



BLOOMSBURY INTERNATIONAL

Student Handbook

2018

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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

Bloomsbury International UK Ltd. 6 -7 Southampton Place, London WC1A 2DB, United Kingdom

Telephone +44 (0)207 242 2234 (Monday to Friday: 08.30 – 18.15)
Emergency Telephone +44(0)7762 425 376 (out of school opening hours)
Fax +44(0)207 242 8118
Email info@bloomsbury-international.com



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

2017

2nd January (New Year's Day – substitute day)
14th April (Good Friday)
17th April (Easter Monday)
1st May (Early May bank holiday)
29th May (Spring Bank holiday)
28th August (Summer bank holiday)
25th December (Christmas day)
26th December (Boxing day)

2018

1st January (New Year's Day)
30th March (Good Friday)
2nd April (Easter Monday)
7th May (Early May Bank Holiday, May Day)
28th May (Spring Bank Holiday)
27th August (August Bank Holiday)
25th December (Christmas Day)
26th December (Boxing Day)



Public Transport

Nearest tube station Holborn Zone 1 (**Central** and **Piccadilly** Lines)
Buses 1, 8, 19, 25, 38, 55, 59, 59, 68, 91, 98, 168, 171, 188, 242, 243, 521, X68
2017 Oyster Card Prices Weekly ticket: zones 1-2 £33.00, zones 1-3 £38.70, zones 1-4 £47.30
(unlimited travel in these zones and unlimited bus travel on all zones)



Opening Hours

School	Monday – Friday	08:30 – 18:15
Student Resource Centre	Monday – Friday	08:30 – 18:00
Theatre Room	Monday – Friday	08:30 – 18:00
Bloomsbury Café	Monday – Friday	08:40 – 16:00 (serving times)
Olympic Lounge	Monday – Friday	08:30 – 18:00
Multi-Faith room	Monday – Friday	09:00 – 17:30



Who's Who Please check our staff photos board (Building 6, Ground Floor). Here you will find the names and job titles of all Bloomsbury staff members.

2- Emergency Numbers

999 (or 112)	Emergency: Police, Fire Brigade, Ambulance	Free
101	Police (Non-Emergency)	Free
111	NHS (National Health Service, Non-Emergency)	Free
07762 425 376	School emergency number, for when the school is closed	

Please ask at reception for a map of the closest Police Station to Bloomsbury International:

0207 404 1212 **Holborn Police Station, 1-10 Lamb's Conduit Street, London WC13NR**

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 (General)

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).



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 12.20 (in the Theatre Room). 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 have a new pace to live, you are meeting new people and learning about a new culture and language!

Relax and take some time, you should feel better after a few days. If you do not and would like to speak to one of our Welfare Officer/s, you can contact them at any time. If you have a personal problem, or need some advice or support, you can also contact them throughout your stay. Their details are on the welcome booklet, the staff photo wall and also in the first day induction.

There is also a **Weekly Welfare Meeting every Tuesday at 12.20** (in the Student Resource Centre) that all of our students are welcome to attend.

Under 18 years old? – If you are worried, have problems or questions you can speak to Louise Newman in the main office Monday – Friday from 9-5



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).

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 Internet Studio (next to Bloomsbury Café) for emails or to use a social network site. We also have wireless internet access - please ask at reception for the password.

■ 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.

■ 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 or Welfare Officers.

■ 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 from us to confirm that you are a full time student, please apply on our student eZone.

For more information about Council Tax or finding accommodation for international students, visit <http://www.ukcisa.org.uk>

■ Bank Account

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.



■ Getting around

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 to 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 (search for "Student Oyster") or visit <http://bit.ly/1Diw6K8>

You will need:

- A colour, digital photo to upload
- Your Enrolment Number from your education establishment (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

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
- Our aim is to enable our students to understand the structure of the English language within context and use it more confidently
- 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 is encouraged with students helped to develop active independent learning styles

- A commitment to ongoing needs analysis and assessment in order to provide relevant lessons and an awareness of progress made

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. Our policy of weekly assessments and regular tutorials ensure 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 (£30.00 cash payment on your first day)

1 week of rental: £20.00 returned / 2 weeks of rental: £10.00 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 £30.00

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 want 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 and TOEIC. 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 practise 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. You can also find out about examinations in the Student Resource Centre.

■ Student Resource Centre

Bloomsbury students have their very own Student Resource Centre which is a quiet and relaxing study environment. The SRC is located on the ground floor of building 7, next to reception and classroom 21.

How to use the Student Resource Centre:



- Private study
- Small group study
- Use your laptop
- Study with different materials:

Course books, Dictionaries, Grammar and/or Vocabulary Books (£10.00 deposit), English newspapers and magazines, worksheets (on the wall), IELTS practice (writing Task 1 and 2 question and answer examples), Classic English stories to improve your reading (levelled-readers: A2-C1)

You can also borrow DVDs to practise your listening skills (£5.00 deposit). Or do some listening exercises*

*If you need to listen to a CD, please ask at reception. We can organise a CD player for you. To respect other students, we ask students to bring their own earphones. If you would like to borrow some headphones, please ask at reception.

Books for rent

The red folder contains a list (a photocopy of the front covers) of many different books. If you would like to borrow one of these books, please ask at reception.

You will need to leave a cash deposit of £10.00 and you may borrow it for 5 days. The Registrars will give you a receipt. Please return the book on the due return date or you will have to pay a fine of £1.00 per day.

DVDs for rent

If you would like to borrow a DVD, please take the empty case to reception.

You will need to leave a cash deposit of £5.00 (per DVD) and you may borrow it for 2 days. The Registrars will give you a receipt. Please return the DVD on the due return date or you will have to pay a fine of £0.50 per day.

■ 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 plans

On a termly basis, our partner counsellors visit the school to give you professional information, advice and guidance to help you get a place at a UK university. They can suggest the best university for you, depending on your abilities, requirements and personal goals. As well as helping you to choose a university, they will also support you through every step of the application process.

Note: visits are not scheduled for July and August, but advice is available as and when required from the Academic Team. CV Club is also held on a fortnightly basis.

■ 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, your teacher will give you 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. **First Week Questionnaires** need to be returned to reception (where there are also some extra copies if you need one).

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

■ Changing class

Remember – 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 Welfare Officers.

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 more 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 Academic Manager or Academic Support.
4. The Academic Manager or Academic Support will speak to you first to check your level and maybe give you a “level test”

■ Level Tests

If you score 75% or above, you may move to the next class level.

If you get less than 75% you will need to remain at the same level until your teacher thinks you are ready.

You can only take one level test per term and they cannot be re-taken.

■ 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 discussed at the end.

■ Study tips

Follow these to help maximise your progress:

How can I improve my 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 **Student Resource Centre** - 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

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

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

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

■ Your teachers

For some of your 90-minute lessons you will have a different teacher. This is so that we can offer you a varied and exciting learning experience. We will try to minimise the changes in teachers but at times this will not always be possible. We will make sure we tell you if your teachers are going to change.

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

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 **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)
 - plan your journey and check for problems on the tfl website before your travel
<https://www.tfl.gov.uk/>
- **Bloomsbury Students only**
 - All facilities (Classrooms, the Internet Room, the Student Resource Centre and Common areas) 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 on the following occasions:

2 days in your first week

If you are absent for 2 days during your first week, we will contact you to check you are enjoying your course and that you are happy with your stay in London. If there is anything we can help you with, please let us know.

3 and 10 consecutive days

If you are absent for 3 days in a row, we will contact you to check that you are ok.

We will warn you about your attendance.

We will also warn you that if you are absent for 10 days in a row in total, you will be automatically expelled (with no refund allowed).

If your attendance falls below 80%, we will ask to have a meeting with you.

Initial meeting

1 – to check your contact details

2 – to check your reasons

3 – to explain the warnings and what will happen if your attendance does not improve

4 – you will have to sign to say you understand the information

If your attendance does not improve, we will ask you to have another meeting.

- you will receive a **verbal 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

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

- you will receive a **written warning**

- you will have to contact the school immediately

If not, you will receive another 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 in weeks	08-10	11-14	15-20	21-28	29-32	33-36	37-40	41+
Holiday allowed in 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
- Fire exits / how to leave the building safely
- Abusive behaviour
- 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.

■ **Meeting Point:** Bloomsbury Square (leave the school door and turn right. Cross the road at the traffic lights)

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 and bus routes to the school.

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



Student Card code	
Dark Purple	Staff
Light Purple	18 years +
Yellow or Green	16/17 yrs
Red	Under 16 yrs
Blue	Visitors

■ 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 3 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.

Our social programme is a great way to make new friends and most importantly, to practise your English. You can find information about the current social activities on the board in the main corridor (opposite reception). Please sign up for any activities you want to go to here. You can also find a full list of activities on our website at www.bloomsbury-international.com/en/services/social-activities.html

■ 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.

<https://www.facebook.com/bloomsburyinternational>

<https://www.instagram.com/bloomsburyinternational/>

www.bloomsbury-international.com

<https://twitter.com/bloomsburyIntl>
<https://plus.google.com/+Bloomsbury-international>
<http://www.bloomsbury-international.com/en/student-ezone/newsletter.html>
<http://www.bloomsbury-international.com/blog/>

■ **Some popular London attractions**

London Zoo £ 24.00	London Eye £ 20.50 - £28.00
Madame Tussauds £ 28.00-£62.00	London Aquarium from £ 20.40
London Dungeons from £ 21.00	Tower of London from £ 22.70

These are student prices and so you will need to show a valid student card. Or you can ask for a letter from us (a Certificate of Enrolment). These prices might change, please check at reception.

■ **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.

■ **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

■ **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 the British culture, customs and behaviour as possible. People will be more helpful and much kinder if you are polite and show respect for others.

For more information about British culture, please visit:

<http://www.ukcisa.org.uk/International-Students/Study-work--more/Culture-Shock/What-is-it/>
<http://www.kwintessential.co.uk/resources/global-etiquette/uk.html>

■ **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, or more information about the climate, visit www.metoffice.gov.uk

■ **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 or visit

www.4london.info/londoninformationplacesofworship.htm

Bloomsbury International has a **Multi-Faith Room** on the 3rd floor in building 6. If you would like to use this facility, please ask a Registrar at reception.

■ **Links to useful websites**

www.visitbritain.com

Official Tourist Office site with information about the UK

www.bloomsbury-international.com

www.ukcisa.org.uk

Advice for international students

www.bbc.co.uk/news

News in the UK and around the world

www.gumtree.co.uk

A useful site for flat shares, jobs, community activities in London

www.ukstudentlife.com

800 pages of information for students coming to study English in Britain

www.educationuk.org/global/articles/safety

A useful site for safety in the UK

www.llqs.org.uk

London Lesbian and Gay Switchboard

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.

■ 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.



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 visit:

<http://www.nhs.uk/NHSEngland/Healthcareabroad/EHIC/Pages/about-the-ehic.aspx>

Not all NHS treatment is free. Prescribed medicine is £8.80 per item (2018 prices)

For more information on the NHS, please visit:

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

■ 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.

■ Walk in Centre

If you need quick access to medical advice or treatment, you can go to an NHS walk-in centre. You do not need an appointment but will need to wait. 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, W1D3HZ (Tel: 0207 534 6500)**

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, 2018 prices are as follows: £21.60, £59.10 and £256.50. For more 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>

- Always put your safety first.
- Make sure your phone always has battery and credit
- Make sure you have all of the contact details, addresses or maps that you need (e.g. school, accommodation).
- If you have any questions, please ask any member of Bloomsbury International staff at any time.

11- Safeguarding Policy - Summary

■ General Statement

The majority of Bloomsbury International’s students are 16 years and above. At other times of the year, there are students 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/group leaders to students’ ratios apply:

1:6 (under 8s) / 1:10–15 (8–10s) / 1:15–20 (11+)

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

■ What is safeguarding?

Bloomsbury has a legal duty of care toward young people who use our services. We have a policy 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.

■ Who can I speak to?

DSL = Designated Lead / SP = Safeguarding Person(s)

If you would like to speak to someone or report a safeguarding issue, please contact one of the following trained staff members

Louise Newman (Building 6, ground floor, Main Office) louise@bloomberg-international.com (DSL)

Adam Bartosik (Building 6, reception) adam@bloomberg-international.com (SP)

Helena Ramalho (Building 6, ground floor, Main Office) helena@bloomberg-international.com

Telephone Numbers:

School Office: +44 (0) 207 242 2234 (Monday to Friday 08.00 – 18.30)

School 24 hour Emergency: +44 (0) 7762 425 376 (Out of hours)

Emergency Services: 999 (or 112)

NSPCC 0808 800 5000

Child-line 0800 1111

■ Bloomsbury's Ways of Safeguarding

- CCTV, Student Cards and Registers

For Safety and Security, CCTV is throughout the school. Also, all students, staff and visitors are given lanyards/cards which have a certain coloured card relevant to their age/reason for being on-site (as shown below). Registers are taken at the beginning of every lesson – if an under 18 is absent, they will be contacted immediately.

Dark Purple = Staff

Light Purple = Students 18 years+

Yellow or Green = 16/17 years old

Red = under 16 years

Blue = Visitors

Student Card code	
Dark Purple	Staff
Light Purple	18 years +
Yellow or Green	16/17 yrs
Red	Under 16 yrs
Blue	Visitors

- Ensuring visitors are aware of under 18s in the school by noting in the Visitors book at reception
- School rules are given during the first day induction, including information on staff members, school rules (including attendance and zero tolerance of abusive behaviour), available facilities at the school, health and safety, evacuation and first aid procedures
- Parents/Guardians and Group Leaders have to send a consent / registration form where rules and contact details are provided
- Groups are inducted separately by combining the Monday induction slideshow and also the "Safety in London" document
- U16s are kept separate from older learners by placing classes in separate buildings.
- The school works with a transfer provider who only uses licensed and DBS-checked drivers
- Welfare meeting (every Tuesday)
- 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 18 year olds 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

■ Code of Conduct – what Bloomsbury staff must do

DOs:

- **Actions:** behave appropriately (actions, dress code, 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 Procedure – 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
<http://www.bloomsburyinternational.com/en/school/policies.html>
- “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’s 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 if necessary.

Telephone Numbers

School Office: +44 (0) 207 242 2234

School 24 hour Emergency: +44 (0) 7762 425 376

Anti-Terrorist Hotline: 0800 789 321

Reporting terrorist material online at

https://eforms.homeoffice.gov.uk/outreach/terrorism_reporting.ofml

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

Safeguarding young people and inducting junior Groups

- Groups are inducted separately by combining the Monday induction slideshow and also the “Safety in London” document

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 October 2018

E-Safety – stay SMART

<u>S</u>afe	Do not give your personal details to anyone online (e.g., full name, contact details).
<u>M</u>ee	Do not meet with people who you have met online as it can be dangerous.
<u>A</u>cc	Do not accept messages, emails or open files from people you do not know or trust as some can contain viruses or nasty messages.
<u>R</u>eli	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.
<u>T</u>ell	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.

Look confident and look as if you know where you are going.

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)

You do not have to carry your passport or ID card with you in the UK.

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 listen to an iPod or other personal stereo 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

■ Pickpockets and bag snatchers

Unfortunately, pickpockets (people who take things from your pocket) can be 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 address book 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

Transport in London is not 24 hours so check before you travel for details on the last bus / tube / train / night buses.

Emergency money: we suggest that you carry £10.00 - £15.00, just in case you need to take a taxi at any time.

■ Stay Safe

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 safest 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>

■ Tubes and buses

Try to sit near other passengers. On a 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. Do not get off where the people causing trouble get off even if it means missing your stop.

■ 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.

■ Taking out Insurance

We strongly recommend that every student takes out a comprehensive insurance which covers reimbursement of school fees as well as theft, damage and medical costs. Please ask at reception for details/premiums and for our recommended partners who specialise in student travel insurance.

■ Driving in the UK

To drive in the UK you must be 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)

■ 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 for areas, times and prices).

12- Laws in the UK

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 pavement or road 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 (money).

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.

Council tax: This is a local tax that is charged on each property. Each borough (district) in London has its own rates. Discounts are sometimes available for students.

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.

Cycling: Cycling: You cannot ride a bike on a pavement/footpath.

You must have lights if you cycle at night.

A helmet is not compulsory but is strongly recommended.

■ What to do in case of an arrest

1. If you are arrested, the police will usually take you to a police station, hold you in a custody cell then question you. The police will search you and take away your possessions while you are in the cell.
2. The police can hold you in custody for up to 24 hours. After 24 hours, the police must either charge you with a crime or release you.
3. The police must explain your rights which include: free legal advice, telling someone where you are, medical attention if required, a written notice of your rights (e.g. food and toilet breaks) in your language or provide you with an interpreter.
4. If the police ask you questions, you can choose to answer or not. However, please note that you may harm (damage) your defence if you do not answer their questions.
5. 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.
6. The police do need your permission to take a blood or urine sample from you (unless you are suspected of drink or drug driving).
7. 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

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 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

Cinema tickets are usually cheaper before 5pm on weekdays. Many cinemas also have a special discount night each week (usually Monday or Tuesday).

The cinemas in and around Leicester Square are very expensive. You can usually see the same film in a cinema in Zone 2 for a cheaper price!

There are several independent cinemas in London and they usually show old films and/or independent films:

The Prince Charles Cinema (Leicester Square), BFI (Southbank) Rich Mix (Bethnal Green), The Chelsea Cinema (Kings Road), Electric Cinema (Portobello Road) and The Ritzy (Brixton).

Film Premieres regularly take place at the cinemas in Leicester Square. For more information on upcoming premiers, visit: <http://markmeets.com/film-premieres/>

■ 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.

Get introduced to pub life with Bloomsbury Beers every Monday! (Over 18s only)

Pub Etiquette (how to behave):

There is no waiter service; place your order at the bar

First come, first served; bar staff will serve customers in the order that they arrive at the bar

Locals usually 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!

<http://www.london2012usefulinformationguide.com/drinking-in-london/london-pubs/english-pub-culture/>



■ 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#

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 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 all of its staff, strive 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.

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, and later opportunities to change level as they progress
- to have regular opportunities to discuss their progress through regular tutorials with their teacher and opportunities to meet the Academic Manager 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
- free internet access either using computers in the internet lounge or via wireless networks

Bloomsbury International expects its students ...

- to attend the induction for new students on Monday in the theatre room 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 and all students gain the best possible experience from their stay
- 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 inappropriately or to download inappropriate material
- 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

For our full policy on Equal Opportunities, please visit our website <http://www.bloomsbury-international.com/en/school/policies.html>

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	Teacher, Academic Support or Academic Manager
Problems with building	Registrars or Academic Support
Any other complaints	Registrars or Academic Support

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 (please remember that the school is open Monday to Friday, 08:30 – 18:15).
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)– this will be within 2 working days
4. we may give you an ‘action plan’ to tell you what will happen next
5. please confirm if you are happy with the solution
6. 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 at <http://www.bloomsbury-international.com/en/school/policies.html>)
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 may invite you for a meeting so we can discuss the issue
5. we will respond to you via email or in writing within 10 working
6. we will keep a confidential record of your complaint

■ Formal Complaint – Second Stage:

If you are still unhappy, you can make a Second Stage formal complaint.

To make a second stage formal complaint:

- 1) Please write and post a letter directly to *one* of the following:
 - i) Academic Manager
 - ii) Centre Manager
 - iii) Sales Director
 - iv) Management

Address: Bloomsbury International, 6 -7 Southampton Place, London, WC1A 2DB, UK
- 2) Please write as much detail as possible. Include names and dates if applicable and how you want your complaint to be resolved
- 3) 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.
- 4) We may invite you to a formal meeting to discuss your case further
- 5) you will receive the outcome to your complaint within 30 working days
- 6) we will keep a confidential record of your complaint

Formal Complaint - Third Stage:

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

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

Email: 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. Please check the above websites for details.

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. We may ask you to leave for the following reasons:

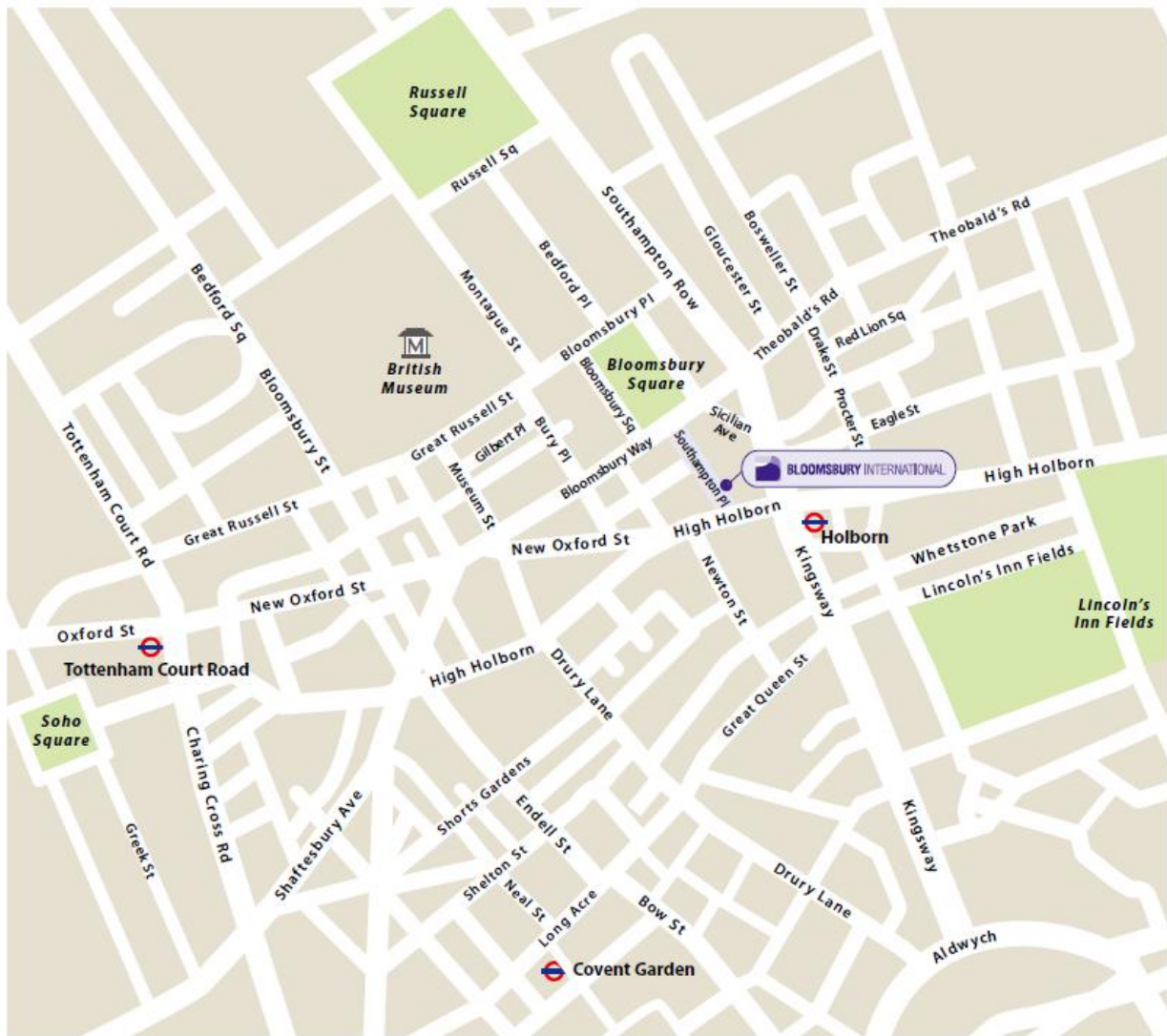
- **Not attending your classes** (all students - including Tier 4, SVV/ESVV, EU/non-EU)
- **Abusive behaviour**
- **Not following all rules relevant to your stay in London (both under and over 18 year olds)**
- **Damage to school property / Unsocial behaviour / Criminal activity**
We could also ask you to pay for any damages to school property and/or accommodation.
- The **School Rules** are displayed in every classroom and around the School
- The **School Policies** are available on the School's website
<http://www.bloomsbury-international.com/en/school/policies.html>

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.

Alternatively, in severe cases, we may ask you to leave immediately.

In the absence of the Centre Manager responsibilities are undertaken by the Academic Manager or a person appointed by the school.



Southampton
WC1A 2DB,

BLOOMSBURY INTERNATIONAL

6-7
Place, London
United Kingdom

Telephone	+44 (0)207 242 2234	(Monday to Friday: 08.30 – 18.15)
Emergency Telephone	+44(0)7762 425 376	(out of school opening hours)
Fax	+44(0)207 242 8118	
Email	info@bloomsbury-international.com	
Website	www.bloomsbury-international.com	

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