16.
- It is illegal to buy property which you believe to be stolen.
- It is an offence to falsely report the theft of property.

## Mobile phones

You cannot use your mobile phone during lessons unless you have permission from your teacher. You must turn your phone to silent when in the classroom or risk teachers removing it until the end of the lesson.

## Care of valuables

It is especially important that you do not leave anything valuable in your classroom unattended (for example, at breaktime). If you have anything especially valuable, we can lock it up for you at Reception.

## Curfew

You must be home by 6PM every evening for dinner. If you decide to go out in the evening, you must be home by 9PM. If you are not home, your Homestay Provider will call the school and your parents will be informed.

## College Rules

1. Speak only in English
2. Attend every class
3. Don't be late
4. Participate actively in your class
5. Always do your best
6. Ask lots of questions
7. Say please and thank you
8. Don't use your mobile phone in class
9. Do not eat during class
10. Do not use bad language
11. Bring a pen and paper
12. Do your homework
13. Call the school if you cannot come to class
14. Help each other
15. Respect your teacher and classmates
16. Take care of your valuables
17. Wash up your mug
18. Do not damage our property

## Free Time Rules & Guidance

### What to keep with you

- Student card
- Mobile phone (with the number of your host provider/group leader and the school)
- Any necessary medication

### Travelling around

- Be aware of your surroundings.
- Look both ways when crossing a road.
- Try not to walk home alone when it is dark. If you have to, try to be close to main streets with lights.
- Keep small change for taxis or buses.
- If you get a taxi, use a licensed one only.
- If you have a bike, wear a high visibility jacket and a helmet.
- Be careful when travelling on public transport.
- Be aware of suspicious or unusual behaviour.
- In case of a major incident, follow the instructions given by the police or security services.

### Alcohol & Smoking

- Follow the UK laws. Under 18s must not consume or purchase alcohol under any circumstance. You must be over 18 to buy tobacco. People under 18 are not permitted to smoke in public places and tobacco can be confiscated.
- You cannot enter a pub, bar or club.

### Money and personal belongings

- Take special care of your passport, travel documents and tickets.
- Watch your bag, valuables and mobile phone.
- Do not carry or show large amounts of cash.

### People

- Never speak to or meet up with people you do not know or get into their car.
- Move or leave if you feel uncomfortable or if something does not seem right.
- Do not accept packages from strangers.
- Report any unusual or inappropriate behaviour to the college staff/group leaders/host providers or to the police.
- When you go out, go with a friend.

### Going back to your Homestay

- Follow the curfew: students aged 16-17 must be back at their accommodation by 9PM each day.
- If you are going to be late, telephone your Homestay Provider to tell them.
- If you are consistently late, your parents will be informed [see Student Behaviour]

## Safety Online

- Do not put personal information on social media.
- Always think of your personal safety first when using computers or your mobile phone. Remember it is easy for anyone to lie about who they are online, so you can never really be sure who you are talking to.
- Do not give out any personal information about yourself online to people you do not know. This includes your full name, address, street name, postcode, or school name.
- Never give your contact number to anyone who you don't know
- It's a good idea to use a nickname rather than your real name.
- Don't meet people that you have only spoken to online. If you do decide to meet up with anyone in real life, then make sure you take a trusted adult with you and meet in a public place at a busy time.
- Never give out pictures online or over a mobile unless you know the person in real life. It is easy for people to take your pictures and alter them, send them on, or even pretend to be you with them.
- Always use private settings whenever you are setting up a social networking page or an instant messaging account. This is so people who you don't want to see your profile can't.
- Anything you post or upload to the internet will stay there forever so be very careful what you put online.
- Never use webcams with people you don't know. Webcam images can be recorded and copied and also shared with other people.
- If you receive any messages or pictures that worry or upset you, talk to the College Welfare Officer or an adult you trust. You may also report it online, via the following website: <http://www.thinkuknow.co.uk>.

## Bullying

**What is bullying?** It is a conscious desire to hurt, distress, embarrass, threaten or frighten someone. This includes calling names, exclusion from the group, intimidation, damage to personal property, being unkind.

#### Anti-bullying rules:

- Treat others as you would like to be treated.
- Tell a teacher or responsible adult if you think there is a problem.
- Do not fight a bully yourself.

#### If you witness bullying:

- Do not ignore what happens.
- Be friendly. Let the person who is being bullied know you have seen what has happened and you are concerned.
- Encourage them to tell someone, even offer to go with them.

#### What can you do?

- If you are a bully, stop.
- If you are a victim, tell your legal guardian/teacher/group leader/parents/welfare officer.
- Once an incident or situation has been reported, it will then be dealt with immediately.



The school reserves the right to exclude from lessons any student who behaves in an offensive way. Unacceptable behaviour can include bullying, violence and any form of discrimination or harassment. If any of the School Rules are broken on a regular basis, this may also be considered as unacceptable behaviour.

## Student Behaviour

We expect students to be active in their class, to take progress tests, and to do homework regularly.

TEG English may not allow you to continue your course if you break the College rules, have abusive behaviour and serious misconduct (see below), or are continually late. You will not get a refund if this happens.

Examples of serious misconduct and abusive behaviour

- Verbal or physical abuse to a student or a member of staff. Verbal abuse can include bullying, harassment, threatened violence, threaten damage to personal property, abuse on grounds of physical, racial, sexual orientation or national differences. Physical abuse includes actual violence, sexual harassment or indecent assault. This applies on or off the College premises.
- Deliberate damage or misuse of school resources or vandalism to the college building or property.
- Misuse of IT facilities by downloading offensive or pornographic material.
- Theft of college resources or another student's/member of staff's personal property.
- Behaviour outside the school that could bring the College into disrepute.
- A student breaking UK law (e.g. drug abuse or driving offences).

### Consequences of failure to follow these rules

1. Students will be asked to explain actions and will get a verbal warning.
2. If the student breaks the rules a second time, their parents/legal guardians will be contacted, and a second verbal and a written warning will be given
3. If the problem continues, the parents will be contacted and asked to arrange for their child to go home. The student will be asked to leave the College (with no refund).

Please see Terms & Conditions for more information.



## Are you unhappy with the College?

- **Stage 1:** If you have a minor complaint or observation about your class, always try to **talk to your teacher first**. They need to know what you have enjoyed or what they could change in order to meet your needs. If it is about the school in general, feel free to speak to the Director of Studies or the Office Manager.
- **Stage 2:** If you are not satisfied with the response of your teacher, you can **make an appointment with the Director of Studies** who will try to see you as soon as possible and help you.
- **Stage 3:** Speak to the Principal. Reception will be able to provide with their contact details.
- **Stage 4:** If you still feel that your problem has not been resolved satisfactorily, you can **email the British Council** ([accreditation.unit@britishcouncil.org](mailto:accreditation.unit@britishcouncil.org)) or **write to English UK** (The Chief Executive, English UK, 219 St John Street, London, EC1V 4LY). Stage 4 is a last resort and is a result of the school's unsatisfactory dealing with your complaint. The British Council will not deal with your complaint unless you have gone through the stages.

**Unless we know there is a problem, we cannot help you. So, please come and tell us as soon as possible.**



## Religion policy

TEG has no religious connection of any kind and operates on a secular basis.

- We neither encourage nor discourage students and staff from practising their religion but school policy is that it is kept as predominantly a private matter for the individual.
- All staff and students should be sensitive to different beliefs.
- According to UK government guidelines, each educational institution is free to make its own uniform policy. In all TEG branches, full-face coverings are not permissible as all students need to be clearly identifiable whilst on College premises for security reasons. Furthermore, TEG firmly believes that language learning is best facilitated when facial expressions are visible to the person communicating.
- We have no objection to head coverings or other religious clothing where the face is clearly visible.
- Students should not use classrooms for prayers as they must be reserved for College use.
- A list of places of worship for all major religions in the local area is displayed in the College and our staff are happy to provide maps and directions as required.

Students may be granted limited time off from lessons as a result of regular, weekly religious practice (i.e. Friday prayers) but they must obtain prior permission from the Director of Studies and Teacher. However, they will not be able to join the class again if they come late.

## The Threat of Radicalisation Policy

TEG English has a zero-tolerance approach to extremist behaviour for all students and staff members, there is no place for extremist views of any kind in our school. To this end, all members of staff are trained in Prevent. We make sure that our students see the school as a safe place where freedom of speech is respected. All students are encouraged to adopt the British values of tolerance, respect, understanding and harmonious living.

### **Unacceptable behaviour will not be tolerated:**

- Voicing opinions drawn from extremist ideologies and narratives
- Use of extremist or hate terms to exclude others or incite violence
- Intolerance of difference, including faith, culture, gender, race or sexuality
- Attempts to impose extremist views or practices on others
- Anti-western or anti-British views
- Glorifying violence
- Online searches or sharing extremist messages on social profiles

# In Case of Emergency



## First Aid

Please go to Reception or tell your teacher if you need first aid (or a plaster/bandage/dressing). The school/your teacher is not allowed to give you any medicine.



## Fire

If you discover a fire, tell a member of staff, shout fire or push a fire button. Fire call points are located near the fire exits and close to the fire extinguishers and can be activated by pushing the button. If the fire alarm sounds, all staff and students should leave the building via the nearest fire exit following the exit signs.

If you feel confident and are safe away from the fire, dial 999.



## In Case of Fire

Look carefully at the fire notice in your classroom and around the school and make sure you know where the fire exits are. If the fire alarm rings, your teacher will take you out safely. Do not stop to collect your belongings.

Assemble at the meeting point (stated on the fire notices around the college). Once at the meeting point, please find your teacher.



## Hazards

A hazard means a chance of being injured or harmed. The stairs in the school can be very busy at times, so please be careful and don't run up or down the stairs. The floors can become very slippery if it's raining outside, so do not run inside the school.



## Accidents

For minor accidents inside the school, please go to Reception or tell your teacher. Should you or a friend have a more serious accident, again contact Reception who will call 999 for an ambulance.

## Attack

If there is an explosion, you should:

- Get under a sturdy table or desk if things are falling around you. When they stop falling, leave quickly, watching for obviously weakened floors and stairways.
- As you exit from the building, be especially watchful of falling debris.
- Leave the building as quickly as possible. Do not stop to retrieve personal possessions or make phone calls.

Once you are out:

- Do not stand in front of windows, glass doors, or other potentially hazardous areas.
- Move away from sidewalks or streets to be used by emergency officials or others still exiting the building.



# Homestay Accommodation

Our aim is to give our students the best possible experience, with a focus on learning the English Language while enjoying British life and culture. We believe that one of the best ways to do this is to live with one of our friendly and carefully chosen homestay providers.

Your homestay will provide:

- A warm welcome and conversation.
- A warm, fully furnished bedroom with a bed, wardrobe and or drawers, a desk (or somewhere else in the house where you can work quietly).
- Laundry facilities, clean towels and bedding. If you wish, you can bring your washing powder/liquid.
- A bath or shower every day. Please use your own toiletries. If you wish, you can bring your washing powder/liquid.
- A front door key.

There will be only one student of each mother tongue per homestay provider (unless the student has requested to share with another person speaking the same language).

## Homestay Accommodation with meals

The host will provide breakfast and dinner from Monday to Friday and breakfast, lunch<sup>1</sup> and dinner at weekends. It is important to be aware of cultural differences in cuisine. We know that sometimes it is not easy to adjust to other countries' food. If you have any special dietary requirements, please let us know before the accommodation is booked.

## Booking Homestay Accommodation with us

- We will always try to give you the closest house available. However, we have to consider student's and host's preferences and availability. Therefore, you may need to use public transport to come to the College. Please ask your homestay provider or our Reception staff for assistance.
- To be able to start the booking process, we need the first two weeks of accommodation to be paid in advance. As soon as we find a suitable host provider that matches your requirements, we will send you a '*Homestay Provider's Profile*' that includes all relevant information regarding your accommodation.
- We recommend that you contact the host provider via email as soon as you receive the provider's profile so that you can introduce yourself. Please note that the host will be provided with your details.

## Cleaning

You are responsible for cleaning your room (and en-suite bathroom if applicable) and you will have access to cleaning equipment. Please make sure you keep your room tidy and that you remove any rubbish from your room frequently. You should also help to make sure other areas of the house that you use are in a good condition, such as the bathroom and kitchen.

## Holidays

If you leave the host provider for a limited number of days/go on holiday and leave your belongings in the house, you will be asked to pay for self-catering accommodation.

## Homestay Address

Sometimes you may need to provide an address when applying for Police Registration Letters, Opening a Bank Account, NIN application or/and Post deliveries. We ask that all students get permission from the Homestay before using their address and do not use it once you have left the homestay.

## Payments

You must pay for your accommodation directly to the College. You can pay the full amount in advance, or if you prefer, you pay one week in advance. The College will transfer the money to your accommodation provider.

## Cancellations and notice periods

### Cancellation by a student

If you cancel a booked accommodation before arrival:

- If you cancel more than 14 days before your arrival, you will be refunded your accommodation in full.

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<sup>1</sup> Packed lunches are available when on College excursions.

- If you cancel fewer than 14 days before your arrival, you will be refunded your accommodation minus 1 week.
- If you cancel on or after your start day, you will be refunded your accommodation minus 2 weeks.

If you wish to change accommodation provider during your stay:

- If for some reason you are not happy with your accommodation the College can rearrange the accommodation up to 2 times [subject to availability].

Please be advised that you need to give the College at least one week's notice in order to arrange an alternative accommodation, or before leaving accommodation.

If you are renting accommodation and you move, please inform the College of the change as soon as possible, as the College must have your updated details.

If you are visiting the UK on a visa, and you move to a new house, you may be required to inform the local police of the change of address. If you are uncertain if this applies to you, please talk to a member of the Reception staff at the College.

### Cancellation by a host provider

In the unlikely event that a host provider cancels your accommodation, we will inform you immediately and a new homestay will be arranged.

If, after taking a student, the arrangement does not work for any reason and the homestay provider wishes you to leave, the College will need notice to be able to rearrange the accommodation.

If a homestay provider wishes you to leave the house due to inappropriate or unacceptable behaviour or insufficient payment of fees, the College will not be under any obligation to find you alternative accommodation. You may be asked to leave your homestay immediately with no refund.

## Responsibilities of the Student in Homestay Accommodation

- Exchange phone numbers with the host provider as soon as possible (free UK SIM cards are available at reception).
- Respect household rules, including homestay provider curfews.
- Give an approximate time when you will be home in the evening for your meal (if included) and inform the host if you think you are going to be late. Students under 18 must follow curfews which are provided on the 'Application Form' and Terms & Conditions
- Tell the host if you are not planning to eat a scheduled meal at home.
- If you go out in the evenings, at weekends or during College holidays, you must tell the host where you are going and what time/date you expect to be back.
- If you plan to return home during College holidays, you should tell the host of your plans before you go.
- You cannot have overnight guests unless agreed with the host provider.
- You are asked to keep your room clean and tidy as well as other areas of the house that you use (e.g. bathroom, kitchen etc)
- You are asked to tell the host as soon as possible if you break or damage anything and offer suitable compensation if required.
- Please ask the host or the College for advice if you are unsure of, or worried about any cultural differences.
- Please ask the host and the College if you are worried about anything, including bullying or harassment.
- Ensure you turn off lights, electric fires or heaters before you leave the room/house.
- Ensure you lock the house door as instructed and close windows if you leave the property and no one else is at home.
- You should not use the kitchen or help yourself to food of the host unless you have agreed this with the host.
- Under 18s must not consume or purchase alcohol under any circumstance.
- Smoking is not allowed in the house. You must be over 18 to buy tobacco. It is illegal to buy tobacco for anyone under the age of 18. People under 18 are not permitted to smoke in public places and tobacco can be confiscated.
- Do not use any electrical equipment without permission from the host provider (including heaters, electric blankets and phone chargers).

**Students aged 16-17 must arrive back at homestays by 9pm**