

Student Handbook



Welcome to Westbourne Academy!

We hope you have a successful course and enjoy your stay in Bournemouth.

Who & Where

Principal: Richard Surtees	Reception
Head of School: Mark Halls	Reception
Head of Accommodation: Vanessa Elphick	Reception
Junior/Socials Coordinator: Verity Walsh	Reception
Director of Studies: Eloise Warren	Academic Office
Academic Administrator: Gary Garfield	Academic Office

Important numbers

- **SCHOOL OPENING HOURS** are from 09.00 to 17.30, Monday to Friday. The school grounds are closed on Saturday and Sunday.
- **SCHOOL TELEPHONE NUMBER:** 01202 752777.
- **SCHOOL EMERGENCY TELEPHONE NUMBER:** 07974 348453 please put this number into your mobile now.

Extra information

- **THE LISTENING CENTRE** you can use the materials to study in your free time. Please ask your teacher for more information.
 - **PRIVATE STUDY/DVD ROOM** please go to Reception for more information.
 - **THE READING CENTRE** you can borrow books from here. Please ask your teacher for more information.
 - **CAFETERIA** please do not bring in food (unless prepared at home) into the cafeteria.
 - **FREE WI-FI** access around the school and garden. The username is 'WA1300' and the password is 'BlowingBubbles456'.
 - **MOBILE PHONE SIM**
 - **BUS PASSES**
 - **BANKING**
 - **VISAS**
- } Information on these is available in Reception
- **POLICE REGISTRATION** if your visa states that you should register with the police, please do so immediately. Ask in Reception for a map to the police station.
 - **PLACES OF WORSHIP** information on these and other local facilities is on the notice board at Reception. You can only attend Mosque after you have signed the form in Reception and you must return to school afterwards by 3pm at the latest. If you need to pray at school, please go to Reception to sign the list and find out where you can pray.
 - **PARKING** there is an area to park your bicycle at the rear of the school. Please park cars in the marked bays.
 - **HEALTH AND SAFETY** please check instructions on fire evacuation posted around the school.
 - **ROAD SAFETY** take care crossing the road at the roundabout near the school. when crossing the road, remember that vehicles drive on the left in the UK so they will come towards you from the right.
 - **SECURITY** please do not leave anything valuable anywhere on the school premises. Unattended bags will be removed.
 - **EXTENDING** please tell the office as soon as possible if you want to stay longer
 - **FURTHER/HIGHER EDUCATION** please speak to Gary Garfield for information on this
 - **SPORTS, EXCURSIONS & SOCIAL ACTIVITIES** check for information in the class room and cafeteria notice boards. Please make all bookings for these at Reception.
 - **EXAMINATIONS** if you would like to know more, please speak to Eloise Warren / Gary Garfield.

PLEASE REMEMBER - WE ARE HERE TO HELP YOU.

Dos & DON'Ts on living in English homestay providers

1. **DO** remember that we use the words 'please' and 'thank you' all the time in the English language.
2. **DO** try to live as a member of the homestay and spend as much time as you can with them when you are at home. This will help your speaking and understanding of the English language. If you are going to be late for a meal or miss a meal, **DO** tell your homestay in advance.
3. If you are over the age of 18, your homestay will give you a door key but if you are going to be late home **DO** tell your homestay in advance.
4. **DON'T** use any equipment in the home including kitchen equipment, for example, the cooker without first asking your homestay for permission. They might make a small charge for any electricity used. **DO** remember that if you would like somebody to visit you in your house you should ask your homestay first.
5. If you go on a school excursion or go away for the weekend, **DO** tell your homestay where you will be staying and how long you will be away.
6. Most foreign students will find English food quite different to their own. **DO** tell your homestay at the beginning of your stay if there is something you do not like, or are allergic to.
7. Your homestay will wash one load of your clothes each week.
8. **DO** remember that your booking consists of:
 - bed, breakfast and evening meal, Monday to Friday
 - a snack lunch on Saturdays and Sundays
 - students must not be asked to share a room unless arranged before arrival with the school
 - each bedroom must have a wardrobe, a desk, a table for you to do your homework, an upright chair, a mirror and a light
 - your homestay provider should wash your bed linen once a week
 - a daily bath or shower should be available
 - your bedroom should be warm enough

Students under 18 years old

1. Students under the age of 18 must be home in the evening when their homestay provider tells them to be home. Students aged 16 or 17 years must be home by 22.30 from Sunday to Thursday and 23.30 Friday to Saturday.
2. Please remember that the minimum age for drinking alcohol in pubs/clubs and entrance into night clubs is 18. Please also remember that it is against the law to buy alcohol if you are under the age of 18. It is also illegal to drink alcohol in public places.
3. Return your front door key to the right place after each time you go out.
4. Please also read our information and Advice on Keeping Safe.
5. Please check the information in our handout for Students Under 18. You will get this in your meeting today with a member of the safeguarding team who will discuss it with you.

Please tell the office immediately if you have any problems with your accommodation.

If you have a personal problem that you would like to discuss in private, please speak to:

Male Welfare	Mr Mark Halls
Female Welfare	Mrs Vanessa Elphick

WE CAN ONLY HELP YOU IF WE KNOW THAT YOU HAVE A PROBLEM

Complaints Procedure

If you have any problems or complaints, please see these people immediately:

WHO TO SEE	WHAT TO SEE THEM ABOUT
Mark Halls	Visas & Male Welfare
Eloise Warren / Gary Garfield	Lessons, Class Placements, Courses & Absences
Vanessa Elphick	Anything to do with homestays & Female Welfare
Verity Walsh	Junior programme & Social Activities
Erin Fry	Female Welfare & administration

Please remember that we are here to help you. If you're not happy after your interview with the staff mentioned above, please make an appointment to see Richard Surtees – Principal.

My Class Times

Please write your room number on your timetable:

DAY	AM	PM
	9:30 – 10:50 11:10 – 12:30	13:30 – 14:50 15:10 – 16:30
MONDAY		
TUESDAY		
WEDNESDAY		
THURSDAY		
FRIDAY		

Advice on Keeping Safe

Looking After Your Belongings

- if you move into new accommodation, don't leave luggage or belongings outside or in the open boot of a car/taxi
- mark your valuables with an ultraviolet pen to include your name, phone number, house number and postcode
- never leave cash, credit cards or other valuables such as mobile phones lying around
- make a list of your possessions including model and serial number
- don't use a computer case to carry a laptop. Use a less obvious case to carry it in. Always back up your work and keep it separate from your laptop
- avoid showing expensive items such as watches, jewellery, iPods, iPads or mobile phones in busy public places.

Safety on the Streets

- always stay alert on the streets as you would in your own country. Try to use only routes which are well lit and busy
- if you are travelling late at night, walk in a group or use public transport or a taxi. Don't take shortcuts through dark alleyways, parks or canals/rivers
- don't carry large amounts of cash with you when you are out
- always keep your bag or coat with you
- make sure your phone has power and credit so that you can call a taxi if you need one
- be quick when using a mobile phone in public
- if you feel you are being followed, cross the street and move as quickly as possible to a public area
- avoid confrontation because it is better and safer to walk away
- always memorise your PIN (personal identification number) to access your money from a cash machine
- carry your bag close to you with the clasp facing inwards or strap it over your shoulder. If someone grabs your bag, let it go. Your safety is more important
- don't gather in large groups in public parks at night
- at night, please walk home in twos or small groups for better security.

Using public transport

- if travelling by bus, try not to wait at bus stops alone. Arrange for someone to meet you at the bus stop if you are travelling late and have a long way to go
- if you can, take a taxi rather than walk the streets using your smartphone's satellite navigation system
- if you travel by train try not to sit on your own, try to sit near groups of people in a well-lit area
- when you are on the train, store your luggage as close to your seat as possible and check it when the train stops at a station
- check the time of the last train or bus home so that you don't miss it at the end of the evening
- always have cash on you for back up travel arrangements if needed
- try to avoid walking alone after getting off a train or bus
- never walk across or touch railway lines.

Using taxis

- if you don't feel safe walking, especially late at night, use a taxi
- never use an unlicensed taxi company. Check the back of the taxi to make sure it has an official licence plate before you get in
- if the taxi does not have a meter, agree the fare with the driver before you get into the taxi in order to avoid misunderstandings when you get to your destination
- sit in the back of the taxi and directly behind the driver whenever possible
- have your cash ready and leave the cab before you pay the driver.

Laws in the UK

- UK laws, especially about use of tobacco, alcohol and self-defence sprays, may be different from those in your home country
- you must be 18 and over to buy tobacco and remember that smoking is prohibited in work places and enclosed public spaces
- it is illegal for anyone under the age of 18 to buy alcohol or to have alcohol bought for them
- it is illegal to carry any sort of weapon including knives, self-defence CS gas sprays or guns
- never buy property that you think may be stolen.

Bicycles

- make sure that your bicycle has proper lights front and back because these are compulsory if you ride at night
- don't cycle on the pavement anywhere because there is an automatic fine of £30 for anyone caught riding on the pavement.
- we advise you to wear a helmet at all times when riding a bicycle
- you should also wear some reflective clothing if you ride at night
- use a good locking device to reduce the chance of theft
- if you want, you can have a special number engraved on your bicycle and register it with the police
- never wear headphones while you are cycling
- you must always cycle on the left hand side of the road
- always obey traffic light signals – they are for bicycles as well as motor vehicles
- always take care at roundabouts and road junctions.

DOs & DON'Ts on studying with us

These **DOs** and **DON'Ts** are to keep you safe and to help you make the most of your time with us.

Attendance

1. **DO** come to all of your lessons, that is how you learn! When you miss a class you need to explain your absence to the Assistant Director of Studies or Director of Studies. If you are often absent without a good reason, you will have a meeting with the Head of School or Principal. Persistent absence and/or lateness may result in you being asked to leave the school and you will not receive a refund for your school fees.
2. **DO** arrange any absences from school with Reception before you go away.
3. **DO receive your British Council Accredited Certificate if you attend over 80% of your lessons.**
4. **DO** tell your homestay provider and the school if you are too ill to go to school. You should contact the school every day you are sick. Also, you should telephone 111 for an assessment or see a pharmacist if your illness continues.
5. **DON'T** be late for class – this disturbs the lesson and other students. You should be in school before the start of your first lesson. If you arrive more than 5 minutes after your lesson starts your teacher may not allow you to enter the lesson if you are late. You will then have to go the Listening Centre or Private Study room to do some self-study work. If you are regularly late, your teacher will report this to the Assistant Director of Studies who will meet you to discuss this.

Respect for each other

6. **DON'T** break the law. Any student who commits an illegal act or who takes drugs may be expelled from the school and homestay provider immediately and there will be no refund of school fees.
7. **DO** smoke on the patio area in the garden where the Smoking Area sign is. Smoking is only allowed here and in the Smoking Area in the car park.
8. **DON'T** take food or drink to the classroom. **DO** take bottled water.

Learning

9. **DO** speak English at all times when you are at school. This is an English centre and we want everyone to speak English as much as possible. If you speak in your language, we will ask you to pay 10p. This money goes to our charity **Mind** which offers information and advice to people with mental health problems.
10. **DON'T** write in your course books. If you write in your course book future students cannot use it so you will need to pay for it. The average cost of a new course book is £25.
11. **DO** your homework. It is an essential part of your course.
12. **DO** turn off your mobile phone in class. This will help you concentrate better and help to improve your English.
13. **DO** enjoy your time at Westbourne Academy!

I agree that Westbourne Academy can use my image and written feedback for promotional purposes..... **Yes** / **No** (please circle)

I agree to study at Westbourne Academy under the above conditions.

Name _____

Signature _____ **Date** _____