



STUDENT HANDBOOK & PARENTAL INFORMATION

STUDENTS AGED UNDER 16 2019

All the information you need while studying at TEG English

Welcome To TEG English!

At TEG English we want you to have fun, make friends and improve your English! All our colleges are very friendly and excellent places to meet people from all over the world in a safe environment.

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!



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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 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 members and junior Host Providers are DBS (Disclosure and Barring Service) checked. We also encourage our staff and Host Providers to take Safeguarding courses to educate themselves and give them more information. Each of our colleges has a Welfare Officer which 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 curfews for under 16s:

6pm everyday (unless in pre-arranged activities)

Social Programme

Under 16s

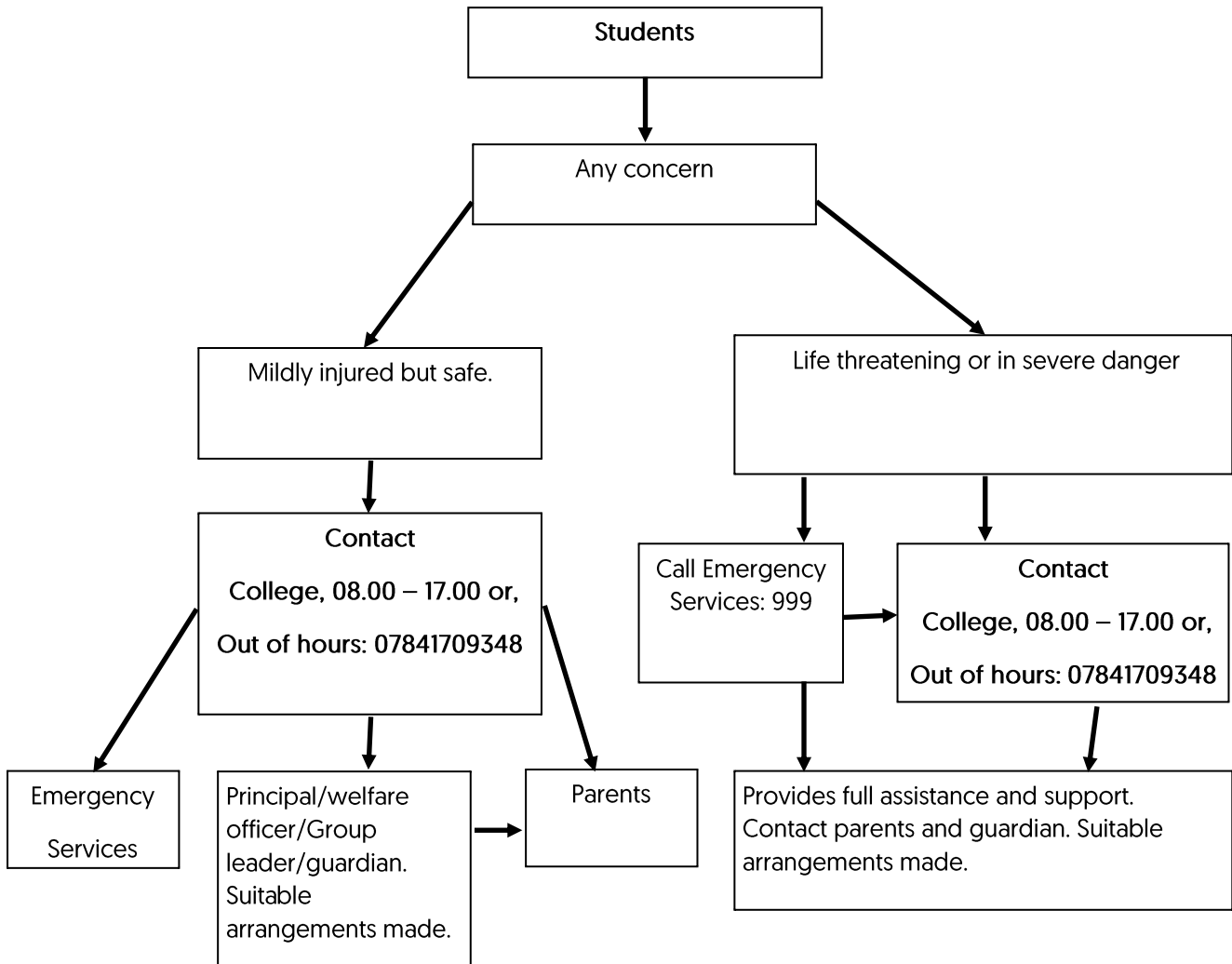
Students under 16 have a specially organised timetable of afternoon activities. These are run to be both fun and educational and we expect students to behave in a mature fashion while outside with our Junior Leaders.

Groups

If your child is coming to TEG in 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 the curfew.

Off-site Emergency Procedure

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



Contact Information



01179 245759

2 Portland Place, Pritchard Street, Bristol BS2 8RH

bristol@tegenenglish.com



02920 666566

33 Charles Street, Cardiff Wales, CF10 2GA

cardiff@tegenenglish.com



02392 732113

7-9 Edinburgh Road, Portsmouth, PO1 1DE

portsmouth@tegenenglish.com



02380 231397

1 Brunswick Place, Southampton, SO15 2AN

southampton@tegenenglish.com



Emergency Contact

- If there is an emergency and you need to speak to someone out of school hours, you can phone **07841 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.

Directions

TEG English Bristol



Bristol Airport is about 20-30 minutes by car to the college.



Bristol's main train station is Temple Meads Train Station. The train station is a 10 minute drive from the college or a 15-20 minute walk. 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 Bristol is a 2 minute walk from Cabot Circus, the main shopping centre in Bristol. Many buses go to Broadmead Shopping Quarter where this shopping centre is located. Use [The First Group](#) website to find timetables for your nearest bus service.



TEG English Cardiff



Cardiff Airport (21 km): Direct bus to Cardiff (approx. 40 minutes).

Bristol Airport (76 km): National express coaches go from airport terminals directly to Cardiff city centre (approx. 1hr 30m)

London Gatwick Airport (76 km): Trains from airport terminals go to Cardiff, changing at Reading (approx. 4hrs).

London Heathrow (221 km): Heathrow Express train to Paddington Station where you can take a direct train to Cardiff Central (approx. 3hr 10min).



The best stations are Cardiff Queen Street (0.4 km, 5 min. walk) or Cardiff Central (0.9 km, 10 min. walk).



National coach journeys tickets can be purchased in advance online at www.nationalexpress.com or at the National Express offices at the airports when you arrive. There are regular Bus Services to and from Cardiff City Centre and its surrounding area. More information can be found on www.cardiffbus.com.



TEG English Portsmouth



London Gatwick Airport (110 km) Bus connection:
National Express coach station (2 km)
London Heathrow (150 km) Bus connection:
National Express coach station (2 km)
Southampton Airport (34 km) Bus connection or
Direct Train from Portsmouth to Southampton
Parkway www.nationalexpress.com



There are direct trains from Gatwick Airport.
Portsmouth & Southsea Station is only a minute's
walk from TEG Portsmouth. On leaving the
station, turn right and go to Edinburgh Road in
the city centre www.nationalrail.co.uk



There are bus stops right outside the College
which have routes covering the whole city and
outside. For more information about buses, speak
to or email our Reception staff, or check the
following link
<https://www.portsmouth.gov.uk/ext/documents-external/trv-bus-route-map.pdf>



TEG English Southampton



London Gatwick Airport (110 km) Bus connection:
National Express coach station (2 km).
London Heathrow (150 km) Bus connection:
National Express coach station (2 km).
Southampton Airport (34 km) Bus connection or
Direct Train from Portsmouth to Southampton
Parkway www.nationalexpress.com



Southampton Central (0.5mile / 10 minutes' walk).
www.nationalrail.co.uk



All buses for the city centre stop outside the
College. Direct Bus Services to TEG Southampton in
the City Centre.



Before you leave home

Suggested Travel Packing List

Basics	<input type="checkbox"/>	Medication in original packaging	<input type="checkbox"/>	Toiletries	<input type="checkbox"/>	Camera
	<input type="checkbox"/>	Phone and Charger (we can provide you with a free SIM card)	<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
General Clothes	<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/Jeans/Shorts	<input type="checkbox"/>	Underwear	<input type="checkbox"/>	Coat / Jacket (waterproof)
	<input type="checkbox"/>	Skirts / Dresses				
Documents	<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 alone (if needed)		

Clothes

British weather changes throughout the year. In the summer temperatures can rise up to 28°C and go down 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, hair-dryer, 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.

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 at College

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 20 minute **level test** which will include a multiple-choice **grammar test** and a **friendly chat** with a member of staff to check your speaking.

Student Card

On your first day you will get a student card. This can help you to get discounts in some shops, cinemas, clubs 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 always keep this with you.



Your Timetable

Junior Programme	
9.00	Arrive at College for registration (first day)
9.30-10.30	English Lesson
10 minutes	Break (you are not allowed to leave the college)
10.40-11.40	English Lesson
10 minutes	Break (you are not allowed to leave the college)
11.50-12.45	English Lesson
30 minutes	Lunch Break (you are not allowed to leave the college)
13.15-16.00	Junior afternoon activity programme*

*If you are part of a group booking, your group leader may be in charge of your afternoon activities.



Afternoon Activity Programme

Our Activity Programme provides a fantastic opportunity to socialise, practise your English and learn more about British culture.

Every week, there are 4 afternoon activities based within the city and 1 afternoon excursion to a local museum, nearby city or landmark. Our Junior Activity Leader will accompany you on all the activities and trips, ensuring your wellbeing and making sure they have a fantastic time.

If you are in a group booking, your group leader may be organising a social programme. In this case, TEG English takes not responsibility for the content of that programme. 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.



Teaching methods

While you study at TEG English, you will experience different types 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 you speaking.

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

The course covers different topics including Free Time, Holiday & Travel, Around the World, Environment, Health & the Body, etc.

You will feel that you are able to improve your grammar and vocabulary, as well as your skills such as speaking, reading, listening and writing.

You are encouraged in class to speak as much as possible in order to feel more confident in communicating in English.

Course materials

Your teacher will provide you with the course materials. Use a folder to organise your notes and help you study and review your lessons in your free time.

Your Classes

Courses for under-16s are organised in separate groups from adult courses. You must attend all classes and notify the school immediately if you are unwell.



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.

Homework

Your teacher will give you daily homework and 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.



Certificates

At the end of your course you will receive a certificate stating your level and the length of your course.

Participate

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

Feedback

Your feedback on our college and classes is extremely important to us and allows us to improve. 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 the 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.

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, 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.

Learning English Outside the Classroom

We always encourage students to continue practising their English as much as possible outside the classroom environment. Here's some ideas:



Online Learning with TEG English

TEG English is excited to offer our own online learning platform. This is a fantastic way of supporting your learning on the go. If you paid our Standard Enrolment Fee, you get a free subscription! If not, you can pay for it at reception for £30.

Come to reception for your sign up code.



Great websites for Practising your English Skills

www.talkenglish.com
www.englishpage.com
www.eslcafe.com
<http://learnenglish.britishcouncil.org/en/>
www.flo-joe.com



Student library

You can borrow graded readers and DVDs for free to practise **pronunciation, listening, grammar, vocabulary**, etc from our Student library.

The more you read, the more exposure you will get to new vocabulary, sentence structure and even registers.



Set achievable goals

Set a weekly goal for yourself, for example learn 30 new words in a week or only speak English for a day. The important thing is that you don't give up! Try to study English every day (no matter how long you will spend doing it), just try to organise your time as effectively as possible.



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 as this will provide you with examples of a more 'real' language. Further options include children's books as they contain a more simple language, or English magazines/newspapers/articles/e-books. Read aloud, as this will also help you with your pronunciation.



Write a diary

Depending on your level, try to write about something that is on your mind. You can simply start by writing about your day. Try to use various tenses and any new vocabulary you've learnt in order to practise it. You can even ask your teacher to have a look at it.



Speak English with your friends

Speak English with your host family and friends. Try to have a conversation with them at least for 30min a day. By doing this, you will improve your vocabulary, pronunciation, listening skills and you will gain confidence.



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.



Watch Films

Watch lots of films in English. In the beginning you can use subtitles in your language, but make sure you focus on **listening** too and not just reading. 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. Additionally, 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 can also listen to random 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 card, 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 playing it back. Alternatively, you can watch enunciation videos on YouTube and then try to copy the sounds.

Social Media

Find out more about us on our social media. **Please be aware of that there is an age restriction of 13+** for using these social media networks.



FACEBOOK

Bristol: www.facebook.com/TEGBristol/
 Cardiff: www.facebook.com/TEGCardiff/
 Portsmouth: www.facebook.com/TEGPortsmouth/
 Southampton: www.facebook.com/TEGSouthampton/



INSTAGRAM

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

Safety Online

While at TEG English, we want you to be safe when using the internet. Please read the following very carefully and ask us if you need any help or information.

- 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 about 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 Messenger (IM) account. This is so people who you don't want to see your profile can't.
- Anything you post or upload to the internet is 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>.

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
- Welfare and Safeguarding
- First Aid

Book and DVD Library

We have a range of books and DVDs in 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 (2 days for DVDs) – simply tell a Receptionist that you want to borrow something.



Self-study Computers and Internet

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

Student Kitchen/Student Room

In the kitchen you can get a glass of fresh water and you can eat your lunch in the Student room. If you want to reheat your food, please ask Reception for help.

Printing

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

Places to eat

Please ensure you bring a packed lunch to school as you will not be allowed to leave the building during breaks.

TEG English Cities

Bristol

The School

Our Bristol college, is a short walk from the popular shopping centre at Cabot Circus and the peaceful Castle Park. It provides an 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 types of restaurants and awesome street food.

Between its museums, art galleries, performance spaces, festivals and its setting in the middle of the countryside, Bristol is a 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>

Banksey 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

Restaurants and Gastro Pubs - <https://visitbristol.co.uk/food-and-drink/restaurants-and-gastro-pubs>

Cakes - <https://visitbristol.co.uk/blog/read/2016/10/bristols-most-scrumptious-cakes-b356>

Pubs and Bars - <https://visitbristol.co.uk/food-and-drink/pubs-and-bars>

What's On

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

Taxi Companies (only use in an emergency)

- Call Cars (0117 955 5545)

Cardiff



The School

TEG English Cardiff is in the very heart of the city on Charles Street, which is a quiet road surrounded by shops and nightlife less than a minute's walk away. It has been beautifully refurbished, inside and out, to provide an excellent environment to study in.



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 study. There are many unique attractions, fine museums and galleries, fabulous nightlife and beautiful countryside outside the city. Cardiff is on the coast so the seaside is not far away.

Our building is right in the city centre and is very modern and comfortable with great facilities. Shops and entertainment facilities are very close to the college, so you will never be 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 Wales for information about what is happening: <http://www.visitcardiff.com/events/>

Taxi Companies (only use in an emergency)

- Capital cabs [02920 777777]
- 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 study environment.



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. Ideally situated 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. Try 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 (only use in an emergency)

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

Southampton



The School

TEG English Southampton is located in a beautiful historic Grade II listed building. Set beside the relaxing East Park, our Southampton centre puts students in a relaxing, supportive school, 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 (only use in an emergency)

- Radio Taxi (023)80 666 666
- 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.

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. 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.

Ask Questions

Don't be afraid to ask questions. People in the UK like when students are interested in their culture and it is the perfect opportunity for you to find out more.

Make friends

The feeling of loneliness is the worst part of Culture Shock. Don't get Homesick. Make sure you take part in the Social Programme organised by TEG English and this will let you make new friends – particularly from other countries. This way, you can share your experiences and help each other.

Medical Information

If you need medical help, please inform your parent, homestay provider and the College. We will then be able to give you advice of what to do.

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 'hand shake' 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
- Drink tea (it is the Nation's drink!) – the tea should be poured first and milk and sugar added after.
- Call people by their first name
- Talk about the weather – we love it!
- Cover your mouth when you yawn



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 until the next break so that you do not interrupt the other students. If you do not arrive until after the break, you may not be allowed to enter the class *at all* that day.

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.

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 under 18.
- 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. If you are not home, your Homestay Provider will call the school and your parents will be informed.

College Rules

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

Free Time Rules & Guidance

- You must be home by 6pm every day.
- You cannot enter a pub, bar or club.
- Only use a taxi in an emergency and try to go with a friend.
- 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)



What to keep with you

- Keep your student card with you.
- Fully charge your phone before you leave your house.
- Put the number of your host provider/group leader and the school on your mobile phone.
- Carry any necessary medication with you.



Travelling around

- Be aware of your surroundings.
- Look both ways when crossing a busy 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.



Money and personal belongings

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



People

- Never speak or meet up with people you do not know or get into cars from them.
- Move or leave if you feel uncomfortable or if something does not seem right.
- Do not accept packages from strangers. Do not leave luggage unattended.
- 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.



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 need to 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** who will try to see you as soon as possible and try to help you.
- **Stage 3:** If you still feel that your problem has not been resolved satisfactorily, you can **email the British Council** [accreditation.unit@britishcouncil.org] or **write to English UK** (The Chief Executive, English UK, 219 St John Street, London, EC1V 4LY). Stage 3 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 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.

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, unkind notes.

- 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.
 - Do not ignore what happens.
- If you witness bullying:**
- 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.
 - If you are a bully, stop.
- What can you do?**
- If you are a victim, tell your 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, damage to personal property, abuse on grounds of physical, racial, sexual, 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.

In Case of Emergency



First Aid

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



Fire

If you discover a fire, tell a teacher, 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 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 you see a fire, tell someone about it immediately. 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.



999

999 is the number to call for ambulance, fire brigade or police should you or a friend have an accident outside of the school

Homestay Accommodation

Our aim is to give our students the best possible experience, with a focus on learning 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.
- Only one student of each mother tongue per homestay provider (unless the student has requested to share with another speaking the same language).
- A front door key.

Homestay Accommodation with meals

The host will provide breakfast and dinner from Monday to Friday and breakfast, lunch¹ 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.

For information about payments and cancellations, please see our Terms & Conditions.

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. The moment 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

Although you are not responsible for cleaning your room, 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.

¹ Packed lunches are available when on College excursions.

The 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'.
- 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 help to make sure other areas of the house that you use (e.g. bathroom, kitchen and 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.
- Please talk to a member of staff at the College if you want to leave your homestay accommodation.
- 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. Also, buying alcohol for people under 18 years of old is illegal in the UK.
- 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).
- You have to pay your homestay fees in full by the agreed date.

You must arrive back at your accommodation by 18.00 every day.