



**BLOOMSBURY** INTERNATIONAL

# STUDENT HANDBOOK

2019 - 2020

- 
- |           |                                 |           |                                 |
|-----------|---------------------------------|-----------|---------------------------------|
| <b>01</b> | Essential Information           | <b>09</b> | Health                          |
| <b>02</b> | Emergency numbers               | <b>10</b> | Safety & security advice        |
| <b>03</b> | Getting started                 | <b>11</b> | Safeguarding Policy summary     |
| <b>04</b> | Study & development             | <b>12</b> | Laws in the UK                  |
| <b>05</b> | School rules                    | <b>13</b> | Things to do in London          |
| <b>06</b> | Attendance                      | <b>14</b> | Equal opportunities             |
| <b>07</b> | Social Programme                | <b>15</b> | Complaints                      |
| <b>08</b> | Living in London & Staying safe | <b>16</b> | Being asked to leave the course |
- 

Before you travel to the UK, spend some time looking at our website. There is a lot of useful information to help you plan for your visit, especially here:

<http://www.bloomsbury-international.com/en/student-ezone/life-in-london-and-the-uk.html>

# 1 – Essential Information

## ■ School Address

**Bloomsbury International UK Ltd.**  
**6 – 7 Southampton Place**  
**London (WC1A 2DB)**  
**United Kingdom**

## ■ Contact Details

**School Telephone** (Monday to Friday: 08.30 – 18.15): **(+44) 020 7242 2234**

**Emergency Phone** (24 hours, 7 days a week) **(+44) 07762 425 376**

**E-mail:** [info@bloomsbury-international.com](mailto:info@bloomsbury-international.com)



## ■ Opening Hours

**School & Facilities:** Monday – Friday 08:30 – 18:15

**Bloomsbury Café** : Monday – Friday 08:40 – 16:00 (serving times)

**Multi-Faith room** : Monday – Friday 09:00 – 17:30

## ■ Public Holidays

The School will be closed on these days and also 1 week over the Christmas Period

### ○ 2019

1<sup>st</sup> January (New Year's Day)  
19<sup>th</sup> April (Good Friday)  
22<sup>nd</sup> April (Easter Monday)  
6<sup>th</sup> May (Early May Bank Holiday, May Day)  
27<sup>th</sup> May (Spring Bank Holiday)  
26<sup>th</sup> August (August Bank Holiday)  
25<sup>th</sup> December (Christmas Day)  
26<sup>th</sup> December (Boxing Day)

### ○ 2020

1<sup>st</sup> January (New Year's Day)  
10<sup>th</sup> April (Good Friday)  
13<sup>th</sup> April (Easter Monday)  
4<sup>th</sup> May (Early May Bank Holiday, May Day)  
25<sup>th</sup> May (Spring Bank Holiday)  
31<sup>st</sup> August (August Bank Holiday)  
25<sup>th</sup> December (Christmas Day)  
26<sup>th</sup> December (Boxing Day)

## ■ Public Transport

**Nearest tube station** Holborn Zone 1 (**Central** and **Piccadilly** Lines)

**Buses to Holborn** 1, 8, 19, 25, 38, 55, 59, 68, 91, 98, 168, 171, 188, 242, 243, 521, X68



## 2 – Emergency Numbers



**999 - Emergency Services** ( Police, Fire Brigade, Ambulance) free

101 – Police (non-emergency) free

111 – NHS (National Health Service, non-emergency) free

Closest Police Station to Bloomsbury International:

**Holborn Police Station**

**101 Lamb's Conduit Street**

**London - WC13NR**

**Phone: 0207 404 121**

## 3 – Getting started

### ■ Student Visas

If you are from a country in the EU or EEA, you will not need a visa to study in the UK.

If you are from another country, you will need a visa and, most of the time, will need to organise it before you travel. For the most up-to-date information, please visit this website <https://www.gov.uk/>

If you do need a visa to study, you must:

- get it before you travel
- follow the rules (on many visas, you cannot work or extend your stay in the UK)
- think about your passport expiry dates
- not stay after your visa expires

The most common visas are:

### ■ Short Term Study Visas

Short Term Study Visa – for up to 11 months of study

### ■ Tier 4, under the Points-Based System (PBS)

Tier 4 visas are mainly for students wishing to continue their studies in the UK after their English language course (e.g. by enrolling onto a degree course at University).



### Brexit update:

- VISA students (from outside of the EU) are not affected by BREXIT at all.
- We recently took advice from English UK who are our umbrella organisation for the English language industry in the UK. Based on the following announcement by the British and European government. English UK's advice is that should there be a NO DEAL BREXIT, EU based students will NOT be refused entry to attend English language



schools in the UK.

<https://www.france24.com/en/20190403-eu-approves-visa-free-travel-britons-schengen-after-no-deal-brex>

- Funding for Erasmus sponsored students (teacher training) is not affected until Brexit actually happens. Any offers of funding before BREXIT will be honoured.

<https://www.erasmusplus.org.uk/brexit-update>

Based on the evidence above, Bloomsbury International does not foresee any negative risks associated with EU students booking courses in the near future. We continue to monitor the situation closely through our umbrella organisations such as English UK, Erasmus, The British Council and Eequals and will keep students informed of any changes to our stance.

### ■ Registering with the Police

Some international students will need to register their stay with the police. You must do this in the first week of your arrival in the UK. The stamp in your passport will tell you if you need to register or not. If you are not sure, please ask at reception.

### ■ Welfare

Here at Bloomsbury, we care about each and every one of our students. Your welfare and safety is important to us and we want to make sure you enjoy your experience in London as much as possible. On your arrival at the school on your first day, our Registrar and Academic Team will welcome and look after you to help you settle in. If there were any problems with your arrival and you need to speak with someone immediately, please speak with our Registrars, they will give you advice on what steps to take or who to speak to.

There is an induction for new students every Monday at 09:00. Here, we will give you useful information about your stay with us. We will also give you a quick tour of the school. We understand that it can be difficult to be away from home, especially if it is for the first time. It may take some time to feel at home here in London. This is natural because a lot of things are happening: you may be tired from travelling, you are living in a new place, you are meeting new people and learning about a new culture and language! Relax and take some time, you will feel better after a few days. Yet, if you have a personal problem, or need some advice or support, you can also contact the Welfare Officers throughout your stay. Their details are on the welcome booklet and they will be introduced to you at the Induction.

■ **Under 18 years old?** – If you are worried, have problems or questions you can speak to Roz Flitton in the main office Monday – Friday from 9.00 – 17.30

### ■ Abusive Behaviour

We do not accept any abusive behaviour by staff, students or visitors (this includes unkind words, messages and actions, verbal, mental and physical abuse, taking or damaging someone else's things, violence or anger towards another person, talking to/about people in an unkind way, teasing, harassment, bullying, etc).

If you feel that you or someone else is a victim/target of abusive behaviour, please do not ignore it. We ask you to please contact the Welfare Officer/s and they will help you immediately. If you prefer, you can also speak to your teacher or any other member of Bloomsbury staff. We will act on your complaint or report in a professional way and take action on any type of abusive behaviour, big or small. For our FULL dealing with abusive behaviour policy, please visit:

<http://www.bloomsbury-international.com/en/school/policies.html>

### ■ Staying in touch with your family

You can use our computer room for emails or to use a social network site. We also have wireless internet access throughout the school. The code is on your student lanyard.

### ■ Document requests

At times, you may need a letter or document to show that you are a student.

You can request a letter from us by completing a form on our eZone (via our website):

<http://www.bloomsbury-international.com/en/student-ezone/letter-request.html>

We can write you the following documents:

**Bank letter** – this is to help you open a bank account

**Progress report** – this is a report made by your teacher on your progress

**Attendance letter** – you may need this letter to show that you have been attending your lessons regularly

**Council tax letter** – this letter is for students who have booked a course of 14 weeks or more

**Certificate of Enrolment** – you may need this if you need an NI number, a student discount or maybe to start a library or gym membership



Once you have made a request we will ensure that they are ready for you within 2 working days (Monday to Friday). We will email you and then you can collect the letter/s from reception.

### ■ School Accommodation

We organise many types of accommodation for our students; Bloomsbury International Student Residences, host families and various external residences. If you booked your accommodation with us, we hope you are happy with it. If you have any problems or queries regarding your accommodation, please ask at reception. If you do not have accommodation or would like further information, please ask at reception or visit: <http://www.bloomsbury-international.com/en/accommodation.html>

### ■ Organising your own accommodation

Some students organise their own accommodation, especially if they are studying with us for a long time. This can take a lot of time and can be complicated - you will need to think about legal requirements such as signing tenancy agreements, paying deposits and references. We do not recommend you do this on arrival or for your first few weeks in London; take some time to settle in and look around.

If you do wish to rent privately, you should find out about the area first and ALWAYS visit the property before paying or signing anything. When you go, take a friend with you – for your safety and a second opinion. Also check who you will be living with – can you still practise your English?

London is expensive and some accommodation can be small or dirty, so be careful! Also check the rent cost and whether or not there are any extra bills you will need to pay, such as electricity, water and Council Tax. If you need any advice on this, please ask one of our Registrars.



### ■ Council Tax

In the UK local taxes are called Council Tax. This pays for local services such as refuse collection, the police and the fire brigade. If you live in **privately rented accommodation**, it is very important to check whether or not the Council Tax is included in your rent. You should not pay Council Tax if all the adults living in your accommodation are full time students. If you need a letter to confirm that you are a student, please contact us, either directly or through the eZone. For more information about Council Tax or finding accommodation for international students, visit <http://www.ukcisa.org.uk>



### ■ TV licences

Every property that has a TV must have a TV licence. If you rent a room or are in flat share, find out who is responsible for paying the TV licence.

### ■ Bank Accounts

Opening an account in the UK can be difficult, but if you study with us we can help you. To open an account you will need a 'bank letter' from the school, your passport/I.D. and proof of your address. You can request a 'Bank Letter' on our student eZone. If you open a bank account, keep your account numbers, PIN and cards safe at all times. Do not give this information to anyone.

If you are staying in the Bloomsbury Residences, you may only use the address if you are staying for 12+ weeks. For any other accommodation, please always check with the owner / landlord first. **Remember**, when you change your address, you must inform the bank.

### ■ Transport

The main ways to get around London are by tube (Underground and Overground), bus, Docklands Light Railway (DLR) and British Rail (BR). There are also river boats if you are feeling adventurous. Ticket types vary and single journey tickets are quite expensive. We recommend you buy a weekly or monthly Oyster Card because you can use it on the underground and/or buses as many times as you wish and the cost will be much cheaper.

For further information see <http://www.tfl.gov.uk/fares-and-payments/>

### ■ Student discounts on London transport

Students can get 30% discount for all travel around London. Your course must be a minimum of 15 hours per week and a minimum of 14 weeks. You can only apply online at [www.tfl.gov.uk](http://www.tfl.gov.uk) (search for "Student Oyster") or visit <http://bit.ly/1Diw6K8>

You will need:

- A colour, digital photo to upload
- Your Enrolment Number (please ask at Reception)
- Your course start and end dates (please ask at reception)
- A credit or debit card to pay the £20 fee
- An active email address

It usually takes 10 days – 2 weeks for your Oyster card to arrive.



### ■ National Insurance Number

If you are allowed to work (for example, you are NOT a Tier4 student) you will need a National Insurance (NI) number to work in the UK.

The easiest way to get an NI number is to call Jobcentre Plus on 0345 600 0643. Opening times: Monday to Friday, 8am to 6pm. You will need to make an appointment.

You can also find further information here <https://www.gov.uk/apply-national-insurance-number>

Take your passport, a letter confirming you have been offered work or are registered with an agency and a 'Certificate of Enrolment' letter from the school.

During your appointment, please ask them how long you will have to wait for your NI number; it is normally sent in the post.

## 4 – Study and development

### ■ Courses

Bloomsbury International offers a wide range of courses to suit all ages, levels, interests and learning needs. Whether you are learning English for future studies, work, travel or for pleasure, you are sure to find a course that is right for you. For more information, please ask at the school reception so we can direct you to the correct staff member. We also have a lot of information on our website <http://www.bloomsbury-international.com/en/courses.html>

### ■ Educational Aims and Methodology

We want you to express yourself successfully and confidently in English. In your lessons, you will have exposure to practical and meaningful uses of the English language, with activities and material adapted to individual needs. We have a course-book and topic-based syllabus which is encompassed by the Communicative approach and reflects the wide range of learning styles, objectives and needs of our students. We also use a variety of supplementary text books in order to provide further communicative practice to our learners.

### ■ Learning Principles and Beliefs

Our methods are essentially communicative with an emphasis on speaking and listening skills. There is also focus on accuracy of grammar, lexis, pronunciation and discourse. Fundamentally, our aim is to enable our students to understand the structure of the English language within context and use it more confidently. Therefore:

- Meaning assumes primacy over form
- Students will practise in appropriate social-cultural situations
- Students learn effectively when they are stimulated and Language teaching technologies such as audio visual material, internet skills, and Computer Assisted Language Learning are all used to provide varied and interesting lessons
- Learner autonomy will be encouraged with students supported

developing active independent learning styles.

We supplement our lessons with authentic and web based material in order to meet your learning aims, and so that progress can continue outside of the classroom. We are committed to monitoring your progress and to ongoing needs analysis and assessment in order to provide relevant lessons and an awareness of progress made. Our policy of weekly assessments and regular tutorials ensures we know how much improvement is made and that useful lessons are provided.

### ■ Course books

On your first day, you will take a test and speak with one of our Academic Team. Once we have decided what class is best for you, we can organise your course book. The following charges apply:

**Book Rental (£35.00 cash payment on your first day)** 1 week of rental: £25.00 returned / 2 weeks of rental: £15.00 returned. If you need a new book (e.g. for a level change / new term), return your rented book & you can use any remaining money, then the rental procedure starts again. If you need to change your book after your first lesson, you will not have to pay again. You must return the book in the same condition and must not write on the book.

### **Buy a book for £35.00**

If you wish to keep your course book at the end of your studies and not receive your refund, you can.  
OR, you can buy a new book on your first day.





### ■ English Examinations

Do you need an internationally-recognised certificate to prove your English level? Or to help your employment prospects in your career path? Or do you simply want a long-term goal to work towards?

We offer a range of exam preparation courses; FCE, CAE, CPE, IELTS, TOEFL, TOEIC and Trinity GESE. These will help you to improve your writing, speaking, listening, and reading skills. Our teachers will help you prioritise the areas you want to focus on and monitor your progress through regular extension activities and weekly assessment. Your teachers will also give you monthly tutorials where you can discuss your strengths and areas to develop so you know how you can improve.

We like to make your classes fun and stimulating, to keep you motivated as you prepare for each component of the exam. As well as past paper practice and mock exams, you will improve your communication skills and have the opportunity to take control of your own learning. To help you prepare for the exams, we choose materials and resources that are based on the official documentation from the different exam boards, including the University of Cambridge.

We recommend that students take an exam to match their future objective. For more information about these exams or to find out how to register, please speak to a Registrar, your teacher or a member of the Academic Team.

### ■ Student Independent Learning

Bloomsbury offers students their very own Independent Learning space, located by the computer area. This is a quiet and relaxing study environment in which you can focus on your studies and work on group projects with your fellow classmates. You are welcome to use the study material available, but please do not remove the books from the study space.

### ■ Join a library

There are many libraries in London; some are free and some are 'visit only', which means you have to buy a ticket to enter. To join a library for study, you normally need to show **proof of your address** and your **passport or I.D.** A 'Certificate of Enrolment' may also help, please request it from our Student eZone on our website (see *Document requests*). This may also help you get a discount! For more information on joining a library and where to find one, please ask our Registrars or visit this useful website <https://www.gov.uk/join-library>

### ■ University and work guidance

If you are interested in joining a UK University after your course, feel free to visit the main office and ask our Academic team for more guidance on how to apply. They will be happy to help you! Our CV Club is held once a month. During these sessions, a member of the academic team can help you writing a great CV and give you tips for a successful job interview.

### ■ Student feedback

Your views and comments are very important to us. We welcome your feedback and opinions so that we can improve our school and services. During your first week, you will receive a **First Week Questionnaire**: in this you can tell us if everything is going well or if you have any problems. This is so we can help you at the beginning of your stay if you need it.

At the end of your course, we will ask you to complete our online **End of Course Questionnaire** so you can give detailed feedback about your stay, including your course, accommodation, and the school's social activities and services. This link will also take you directly to the survey <http://www.bloomsbury-international.com/en/student-ezone/send-us-feedback.html>

If you would like to leave feedback at any other time during your stay, please leave a note in the pink 'comments and suggestions box' in the Bloomsbury Café, or by talking to one of our members of staff. You could also talk to our Registrars at Reception or send an email to [info@bloomsbury-international.com](mailto:info@bloomsbury-international.com)

### ■ Changing class

Sometimes it can take 2 or 3 days, or even a week or 2, to feel comfortable in your class, with other students and your teachers, and with living in London. In your first week, try to relax so you can enjoy your time here as much as possible. If you have a problem or want to talk to someone, please speak to one of our Academic or Student Services Manager.

If you think your class is too easy or too difficult for you OR if you would you like to change your class for another reason, follow these steps:

1. Speak to your teacher – they know you and your level of English better than anyone else.  
Your teacher can give you advice, extra activities in class or for you to do at home, and they can also check your progress in class and from your weekly test scores.
2. If you want to move to a higher level class, ask your teacher and they will check for you.
3. If your teacher says no and you disagree, you can speak to the Assistant Director of Studies or Director of Studies .
4. The Assistant Director of Studies or Director of Studies will speak to you first to check your level and may give you a “level test”

### ■ Progress tests

These are held weekly in order to check that students are making progress and are of the same level. Teachers use the results of these tests to help make decisions on which students could move to a higher level or could benefit from a lower level class.

### ■ At the end of your course

On your last day, we will ask you to complete the **End of Course Questionnaire**, and to return your student card and course book (if you rented it). We will then present you with a certificate, but only if your attendance is above 80%. You will also receive an "End of Course Report" from your teacher which will explain the progress you have made and the areas in which you can improve.

### ■ Tutorials

As well as regular feedback and conversations with your teachers, you will also receive a monthly tutorial where you can discuss your progress, learning objectives and any questions relating to your course. Your teacher will take notes during this meeting and you will get a record of the points discuss at the end.

### ■ Study tips

Follow these to help maximise your progress and improve your English:

1. **Speak English outside your classroom** as much as possible.  
If you live with friends who speak the same language as you, try and make ‘an arrangement’ to speak English only (for example, every day between 5pm and 7pm, or every Tuesday and Thursday).  
Every little bit of practising speaking will help!
2. **Watch TV, listen to the radio, read newspapers** ... If you see an interesting word or expression or one you don't know, write it down and show it to your teacher. Your teacher will be happy to explain it and your classmates will enjoy learning something new, too.
3. **Write a diary**, maybe a short paragraph 4 or 5 times per week. This will help you to improve your writing skills and also give you the chance to practise your grammar and all of the tenses you are learning – use a dictionary to help, share it with a friend or show it to your teacher.

4. Use the books and study materials in the **Independent Learning area** - before, after or between your lessons.
5. **Look on the internet** – there are hundreds of websites with online English language exercises and games. Ask your teacher if they can recommend a website or search in Google for the skill you want to improve (for example, if you need extra help with or would like to practise the present perfect tense, search in Google for 'English present perfect exercises').
6. **Visit our Bloomsbury website** Student eZone for more English Study tips
7. Blog – improve your **reading skills** and complete the **exercises**  
 Newsletter – improve your **reading skills** and keep up to date  
 Idiom of the Week – improve your **vocabulary**  
 Online English Test – check your **progress** by completing the **sentences**

## ■ Timetable of Lessons

<b>Morning lessons</b>	09:00 – 10:30 (15 minute break) 10:45 – 12:15
<b>Afternoon lessons</b>	13:00 – 14:30 (15 minute break) 14:45 – 16:15
<b>Electives</b>	We have a range of electives to add to your lessons:
	13:00 – 14:30 <b>Early afternoon electives</b>
	16:30 – 18:00 <b>Late afternoon electives</b>

Please ask at reception if you would like more information on the electives that we have available.



## ■ Your teachers

During your course, you will most likely be taught by a number of teachers. This is so that you can be exposed to a variety of accents and teaching styles, which will offer you a more varied and exciting learning experience. We will make sure we tell you if your teachers are going to change.

# 5 – School Rules

Our rules are designed to enable all our students to enjoy their studies in a safe, clean, comfortable, and relaxed environment.



## ■ English Only

We ask all of our students and staff to speak in English at all times, this will help you improve as much as possible. We understand that some students have a low level of English and so if necessary (and where possible), we will speak to you in your native language.

## ■ British Culture and British Values

Help keep your school a safe and friendly place by respecting others and demonstrating the Core British Values.

## ■ Being late

To help all students learn as much as possible, and to avoid disruption, we expect you to arrive before your class starts so you can be ready when it starts. If you arrive **10+ minutes** late, please go to reception because your teacher

will not let you join the. The Registrars will check your reason so they can make a note on your file. They will then ask you to wait until the next lesson starts (usually after the break). In this case, please use our Student Resource Centre or Bloomsbury Café for private study.

- **Transport**

Thousands of people travel to London every day and use London transport. It gets very busy and there can be delays, cancellations and engineering works. We advise you to leave extra time (especially in rush hour: 07:30 – 09:30 and 17:00 – 19:00) and plan your journey and check for problems on the TFL website before your travel (<https://www.tfl.gov.uk/>)

- **Bloomsbury Students only**

All facilities are for Bloomsbury International students only. Please follow directions and opening times.

- **Food and Drink**

Only bottled water is allowed in the classrooms and study areas. For food and other drinks, please use the Bloomsbury Café.

- **Using Mobile Phones**

Please do not use your phones in lessons to make or receive phone calls, emails or text messages. This is considered rude and can be disruptive to your classes, teacher/s and other students. If you are expecting an important phone call, please inform your teacher.

## 6 – Attendance

It is important that you attend your classes every day. We can only issue certificates, documents and allow holidays for students who have an 80% attendance rate or higher. If you cannot attend school, you must inform us BEFORE your class. You must also prove any absences with certificates (such as medical).



Bloomsbury will contact you via e-mail on the following occasions:

If you are absent for 2 days during your first week, we will contact you to check that you have all the correct information (for ex. the right timetable) and that you are happy with your stay in London.

If your attendance falls below 80%, we will contact you to check that you are ok. We will warn you about your attendance, explain the warnings and what will happen if your attendance does not improve. We may ask to have a meeting with you and we will ask you to either reply to our e-mail or sign a document to say you understand the information. We will also ask you how we can help you improve your attendance (**initial warning**).

If your attendance does not improve, we will contact you again:

- you will receive a **verbal warning/first written warning**
- we will give you a deadline, which you must improve your attendance by
- you will have to sign to say you understand the information
- we will find alternative ways to support you attend your classes



If your attendance does not improve by the deadline, we will email you again:

- you will receive a **second written warning**
- you will have to contact the school immediately
- we will give you a last deadline, by which you must improve your attendance

If your attendance again does not improve, you will receive a final email:

- you will receive a **FINAL WARNING**
- your name will have been removed from the register and your course cancelled (no refund)
- you will have 3 days to get in contact, otherwise your accommodation will be cancelled (no refund)

#### ■ Tier 4

If we are your sponsors for Tier4 visa, your CAS will be withdrawn, which means your visa will not be valid, the Home Office will be informed and you will have 28 days to return to your home country. No refund will be made.

#### ■ Holidays

To book holidays, you must give us 2 weeks' notice or you will be charged a £25.00 administration fee. Holidays must be booked in complete weeks - Monday to Friday and on our eZone:

The number of weeks you can book as holiday depends on your course length and also attendance rate.

Course length (weeks)	08-10	11-14	15-20	21-28	29-32	33-36	37-40	41+
Holiday allowed (weeks)	1	2	3	4	5	6	7	8

#### ■ Change of contact details

Please inform our Registrars if you change your address in London or telephone number.

#### ■ Signs and Posters

Please read of all the signs in the classrooms and around the school, they are there to help you. If you do not understand any words, please ask your teacher or any member of Bloomsbury staff.

There are signs on: First Aid, Abusive Behaviour, Fire Exits and Staying Safe in London

#### ■ Fire & Health & Safety

- If you see a fire, please activate the nearest fire alarm.
- If you hear the fire alarm, leave the school immediately by the nearest exit and go to the meeting point
- Your teacher will take you there if you are in your lesson.

The **assembly point** is Bloomsbury Square (leave the school door and turn right. Cross the road at the traffic lights and reach the garden).

If you notice a health and safety problem please go immediately to reception and inform them of the problem.

#### ■ Student Cards

Please wear your student card at **all times** when you are in the school.

This is for your safety and security.

The student card also has contact details, WiFi password and bus routes to the school.

If you see someone without a card, please report it to a Bloomsbury staff member.



#### ■ Accommodation Curfews

If you are staying in a homestay, please follow the rules regarding curfew (what time you have to be home)

16 / 17 years old = **10pm at the latest.**



15 years old or younger = **9pm** at the latest.

Please keep in contact with your host so they know what time to expect you home, especially if they are cooking you dinner.

## 7 – Social Programme



### ■ Events

We believe that participation in a variety of recreational and cultural activities is not only a fun, exciting way to make friends and enjoy your time in London but also helps greatly with language development. Our weekly social programme includes a wide range of activities and places to visit. They take place approximately 4 times per week per week. We also have weekend offers so please look on our noticeboards around the school and the website for all the information you will need. If you have any suggestions for the social programme, we would be happy to hear from you. Please speak to the Registrars at reception. You can find information

about the current social activities on the board in the main corridor (opposite reception) or our website.

### ■ Social Network Sites

Facebook, Twitter, Google+ and the Bloomsbury News Blog and Newsletter are other ways that you can keep up to date with our social events and what is occurring in our school. Please check out our website for links to all these platforms.

### ■ Musicals

If you would like to see a musical or theatre production during your time in London AND you have a group of 10 or more people, we would be happy to help you book tickets. We may be able to get you a discount, please ask at reception.

### ■ London attractions

Many London attractions offer student prices so you will need to show a valid student card. To be safe, you can carry with you a letter from us (a Certificate of Enrolment) to prove your student status. Please ask at reception for more information.

### ■ Weekend trips

There are many companies that organise day and weekend trips, around the UK and Europe. For further information, please ask at reception.



## 8 – Living in London

There are many websites and forums dedicated to 'living in London'. London is a truly international city that constantly changes. Whatever you are interested in, do a quick online search: you will find the most up-to-date information and as usual, our friendly staff will be happy to support you with your queries.

### ■ Culture

Going to a new country and being part of a new culture can be confusing and difficult (culture shock). Try to learn as much about British culture, customs and behaviour as possible. People will be more helpful and much kinder if you are polite and show respect for others.

### ■ Religion

There are many places of worship in London. For more information about places of worship speak to Our Registrars, see the useful information pack at reception. Bloomsbury International has a **Quiet Room** on the 3<sup>rd</sup> floor in building 7. If you would like to use this facility, please ask a Registrar at reception.



### ■ Weather

British weather is very changeable. You should bring/pack clothes to suit many different weather conditions. You will need an umbrella (at any time of year!) but you can buy one here in London.

For a weather forecast, visit [www.metoffice.gov.uk](http://www.metoffice.gov.uk)



## 9 – Health



### ■ First Aid

If you or someone else is injured or becomes ill at Bloomsbury International, we have certified Emergency First Aiders to help you. Posters are displayed throughout the school to help you find them. If you are unsure, ask at reception.

### ■ Pharmacies

In the UK you can easily buy ‘over-the-counter’ medicines in pharmacies, supermarkets and many other shops. These are medicines that **do not require a medical prescription**, for example: cold remedies or mild painkillers. If you feel unwell, often the fastest way to get treatment is simply speaking to a pharmacist / chemist: they will be able to recommend the best medication without the need to consult the doctor.

### ■ NHS

In the event that you need more expert medical treatment, the NHS (the National Health Service) offers a variety of services. Please note that not all NHS treatment is free. For more information on the NHS, please visit:

<http://www.nhs.uk/NHSEngland/AboutNHSservices/uk-visitors/Pages/accessing-nhs-services.aspx>

If you are from the EEA, we strongly recommend you get a European Health Insurance Card (EHIC). Please note, the EHIC card is not travel insurance. For more details search ‘European Health Insurance Card (EHIC)’ online.

### ■ Walk in Centre

If you need quick access to medical treatment, you can also go to an NHS walk-in centre. Please note that while you do not need an appointment, the waiting times are usually really long. You will need to take your passport/ID with you. Please ask at our reception for more details and a map of the closest walk-in centre to Bloomsbury International: **Soho NHS Walk-in Centre, 1 Frith Street, London, W1D 3HZ (Tel: 0207 534 6500)**

### ■ Hospital

You may be entitled to some free medical treatment if



- your course is 6 months or more
- you are from a country that has a reciprocal healthcare agreement with the UK

This does not include pre-planned treatment or treatment that can wait until you return to your country. You may need to show your passport/ID, visa (if applicable) and proof of study.

#### ■ Dentist

To receive NHS dental treatments, you will need to register with an NHS dentist. You can find your nearest dentist here: <http://www.nhs.uk/service-search>

The cost of dental treatments depends on the treatment you receive. Cost is divided into three bands; for the most up-to-date information, see the website: <http://www.nhs.uk/NHSEngland/AboutNHSservices/dentists/Pages/nhs-dental-charges.aspx>

## 10 – Safety and Security Advice

London is a huge city with lots to see and do but remember your safety always comes first. You may be from a big city or already know London very well, but please read through the advice in this handbook and also take a look at our “Safety in London Document” on our website <http://www.bloomsbury-international.com/en/school/student-welfare.html>

Remember:

- Always put your safety first
- If something doesn't feel right, it probably isn't
- Make sure your phone always has battery and credit
- Make sure you have all of the contact details and addresses that you need



#### ■ Worries

If you are worried about something and would like to speak to someone in private, ask or email reception to speak to a Welfare Officer or safeguarding personnel.

## 11 – Safeguarding Policy Summary

#### ■ What is safeguarding?

Bloomsbury has a legal duty of care toward young people (under-18) who use our services. We have policies and procedure in place to help protect our students from harm and for reference in case something goes wrong. All staff members, students, visitors and staff that work with under-18s are responsible for students' safeguarding.

#### ■ General Statement

The majority of Bloomsbury International's students are 16 years and above. At other times of the year, there are students who are under 16 years old. The School is committed to creating a safe learning environment that promotes security and well-being for all students, staff and visitors, no matter their age, gender or race.

#### ■ Supervision ratios

The following staff/ leaders to students' ratios apply: 1:6 (under 8s) / 1:10–15 (8–10s) / 1:15–20 (11+).

The School will exceed these ratios if the safety and welfare of the students required it. There should be enough supervisors to deal with an emergency.

### ■ Who can I speak to?

If you would like to speak to someone or report a safeguarding issue, please contact one of the following trained staff members (Designated Safeguarding Lead and Safeguarding Officers):

Alice Calcagno (Building 6, ground floor, Main Office) [alice@bloomsbury-international.com](mailto:alice@bloomsbury-international.com) (DSL)

Adam Bartosik (Building 6, first floor, Sales Office) [adam@bloomsbury-international.com](mailto:adam@bloomsbury-international.com) (SO)

Gary Clarke (Building 6, ground floor, Main Office) [gary@bloomsbury-international.com](mailto:gary@bloomsbury-international.com) (SO)

You can also contact the following charities:

National Society for the Prevention of Cruelty to Children



ChildLine, a counselling service for children



### ■ Bloomsbury's Ways of Safeguarding

- For Safety and Security, CCTV is throughout the school
- All students, staff and visitors are given different coloured lanyards/cards relevant to their age/reason for being on-site (as shown).

**Purple = 18 years+**

**Green = 17 years old**

**Yellow = 16 years old**

**Red = Child (under 16 years old)**

**Blue = Visitors**

- Under 18s sign in and out of the building – if an under 18 is absent, they will be contacted immediately.
- Ensuring visitors are aware of under-18s in the school by signing the Visitors book at reception
- School rules are given and e-mailed during the first day induction, including information on staff members, school rules, available facilities at the school, health and safety, evacuation and first aid procedures, etc.
- Parents/Guardians and Group Leaders have to send a consent / registration form where rules and contact details are provided
- U16s are kept separate from older learners by placing classes in separate areas of the building
- The school works with a transfer provider who only uses licensed and DBS-checked drivers
- From the various types of accommodation offered, under 18-year-old individuals are only offered homestay accommodation.
- The School ensures that under-16s are not placed in the same accommodation where they will have to share facilities with over 18 students.
- The School only places under 18 students with families where the main host will be DBS-checked.
- The School ensures that under-18s return by curfew times by educating the students, parents/guardians, host families and group leaders (including curfew time on booking form: under 16s 9pm / 16/17yrs: 10pm). If a student does not return home by the specified time, the host must call the student and if necessary, inform the School via the school emergency number.
- On occasion, under-18s may be placed in residences, but only when in groups and after ensuring they comply with our safeguarding policy (a responsible and DBS-checked adult must always be present, especially overnight).



- When staying in the Residential accommodation the ratio of residential adults to student will be at least 1-20 for students aged 12-17 and 1-15 for students under 12.
- Following safer recruitment practices and ensuring all roles involving responsibility for, or those with substantial access to, under 18s will have suitability checks, for example with the Disclosure and Barring Service (DBS). These roles include teaching, administration, social activities, management staff and group leaders.
- The School ensures that management and all staff are trained to a minimum safeguarding level 1 and that students are aware of safeguarding arrangement
- Groups are inducted separately by combining the Monday induction slideshow and also the "Safety in London" document

## ■ Code of Conduct

### DOs:

- **Actions:** behave appropriately (actions, dress code and language), work in an open environment, be alert for signs of abuse, maintain a safe, professional distance in all relationships with learners, treat young and vulnerable people with dignity and fairly, actively prevent learners from accessing any form of inappropriate material, educate students on E-Safety.
- **Accommodation:** inform students in advance if you wish to clean or inspect their bedrooms, if sharing the same accommodation with under 18s, prepare a bathroom rota in order to ensure they have their own privacy.

### DON'Ts:

- **Actions:** leave young persons alone if they are under your supervision, socialise with young or vulnerable learners on occasions when it does not constitute part of your normal duties (on or offline), use any visual, audio-visual or written material that exposes young people to harm (be it physical, emotional or sexual), give young or vulnerable people prescription drugs or medication (without their parent's consent), drink alcohol, smoke or use drugs when working with under 18s (nor make jokes with reference to them).

## ■ Safeguarding Procedures: Child Protection

### ○ What is an allegation?

Information which shows an adult may have:

- behaved in a way that has/may have harmed a child
- possibly committed a criminal offence against or related to a child



- behaved towards a child in such a way that indicates s/he would pose a risk of harm if working closely or regularly with a child

### ○ Types of abuse

Grooming, sexual abuse, emotional abuse, physical abuse, neglect, controlling, coercive and threatening behaviours. If you have a concern about any of the above, please contact our DSL or DSP.

**It is not for staff to decide if the allegations are true or not. Their role is only to listen, report to the DSL/DSP as accurately as possible and allow the official procedure to then take over.**

### ○ Associated Policies / Documents

For further information on safeguarding students, please view the following:

- FULL Safeguarding Policy on our website
- "Stay Safe in London" document
- Social Programme Activities – Instructions for Students and Leaders
- Parental Consent Forms





- Timetable with school and accommodation rules
- Group Leader Form

## ■ Bloomsbury Prevent Policy

Bloomsbury International is aimed to ensure that vulnerable children and adults of any faith, ethnicity or background receive support before their vulnerabilities are exploited by those that would want them to embrace terrorism, and before they become involved in criminal terrorist related activity. Everyone plays an important part in it. All students are expected to look after each other and raise concerns with a responsible adult.

### ○ How does Bloomsbury PREVENT?

Raising awareness and educating:

- Promoting equal opportunity and tackling discrimination to learn to understand others, to value diversity and promote shared values.
- Promoting a safe and supportive international environment via clear expectations of accepted behaviours and those, including radicalisation and extremism, that will not be tolerated.
- Promoting British values, culture and traditions, including democracy, the rule of law, individual liberty and respectful tolerance of different faiths or beliefs.

Providing information and School Rules:

- Are given during the first day induction, including information on staff members and school rules

### ○ Recognising the signs:

- students talking about exposure to extremist materials or views outside school
- changes in behaviour, e.g. becoming isolated
- fall in standard of work, poor attendance, disengagement

### ○ Procedure

The following steps may be taken when dealing with incidents:

- If radicalisation behaviour is suspected or witnessed it must be reported to the Welfare Officer/s.
- Parents, guardians and/or agents will be kept informed, where necessary.

In the occurrence of any radicalisation behaviour, the following disciplinary steps will be taken:

1. The giving of an official verbal and written warning (outlining point 2 of disciplinary steps), in the hope to cease offending.
2. In the event of a second occurrence (even if the victim or offence differs from the first), permanent exclusion from the course and any other services (e.g. accommodation). No refund or alternative arrangements will be made.

If the abuser is a staff member, the action to be taken will follow the 'disciplinary procedures' within the staff handbook.

Bloomsbury International's Safeguarding Policy is reviewed annually - to be reviewed - January 2020

### ○ Useful Telephone Numbers and Links

Anti-Terrorist Hotline: 0800 789 321

Report terrorist material online at [https://eforms.homeoffice.gov.uk/outreach/terrorism\\_reporting.ofml](https://eforms.homeoffice.gov.uk/outreach/terrorism_reporting.ofml)

## ■ E-Safety – stay SMART

<b><u>S</u>afe</b>	Do not give your personal details to anyone online (e.g., full name, contact details).
<b><u>M</u>eeet</b>	Do not meet with people who you have met online as it can be dangerous.
<b><u>A</u>cccept</b>	Do not accept messages, emails or open files from people you do not know or trust as some can contain viruses or nasty messages.
<b><u>R</u>eliable</b>	Some information may be untrue or people can lie about who they are.

Always check information with other websites, books or a member of staff.

**Tell** If something makes you feel uncomfortable or worried tell your parent, host parent or a staff member.

### ■ CCTV

For your safety and security, both the School and Bloomsbury International Student Residences have CCTV. However, we still advise you to not leave your possessions unattended at any time.



### ■ Road Safety and Street Awareness

Only cross at crossings and look both ways. Look for all vehicles, including bicycles.

Wait for the traffic to stop – you can press the button on the traffic lights and wait for the green man.

Walk on well-lit roads and ignore people who are rude or abusive. If you think you are being followed, go into a shop/pub or where there are other people or phone a friend, telling them where you are and why you are worried. If you need some help, approach people directly or call out to them, don't shout 'help', say what is happening and what help you need.

### ■ Belongings and Valuables (e.g. mobiles, cameras, money, etc.)

Try not to carry more money than you will need, and keep some money in a different pocket/place to use in an emergency. Theft of mobile phones (especially the latest models) is quite common; therefore pay attention to people around you when using your phone in a public place. It is not a good idea to 'walk and text' or keep your gadgets in sight when walking alone as it can attract the attention of thieves and you will be less aware of people approaching you.

**TIP:** We recommend that you register your belongings, such as mobile phones and bicycles, with Immobilise. This is free of charge and will help you if your things get stolen. Visit [www.immobilise.com](http://www.immobilise.com)

### ■ Pickpocketing and bag snatchers

Unfortunately, pickpocketing is common in popular tourist areas and crowded tube trains. Make sure your bag is always closed and never carry your wallet or purse in a bag on your back.

Do not leave your bag on the floor or over the back of a chair in cafes, pubs or restaurants – instead, keep it on your lap or tie it to the furniture. Be very careful in the cafes near the school as some students have lost bags there. If someone tries to take your bag by force, just give it or throw it down on the ground. If possible, empty the contents onto the floor and tell them to take what they want. Never fight over your possessions; they can be replaced.

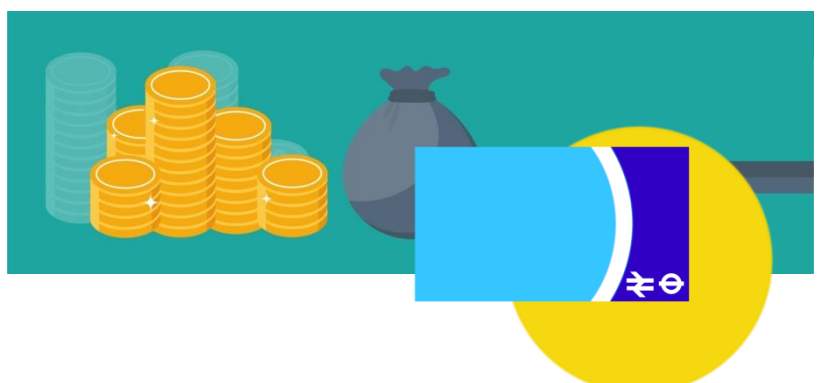
Most students who lose a bag say that the worst thing is losing their documents or the numbers on their phone. Therefore it is a good idea to keep a copy of these and your bank card numbers at home. If your bag is stolen, always tell the police because there is a possibility that your bag will be found and the police can then return it to you.

### ■ Cashpoints

When withdrawing cash at cashpoints, be careful not to let anyone see you entering your PIN. Be careful if someone tried to help you, they may not be honest. If someone is standing too close or tries to distract you, cancel the process or wait until you have finished and you have both your cash and the card before you turn away from the machine.

### ■ Travelling around London

London transport can be very busy at times, especially at rush hour in morning (07.00 – 09.00)



and in the evening (17.00 – 19.00). You can use <https://tfl.gov.uk/plan-a-journey/> to plan your journey ahead but there are many other websites and apps available. Many apps will alert you if there are delays or cancellations; for example the “TFL Travel Alerts” Twitter feed will give you live updates on all the London Transport Network. We also recommend downloading the app “Tube Map” and “Bus Times London”. A limited number of bus routes operate 24-hours throughout the week; five Tube lines run a 24-hours service on Fridays and Saturdays (Victoria, Central, Jubilee, Northern and Piccadilly lines). If staying out late at night, ensure that you know how to get home. Remember that London buses no longer take cash, therefore ensure you always have an Oyster card available in case of emergency. We also suggest that you carry £10.00 - £15.00 with you, just in case you need to take a taxi at any time.

### ■ Stay Safe

On the Bus, sitting downstairs near the driver is safer than upstairs. Tell the driver if you have a problem. If you feel uncomfortable about someone or people around you, get off at the next stop where there are other people and wait for the next bus/tube. If people are causing trouble, do not get off where they get off even if it means missing your stop.

The British police and security agencies work hard to protect the public. In the event of an incident in London they advise to: RUN, HIDE and TELL. Run to a safe place, turn your phone onto silent mode and stay hidden, if it is safe, call 999 and tell the police where you are.

### ■ Taxis

There are two types of taxi in London: ‘black cabs’ (traditional London taxis with an orange light on top) and ‘minicabs’ (private cars with a sign saying ‘private hire’). It is safer to take a black cab, as both the car and driver are licensed. Minicabs are only safe if you phone them and ask to be collected from a particular place. Make sure the driver tells you your name before you get in (so you can be sure it is the car you ordered). Late at night many cars advertise themselves as ‘minicabs’ and will offer to drive you home. This is illegal and can be dangerous. Do not get into a car if you know nothing about the driver. It may not be a minicab at all. Only use Licensed Taxis and book a taxi in advance: <https://www.tfl.gov.uk/modes/taxis-and-minicabs/book-a-taxi>.

### ■ Going out / Meeting people

Most people you meet will be genuinely friendly and honest but be cautious when you meet people for the first time. Do not leave your drink unattended in a bar or pub. Either ask a friend to watch it or finish it before you go to the toilet or to dance or buy another when you come back. Always make plans for how you will get home; pre-book a mini-cab or take the number of a cab company with you. Tell someone where you are going and what time you plan to return.



### ■ Driving in the UK

To drive in the UK you must be at least 17 years old and have a full driving license from the EC/EEA

OR a full national licence from your country, valid for 12 months from your arrival date.

If you wish to drive in the UK and would like to know if your licence is valid, visit

[www.dvla.gov.uk](http://www.dvla.gov.uk)

### ■ Cycling

Many Londoners travel around the city by bike. This can be a very cheap and fast option, especially if you are staying in London for a long period of time. You can buy new bikes from shops and online or second-hand bikes from private sellers. In Central London, you can also hire the ‘red bikes’ (known as Santander Bikes, or Boris Bikes – please see <https://tfl.gov.uk/modes/cycling/santander-cycles>) or use a bike sharing app such as Mobike or Ofo.

You must be extremely careful when riding a bike, as traffic in London can be chaotic, especially at times of high congestion. Even though a helmet is not compulsory, it is strongly recommended for your safety. You must have lights if you cycle at night.

While you cannot ride a bike on a pavement/footpath, London is increasingly investing in making cycle routes across the city more accessible. Please check out the TFL website for more information:

<https://tfl.gov.uk/modes/cycling/routes-and-maps>

### ■ Road Safety

- ✓ In the UK, we drive on the left-hand side of the road.
- ✓ The driver and front seat passenger must wear a seat belt – you must also wear a seatbelt in the back, if available.
- ✓ Always stop at red traffic lights and obey (follow) all road signs.
- ✓ Give way to (stop and let pass) emergency vehicles (police, ambulance, fire service).
- ✓ Do not drive in the bus lane during restricted hours (read the signs in each bus lane).
- ✓ It is illegal to use a mobile phone when driving.
- ✓ Do not use the horn in residential areas from 23:30 to 07:00 (people are sleeping!).
- ✓ There are parking restrictions on single yellow lines.
- ✓ You cannot park on double yellow or double red lines, or a single red line, at any time.
- ✓ Do not drive under the influence of drugs or alcohol.
- ✓ If you drive in London, you may need to pay the Congestion Charge (see [www.tfl.gov.uk](http://www.tfl.gov.uk) for areas, times and prices).

## 12 – British Laws

### ■ Smoking

Smoking is banned in all public buildings in the UK, including bars, restaurants, shops, cinemas, stations and on public transport. You can usually smoke outside on the street but do not drop your cigarette butt on the ground or you could be fined £80.00



### ■ Drinking

You must be 18 years old or over to buy or drink alcohol in public places. Some bars and nightclubs have a 21-years old and over policy. It is illegal to buy alcohol for anyone under 18 years old. In some outdoor places, the police can confiscate (take away) alcohol. In London, these places may be called Alcohol Control Areas (ACAs), Controlled Drinking Areas (CDAs) or Controlled Drinking Zones (CDZs). These areas

will be clearly signposted. Alcohol is not allowed buses, trams, tubes and the DLR.

### ■ Drugs

The possession and use of recreational (leisure) drugs is illegal. Penalties can include up to 7 years in prison and/or an unlimited fine. You are strongly advised not to use illegal drugs during your stay.

### ■ Shoplifting

People who are caught stealing from shops will probably have to go to court and may have to pay a fine.

### ■ Weapons

It is illegal to carry any weapon for defence, including gas and sprays. You will be arrested if the police stop you and you have a knife.

### ■ What to do in case of an arrest

If you are arrested, always fully cooperate with the police. The officers will usually take you to a police station, search you and take away your possessions while in custody. The police can hold you in custody for up to 24 hours, during which they will question you. After 24 hours, the police must either charge you with a crime or release you.

The police must explain your rights which include: free legal advice, telling someone where you are, medical attention if required and the use of an interpreter. If the police ask you questions, you can choose to answer or not. However, you may damage your defence if you do not answer their questions. The police do not need your permission to take photographs of you, finger prints, a DNA sample (mouth swab or hair root) or a swab from skin from your hands/arms. The police do need your permission to take a blood or urine sample from you (unless you are suspected of drink or drug driving).



If you are under 18, the police must try to contact your parent or guardian and find an adult to help you.

### ■ Legal Problems

For free legal advice you can go to a Citizens' Advice Bureau - [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

## 13- Things to do in London

### ■ Theatre

#### ○ Buying tickets:

- visit or telephone the theatre's box office directly
- online booking agents may also sell tickets for a cheaper price - usually for weekday performances
- full-price and discounted tickets for many shows can be available on the same day from ticket offices in and around Leicester Square.

If you want to see a show that is sold-out (fully booked), sometimes you can queue at the theatre for returned tickets a few hours before the performance. Sometimes extra tickets will go on sale at 10am on the same day as the show – but you will have to arrive very early as there is usually a queue. Some online booking agents sell tickets for sold out shows for a high price.

#### ○ Guidelines:

Make sure you find out the face-value (original price) of your ticket before you decide to buy. Booking fees change from seller to seller. Find out where your seat is located in the theatre before you pay. Always buy your tickets from a reputable (known) seller, such as a member of STAR (see [www.star.org.uk](http://www.star.org.uk) for a list of recognised sellers and more advice on buying tickets).

Never buy tickets from touts (people outside the theatre) before the performance –the tickets may be fake and/or very expensive.

### ■ Cinema





In London you can find a wide range of movie theatres (from big chains showing the latest blockbusters, such as Cineworld, Odeon or Vue), to smaller independent cinemas. Many cinemas have a special discount night each week or offer student membership. Search online for the cinema closer to you.

### ■ Pubs

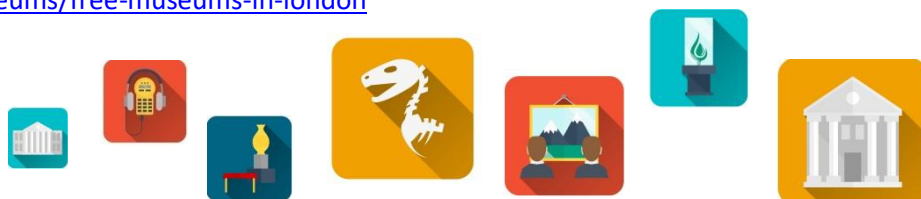
A variety of pubs can be found all over London. A range of alcoholic drinks, non-alcoholic drinks and snacks (crisps and nuts) are usually available. Many pubs also serve hot meals. Like all public buildings in the UK, you can't smoke inside the pub. While you are allowed inside the pub if you are 16 or 17 (and drink a non-alcoholic drink), you cannot drink alcohol if you are under 18. Anyone under 16 must be accompanied by an adult. Pub landlords have the right to see your ID before they serve you and refuse service if they are not satisfied that you are over 18 (or, in some venues, 21).

At the pub, there is no waiter service. Place your order at the bar (bar staff will serve customers in the order that they arrive). If with other people, locals often buy drinks in 'rounds': each person in a group will take it in turns to go to the bar and buy drinks for everyone else. This article helps explain the basics of pub culture in England, take a look! <https://www.theguardian.com/lifeandstyle/2018/jun/06/the-new-rules-of-pub-etiquette-dont-flirt-with-bar-staff-or-steal-the-glasses>

### ■ Museums and Galleries

There are hundreds of museums in London and many of them are free of charge. The most famous include the Natural History, Science and V&A Museums, all close to South Kensington tube station. We also recommend the British Museum, only a five minute walk away from Bloomsbury International!

You can find some recommendations for the best well-known, and less well-known, free museums in London here: <http://www.timeout.com/london/museums/free-museums-in-london>



### ■ Markets

London has a huge selection of markets. Try Borough Market for food, Portobello Road for antiques, and Camden Lock Market for arts and craft, fashion and more. You can also visit less known markets such as the Columbia Road Flower Market every Sunday. You can find some useful information here: [http://www.londontown.com/London/Top\\_Street\\_Markets#](http://www.londontown.com/London/Top_Street_Markets#) Markets can be crowded so make sure you keep your bag closed and with you all the time. Also remember to check your change *before* you leave the stand.

### ■ Tax-Free Shopping

VAT (Value Added Tax) of 20% is included in the price of most items and services in the UK.

If you are a non-EU resident, or will be leaving the EU for at least 12 months, you may be able to claim a tax refund on some items you have bought. To make a claim ask the shop assistant for a receipt and VAT 407 form. The shop assistant may ask to see your passport. Show this receipt and completed form at customs when you leave the EU. If Customs approve your form, you can claim your refund from

- A refund booth – e.g. at the airport
- The shop where you bought your good (you may have to pay for this service)

For more details, please visit: <https://www.gov.uk/vat-consumers/taxfree-shopping>

### ■ Free activities

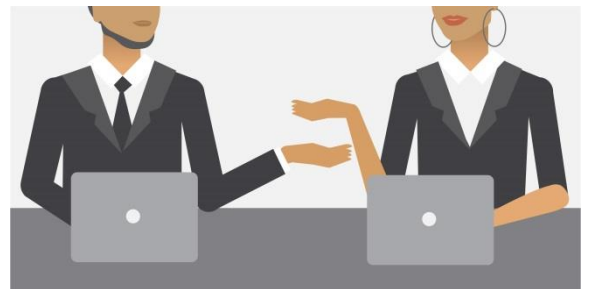
Free activities are happening in London every day. Sometimes you just have to know where to look. Here's a good place to start: <http://www.londontown.com/London/London-for-Free>

# 14 – Equal Opportunities

Bloomsbury International, and its entire staff, strives to achieve equal opportunities across the school. We believe that everyone should be treated equally and given the same chances. We have a zero tolerance for abusive behaviour and will take action against and also support any member of the school community who is a victim of such events. For our full policy on Equal Opportunities, please visit our website: <http://www.bloomsbury-international.com/en/school/policies.html>

## ■Students at Bloomsbury International can expect...

- honesty and accuracy in all information and publicity about our courses and services
- a warm friendly service from all our members of staff, including support and advice when required
- to be taught by appropriately qualified and professional teachers who plan and prepare suitable lessons
- interesting and varied classes that use a range of appropriate and effective teaching methods
- an initial placement test to ensure that they are in the right level classes
- the opportunity to change level as they progress
- free internet access either using computers in the internet room or via wireless networks
- regular tutorials with their teacher for advice about their course
- to study in clean, well-lit, comfortable classrooms
- an interesting and varied Social Programme including many free activities
- advice on which public exams to take, when and how to register



## ■Bloomsbury International expects its students ...

- to attend the induction for new students on Monday to hear about school services and health and safety issues
- to abide by all school rules to ensure Bloomsbury remains a safe and happy place
- to inform the Registrars of any change of address or contact details
- to follow the school's IT policy and to not use the school's computers or networks inappropriately
- to respect other people's cultures, traditions and beliefs and to avoid behaviour or language that may cause offence
- to be polite and respectful when speaking to all students, staff members and visitors

# 15 – Complaints

## ■Informal complaints:

Many complaints can be resolved quickly and informally. You can speak to any member of staff about your complaint, no matter how small.

In some cases, we might ask you to talk with the following members of staff:

Complaint	Staff
Abusive behaviour / Personal problems	Welfare Officer(s)
Accommodation issues	Registrars
Academic issues incl. teacher, course, level	Teachers / Assistant Director of Studies
Problems with building	Registrars
Any other complaints	Registrars or Student Services Manager

If you make an informal complaint:

1. it will be acknowledged immediately (if made in person), or within 1 working day if made via email
2. we may ask you further questions, to repeat and clarify information and/or to provide evidence (photos, for example) to support your complaint
3. we will tell you when and how you will get an outcome (result) within 2 working days and we may give you an 'action plan' to tell you what will happen next
4. We will confirm with you that you are happy with the solution and we will keep a confidential record of your complaint

#### ■ Formal Complaint:

If you are still unhappy, you can make a formal complaint. To make a formal complaint:

1. please complete a Complaint Form (available at Reception or on our website)
2. you can give your completed form to the Registrars at reception
3. we will send you written confirmation that your complaint has been received within 3 working days
4. we will invite you for a meeting so we can discuss the issue and hopefully solve it OR
5. we will respond to you via email in writing within 10 working day offering a solution
6. we will keep a confidential record of your complaint



If you are still unhappy, you can make a Second Stage formal complaint. Please write and post a letter directly to *one* of the following: Director of Studies or Managing Director.

- 1) Please write as much detail as possible. Include names and dates if applicable and how you want your complaint to be resolved
- 2) We will write or email you within 10 working days to confirm we have received it. If you do not receive an email or letter within 10 working days, please call the school to confirm we have received your complaint.
- 3) we may invite you to a formal meeting to discuss your case further
- 4) you will receive the outcome to your complaint within 30 working days
- 5) we will keep a confidential record of your complaint

If you are still unhappy or feel you have been treated unfairly, you can ask for help from either the British Council or English UK. You can write to them here:

**British Council, Accreditation Unit, Bridgewater House, 58 Whitworth Street, Manchester M1 6BB, UK**

Email: [accreditation.unit@britishcouncil.org](mailto:accreditation.unit@britishcouncil.org)

Website: <http://www.britishcouncil.org/education/accreditation/information-students-agents/student-complaints>

Or

**The Chief Executive, English UK, 219 St John Street, London, EC1V 4LY, UK**

Email: [info@englishuk.com](mailto:info@englishuk.com)

Website: <http://www.englishuk.com/en/students/english-in-the-uk/student-complaints-procedure>

You should write details about how you have already tried to resolve your complaint with Bloomsbury International and include any supporting documents, including the written outcome of your complaint.

For our Full Complaints Policy and Procedure, please visit: <http://www.bloomsbury-international.com/en/school/policies.html>

## 16 – Being asked to leave the course

If you do not follow the School Rules or Policies, we may ask you to leave the course without giving you a refund. Remember that the **School Rules** are displayed in every classroom and around the School and the **School Policies** are available on the School's website.

We may ask you to leave for the following reasons:

- **Not attending your classes** (all students - including Tier 4, SVV/ESVV, EU/non-EU)
- **Abusive behaviour**
- **Not following all rules relevant to your stay in London (both under and over 18 year olds)**
- **Damage to school property / Unsocial behaviour / Criminal activity**

We could also ask you to pay for any damages to school property and/or accommodation.

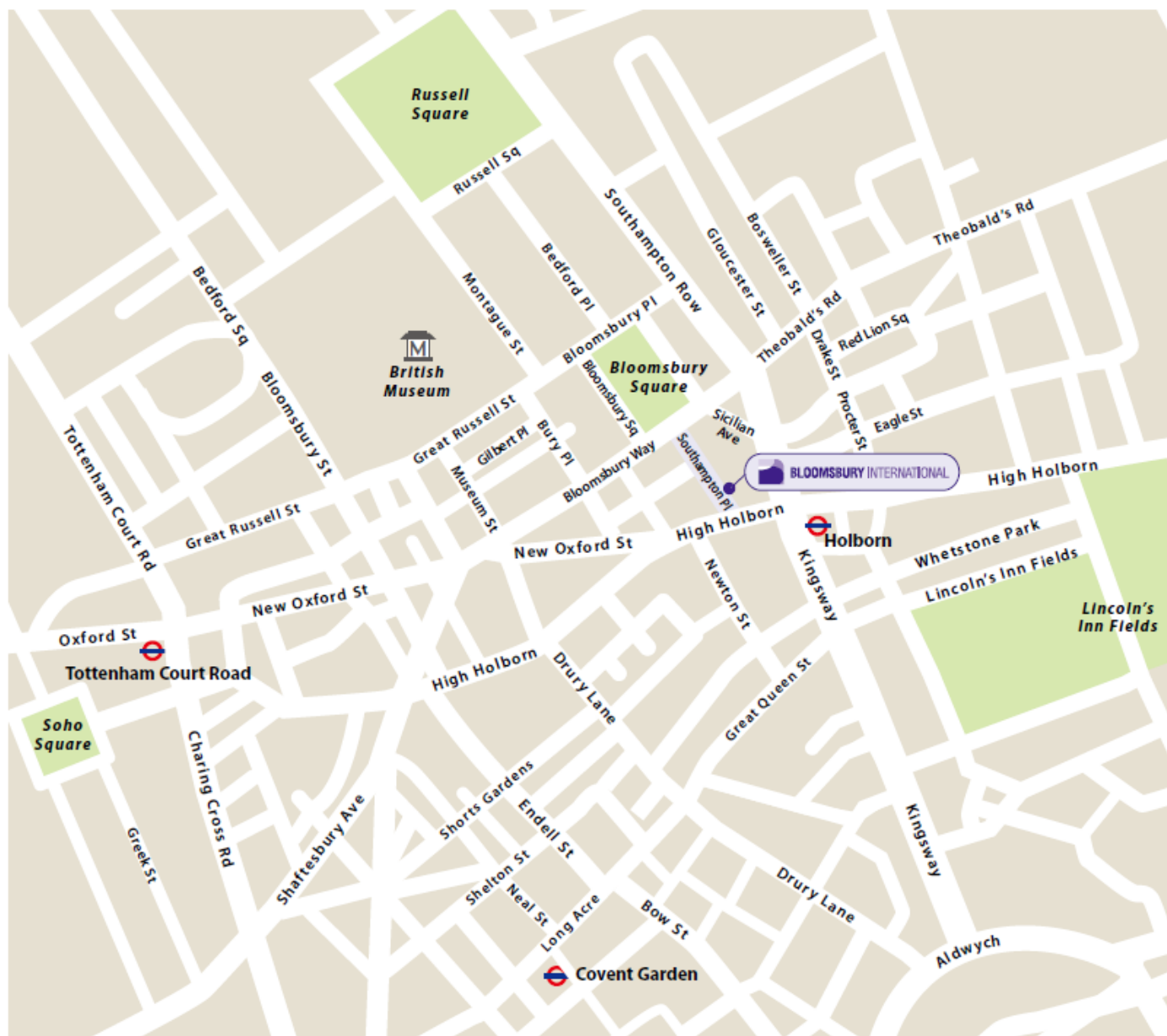
If you break the rules or do not follow the School Policies, we will:

1. Give you an official verbal and written warning. This aims to stop you from repeating any offence.
2. Permanently exclude you from the course and any other services (e.g. accommodation), if you repeat the offence or break any other rules. No refund or alternative arrangements will be available.
3. In severe cases, we may ask you to leave immediately.

*Responsibilities are shared between the Director of Studies and the Student Services manager. Executive decisions will ultimately always be made the Managing Directors.*



For the latest up-to-date information, always check online.  
All images downloaded from freepik.com



## BLOOMSBURY INTERNATIONAL

6-7 Southampton Place, London WC1A 2DB, United Kingdom

Open Monday to Friday: 08.30 – 18.15

Telephone: +44 (0)207242 2234

Emergency Telephone: +44(0)7762425376 (out of school opening hours)

Fax: +44(0)207242 8118

Email: [info@bloomsbury-international.com](mailto:info@bloomsbury-international.com)

Website: [www.bloomsbury-international.com](http://www.bloomsbury-international.com)