

Victoria School of English

Your time in London - Welcome pack -



Victoria School of English

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Things to do and places to go.....!

Discover the best places to eat, visit, shop and party in London.

Visit the following websites to plan your stay in London and to do exactly what you want to do:

www.visitlondon.com London attractions and sightseeing, London events, theatre, tours and hotels.

www.timeout.com/London/ your guide to London restaurants and bars, films and theatre, art, gigs, clubs, shops.

www.royalparks.org.uk to enjoy the beautiful parks in London and find out about upcoming events.

www.lfm.org.uk to find out about the famous markets in London and enjoy good quality fresh food.

There are lots of places to visit outside London. Try a tour to Stonehenge and Bath, Oxford or Windsor. Victoria School can help you book through Anderson Tours. Please visit reception or for more details visit the Anderson Tours website on www.andersontravel.co.uk

Useful Apps for your free time

Cakewalk London: it is a great app which introduces you to the best cake cafes in London and directs you there with google maps.

Museum of London Street Museum: this app will give you the chance to get a glimpse into London's incredible history on your smartphones. The app was originally launched by the Museum of London in 2010 and has now been updated so the users can get a better idea of how the capital's street have changed.

Blue Plaques London: it uses your location to guide you to the buildings that were significant to people from London's past, from Dickens to Hendrix. You can search for the ones that interest you, or hit the 'blue plaques near me' button for those in your immediate surroundings. There's also a GPS-guided walk.

Culture Key: it is a great app to find the best art and culture events in London. The app offers a curated list of art, theatre, and music events, as well as guided walks and festival information.

Movie Map London: with this app you can follow your favourite films throughout London. This handy app pinpoints famous sites used in London-based films over the years.

Useful Transport Apps

Citymapper London app: is the best London transport app, it simplifies public transport in London by providing up-to-the-minute information and multiple route options. It will advise you on all the different transport options available to you, once you have selected your start and end location.

Busmapper: it will help you find your way around London by buses, once you input your start and finish location, the map will give you all the possible routes. It will also show you the closest bus stop to you and when your next bus is due. You can also find out where you will need to change buses.

Tube Exits: is a must have if you use the London underground. It tells you which carriage to board to always arrive adjacent to the platform exit you need. It will also show you the quickest route for your journey, and live line status information.

Leisure activities organised by the school

Wednesday: an excursion in London

Friday: a drink in the Duke of Wellington, our local pub.

Additional social activities

In summer, we provide extra social activities as well as or replacing the normal Wednesday social activity, which include:

- Two sports day and picnics in Battersea Park
- BBQ at the Principal's house – on a Saturday
- Country walk in the Surrey Hills – on a Saturday
- Greenwich boat trip
- Two Nandos restaurant evenings

Staying safe in London

London is a safe city, but you should always be careful. Here are some ideas to help you stay safe:

- If there is a serious problem call **999** for the police, ambulance or fire service.

Staying Safe in bars and restaurants

- When outside, don't leave your mobile phone on the table. Thieves take them.
- Don't use your phone next to the kerb when waiting for a bus. This is when your phone might be taken by somebody on a bike.
- Make sure you keep your bag with you all the time – don't leave it when you go to the toilet
- Never accept a drink from a stranger
- Don't leave your drink unattended

Keep your things safe

- When using a cashpoint (ATM), check that no-one is looking over your shoulder and that the ATM hasn't been tampered with. Cover the keypad so no one else can see your PIN number

Keeping your mobile phone Safe

- Keep your phone out of sight in your pocket or handbag when not in use
- Record details of your electronic serial number (ESN)
- Inform your service provider and police if your phone is stolen or lost

Reporting Suspicious Behaviour.

Be aware of the risk of Terrorism. If you see anyone acting suspiciously then move away and report this to the police.

What to do in case of a Weapons Terrorist Attack

RUN
HIDE
TELL (call 999)

What to do if you see a suspicious item or bag

Do not touch

Report it to member of staff or the Police

Move Away to a safe Distance (100m)

Remember – if you think it is suspicious **SAY SOMETHING**

Consumer Protection

If you have a complaint or query over your consumer rights visit the Citizen Advice Bureau website <http://www.adviceguide.org.uk>

Staying safe when travelling in London

Staying safe on buses, trains or tubes (metro)

Here are some important tips:

- Get an Oyster Card. You can use this on all London transport.
- Plan your journey. Use the Transport for London (TfL) Journey Planner www.journeyplanner.tfl.gov.uk or call **020 7222 1234**
- Use the TfL Journey Planner to check the times of the last bus, tube or train
- Travel downstairs on buses, particularly if you are alone. If you feel scared about your safety on the bus, sit close to the driver. If you are on the tube/train, move to a carriage where there are other people
- At night, keep your mobile phone and money where you can't see it
- Take extra money if you need to take another bus, train or cab
- You can't smoke or drink on buses, trains or tubes

Staying safe in cabs

- Always use a licensed taxi (a black cab) or a licensed minicab.

- A licensed minicab has a special sign

- Book your minicab journey by phone or in a minicab office
- Never accept a journey from a driver off the street. Only taxis (black cabs) are allowed to pick up customers off the street
- When your booked minicab arrives, make sure the minicab driver can confirm your name and your destination.
- Check the driver's photo ID
- Always sit in the back and if possible carry a mobile phone

Staying safe when walking

- You might not always need public transport or taxis to get around London. But if you're walking somewhere there are still things you can do to stay safe:
- Think about the route and where you could go if you felt threatened. The best idea is to head for a public place where you know there will be other people.
- Try to avoid short cuts, using well-lit areas wherever possible.
- Keep your mind on your surroundings. Look confident and walk purposefully to your destination.
- Never accept a lift with a stranger or someone you don't know very well even if you are cold, tired or it's late.

What is an Oyster card?

Oyster cards are plastic cards you can use to travel instead of paper tickets. It is the easiest and cheapest way to travel around London.

A £5 deposit is payable when you get an Oyster card.

VERY IMPORTANT!!! On London buses, you cannot use cash. You can only use an Oyster card or contactless payment credit card/bank card.

There are several ways to use an Oyster card

Pay as you go:

- Add any amount of money to your Oyster card. You pay for each journey you make. This is good if you don't use public transport often.

Oyster cards can be reused and never expire. If you run out of pay as you go credit, you can buy more credit at tube stations, Oyster ticket stops and travel information centres.

Travelcard:

You can buy a 7 day or 1 month travelcard for your Oyster.

What is a Travelcard?

Travelcards are tickets you can buy for different time periods and travel zones. If you have a Travelcard, you can travel as much as you like, as often as you like on bus, Tube, tram, DLR, London Overground and National Rail services in London in the zones you have paid for. Travelcards valid in Zones 3, 4, 5 or 6 are also valid on Trams.

If you buy a 7 Day Travelcard from a Tube station, Oyster Ticket Stop or London Travel Information Centre when you get to London, it will be issued to you on an Oyster Card.

How to use an Oyster card

To use your Oyster card, just touch on a yellow card reader at the start and end of your journey.

You must always touch in at the start and out at the end of every rail journey. When travelling on a bus or tram you only need to touch in at the start of your journey.

Oyster cards are valid across all travel zones in London and automatically calculate the best value fare for all the journeys you make in a single day if you have touched in and out.

Law and crime

To have a safe and happy trip you must make sure you understand the laws in the UK.

- It is illegal to carry any sort of weapon, including knives, guns or self-defence spray.
- You can carry a personal attack alarm with you.
- You must be 18 and over to buy alcohol. Most English pubs do not welcome people under 18.
- Theft is taking something that you know does not belong to you. Don't do it!
- It is illegal to have sex with someone under the age of 16.
- You must not carry or use any illegal drugs, including Cannabis, ecstasy, LSD or amphetamines
- You must be 18 and over to buy tobacco
- Never buy things that you think might be stolen. It is illegal to buy stolen things and the police can take the things from you.
- It is an offence to falsely report the theft of property.
- You must have a valid (correct) ticket to travel if you use public transport. If you cannot show one on request you may be liable to pay a Penalty Fare which is £80 and you risk being prosecuted.
- You do not need to carry any identity documents with you when you are in public. However, we recommend that you do.

Local Places of worship

Buddhist

The Buddhapadipa Temple
14 Calonne Road
Wimbledon Parkside
London
SW19 5HJ

Telephone: 020 8946 1357

To visit the Temple, the nearest mainline station is Wimbledon and then take the 93 bus towards Putney. Alight at stop at common. Alternately use District line to Putney Bridge where the 93 bus can be taken towards Cheam again alight at common stop. (just after Parkside hospital).

Catholic

Westminster Cathedral
Cathedral Clergy House
42 Francis Street
London
SW1P 1QW

Telephone: 020 7798 9055

The nearest tube and train station is Victoria, in addition the 11, 24, 148, 507 and 211 bus lines stop immediately in front of the Cathedral Piazza, on Victoria Street. Underground - Victoria Line, District & Circle, St James's Park.

Anglican

St Mary's Bourne Street
St Mary the Virgin
30 Bourne Street
London
SW1W 8JJ

Telephone: 020 7730 2423

St Mary's is located close to the junction of Bourne Street and Graham Terrace, between Sloane Square and Pimlico Road.

By tube: The District and Circle Lines run directly under the church. The Sloane Square underground station is a three minute walk; the Victoria underground station is a 10 minute walk. Please see [Transport for London](#) for details.

Mosque

Mayfair Islamic Centre
19 Hertford Street
London
W1J 7RU

Telephone: 020 7495 8283

By tube: Green Park or Hyde Park Corner

Hindu

Shree Ganapathy Temple
125-133 Effra Road
London
SW19 8PU

Telephone: 020 8946 1140

The nearest stations are Haydons Road (3 mins walk); Wimbledon (15 mins walk). The 200 Bus Route has two stops nearby

Jewish Synagogue

South London Liberal Synagogue
Prentis Road
Streatham
SW16 1QB

Telephone: Mrs Ruth Edwards 0208 769 4787

Sikh

Gurdwara
62 Queensdale Road
London
W11 4SG

Telephone: 0207 603 2789

Study advice & English Exams

Study Skills

You are here to learn English but how can you make sure you get the most out of your studies? Here are some helpful ideas you can try to help improve your English.

- Use an **English-English Dictionary** to look up new words or words you do not understand. Try to use a dictionary when doing your homework.

You can find dictionaries in every classroom or you can look a word up on the internet (<http://dictionary.cambridge.org/>).

If you want to buy a dictionary, the best ones are:

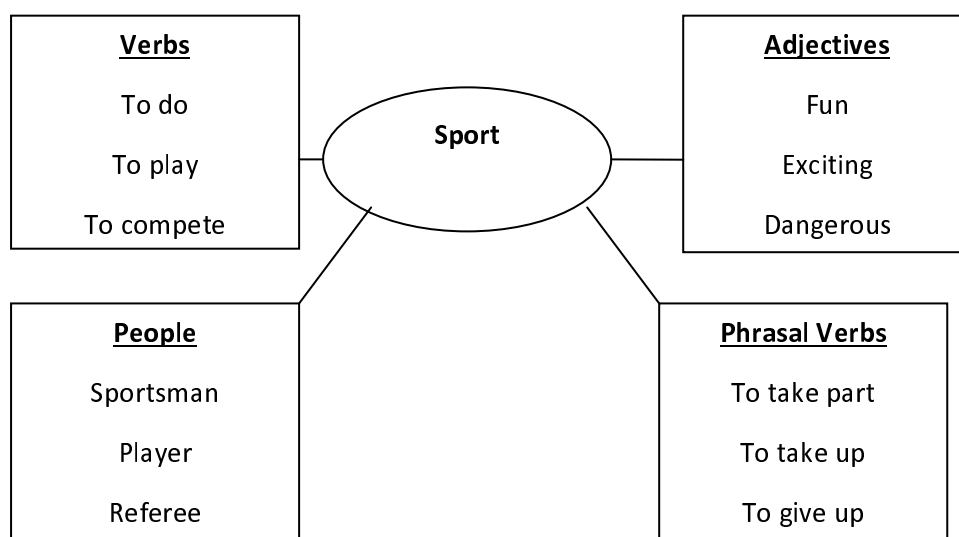
- Cambridge Advanced Learner's Dictionary
- Oxford Advanced Learner's Dictionary
- Longman Active Study Dictionary

In the dictionary, you can find: a definition of the word, the pronunciation, the part of speech (e.g. v=verb, n=noun, adj=adjective, etc.) and you also get the pronunciation using phonemic symbols – your coursebook has a guide to phonemic symbols.

- **Keep a vocabulary book** to record the new words you learn in and out of class. This will help you to remember vocabulary and be helpful for you when the course is finished.

Here are some ideas for recording your vocabulary

- **Use Mind maps. example -**



- Try to learn **30 new words**/phrases each **week**.
- **Record new words** or sentences (your mobile phone should have a recording device) and listen to them for a week.
- Write **new words onto small pieces of paper** and put them around your bedroom wall. Look at them everyday and try to make a sentence or give a definition of the word. Do this for a week and then test yourself to see if you have remembered them.
- **Keep a diary** – writing a little bit everyday really helps to improve your writing skills and develop your vocabulary.
- **Read free newspapers**
The Metro is available every morning and the Evening Standard every afternoon at most Underground and railway stations.
- **Read a Penguin Reader book**
You can borrow books from the shelf in Room 3 (don't forget to fill in the Borrow Books sheet). The Penguin Readers, which are graded to your level, can be borrowed from Reception (£10 refundable deposit)
- **Watch DVD's**
A selection is available in Room 3, and are available to borrow at Reception (£10 refundable deposit).
- **Self-study books**
If you are having difficulty with grammar or vocabulary, the following books are useful. Please ask your teacher or at reception if you want to photocopy anything.
 - English Grammar in Use (different levels), Cambridge
 - Vocabulary in Use, (different levels), Cambridge
- **Listen to the radio**

You can listen to radio stations on the internet such as: www.bbc.co.uk/radio4 and www.bbc.co.uk/worldserviceradio

All the programmes on these stations are people talking in English. Try to listen to the radio for 20 minutes each day. The news is every hour. Why not try to listen to a news story and write down as much information as you can. Then compare this to the written news story on www.bbc.co.uk/news/. How accurate were you?

Useful websites, apps and podcasts to improve learning English

- **General**

British Council Learn English: <https://learnenglish.britishcouncil.org/en>

BBC English: <https://www.bbc.co.uk/worldservice/learningenglish>

Leo Network: <https://www.learn-english-online.org> (good for beginners and low levels)

- **Speaking**

Conversation exchange: <https://www.conversationexchange.com>

Vocaroo: <https://www.vocaroo.co.uk> (simple way to record your voice)

Meet Up: <https://www.meetup.com> (many different social groups to join, including some for language practice)

- **Reading**

National Geographic Magazine: www.nationalgeographic.com

News in Levels: <https://www.newsinlevels.com> (good for all levels)

Time Out Magazine: <https://www.timeout.com/>

- **Listening**

Lyrics Gaps: <https://www.lyricsgaps.com> (songs for all levels)

ESL Lab: <http://www.esl-lab.com>

6 Minute English: <https://www.bbc.co.uk/learningenglish/english/features/6-minute-english>

- **Vocabulary**

Fun Vocabulary Games: <https://www.wnglishactivities.net> (beginner- intermediate)

Phrasal Verb Demon: <https://www.phrasalverbdemon.com>

Vocabulary lists and games: <https://www.manythings.rg/voacabulary>

- **Pronunciation**

Learner's Dictionary: <https://www.learners-dictionary.com/pronex.htm>

The Interactive Phonemic Chart: <https://www.englishclub.com/pronunciation/phonemic-chart-ia.htm>

BBC English: <https://www.bbc.co.uk/worldservice/learningenglish/grammar/pron>

- **Grammar**

British Council: <http://learnenglish.britishcouncil.org/en/english-grammar>

General Grammar Exam:
<http://grammar.ccc.commnet.edu/grammar/quizzes/niu/niu15.htm>

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

- **Exams**

IELTS Liz: <http://ieltsliz.com>

Cambridge IELTS: <http://www.cambridgeenglish.org/ielts-practice> (general information about the exam and some sample materials)

Flo Joe: <https://www.flo-joe.co.uk> (useful materials for FCE, CAE and IELTS)

- **Free Apps for your phone**

- British Council (various apps available)
- My Grammar Lab
- BBC Radio
- Dictionary.com
- Learn and Play English (good for beginners)

Podcasts

All podcasts can be accessed using the free castbox app:

6 Minute English: topical discussions and useful vocabulary

Word of Mouth: series explores the English language and the way we use words-
advanced level

Desert Island Discs: Interviews with celebrities and well-known people about their lives –
advanced level

Great Lives: Biographical series about inspiring people of the past – advanced

How I Built This: Interviews with entrepreneurs about how they became successful –
business English

Radio 4 in Four: 4 minute listening clips from different BBC radio programmes – higher
levels

Self-Access Centre

Visit our self-access centre, where you can;

- Discover useful websites, apps and podcasts for studying at home
- Receive advice on how to keep a vocabulary notebook
- Use study resources such as dictionaries and grammar reference books
- Borrow graded readers and DVD to use at home
- Find recent copies of many free newspapers and magazine articles
- Access resources online using our computer suite
- Access resources for IELTS and CAE exams
- Use our online study platform, Edmodo

And please remember.....

Use your English as much as possible outside of the classroom!!

- ALWAYS use English in and around the school even with students from your country.
- Practice having telephone conversations with your friends or other students in English
- Practise ordering food in restaurants and speaking to shop assistants
- Speak to students from other classes and levels in English.

EDMONDO

What is Edmodo?

At **Victoria School of English** we use an online learning platform called **Edmodo** to post useful websites with extra listening, reading, and language practice.

There are also links to online dictionaries, and ideas for how to study and use your English outside the classroom.

We would like you to sign up so you can get studying as soon as possible.

How do I join it?

It's easy. Here's how:

- Step one** Go to **www.edmodo.com**, or download the **Edmodo app**
- Step two** Sign up for free (it takes 1-2 minutes)
- Step three** Put in your class code (see below)
- Step four** Start learning

What is my class code?

Class	Code
Pre Intermediate	2pjf3e
Intermediate	7gdj7q
Upper Intermediate	hyfpsz
Advanced	dnr4gv
IELTS	Changes weekly. Your teacher will give you the new code.
Business	2qf8bg

Who can help me?

If you have problems with Edmodo, you can ask your teacher, or other students in your class who know how to use it.

English Exams

There are a number of English exams that you can take. At Victoria School of English we offer exam preparation classes in the following exams:

The Cambridge **IELTS**, **FCE** and **CAE**

We can offer advice and One-to-One tuition in the following exams

TOEFL, **TOEIC**, The Cambridge **KET** and **PET** and the Cambridge **BEC** series of business exams.

We can also offer One-to-One tuition in other English language exams but we would have to do some research on them first.

Are you confused? I am not surprised. Here is a quick guide to the exams mentioned:

1. Cambridge IELTS (International English Language Testing System)

When you take this exam you are given a score from 0-9 points and is segmented by half points. For example, you can score 5 points or 5.5 points. A score of 4 points is considered to be an Intermediate score (CEFR level B1) and is used by UK Borders as minimum level of English to study on a Tier 4 Visa.

You can take a General Training version of the exam which is often used by the Immigration authorities of English speaking countries.

You can also take an Academic version of the exam which is used by professional bodies and educational establishments all over the world to evaluate English proficiency for professional practice and study. The exam is valid for two years. The majority of students who take an IELTS preparation course at Victoria School are doing so for this reason and we teach the Academic module.

The exam is paper-based and is split into 4 papers: Listening, Reading, Writing, and Speaking and usually takes place over one day.

2. Cambridge FCE (First Certificate in English)

This General English exam is designed to certify an Upper-Intermediate level of English (CEFR level B2) and is increasingly used in high schools in Europe and elsewhere. It is comprised of 5 papers: Reading, Use of English, Listening, Writing and Speaking. All papers except Speaking are taken over one day and Speaking on a separate day. You can take a paper-based or computer-based version of the exam; at Victoria School we prepare for the paper-based exam. The exam is valid for life.

3. Cambridge CAE (Certificate in Advanced English)

This General English exam is designed to certify an Advanced level of English (CEFR level C1) and can be used to enter English speaking education although IELTS (see above) is more common for this. The CAE exam proves you have a level of English for employment in an English speaking environment although not all employers are aware of this. It is comprised of 5 papers: Reading, Use of English, Listening, Writing and Speaking. All papers except Speaking are taken over one day and Speaking on a separate day. You can

take a paper-based or computer-based version of the exam; at Victoria School we prepare for the paper-based exam. The exam is valid for life.

4. TOEFL

This exam is similar to IELTS in that it is used by mainly (but not exclusively) American educational establishments to assess English proficiency for study and is administered by ETS. It is a computer based exam and comprises four parts: Reading, Listening, Writing and Speaking. It takes place over half a day.

5. TOEIC

This exam is also run by ETS and is used to assess use of English for business communication. You can take the Listening and Reading papers only, or the Writing and Speaking papers as well. This exam was used by UK Borders for Immigration purposes but has been suspended due to abuse of the exam.

6. Cambridge KET (Key English Test) and PET (Preliminary English Test)

These exam are similar to FCE and CAE except that they certify lower levels of English proficiency. KET proves an Elementary/Pre-Intermediate level of English (CEFR Level A2) and PET shows and Intermediate level of English (CEFR Level B1).

7. Cambridge BEC series of Business English exams

These exams are similar to the Cambridge General English suite but focussed on Business English. You can take them at three proficiency levels: Higher (CEFR C1), Vantage (CEFR B2) and Preliminary (CEFR B1).

You may still be confused. Please ask the Principal or the Director of Studies for a tutorial so we can give you more personalised advice about English exams.

One-to-One lessons can be arranged depending on the availability of a teacher.

You can book:

- a **Fixed Course** of One-to-One lessons. This is defined as 5 hours + in any one week.
- **Adhoc** One-to-One lessons. This is defined as 4 hours or less in any one week.

What to do if you are ill

If you cannot attend school because you are sick then please tell us by email at english@victoriaschool.co.uk or phone on **020 7730 1333**.

If you are sick ill you can use The National Health Service (NHS). The NHS is a health service open to everyone in the UK. It is free of charge to use some of its services – you don't need to be a resident to use it. You can:

- Phone NHS direct **on 111 for non-emergency** or **999 for serious emergency**.
- Visit the NHS website on www.nhsdirect.nhs.uk. You can find out where your nearest medical centre is to your home using your postcode
- For serious illness or injury, visit your local Accident and Emergency Department (A&E) or medical centre
- For a serious emergency call 999 or 112 for an ambulance

The nearest hospitals to the school are:

- Chelsea and Westminster Hospital, 369 Fulham Road, SW10 9NH
- St Thomas' Hospital, Westminster Bridge Road, SE1 7EH
- You can visit the Accident and Emergency Departments (A&E) of these hospitals free of charge

The nearest Medi-Centre (private medical centre): is at Victoria Station (clearly signed on the main concourse) Main concourse Victoria Station, SW1V 1JT, phone: 08456 800 719. Opening times: Mon-Fri 08:00-20:00, Sat 09:00-18:00 and Sun 10:00-16:00. £70 per 15 minutes consultation.

The nearest NHS Walk-in Centre: No appointment necessary, offering free healthcare advice and treatment for minor illnesses, is situated at 1 Frith Street, Soho, W1D 3HZ, phone: **+44 (0) 20 7534 6500**. Opening times: Mon-Fri 08.00-20.00; Sat-Sun 10.00:20.00. Nearest underground stations: Tottenham Court Road and Leicester Square.

If you are resident in the UK for 6 months or more you can register at your local General Practitioner (GP). Find-a doctor helpline can help you find a doctor on 020 8335 1330

The nearest Emergency Dentist is:

Guys Hospital Dental Services, St Thomas St, SE1 020 7915 1000
Provides free walk-in treatment and pain relief. The clinic opens at 8:45.

Student absence – what to do if you can't come to school

If you are a student over 18

- Please tell us in advance of any holiday you are due to take. We need to know ideally 2 weeks in advance if you are planning a holiday.
- Please tell us immediately if you are sick or need to be absent. Please contact us by phone on 020 7730 1333 or by email: english@victoriaschool.co.uk.
- Teachers register attendance daily.
- If you are absent for 2 consecutive days and we have not heard from you, then we will try to contact you to make sure that you are ok.
- If you miss 5 days of study and inform us **in advance** of the reason, we will offset the absent days against future study or hold them in credit.
- We will not give any refunds or credits for absence under 5 days.

If you are a student under 18

- Please tell us immediately if you are sick or need to be absent. Please contact us by phone on 020 7730 1333 or by email: english@victoriaschool.co.uk.
- Teachers register attendance daily and they will report any lateness within 20 minutes of the course start.
- We will contact your parent/ guardian or accommodation provider within 30 minutes to ask why you are absent. If we cannot contact your parent/guardian or accommodation provider in the UK, we will contact your parent or guardian in your home country. If we cannot establish where you are, we will contact the police.
- If you wish to be absent for any reason other than sickness and will not attend your lessons, we need written permission from your parents.
- Please keep our EMERGENCY CONTACT details with you always:
- Jill Hooton (Welfare and Safeguarding Lead for Under 18's)- 07765636514
- or Jon Hooton (Principal) – 07939540160

Attendance Policy

All students are expected to attend 100% of their lessons. Students must attend a **minimum** of 80%

Our Policy on Abusive Behaviour or Bullying

At Victoria School of English, we believe that everyone should be treated equally, fairly and with respect. Abusive behaviour, bullying and harassment of any kind is unacceptable. Both students and staff have the right to work in a safe environment.

Bullying and harassment can be difficult to recognise and may not be obvious to other people around you.

What is bullying?

Bullies can be men or women and bullying can happen in many different ways:

- It can be physical
- It can be verbal
- It can be psychological

Bullying can happen face to face, through e-mails, networking sites and text messages.

Forms of Bullying/ Abusive Behaviour

- Being overly physically aggressive towards another person i.e. hitting, pushing.
- Being verbally aggressive towards another person i.e. embarrassing, shouting and intimidation.
- Using offensive names when addressing another person.
- Belittling another person's abilities and achievements.

What is harassment?

Harassment comes in many different forms and can affect men and women. It is unwanted actions of someone and can be:

- Racial – insulting where someone is from and/or their culture
- Sexual – unwanted physical contact – unwelcome touching, standing too close
- Religious – insulting someone's religious beliefs
- Disability – insulting someone on their disability

Harassment can happen face to face, through e-mails, networking sites and text messages.

At Victoria School, we do not tolerate any kind of bullying, harassment or abusive behaviour.

What to do if you are being bullied or harassed

If you have a problem and feel you have been bullied or harassed, you can:

- Contact the Welfare Officer, Jill Hooton.
- Speak to your teacher
- Speak to the Principal, Jon Hooton or the Director of Studies, Lisa Barry.

Prevent Policy

At Victoria School we are committed to encouraging an environment which exemplifies the Core British Values of:

- Democracy
- Following the UK laws
- Individual Liberty
- Respect and Tolerance of other people's faiths and beliefs.

We strongly discourage any extremist views or actions but we recognise that vulnerable people could be influenced unduly by other people or through extremist web-sites and therefore be at risk of radicalisation.

We ask all students not to access any web-sites of an extreme nature, to respect and value fellow students, to follow the UK laws and to challenge any extremist views.

If you are worried that any person in the school is vulnerable for any reason and you feel that

- they are voicing extremist views
- posting extremist views on social media
- becoming involved with extremist groups

Please talk to The Prevent Officer, Jill Hooton who will listen to your concerns. No concern is too small.

Exclusion Policy

There are some circumstances where we will ask you to leave the school. This is called exclusion.

We will exclude students from the school for the following reasons:

- Abusive behaviour
- Bullying or harassment
- Disruptive behaviour in the classroom
- Failure to pay
- Unauthorised non-attendance

Abusive Behaviour/ Bullying and Harassment

Abusive behaviour, bullying and harassment in any form will not be tolerated.

We expect all students to respect the British core values of democracy, individual liberty, tolerance and the rule of law. Victoria School does not tolerate aggressive behaviour and not respecting cultural, racial and religious differences. You may be asked to leave the school and your accommodation if you do not respect other people.

Disruptive behaviour in the classroom

Please make sure that you pay attention in class, switch off your mobile phone and arrive for your lesson within 10 minutes of the start. Please respect the group and take part in all activities as directed by the teacher. If you ignore the teachers' requests repeatedly and you disrupt the class so that it is disturbing other students, then the teacher can exclude you from the class. Continued and sustained disruptive behaviour will result in being excluded from the school.

Failure to pay

We request that you pay your invoice during the first week at the school. In some cases there may be special circumstances where we will agree on a schedule of payments. This is an exception and can only be authorised by the Principal. During the first week please come to the Reception desk to make your payment or to inform us of how you will be paying. For students paying by bank transfer we do ask for evidence that you have made your payment.

If you fail to pay after several requests and therefore have not actually paid for the course you are taking then we will take the decision to exclude you from the school until a payment is made.

Unauthorised non-attendance

Please make sure that you keep in contact with the school if you are going to be absent for any length of time. If you fail to keep us informed, then after 5 days we will remove you from the class lists.

Complaints and concerns?

Problem with your course....?

- If you have a problem or are worried about anything, we are always here to help you solve your problem or answer your query.
- You can talk to your teacher, the Director of Studies (Lisa Barry), the Principal (Jon Hooton) or the Welfare Officer at Reception (Jill Hooton)
- If you have a query or complaint about your level, the content of the course or your academic development, then please come to reception. You can book a Tutorial with the senior teacher, Director of Studies or the Principal to discuss your concerns.
- If you wish to make a payment, query a payment, change your course, shorten or extend your course then please come to reception and we will be happy to help.
- If you have a complaint about the school environment i.e too cold, too hot then please talk to your teacher or reception. They will be happy to help you, if they are able.
- If you are feeling unhappy and just want to talk to somebody, please talk to the Welfare Officer, Jill Hooton at Reception.
- If you still feel unhappy and you are not satisfied with how your complaint has been handled, then you can contact English UK for further advice.
- Please write in English to English UK via the email info@englishuk.com or write to: English UK, 219 St John St, London, EC1V 4LY.
English UK will attempt to mediate. If this fails then the complaint will be taken to the Independent Ombudsman, who will issue a formal decision which the school has to follow.

For more information on the English UK complaints procedure:

https://www.englishuk.com/uploads/assets/complaints/Student-complaints-information-for-students_2017.pdf

Problem with Homestay or accommodation...?

The first person to speak to is the Welfare Officer, Jill Hooton.

- On the first day in the school we will always check if you are happy with your homestay / accommodation.
- If the complaint needs urgent action i.e. domestic emergency or you feel in danger, then we will react to this immediately and try and find you alternative accommodation.
- If the complaint is of a non-urgent nature i.e. your room is too cold, you want to change from bed and breakfast to half-board or you are not happy with the distance to the school, then we will contact the homestay host ask them if they can do anything to help.
- If your complaint is non-urgent then you must give 7 days' notice. An alternative accommodation will be found, if possible.
- If necessary we can explain to the host any cultural differences which may be causing a problem or talk to them about your homesickness or any other issues which may be making you unhappy.

Feeling stressed, have a problem and need someone to talk to.....?



Jill Hooton is our Welfare Officer. You can find her at Reception. She is here to help if you have any personal or emotional problems. For example, if you feel homesick or lonely. She can also help with more practical advice on health issues, personal safety or general information.