

# Student Handbook



## Welcome to Westbourne Academy!

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

### Who & Where

<b>Principal:</b> Mark Halls	Reception
<b>Head of Administration:</b> Erin Fry	Reception
<b>Head of Accommodation:</b> Vanessa Elphick	Reception
<b>Director of Studies (DOS):</b> Louise Ingham	DOS Office
<b>Academic Administrator (AA):</b> Gary Garfield	Academic Office

### Important numbers

- **SCHOOL OPENING HOURS** from 09.00 to 17.30, Monday to Friday. The school is closed on Saturday and Sunday.
- **SCHOOL TELEPHONE NUMBER (Monday – Friday 9.00-17.00):** 01202 752777.
- **SCHOOL EMERGENCY TELEPHONE NUMBER (24hrs/7days a week):** 07974 348453 - You can also 'what's app' this number.

### Extra information

- **THE LISTENING CENTRE** you can use the materials to study in your free time. Please speak to DOS /AA.
- **PRIVATE STUDY/DVD ROOM** please speak to DOS/AA 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 made at home).
- **FREE WI-FI** at school. Username: '**WA1300**' password: '**BlowingBubbles456**'.
- **MOBILE PHONE SIM**
- **BUS PASSES**
- **BANKING**
- **VISAS**
- **POLICE REGISTRATION** if your visa asks you to register with the police, please do it 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 on Friday **after you have signed in at Reception**. You are allowed 1 lesson of the day to go to Mosque and you must return to school 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 back of the school. Please park cars in the parking spaces and tell reception.
- **HEALTH AND SAFETY** please check instructions on fire evacuation posted in school.
- **ROAD SAFETY** take care crossing the road at the roundabout near the school. Remember to look right.
- **SECURITY** do not leave anything valuable anywhere in school. 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 DOS/AA for information on this.
- **SPORTS, EXCURSIONS & SOCIAL ACTIVITIES** check for information in the class room and cafeteria notice boards. Please make all bookings at Reception the day before the activity starts, at the latest.
- **EXAMINATIONS** please speak to DOS or AA.
- **SPECIFIC LEARNING DIFFICULTIES** please speak to the DOS/AA.
- **ADVICE ON PRIVATE ACCOMMODATION** please speak to Head of Accommodation.

} Information is in Reception.

**PLEASE REMEMBER - WE ARE HERE TO HELP YOU.**



## Dos & DON'Ts on living in English homestay providers

1. Remember, we use the words 'please' and 'thank you' all the time in the UK.
2. Live as part of the homestay and spend as much time as you can with them. This will help your speaking and understanding of English. If you are going to be late for a meal or cancel a meal, tell your homestay.
3. If you are 18+ years old, your homestay will give you a door key. If you will be late home tell your homestay.
4. **Please do not** use any machines in the home, for example; the cooker, washing machine etc, without asking your homestay for permission. They might charge for any electricity used. Remember if you would like someone to visit in your house you **must** ask your homestay.
5. If you go on a school trip or go away for the weekend, tell your homestay where you will be staying and how long you will be away.
6. Most students will find English food different to their own. 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 clothes each week.
8. Remember that your booking has:
  - bed, breakfast and dinner, Monday to Friday
  - a snack lunch on Saturdays and Sundays
  - students must not be sharing a room unless organised before arrival at school
  - each bedroom must have a wardrobe, a desk/ a table, a 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 (18°C and above in the evenings)

## Students under 18 years old

1. Students under the age of 18 must be home in the evening when their homestay provider tells them. Students aged 16 or 17 years must be home by 22.30 from Sunday to Thursday and 23.30 Friday to Saturday.
2. Minimum age for drinking alcohol in pubs/clubs and entrance into night clubs is 18. It is against the law to buy alcohol if you are under the age of 18. It is illegal to drink alcohol in public places.
3. Return your front door key to the right place, when you return to your homestay.
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 talk about 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 talk about in private, please speak to:**

Male Welfare	Mr Mark Halls
Female Welfare	Mrs Vanessa Elphick

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

## Complaints Procedure

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



WHO TO SEE	WHAT TO SEE THEM ABOUT
Mark Halls	Male Welfare
Louise Ingham or Gary Garfield	Lessons, Class Placements, Courses & Absences
Vanessa Elphick	Anything to do with homestays & Female Welfare
Erin Fry	Female Welfare & administration

Remember that we are here to help you. If you're not happy after your interview with the staff written above, please make an appointment to see Mark Halls – Principal.

### Methodologies used at WA

At WA we use the National Geographic Outcomes course books on our General English courses. These books use the lexical approach which means that the language is learnt as groups of words.

For Exam classes we use Exam preparation books, that follow an exam structure of language made of collocations and fixed phrases. This means there is focus is on the exam's tasks and how to prepare for them.

The Junior programme uses the National Geographic Impact course books that follow a communicative project-based method. This means that there is a strong emphasis on speaking and creating projects to learn the language.

In our English plus classes we mostly use the Innovations course books and supplementary materials, which follow the communicative method. The focus is on speaking skills and learning language for conversations.

If you would like an overview of the topics, skills, grammar and language you will be studying during the course, please ask for a course outline.

### My Class Times

Please write your room number on your timetable: (times may be different than the times written below)

KEY: A =AM, P=PM, number = class room number

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 things

- if you move into new accommodation, don't leave luggage or bags etc outside or in the car/taxi.
- write on 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 not supervised.
- write a list of your things including make, model and serial number.
- don't use a computer case to carry a laptop. Use a less known case to carry it in. Always save your work and keep it separate from your laptop
- avoid letting people see expensive items such as watches, jewellery, iPods, iPads or mobile phones in busy public places.

### Safety on the Streets

- always be careful on the streets. Try to travel in places with lots of light and people.
- if you are travelling at night, stay in a group, use public transport or a taxi. Don't walk in dark places with no people.
- don't carry large amounts of cash with you.
- 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 and report it to the police immediately.
- don't gather in large groups in public parks at night

### Using public transport

- if travelling by bus, don't wait at bus stops alone. Ask 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.
- if you travel by train try not to sit on your own, try to sit near groups of people in a place with lots of light
- 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 plans if needed
- 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
- if the taxi does not have a meter, agree the fee with the driver before you get into the taxi 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 taxi before you pay the driver.

### Laws in the UK

- you must be 18 and over to buy tobacco and remember that smoking is not allowed 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 anything that might be stolen.

### Bicycles

- make sure that your bicycle has lights on the front and back, you must have these if you ride at night
- don't cycle on the pavement, 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 bike lock.
- 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 and motor vehicles
- always take care at roundabouts and road junctions.

Do not forget to follow us

**@westbourneacademybournemouth**

For the latest information about trips, activities and much more



## 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. **Come to all of your lessons**, that is how you learn! When you miss a class, you need to explain your absence to the DOS/AA. If you are often absent without a good reason, you will have a meeting with the Head of School or Principal. Frequent 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. Organise any time away from class with Reception before you go away.
3. **You will receive your British Council Accredited Certificate if you attend over 80% of your lessons.** If non-attendance continues with an overall attendance of less than 70%, your course may be cancelled. An email will be sent to agent/parents and, when necessary, to UKVI. There will be no refund of school fees.
4. Tell your homestay provider and the school if you are too sick to go to school. You must contact the school every day you are sick. Also, telephone 111 for advice or see a GP/pharmacist if your sickness continues for more than 3 days.
5. **Please 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 5 minutes+ after your lesson starts your teacher might not allow you to enter. You will then have to do some self-study work. If you are regularly late, your teacher will speak to the DOS/ AA who will meet you to talk about this.

### Respect for each other

6. **DON'T** break the law. Any student who does something illegal or takes drugs may be expelled from the school and homestay provider immediately and there will be no refund of school fees.
7. Smoke on the patio area in the garden where the Smoking Area is.
8. **DON'T** take food or drink to the classroom. **You can take bottled water.**

### Learning

9. **DO** speak English 100% when you are at school. This is an English school and we want everyone to speak English as much as possible. This is to help you and your classmates to progress in learning English. If you continue to speak another language in class, your teacher may ask you to leave the classroom and speak to the Principal or Director of Studies.
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 cost of a course book is £35-£65.
11. **DO** all your homework. It is an important part of your course.
12. **DO** put your mobile phone on silent (not vibrate) and in your bag during lessons. This will help you concentrate better, help to improve your English and not disturb the other students.
13. **Enjoy your time at Westbourne Academy!**

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

I agree to study at Westbourne Academy following the rules above.

**Name** \_\_\_\_\_

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_