

Student Handbook

Welcome to Westbourne Academy!

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

Who & where

Principal: Mark Halls	Reception
Head of Administration: Emma-Jayne Lochhead	Reception
Head of Accommodation: Vanessa Elphick	Reception
Director of Studies (DOS): Louise Ingham	Director of Studies Office
Academic Administrator (AA): Gary Garfield	Director of Studies Office

Important numbers

- **SCHOOL OPENING HOURS** from 08.30 to 17.00, Monday to Friday - closed on Saturday and Sunday.
- **SCHOOL TELEPHONE NUMBER (Monday – Friday 08.30-17.00):** 01202 752777
- **SCHOOL EMERGENCY TELEPHONE NUMBER (24hrs/7days a week):** 07974 348453
(You can also 'whatsapp' this number).

Extra Information



- **FREE WIFI ACCESS:** Username: '**WBA-Students**' Password: '**wbastudents**' QR code:
- **COMPUTER ROOM:** you can use the computers in your free time.
- **LISTENING CENTRE:** you can use extra materials to practise your listening skills study in your free time.
- **PRIVATE STUDY ROOM:** if you want a quiet space to study, speak to Louise or Mr.Garfield.
- **THE READING CENTRE:** you can borrow reading books. Please ask your teacher.
- **FURTHER/HIGHER EDUCATION:** please speak to DOS/AA for information on this.
- **SPECIFIC LEARNING DIFFICULTIES:** please speak to the DOS/AA.
- **CAFETERIA:** open from 8.30am until 3.10pm serving drinks, snacks, hot and cold food
- **PLACES OF WORSHIP** You can only attend Mosque on Friday. Please sign the book at reception.
You are allowed 1 lesson of the day to go to Mosque. If you want to pray at school, please go to the multi-faith prayer room.
- **SECURITY:** do not leave anything valuable anywhere in school. Unattended bags will be removed.
- **MOBILE PHONE SIM**
- **BUS PASSES**
- **BANKING**
- **VISAS**
- **POLICE REGISTRATION:** if your visa asks you to register with the police, please do it immediately. Ask at Reception for a map to the police station.
- **SPORTS, EXCURSIONS & SOCIAL ACTIVITIES** check the notice boards. Make all bookings at reception.
- **PARKING:** there is an area to park your bicycle at the back of the school. 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.

} Information is at 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
Emma-Jayne Lochhead	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.

Teaching Methodology 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 and there is a strong emphasis on using vocabulary, fixed expressions in different situations.

The Junior programme uses the Cambridge Think Series that follow a communicative project-based method. This means that there is a strong emphasis on speaking and creating projects to learn the language with interesting vocabulary and grammar alongside it.



My Class Times

KEY: A =AM, P=PM, number = classroom number

DAY	AM 9:30 – 10:50 11:10 – 12:30	PM 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.
- It's illegal to have or own drugs, to supply anyone with drugs, to make drugs, to import or export drugs.

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's & DON'Ts of Studying With Us

These **DO's** 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. 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. An email will be sent to agent/parents and, when necessary, to UKVI for continued absence. 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 via phone or email if you are sick. Also, telephone 111 for advice or see a GP/pharmacist if your sickness continues for more than 3 days.
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 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

1. 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.
2. Smoke on the patio area in the garden where the Smoking Area is.
3. DON'T take food or drink to the classroom. You can only take bottled water.

Learning

1. 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.
2. 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 coursebook is £35-£65.
3. DO all your homework. The teacher monitors your homework scores and progress.
4. Please 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.
5. Enjoy your time at Westbourne Academy!

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

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

Name _____

Signature _____ Date _____

Useful Information

Scan the QR code - What's on in Bournemouth?



Download the MoreBus App

Ask at reception if you need any help using the app.



We advise you to download the MORE BUS App onto your phone.
Zone A is the recommended ticket
Put your hand out as the bus is approaching the stop.
This tells the bus driver you want to get on.

Join Our Instagram and Facebook Pages.



Do not forget to follow us
@westbourneacademybournemouth
For the latest information about trips, activities and much more

Give us feedback during your course.

First Week Students

Scan the QR code and give us feedback by Friday of your first week.



Mid-Course Students

Scan this QR code if this if you have been here for
more than 12 weeks.



Leaving Students

Scan the QR code and give us feedback by Friday of your last week.

