



 **Canterbury**

# STUDENT HANDBOOK

**Students 16 and upwards**

All the information you need while  
studying at LanguageUK



Accredited by the  
**BRITISH COUNCIL**  
for the teaching  
of English in the UK



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# WELCOME TO LANGUAGEUK

It's nearly time for your English language course here at LanguageUK.

We offer language courses, but also real-life experiences. Our dedicated and caring staff will prepare you for your own goals, such as improving your English for work, study or pleasure.

We provide a lively social programme allowing you to explore the UK and gain exciting and memorable experiences.



This handbook will give you all the information you need to make the most of your stay with us.

If you have any questions, our friendly staff will be happy to help.

We look forward to meeting you very soon!

Principal  
Kerem Sahin

# CONTACT INFORMATION

**Address:**

LanguageUK, 9 St. George's Place, Canterbury, CT1 1UT

**Phone Number:**

+44(0)1227455556

**Emails for:**

Admission: [admissions@languageuk.com](mailto:admissions@languageuk.com)

General Enquiries: [info@languageuk.com](mailto:info@languageuk.com)

Accommodation: [accommodation@languageuk.com](mailto:accommodation@languageuk.com)



Emergency Contact number

If there is an emergency and you need to speak to someone out of school hours, you can call us on

**+447467144234**



# OUR STAFF: ROLES

**Principal:** Responsible for the entire school.

**Director of Studies:** Responsible for managing the Academic Department and ensuring teaching and learning are to the highest possible standards.

**Assistant Director of Studies:** Responsible for helping the Director of Studies in managing the Academic Department.

**EFL Teachers:** Responsible for planning and delivering lessons.

**Designated Safeguarding Lead and Safeguarding & Welfare Team:** Responsible for students safeguarding and welfare needs.

**Admissions Team:** Responsible for supporting you before your arrival with all sides of your booking and welcoming you to our school.

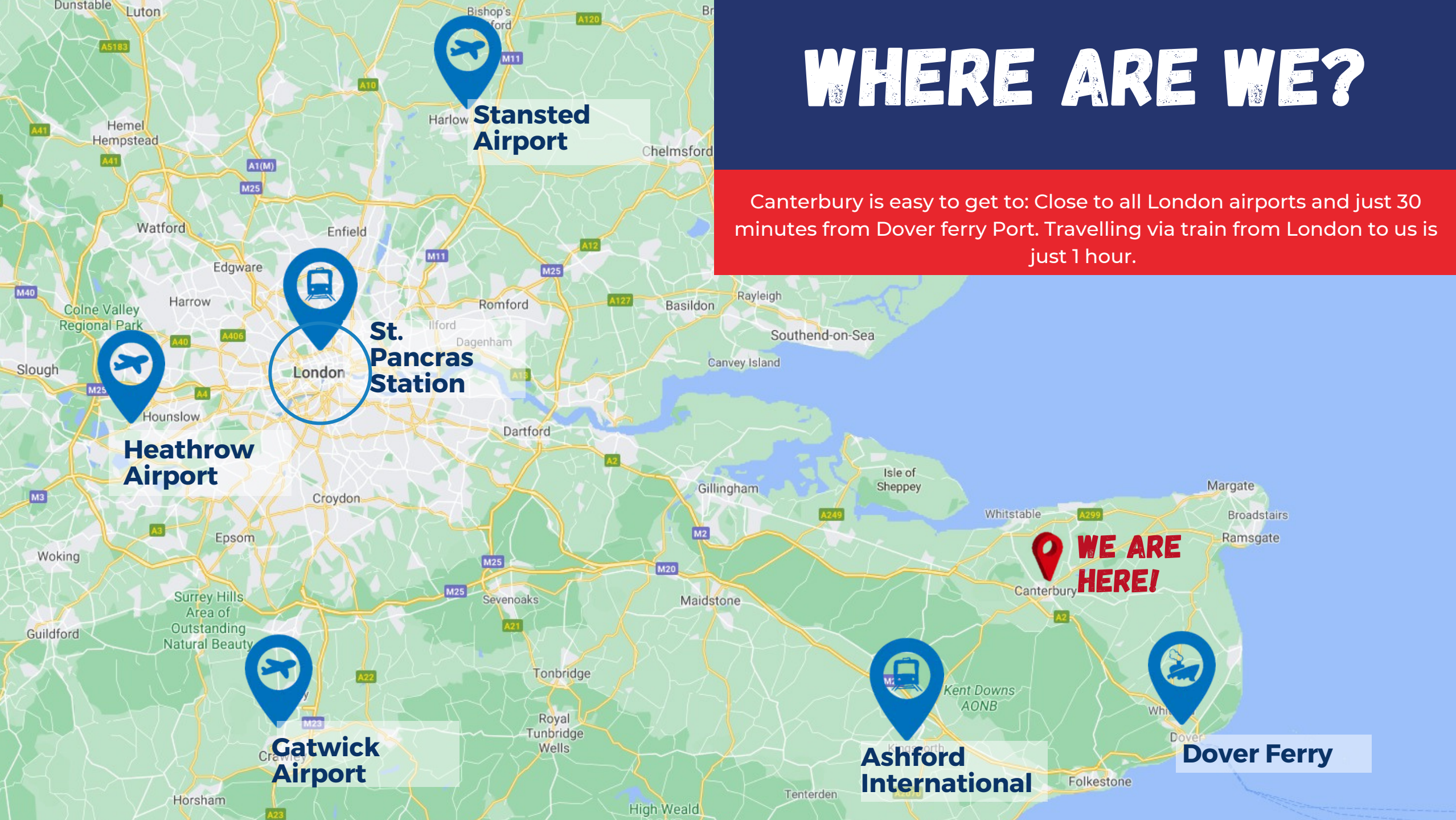
**Accommodation Team:** Responsible for accommodation (homestay and school residence) arranged by the school.

**Activity leaders:** Responsible for running onsite activities, local and national excursions.



# WHERE ARE WE?

Canterbury is easy to get to: Close to all London airports and just 30 minutes from Dover ferry Port. Travelling via train from London to us is just 1 hour.





# WHERE ARE WE IN CANTERBURY?



# TRAVELLING TO CANTERBURY & THE BRITISH WEATHER

We can help with travel services in many ways, so please just ask.

Canterbury is a great location with great public transport system to reach many famous destinations, including London.

## Airport transfer

Wherever you arrive in the UK, you will need to travel to Canterbury, and this can give you extra stress.



If you are a confident traveller, and over 18, you can take the National Express coaches or a train.

If you are under 18, or a nervous traveller, we can organise a taxi to pick you up from the airport. This will take the stress out of travelling alone.

## Public transport



Canterbury is served by two train stations: Canterbury East and Canterbury West (this one has high-speed trains to London).

Stagecoach buses, our local service in and around Canterbury, can offer weekly and monthly passes which will help reduce the cost.



## Local taxis

We recommend several taxi companies whom we have been working with for a long time.

Their drivers are professional and safe and you can also save some money.

Please come and see us in the Administration office for more details.



## British weather is changeable.

**Be prepared for heat, cold, sun, rain and lots of wind!**



The weather in the UK varies from day to day, and often from hour to hour. If you come from a country with predictable weather, be mentally prepared: British weather is VERY changeable.

In general, we have a temperate maritime climate, strongly influenced by the Atlantic Ocean, with warm summers and cool winters. Our summers are not very hot, but winters are mild. Rain is quite common.

Sometimes it even snows in Canterbury!



# BEFORE YOU LEAVE HOME & ARRIVE IN CANTERBURY

## What to bring with you

- Valid Passport
- Enrolment letter from LanguageUK
- Visa letter from LanguageUK (if applicable)
- Accommodation details & address
- An adaptor for non-British plugs. British plugs have three pins, and the mains electricity supply is 240 volts. You can buy a suitable adaptor at the airport.
- Some £ Sterling
- Any immigration documents (if applicable)
- Your insurance documents
- Your credit cards or bank cards
- Your mobile phone - and its charger.
- Any medicine that you regularly take in original packaging
- Stationery such as pens, pencils, a rubber, and a notebook



Your mobile phone number



Any health information



Any dietary requirements  
(e.g. nut allergy, gluten-free diet, halal meat, etc.)



Your English online test results:  
<https://www.languageuk.com/english-language-level-test/>



The name and phone number of two people in case of an emergency.



Your flight details.  
We need these 1 week before your arrival



If, on your first day, your teacher feels that your class is too low or too high for you, our Director of Studies will talk to you.

# YOUR VISA, TRAVEL INSURANCE & CUSTOMS

## Your visa

You may need a visa to enter the UK. Everyone is allowed to study in the UK for up to six months as a visitor. This means many students can study without a visa and some nationalities need to apply for a Standard Visitor visa.

### Check if you need a visa



## Travel Insurance

We strongly advise students to take out suitable travel insurance before arriving in the UK.

This should cover:

- Cancellation of travel
- Covid-19
- Course curtailment, loss of tuition fees
- Loss of possessions

Insurance can protect you if you lose your passport, need to end your course early due to illness, or if you need medical assistance while in the UK.



## Things you should know and things we must check

What should my student travel insurance cover?

We recommend that you have an insurance policy that covers the cost of:

- Replacing a lost passport or visa
- Replacing luggage that is lost or stolen
- Course fees if you need to end your course early due to illness or accident
- Medical bills in the UK if you are ill or have an accident
- Emergency dental treatment
- Returning home for medical reasons (this is called repatriation)

Emergency health services in the UK are free for all visitors

All students can access emergency healthcare free of charge in the UK. If you need an ambulance when you are in the UK, phone 999.



# YOUR FIRST DAY AND TIMETABLE



**Please arrive at 9.00 am** on your first day.

**Please bring with you** your passport, a pen and some paper.

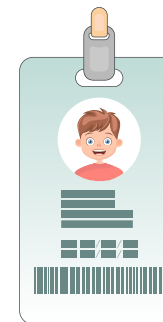
On your first day, you will have a 20-minute induction before class to have all the important information you need.

You will also be given a document and a lanyard with all essential information, like emergency numbers.



## Testing your level

You must take our online level test before arrival. If you haven't done so yet, please do this asap.



## Student Card

On your first day you will get a student card. Please note that our student card is NOT an official student card.

You can download the ISIC International Student Identity Card global app and sign up for an ISIC virtual ID to prove your student status and get many more discounts.

<https://www.isic.org/>

# TIMETABLE

	Monday	Tuesday	Wednesday	Thursday	Friday
9:30 11:00	General English	General English	General English	General English	General English
11:00 11:30	Break		General English	Break	
11:30 13:00	General English	General English	Break Adult Game /Activity	General English	General English
13:00 14:00	Lunch Time				
14:00 15:30	General English (Intensive Course Only)	General English (Intensive Course Only)	General English (Intensive Course Only)	General English (Intensive Course Only)	Free Time
After Class	Optional After Class Activity*	Optional After Class Activity*	Optional After Class Activity*	Optional After Class Activity*	Optional After Class Activity*

\*Please note there needs to be a minimum of 3 students signed up for the optional after class & weekend activities to go ahead.

**Saturday**  
Optional Weekend Activity\*

**Sunday**  
Optional Weekend Activity\*



# YOUR CLASSES

## Meeting your class

On your first day after the induction, you will meet your teacher.

While studying at LanguageUK, you will experience different learning and teaching approaches. Your classes may be very different to those in your own country.

Most classes use a course book and some "authentic" English texts from newspapers, TV, magazines, and interviews.

## Course Design

Each week, we will focus on a different topic, from family to travel and global issues. If there is a topic you really like, tell your teacher and they will try to include it in the lessons.

You will improve your grammar and vocabulary, as well as your speaking, reading, listening, and writing skills.

## Changing your class

We encourage you to progress through the levels. To move to another class, we follow this procedure:

- if you feel you need to change class, speak to your teacher first and ask their advice
- arrange an appointment with the Academic Director to discuss your level
- the Academic Director may ask you to take another placement test.

It is normal to be in the same level for about three months.

# YOUR CLASSES



## What if I need extra help?

If you feel that your progress is slow, please speak to your teacher or the Director of Studies.

We can help you with extra homework and guide you to learn more effectively.

We can also discuss moving you to a different class.

If you have special educational needs (dyslexia, for example), please let us know before you arrive or in a chat with your teacher or Director of Studies on your first day at school.

If you have a personal goal such as learning a specific skill in English or applying for a job, you may want to have some one-to-one lessons.

Please speak to the Director of Studies to discuss this.





# COURSES, HOMEWORK, CERTIFICATES AND FEEDBACK

## In-person courses



We offer courses for groups of students and professionals according to their age and needs.

Our goal is to help you progress to the next level in your English. We consider your interests and learning priorities, and we will always explain anything that you do not understand.

We like a relaxed atmosphere in our classes, as students learn better when they are happy and working towards a goal. If you want to buy a course book, please ask your Director of Studies.

## One-to-one tutorials

Tutorials are a great way to talk to a teacher about how you can improve your English, discuss the course and lessons and set learning goals that are monitored by you teachers.



## Homework

Your teacher will give you some homework most days, as it is important to review what you have learned in class. Students can always negotiate how much homework to do.

## Participation

It is important to come to class every day and be active. If you have any difficulties with anything, please ask your teacher for help and advice.



## Certificates

At the end of your course, you will receive a certificate stating the name and length of the course you studied on. If your attendance has been consistently lower than 80%, this will show on your certificate.

## Feedback

Your feedback is extremely important to us and allows us to improve. To check the quality of our courses, social programme and accommodation, we will ask for your feedback during your time with us. You will be asked to complete a First-week Feedback and Leaving Feedback form. If you have any problems outside of LanguageUK, please speak to our Welfare Team.



# LEVELS, PROGRESS & EXAMINATIONS

Students' progress is very important for us. During your course you will be assessed on your speaking, listening, reading, and writing skills, as well as your knowledge of grammar and vocabulary.

There are two main ways we test your English knowledge. Firstly, your teachers will continuously monitor your progress during lessons and discuss this with the Director of Studies. Secondly, We give monthly progress tests that check your progress over the previous 4 weeks.

## Studying for an exam

We offer courses to prepare students for the Cambridge exams (FCE, CAE, CPE, PET), OET and Academic IELTS. These courses focus on improving your overall English Knowledge and also on giving you useful strategies to pass your exam. Our experienced teachers will guide you through the exam process and answer any questions you may have.

## Taking exams

When you are ready to sit an external exam, we can guide you through the booking process.

## Cambridge exams

**Cambridge English: B1 Preliminary (PET)** an intermediate level exam to communicate in everyday situations.

**Cambridge English: B2 First (FCE)** is an upper intermediate level exam for work or study purposes.

**Cambridge English: C1 Advanced (CAE)** is the leading advanced English Exam for professional and academic success.

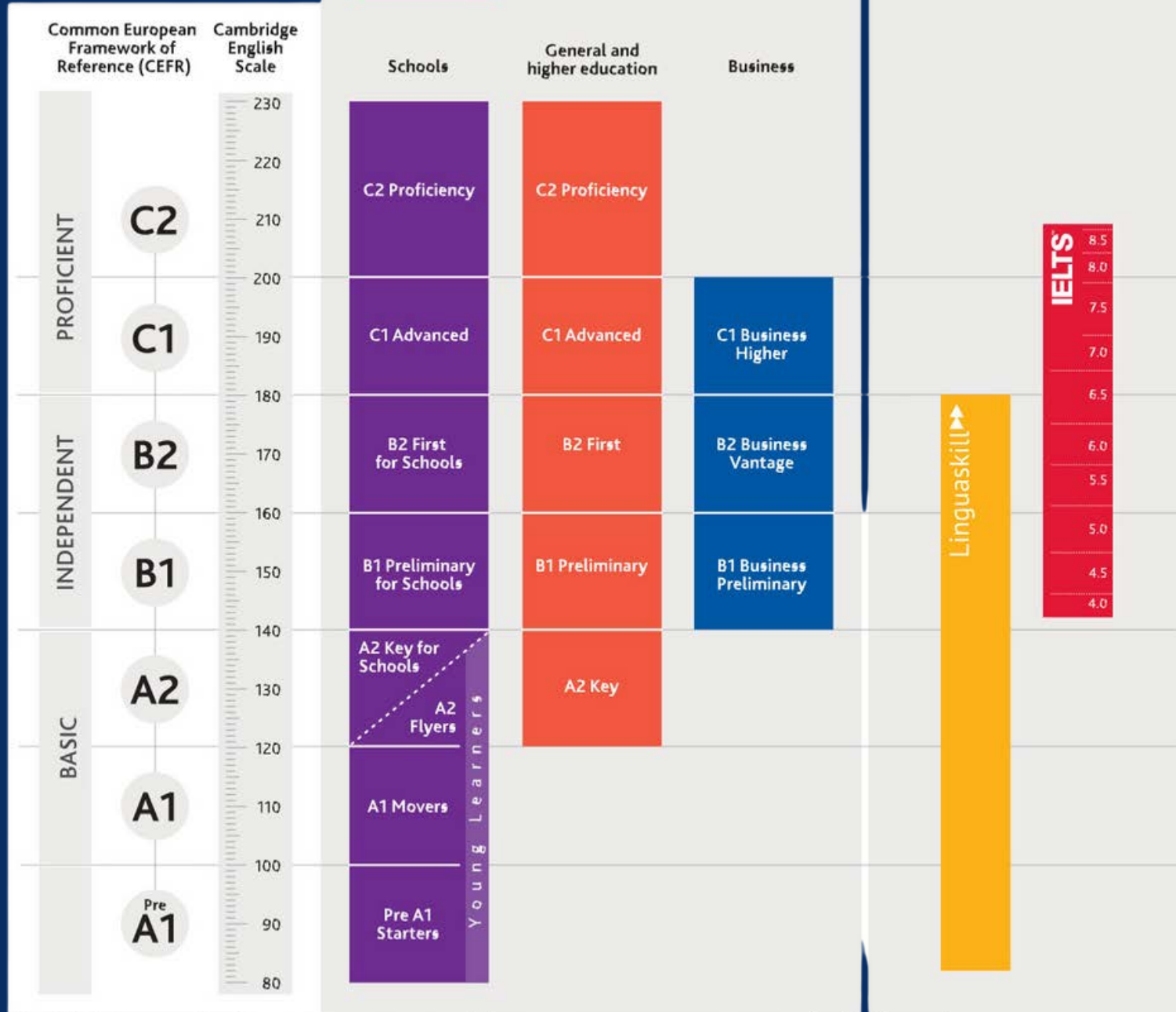
**Cambridge English: C2 Proficiency (CPE)** is Cambridge most advanced exam, for learners who can master the English language at an extremely high level.

## LanguageUK runs preparation classes for the Academic IELTS.

If you are studying General English but wish to do extra preparation for IELTS, speak to your teacher and the Academic Director. You may be able to prepare for IELTS with some support from your teacher who will guide you on books, online resources, and specific homework. If you need more help, you might want to book some extra one-to-one IELTS preparation classes or mock exams.

# Cambridge English Qualifications

Multilevel tests





# OET EXAM PREPARATION

## **Occupational English Test preparation course**

OET is a highly regarded English test to assess healthcare professionals in their English language skills.

Choose between Medicine or Nursing focused learning and let us help you prepare for your OET.



# ENGLISH OUTSIDE THE CLASSROOM



We always encourage students to continue practising their English outside the classroom. Here are some of our ideas:

## **Great websites for practising your English**

<https://www.talkenglish.com/>

<https://www.englishpage.com/>

<https://www.flo-joe.co.uk/>

<https://learnenglish.britishcouncil.org/>

## **Improve your listening**

To improve your listening skills listen to music, choose songs you like and focus on the lyrics. Listen to conversations on the bus/train/ street.

## **Record Yourself**

If you want to improve your pronunciation, record and listen to yourself trying to perfect the sound of some words. You can also watch enunciation videos on YouTube and try to copy the sounds.

## **Watch films**

Watch lots of films in English, maybe starting with subtitles in your language to help you - remember to listen and not just read! Watching movies will help you learn slang terms, English phrases and idioms.

## **Improve your reading**

If you like a particular book that you have read in your own language read it in English. If you're not a fan of books try a comic, newspaper, or magazine. Another option could be "graded readers": simplified books for your level.



## **Set achievable goals**

Set a weekly goal for yourself, for example learn 20 new words in a week, or speak only English for a day. Achievable goals will keep you motivated.

## **Write a diary**

Why not try keeping a diary? It's a great way to improve your vocabulary and practise what you learn in class. You can start by writing about your day.

## **Speak English with everyone**

Speak English with your homestay provider and your friends. Try and have a conversation with them for at least 30 minutes a day. If you are feeling shy, join in with all the social activities and practise your language skills with your activity leader.

## **Record your vocabulary**

Any new words you learn, write them down and use the words in your sentences. Try to go through your list as often as you can. Use the vocabulary you learn in the shops and in restaurants.

## **What to do when your course finishes.**

When you finish your course, you do not have to stop learning. Try to remember all the learning strategies. If you would like more help, check with our sales team for the online classes.





# ONLINE TRACK TEST

All students who are enrolled in our courses of 4 weeks or longer will have access to our online Track Test.

At school, they will be given an induction on how to use the platform by the Director of Studies, Assistant Director of Studies or a Senior Teacher.

Here are some benefits of using the online Track Test:

- Online English language proficiency test with certificate
- After each completed English level test, you get a TrackTest CEFR English Exam Certificate which you can attach to your curriculum vitae (CV), job application or your Erasmus, Erasmus Mundus and Erasmus Plus internship.

• You can monitor your progress and analyse your language weaknesses.

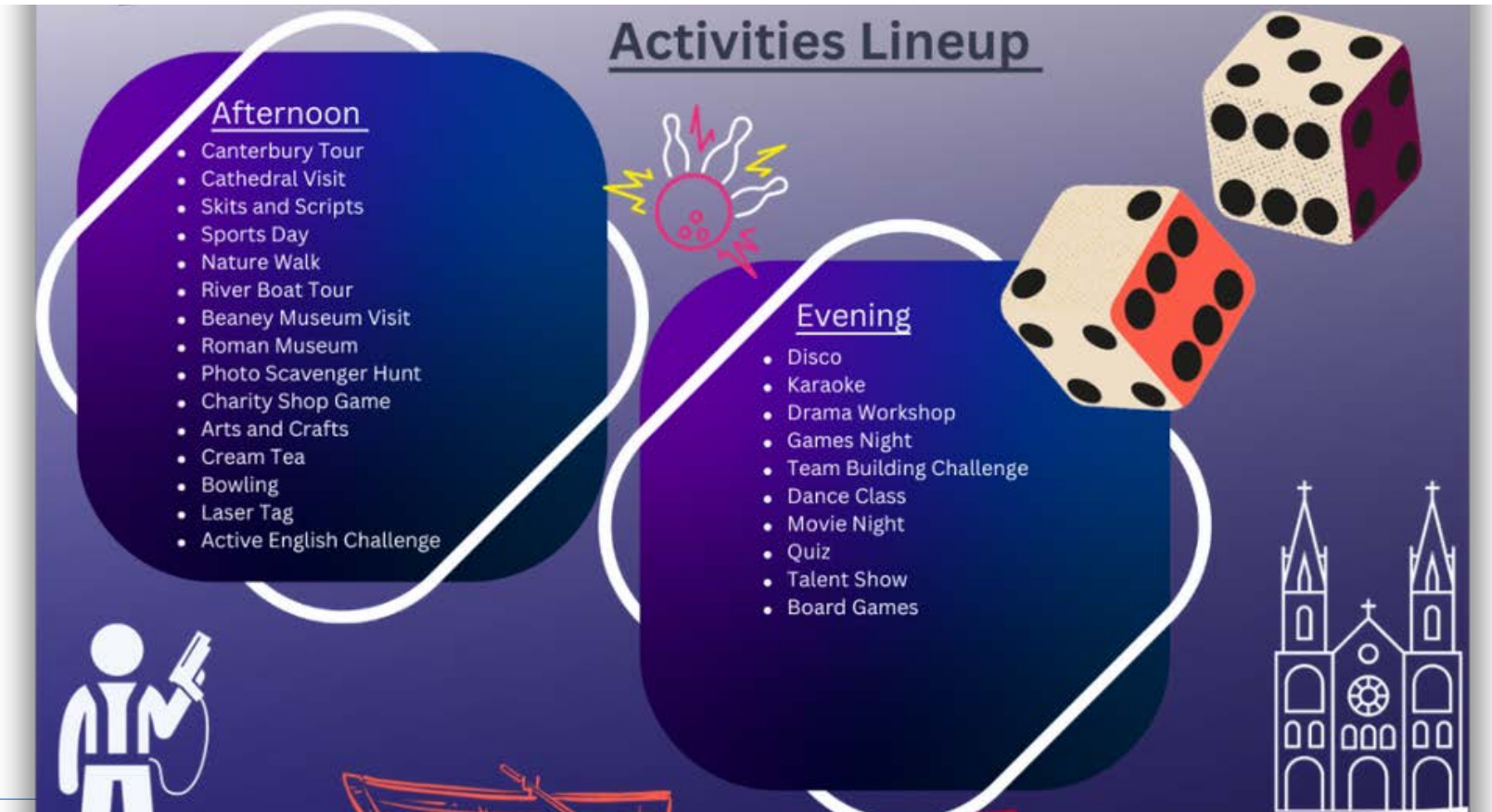


# SOCIAL PROGRAMME

Social activities are a very important part of your learning programme. They provide the chance for you to make friends, practise your English and learn about British culture. All our activities are optional. Some are free and some you have to pay for.

Each week, we will give you details of any special local events which might be of interest to you in and around Canterbury.

Find out more about our activities and events on our social media



# FACILITIES, OUTDOOR SPACE AND GARDEN

The school offers a wide range of facilities, with a self-study studio, student lounge/study area, Damlar Café, Conference hall and garden area.

**Free Wi-Fi** is available at LanguageUK.  
**UKWIFI Password:** ukfreedom

## **Our canteen and Hall**

We have a great space to hang out in, and in the morning break we provide free tea, coffee, water and biscuits, of course!

## **Our garden**

We have a lovely back-garden where we hold some summer events.

There is a separate smoking area and seating for students.







Theatres and cinemas



Modern shopping mall and commercial centre



International restaurants



# CANTERBURY

Create your own journey!



Open spaces and parks



Historical Centre



Canterbury is a wonderful historical city. Famous for its beautiful Cathedral and with a long, important history. Plenty to do and see in all weather! The home of many museums, parks, shops and restaurants. Not far from beautiful beaches and "picture postcard" villages and countryside.



# STAYING IN THE UK & A QUICK GUIDE TO BRITISH ETIQUETTE

The United Kingdom includes four countries: England, Scotland, Wales, and Northern Ireland. There are many different cultures in the United Kingdom.

## **Culture shock**

Moving to a different country can be difficult. You will experience a new environment and lifestyle. All this can sometimes make you feel stressed. A few suggestions for you to make you feel more comfortable:

**Be open minded** - you may find different parts of the UK society hard to accept. We have a different language, different habits and most importantly different food!

**Make friends** - the feeling of loneliness is the worst part of culture shock, so take part in our social programme! It will help you make friends and settle into life in the UK.

**Remember** - it is totally normal to take time in adjusting to life in the UK.

**British currency** - our currency in the UK is the pound Sterling (£). There are 100 pence in a pound. The coins in use are 1p, 2p, 5p, 10p, 20p, 50p, £1 and £2. The notes in use are £5, £10, £20 and £50.

**Bank accounts** - If you are coming from overseas, it might be difficult to open a bank account in the UK. You will need passport and proof of address. If you want help, please ask us in the admin office.

## **DO:**

**Queuing** - We queue for everything: a bus, in the supermarket, in the bank, at a coffee shop, in a night club or at the cinema. Do not push to the front!

**Please , thank you and sorry** - Always say "Please" and "Thank you". We also love to say "Sorry", even when we are not wrong.

**Drink Tea** - it's the nation's favourite drink!

**Recycle** - most of us here in the UK actively recycle, glass, paper, packaging, cans, newspapers and plastic. Please recycle your rubbish.

**Be on Time** - being punctual in the UK is very important.

**Talk about the weather** - we love talking about the weather!

**Try our food** - fish and chips, a curry, an English breakfast, a Sunday roast, Shepherd's pie, bangers, mash and many more.

## **DON'T:**

**Burp in public**

**Talk while you are eating**

**Use your mobile phone when you are talking to someone**

**Ask a woman her age**

**Spit in the street**

**Wear hats indoors**

**Eat with your hands unless it's a pizza!**

## **PLEASE:**

**Cover your mouth when you cough or yawn.**

# MEDICAL INFORMATION

When you arrive in England, you should register with a doctor (GP). Sometimes, you may also need to see a dentist - here's some useful information.

**Check the NHS Website for Overseas visitors:** <https://www.nhs.uk/using-the-nhs/nhs-services/visiting-or-moving-to-england/how-to-access-nhs-services-in-england/>  
<https://www.nhs.uk/using-the-nhs/nhs-services/visiting-or-moving-to-england/visitors-from-outside-the-european-economic-area-eea/>

- You will need to register as a temporary patient and you will need to complete a form.
- If you are not so ill, you can go to a pharmacist for health advice: you will find one in all chemists.

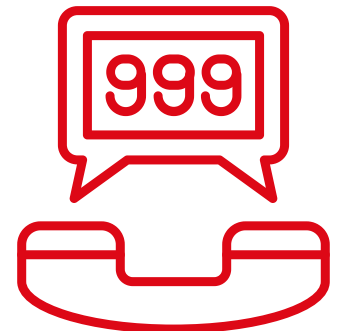
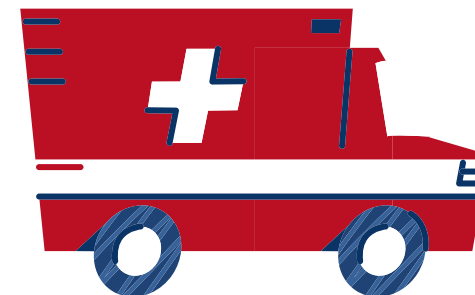
**LOCAL DOCTORS:** we are happy to accompany you if you require. Canterbury Health Centre, 26 Old Dover Road, Canterbury CT1 3JB Tel: 01227 931999; Northgate Medical Practice, 1 Northgate Canterbury CT1 1WL Tel: 01227 208556 . For advice on contraception and family planning matters: please make an appointment with the Practice Nurse during surgery hours or contact the Family Planning service on 01227 783120 for other times, drop-in clinics, etc. This clinic is now held at The Gate Clinic Kent and Canterbury Hospital.

## **LOCAL HOSPITAL:**

**Kent and Canterbury Hospital**, Ethelbert Rd, Canterbury CT1 3NG Tel No: 01227 766877 open 24 hours.

## **DENTISTS**

Dentists are not free in the UK and any work done on your teeth will cost a lot of money. Please make sure you have had a recent check-up with your dentist before travelling.



# PLACES OF WORSHIP

The information is intended as a guide to helping you find a suitable place of worship while you're studying at LanguageUK. If you need reliable, balanced and relevant information about religious groups or movements, you can speak to the Information Network On Religious Movements (INFORM). They provide information about new and minority religions as well as alternative spirituality that is balanced and up-to-date. If you have any enquiries about a religious movement you can call INFORM on +44 (0)20 7955 7654 or email [inform@lse.ac.uk](mailto:inform@lse.ac.uk) or visit the website: [inform.ac](http://inform.ac)

Please find these two websites with the lists of all the places of worship in Canterbury and around Kent.

<https://www.aroundcanterbury.co.uk/gazetteer/groups-and-societies/religion/churches-in-canterbury/index.html>

<https://www.192.com/atoz/business/canterbury/religious--organisations--and--places--of--worship/>

## **The Canterbury Mosque provides:**

- We provide social, cultural and faith-based needs to the Muslim community.
- We provide social and cultural contacts for the students and the visitors from home and abroad.
- We hold the daily prayers and the Friday Service for men, women and children.
- <https://canterburymosque.co.uk/cmcc/>
- <https://www.facebook.com/Canterburymosque/>

We also provide a prayer room and wash facility at LanguageUK for you to use.





# KEEPING YOU SAFE AND HAPPY AT LANGUAGEUK

## **Attendance Health and safety notices**

Attendance is monitored through the class register for all classes. If you cannot come to school, please call us before 9:00am on **0044 (0)1227455556** and let us know the reasons why. If you do not call us, we will call you, which can be time consuming.

We expect students to attend 100% of their lessons. If you are consistently absent or late for class:

- the Director of Studies will have an informal meeting with you
- you will be given verbal and written warnings
- you will be deregistered without a refund
- your certificate may have your attendance printed on it

Please notice you only receive a certificate if you have attended 85% of the course.

## **Lateness**

Please be on time for every lesson. If you are more than 10 minutes late your teacher may ask you to wait until break time before you can join the class.

Repeated lateness may result in a written warning.

## **Mobile Phones**

You cannot use your mobile phone in class unless you have permission from your teacher. You must put your mobile phone on silent once the class has started. If you don't, your teacher may remove your phone from the lesson.

## **Care of Valuables**

It is important that you do not leave anything that is valuable in the classroom unattended and do not have large sums of money on you.

## **Health and safety Notices**

Please take note of all the posters and information in the school regarding your health and safety. If you have any questions, please talk to the administration team in the Head Office.

## **Student Behaviour**

LanguageUK may not allow you to continue your course if you break the rules, have abusive behaviour and serious misconduct (see below) or are continually late.

## **Examples of misconduct and abusive behaviour**

Verbal or physical abuse to a student or members of staff. Verbal abuse can include: bullying, harassment, threatened violence, threaten to personal property, abuse on the grounds of racial, physical, sexual differences. This applies both on and off LanguageUK school site.

It also includes: deliberate damage or misuse of school resources, vandalism to the property, misuse of IT facilities, theft of resources or other students' or members of staff's personal property, and behaviour outside the school that could bring us into disrepute.

A student breaking the law ( e.g. drugs, drinking and driving offences) is also considered misconduct.

## **Consequences of failure to follow these rules**

Students will be asked to explain their actions and will get a verbal warning. If you break the rules a second time, you will get a verbal and written warning. If the problem continues, you will be asked to leave LanguageUK.

# BRITISH LAW

## BRITISH LAW

Students are expected to conduct themselves as respectful citizens of both their school and their local community.

### It is illegal to:

- use, possess or supply of illegal drugs
- carry weapons, including knives
- buy cigarettes if you are not 18
- buy alcohol if you are not 18

The minimum age to drive in the UK is 17.

The age of consent for sexual activity in the UK is 16 .

### It is illegal to:

- commit theft or fraud or obtain money or property by deception
- produce and act upon any form of hate crime
- behave in a manner that is violent, indecent, threatening, intimidating or offensive (this can lead to arrest and imprisonment)
- vandalise or deliberately damage property in the homestay, at school and in public.



## PUBLIC DRINKING

The city of Canterbury is covered by a Public Spaces Protection Order (PSPO) for alcohol. This means that there are restrictions on carrying and consuming alcohol in public. The police may tell anyone not to carry or consume alcohol which may cause anti-social behaviour. The aim of the PSPO is to stop people from drinking in public places. Be aware that if you are drinking in a rowdy way in public, the police are allowed to tell you to stop and take away your alcoholic drink. They are also allowed to fine you £100. Of course, if you do not stop drinking, they will arrest you.

# RULES & GUIDANCE

## Always carry with you:

- student card
- mobile phone with the number of your homestay host, the school and emergency number saved
- any medication you may need.

## Personal belongings and money:

- do not carry large amounts of cash
- watch your bag, valuables and mobile phone, and do not leave your mobile phone in your back pocket
- take care of your passport, travel documents and tickets, and put them in a safe place in your accommodation.

## Travelling around the city:

- check your surroundings
- look both ways when crossing the road
- take off your headphones when walking in the city
- if you are out late, try not to be loud in the street, as this can attract unwelcome attention
- don't get involved in arguments in public places, especially when drinking
- try not to walk home alone when it is dark
- keep some change for taxis or buses
- use licensed taxis only
- be careful of unusual behaviour
- if you are out late, try to be with a friend you can trust
- if you get a late bus, sit close to the driver
- please respect your host(s) in your homestay. Be quiet if you come in late in the evening
- in case of a major incident, follow the instructions given by the Police or Security Services.



## Alcohol:

- drink alcohol carefully
- do not buy alcohol for U18's: it is illegal
- do not leave your drink unattended in a nightclub or bar
- if you think a friend has been drugged, call 999 and notify the staff quickly

## People:

- never speak with people you do not know or get in a car with them
- do not accept any packages from strangers
- do not leave any of your belongings unattended
- move or leave if you do not feel comfortable
- report any unusual behaviour to the school staff, homestay hosts or the police.

## Going back to your homestay - U18:

- students aged 16-17 must be back at their accommodation by 22:30 each day. If you are late, phone your homestay. If you are consistently late, your parents will be informed.



# RULES & GUIDANCE

STAYING  
SAFE  
ONLINE



## Online safety:

- do not put personal information on social media
- always think of your personal safety when using computers and mobile phones. Anyone can lie about who they are online, so you can never be sure who you are talking to
- do not give out any personal information online to people you do not know (e.g. full name, address, date of birth, bank details, photos)
- anything you post online lasts forever so be careful what you upload or share
- do not meet people you have only spoken to online. If you decide to meet up in real life, then take someone with you and meet in a busy public place
- if you receive any information that concerns you, please speak to our LanguageUK Safeguarding team or a trusted adult.

## Cyber bullying :

Cyber bullying is obvious or less obvious bullying behaviour using digital tools and technologies, such as computers and smartphones, social media, instant messaging, texts, websites, etc.

Cyber bullying can happen at any time, in public or private situations. Cyber bullying can include:

- abusive or hurtful texts, emails or posts, images, or videos
- deliberately excluding others online
- nasty gossip or rumours
- imitating others online or using their log-in

## If you witness bullying:

- do not ignore it
- encourage the victim to tell someone, also offer to go with them.

## What you can do:

- if you are a bully STOP
- if you are a victim, tell your teacher, welfare officer or homestay host
- once a situation has been reported, there will be immediate action on it.



## Bullying and Abusive behaviour

### What is bullying?

It is a conscious desire to hurt, distress, embarrass, threaten or frighten someone.

This includes: calling names, excluding someone from a group, intimidating, damaging personal property and being unkind.

**Verbal bullying** includes name calling, insults, teasing, intimidation, homophobic or racist remarks and verbal abuse.

**Physical bullying** includes hitting, kicking. Tripping, pinching, pushing or damaging property: this can have some very serious long-term effects.

**Social bullying** includes lying and spreading rumours, physical gestures, playing nasty jokes and encouraging others to socially exclude someone.

### Hate crime

A hate crime is when someone commits a crime against you because of your disability, gender identity, race, sexual orientation, religion, or any other perceived difference. It does not always include physical violence. Someone using offensive language towards you or harassing you because of who you are, or who they think you are, is also a crime. The same goes for someone posting abusive or offensive messages. Hate crime can fall into one of three main types: physical assault, verbal abuse, and incitement to hatred.

**Call 999** if you are reporting a crime that is in progress or if someone is in immediate danger. If the crime is not an emergency, **call 101**. Support is available if you are the victim of crime.



# RULES & GUIDANCE

<https://www.met.police.uk/advice/advice-and-information/hco/hate-crime/what-is-hate-crime/>

<https://www.gov.uk/report-hate-crime> <https://www.kent.police.uk/advice/advice-and-information/hco/hate-crime/how-to-report-hate-crime/>

## Physical assault

Physical assault of any kind is an offence. If you have been a victim of physical assault, you should report it. Perpetrators may be charged with common assault, actual bodily harm, or grievous bodily harm.

## Verbal abuse

Verbal abuse, threats or name-calling can be an extremely unpleasant experience for minority groups.

Victims of verbal abuse are often unclear about this offence or think there is little they can do. However, there are laws to protect you from verbal abuse.

If you have been the victim of verbal abuse, talk to the police or the welfare department at the school. Any information can help improve the area everyone lives in.

## Prevent and radicalisation

LanguageUK has a zero-tolerance approach to extremist behaviour for anyone. There is absolutely no place for any extremist views in our school. All members of our staff are trained in Prevent. Our school is a safe place where freedom of speech is respected.

## LanguageUK staff must be alert to and report:

- graffiti, writing or artwork promoting extremist views
- students accessing extremist material online and through social media
- students verbally supporting extremist ideologies
- attempts to impose extremist views or practices on others
- anti-western or anti-British views.
- any reports of changes of behaviour, friendships, and actions

All reports should be made to the Principal and the Designated Safety Lead (DSL) or any designated safety person. In extreme cases, we will call the police.



## Religion Policy

We neither encourage nor discourage students and staff practising their religion. Our school policy is to keep religion a predominantly private matter for the individual.

Please be sensitive to different beliefs.

We have no objection to head coverings or other religious clothing where the face is visible.

A list of places of worship for all major religions in the local area is displayed at the school. Our staff will provide maps and directions on request.

Students will be allowed time off from lessons for regular religious practice. You must get permission for this from our Director of Studies.



**For further information, see the British Council's safety advice for foreign students:**

**<https://study->**

**[uk.britishcouncil.org/](https://study-uk.britishcouncil.org/)**

# STUDENTS UNDER 18

**LanguageUK takes care of students under the age of 18 very seriously.** You must provide the school with a Parental Consent form before arrival. While in the UK, you **MUST** follow the curfew set for your own safety.

**Do you have any problems?** If you have any problem about the school or your accommodation, please tell someone at the school. We have a Designated Welfare & Safeguarding Lead for under-18 who will be happy to talk to you.

**You can also talk to any of our staff** at the school or you can ask your family to speak to us if you prefer. It is important to talk to us. If you are not at the school and you have a serious problem or emergency, please call the school number at +44 1227455556 or the emergency number +44 7467144234. These can also be found on your student card.

**Travelling to and from the school** - When you arrive, your homestay hosts should show you where to get on and off the bus to travel to school or how to walk to the school. If you feel unsure on your first day about how to get back home, please ask for help in our Admin office.

**Before class** - If you are under 18 and not in class by 9:30, we will contact you. If we cannot reach you, we will phone your homestay host and if they do not know where you are, we will contact your parents. If you are sick and cannot come to school, please phone to let us know. You must call before 9:00am.

**After class** - When your classes have finished, you are welcome to stay at school to study, use the internet, socialise or eat. Please note the school closes at 17:00.

Social Programme Activities for the week are displayed in the canteen and in front of the school academic office. You are welcome to join any events and our staff will make sure that you feel safe during activities. If you

are under 18, you will not be able to go to pubs or nightclubs. These events are clearly marked as 18+ only on the social programme calendar.

## **UK Laws**

**If you are under 18 you must not buy or consume cigarettes or alcohol**





# COMPLAINTS AND PROCEDURES

## Complaints – Procedures & contacts

We hope LanguageUK students are satisfied with the courses, accommodation, and all aspects of their time with LanguageUK.

If a student is unsure, they should speak to a LanguageUK staff member to resolve any issues. We aim to solve problems as quickly as possible, so that students can get the most out of their time here.

If a student has a problem with their class, they should speak to their teacher or Director of Studies.

If a student has a problem with their accommodation or a welfare issue, they should speak to our Accommodation or Welfare Officer.

LanguageUK will always listen to the problem and try to find the best solution.

### **Speaking to LanguageUK-Admin Office**

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

Tel: 01227 455556

Principal: Mr Kerem Sahin

Director of Studies: Ms Kasia Malkowska

Assistant Director of Studies: Mr Chris Hopson

Safeguarding and Welfare : Ms Ece Inan

Accommodation Officers: Mr Max Durden

For formal complaints against a school decision, students must do this in writing to the Principal Kerem Sahin.

Each complaint must be made as an individual and not as part of a group, and each complaint will be dealt with separately.

First, you need to show that you have tried to resolve your complaint through your provider's complaints procedure. The management of the provider may wish to respond to and/or address your concerns. You will be in the strongest position if your complaint is made while you are enrolled. If you leave and then complain, you may experience difficulties receiving quick responses from the provider. Also, you may want to consider any visa conditions before leaving.

You need to show that you have read the provider's Terms and Conditions about your complaint, and that you have made all attempts to try and resolve your complaint with the institution directly.



If the student is still unsatisfied, they may also contact:

**BAC, Ground Floor 14 Devonshire Square London EC2M 4YT**

**Tel number 0300 330 1400 or email:[info@the-bac.org](mailto:info@the-bac.org)**

BAC can only pursue a complaint if you provide us with written

and signed authorisation to do so. Before submitting your complaint to BAC, please ensure that you have included the following:

1. A full description of all circumstances leading to the complaint being made.
2. A signed statement indicating that you authorise BAC to contact the institution on your behalf.
3. All documentation relating to the complaint being made, including, but not limited to:
  - enrolment letters
  - any receipts for payments made to the institution
  - any visa letters sent and received (if relevant to the complaint)
  - any correspondence between you and the institution related to this complaint (this should include documentary evidence that the provider's own complaints procedure has been used and exhausted)
  - the provider's terms and conditions and/or refund policy if you have access to this
  - any other relevant documentary evidence

**N.B. Please ensure that you retain copies of all submitted documents as it will not be possible for BAC to return them.**

# COMPLAINTS AND PROCEDURES

## Complaints – Procedures & contacts

If you want to know more information about how to complain, some more useful information can be found on this website:

[http:// www.thecomplainingcow.co.uk/everything-a-student-needs-to-know-about-complaints-to- colleges-and-universities/](http://www.thecomplainingcow.co.uk/everything-a-student-needs-to-know-about-complaints-to-colleges-and-universities/)

If the student is still unsatisfied, they may also contact:

The Chief Executive  
English UK  
219 St John Street  
London EC1V 4LY  
Tel: +44 (0) 207 608 7960

Fax: +44 (0) 207 608 7961 Email: [enquiries@englishuk.com](mailto:enquiries@englishuk.com) Web: [www.englishuk.com](http://www.englishuk.com)

If the complaint has still not been resolved by the above, the student can contact:

The Accreditation Unit  
British Council  
Bridgewater House  
58 Whitworth Street  
Manchester M1 6BB



# IN CASE OF AN EMERGENCY

**First aid** Please go to our main Administration Office on the ground floor for First aid help. The school/your teacher are not allowed to give you any medicine. There are also signs around the school to tell you who is/are the First Aider(s)

## **Fire:**

Leave the building immediately if the fire alarm sounds. The fire alarm is one continuous sound. Do NOT take your belongings with you. Fire Exit route maps are displayed in each classroom.

## **Hazards**

A hazard means there is a chance of being injured or harmed. So please be careful and do not run up and down the stairs in the school. Do not run anywhere in the school. If there is a hazard such as any water or spillage on the floor, please tell the administration office as soon as possible.

## **Accidents**

For small accidents inside the school premises, please go to the Admin Office. For more serious accidents, call 999 and ask for an ambulance.

## **Attack**

### **If there is an explosion you should:**

- Get under a sturdy table or desk if things are falling around you. When they stop falling, leave quickly, being careful of possible weakened floors and stairways.
- Stay low if there is smoke. Do not stop to take personal possessions or make phone calls.
- Once you are out, do not stand in front of windows, glass doors, or other potentially dangerous areas.

## **Emergencies**

If you need the Police, Ambulance or Fire Service and there is a crime or danger to life call **999 or 112** from mobile phones.

For non-emergency calls for the Police only, you can call 101

**If it is a non-urgent medical issue Call 111**

# HOMESTAY ACCOMMODATION

## Students aged 16-17 must be back at their homestays by 22.30

Many of our students choose to stay in a homestay, experiencing life in a British home. Spending a little time every day with a host - especially during mealtimes - is a great way to practise your English and make the most of your time here.

### Our homestay hosts will:

- provide a safe and welcoming environment
- provide a warm, fully furnished bedroom with a bed, wardrobe or drawers and a desk (or somewhere else in the house where you can work quietly)
- allow a bath or shower every day
- provide laundry facilities
- provide breakfast and evening meals including at weekends
- support and make the student feel like part of the family
- ensure that the students understand important information (such as household routines, meal and curfew times, nearest bus stop with bus times and the fire escape plan for their home).
- Hosts may ask students to repeat information back and encourage them to ask for clarification.
- Sometimes hosts may have other students staying with them at the same time.
- Hosts will provide a front door key only if you are over the age of 18.

When staying in our homestay accommodation, you will be expected to fit in with British customs and culture. Some aspects of British life might be different from yours, but this is all part of the experience! We can give you more information on how to adapt to the different lifestyle in your homestay and in the UK. The population of Britain includes many races, ethnicities, and religions, so you may be living with people who may look different from what you imagine British people to be. Some homestay providers are not of English origin, but all speak English to high standards. We try to match students with homestay providers and find the right homestay for everyone. It is important to book early and to tell us about any special needs e.g. about your diet, smoking, children, and pets.

**Please notice that most British people have pets – usually a cat or a dog.**

Your host will provide breakfast and dinner for the week. Britain is a multi-cultural and multi-ethnic community with different tastes and habits. As well as traditional 'British' food, you are likely to be offered Italian, Indian, Chinese and other types of cuisine.

Please remember that trying different food is part of the experience of living abroad.

Our homestay providers are in various parts of Canterbury and Faversham, a walk or short bus/train ride away.

**We cannot not guarantee any students to be within walking distance from the school.**





# HOMESTAY ACCOMMODATION

## Students aged 16-17 must be back at homestays by 22.30

### Please remember:

- respect household rules
- always swap number with your homestay host
- tell your host if you are not going to have dinner with them or would like to eat later (students U18 MUST follow curfews which are provided in the Parental Consent form)
- do not help yourself to food in the kitchen at any time
- do not drink too much alcohol at the homestay host. U18 MUST NOT consume or purchase alcohol under any circumstance
- smoking is not allowed in any of our houses unless accepted by your homestay . You must be over 18 to buy tobacco. It is illegal to buy tobacco for anyone under the age of 18. People U18 are not permitted to smoke in public places
- be responsible for cleaning your own room
- most families do not have space to have a friend to stay
- keep your homestay hosts informed of your social programme, especially over the weekend
- if you leave your homestay to go away for a few days and leave your belongings in the house, there will be a charge for this
- if you are not happy with your homestay accommodation, the school will relocate you to a new family as soon as possible. This will only happen if the reason for moving is genuine. Students who request a host family change for no valid reason (such as, religion, sex, sexuality, or disability) will be subject to a **£100** charge
- if the homestay asks you to leave due to unacceptable behaviour, we are under no obligation to find you another homestay
- If you would like to change your homestay you must give the Accommodation team one week's notice for them to find you an alternative homestay.

**Do not bring drugs into the house.**

**Keep your bedroom and other areas of the house you may use tidy.**

**Tell your homestay host if you break or damage anything.**

**Turn off all your lights, mobiles, computers when you leave the room.**

**Lock the front door and close the windows as shown by your homestay host. U18 students will not be allowed a key so they must make sure they close the front door or exit door properly.**

**If you lose your front door key, you will have to pay your homestay host for a replacement key.**

**If you want a friend to stay, there will be a charge so**

# RESIDENTIAL HOMESTAY

## Under 5 minutes away

**LanguageUK offers a selection of rooms in our residence about 3 minutes on foot from the school.**

Many students enjoy the opportunity to live independently with other students from LanguageUK at our Student Residence. This option offers clean, basic accommodation at affordable prices.

**Our student residence is:**

- Economical
- Well located
- Suited to independent students
- Self-catering only
- Only for students aged 18 or over

**We can provide you with a choice of rooms:**

- Single ensuite bedrooms
- Single bedrooms with shared use of bathroom
- Twin bedrooms

Bed linen is provided for all students and all bedrooms have a wardrobe and a desk so you can study at home.

You will also have a fully equipped kitchen, laundry facilities and a garden in the male side of the residence.

Sharing in our residential houses is a great way to make friends and socialise.

## Meals

Our residence is self-catered so you can choose what, when and where you would like to eat. The kitchens are equipped with basic cooking utensils so if you want to cook some great dishes from your country or some British specialities, you can do so. You also have the option to eat out and try some of the fantastic restaurants in Canterbury.



# RESIDENTIAL HOMESTAY/HOTELS, FLATS AND B&BS

## Under 5 minutes away

### What we provide

Each room has:

- a desk and chair
- a single or twin bed and mattress
- bed linen
- a wardrobe
- shelving, carpeting and curtains/blinds, wired and/or wireless high-speed internet, and
- electrical sockets
- rooms can be ensuite or with the use of a shared bathroom.
- each residence has a shared fully fitted kitchen and communal area, including cooking
- facilities

The kitchens have:

- a fridge
- an oven
- plates, saucepans and all utensils
- your own personal food storage cupboard

Both houses (male and female) also have a utility room with a shared washing machine



Canterbury offers plenty of private accommodation. However, be aware that summer houses and apartments get fully booked very quickly, so organise everything as early as possible.

You can click on the link for a list of hotels and guest houses from the official local tourism website:

[https://www.canterbury.co.uk/homepage/50/beta\\_places\\_to\\_stay](https://www.canterbury.co.uk/homepage/50/beta_places_to_stay)

We can give you some help with finding your private accommodation, although the final booking is between the student and the accommodation provider.

LanguageUK does not monitor hotel, guesthouse, bed and breakfast accommodation and is unable to make recommendations.

visit **CANTERBURY**



# RENTING

## Some useful questions to think about.

### Renting advice

If you choose to find your own flat or room to rent without the school help, be aware of:

- deposits of one month plus one month in advance (you will get the deposit back at the end of your stay if you leave the accommodation in good condition)
- some places ask for 6 months' rent in advance
- you will have to sign a tenancy agreement so please read this carefully

### Useful sites

Always check what you must pay before signing. Does this include all bills for council tax, water, electricity, gas, and water?

Please be aware that renting your own place may limit your contact with English speaking people.

<https://www.chac.co.uk/>  
<https://www.citizensadvice.org.uk/housing/>  
<https://www.gov.uk/private-renting>  
<https://www.gov.uk/tenancy-deposit-protection>  
<https://www.gumtree.com/property-torent/canterbury>  
<https://www.spareroom.com/>

**We are very happy to help you contact agents, deal with landlords and look at contracts for you.**

**Please see the Accommodation team in the Administration Office at the school.**



**Can I afford the accommodation?** Be careful of hidden costs and things not included. Try to work out how much money you can have and what you will need to spend during your stay, including food, rent, study materials, bills (everyday expenses and utilities), clothes, social life and transport.

**What is included in the price?** Are meals, gas and electricity bills, water rates and utility costs all within my budget?

**Does the price include possession insurance?** You should always take out possessions insurance to protect your belongings from theft, fire, loss or accidental damage while you are staying in the UK.

**Is there Internet connectivity in the accommodation and if so at what extra cost?** This is not always provided in private rentals.

**Are towels, bed linen and utensils provided?** Check this in advance. If you rent accommodation privately, you will have to make your own arrangements.

**What is Council Tax and do I have to pay?** Council Tax is a system of local taxation, collected by local authorities. It is a tax on the properties in which people live. The money is used to provide local services, including for schools, rubbish collection, social services. Full-time students who live only with other full-time students do not have to pay Council Tax.

**What are the payment terms?** Check if there are limitations around payment methods. Check landlord's requirements concerning upfront payments, payment periods and instalments.

**What is a guarantor and will I need one?** Many landlords now want students (and particularly international students) to provide a guarantor as a condition of the accommodation contract. The guarantor – a third-party individual or organisation – guarantees to pay the landlord any rent which the student does not pay and the cost of any damage for which the student is responsible and does not pay. Landlords generally insist that the guarantor is UK-based.



[www.languageuk.com](http://www.languageuk.com)

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[info@languageuk.com](mailto:info@languageuk.com)

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Accredited by the  
**BRITISH COUNCIL**  
for the teaching  
of English in the UK

