Fire Assembly Point

If the fire alarm rings, go to the fire assembly point with your teacher and wait for your teacher to register you. You must wait until the fire marshals say that it is safe to go back to class.

**EVACUATION ROUTES - in case of emergency**

Students and staff in buildings 2 (Cafeteria), 3 and 6, please gather at ASSEMBLY POINT A. Students and staff in buildings 1 (Residence), 4 (Reception) and 5, please gather at ASSEMBLY POINT B.
Welcome to ETC

We are passionate about language learning and we aim to deliver professional teaching in a relaxed, friendly atmosphere. Choosing to study with us means you can expect great teaching, clear progress and excellent service. Experience the UK, learn in an authentic but modern environment and make friendships that last a lifetime.

Please read this Student Handbook carefully.

Are you TT1 or TT2?

Lessons run from Monday - Friday. One lesson is 45 minutes in duration. Students should attend all lessons that have been scheduled for them. An academic manager will confirm your timetable at the start of your course. Please see below our sample timetables:

TT1: for students aged 12-17 on a Junior Programme (Timetable may be subject to change)

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
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</thead>
<tbody>
<tr>
<td>08:45 - 10:15</td>
<td>Lesson 1 &amp; 2</td>
<td>Lesson 1 &amp; 2</td>
<td>Lesson 1 &amp; 2</td>
<td>Lesson 1 &amp; 2</td>
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<tr>
<td>10:15 - 10:45</td>
<td>Lesson 1 &amp; 2</td>
<td>Lesson 1</td>
<td>Lesson 1</td>
<td>Lesson 1</td>
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<tr>
<td>10:45 - 12:15</td>
<td>Lesson 3 &amp; 4</td>
<td>Lesson 3 &amp; 4</td>
<td>Lesson 3 &amp; 4</td>
<td>Lesson 3 &amp; 4</td>
</tr>
<tr>
<td>12:15 - 13:15</td>
<td>Junior Activities</td>
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TT2: for students aged 16-17 on an adult course (Timetable may be subject to change)

*This timetable is a temporary summer timetable in busy periods. Outside of peak season adult lessons will follow the TT1 adult timetable.

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
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<tbody>
<tr>
<td>12:30 - 14:00</td>
<td>Intensive 1</td>
<td>Intensive 1</td>
<td>Intensive 1</td>
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<tr>
<td>14:00 - 14:20</td>
<td>Break (Beginning</td>
<td>Break</td>
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<td></td>
<td>of classes for</td>
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<td>Standard General</td>
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<td>English students)</td>
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</tr>
<tr>
<td>14:20 - 15:50</td>
<td>Lesson 1 &amp; 2</td>
<td>Lesson 1 &amp; 2</td>
<td>Lesson 1 &amp; 2</td>
<td>Lesson 1 &amp; 2</td>
</tr>
<tr>
<td>15:50 - 16:15</td>
<td>Break</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16:15 - 17:45</td>
<td>Lesson 3 &amp; 4</td>
<td>Lesson 3 &amp; 4</td>
<td>Lesson 3 &amp; 4</td>
<td>Lesson 3 &amp; 4</td>
</tr>
</tbody>
</table>

Changing Class

Should you think you are ready to move up a class, you should first consult the can-do statements in your Learner Portfolio which should be almost all achieved. You should then talk to your teacher who, after a short discussion, will tell you if you can go up or not.

If the teacher agrees with you, they will then complete a transfer form, signed by both your teachers. You will then be transferred to the class above or exam class of your choice as soon as possible, usually by the start of the following week. (Please listen to your teacher's advice as they are thinking of the long-term impact which moving up without completing the level will have on your language learning in the future.)

Attendance

Students should attend all lessons that have been scheduled for them. If you are here on a visa and your attendance is lower than 80%, we are required to report this to the immigration authorities.
UK Law
Laws in the UK may be different from laws in your country, especially on drugs, smoking and alcohol.

• You must be 18 to buy alcohol.

• You must be 18 to buy and 16 to smoke cigarettes or tobacco.

• Don’t buy or accept drugs or substances that are illegal.

• The age of sexual consent in the UK is 16.

• Shoplifting - stealing from shops is taken seriously by the police.

• Litter - please do not drop rubbish, including food wrappers and chewing gum.

Our Advice if you are 16/17 and have permission from your parents to go out unaccompanied.

• Make sure that you carry your ETC student ID card with you at all times.

• Know where you are going before you leave.

• Make sure your host family knows the time you are returning home and where you are going.

• Stay with your friends – there is safety in numbers, but not in very big groups.

• Stay on streets with good lights at night.

• Sit downstairs near the driver on buses at night.

• Always carry your purse, wallet, handbag out of sight.

• Walk away from drunk people and arguments.

• Report any incident to your host family and ETC immediately.

• Avoid carrying your passport.

• Be cautious when getting money out in front of others.

• If you are alone at night - get a taxi.

• Make sure you look before you cross the road. - remember cars drive on the left in the UK.
The police in Bournemouth are happy to be approached by members of the public. In busy public places you will see uniformed police and security cameras.

You can always ask a police officer if you need help or information.

**Immigration / Police Registration**
If your passport says “Police registration required within 7 days”, you should register at: Foreign Nationals Registration Office, Stafford Road, Bournemouth.

It is open for registration on mornings only, Monday – Wednesday from 9.30am - 12 noon.

You will need to take:
- ✔️ Passport
- ✔️ 2 x passport-sized photos
- ✔️ Registration fee

**Junior Guidelines**

- Speak English all the time!
- Junior students must stay on ETC premises at all times, including break and lunch times.
- Mobile Phones are not allowed in class unless your teacher gives special permission (e.g. as a dictionary or to search for information)
- Please don’t eat or drink in the classrooms. (Water is allowed at any time.)
- No chewing gum on the ETC premises.
- Please consider our neighbours; be quiet when coming and going.

**16 and 17 year old Curfew**
If you are 16 or 17 years old, you will only be allowed out at night time by yourself if this has been agreed and signed for by your parents using our parental permission form before you start. 16 and 17 year olds must be home by 10pm. You must give your host family or the Residence Manager the details of where you are going, who you are going with and how they can contact you.

Students who are 16 or 17 whose parents have not signed the parental permission form or who are under 16 years old are not allowed to leave the Residence or host family without being accompanied by a designated adult. If you are going to be on an activity or in the care of your group leader, please make sure that your host family has been informed.

Help us keep you safe by following our guidelines.
Health

Are you feeling unwell?
If you have an accident or feel ill while you are at school, tell your class teacher or go to reception immediately.

Tell us
If you are ill or cannot attend your class, contact reception on 01202 559044 or tell your group leader. Please remind your group leader that they must inform ETC that you are absent.

If you have a disability
If you have a disability, please see reception to let them know about your condition. One of the safeguarding officers will carry out a risk assessment.

If you require ground floor classrooms as a result of your condition, this will be catered for. If your timetable changes and you find that you are not in a ground floor room, do not attend class. See reception straight away so we can put you back on the ground floor.

Accident and Emergency
In an emergency call 999 for Fire, Police, Ambulance or Coastguard. You can use any telephone. Only use this number in a real emergency; otherwise, telephone 101 for police non-emergency and 111 for NHS non-emergency.

Local emergency facilities are at:

<table>
<thead>
<tr>
<th>Accident and Emergency Department</th>
<th>Accident and Emergency Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Royal Bournemouth Hospital</td>
<td>Poole Hospital</td>
</tr>
<tr>
<td>Castle Lane East</td>
<td>Longfleet Road</td>
</tr>
<tr>
<td>Bournemouth</td>
<td>Poole</td>
</tr>
<tr>
<td>01202 303626</td>
<td>01202 442202</td>
</tr>
</tbody>
</table>

The school emergency telephone number is 07966 380973
Useful Information

Telephone Numbers

Emergency Services - Fire, Police, Ambulance or Coastguard ...................... 999/101
Emergency contact with ETC .................. 07966 380973
AIDS Helpline ............................................. 0800 567123
Yellow Buses .................................................. 01202 636110
More Buses ..................................................... 01202 338 420
Bournemouth (BCP) Council .................. 01202 451451
Bournemouth Police Station ...................... 01202 222222
Childline ..................................................... 0800 1111
Gatwick Airport Flight Enquiries .......... 0344 892 0322
Heathrow Airport Flight Enquiries ....... 020 7360 1250
National Express Coaches ................. 0371 781 8181
Emergency & urgent care ...................... 111
Samaritans .................................................. 116 123
Star Taxis .................................................... 01202 391919
United Taxis .................................................. 01202 55677

Websites www...

etc-inter.net ...................................................................... ETC Website
bournemouth.co.uk ................................................................ Bournemouth tourism
bebc.co.uk ........................................................................ Bournemouth English Book Centre
ukba.homeoffice.gov.uk ........................................ visa information
britishcouncil.org/English ........................................ everything about learning English
dictionary.cambridge.org ........................................ the online Cambridge dictionaries
cambridgeenglish.org/exams ..................................... Cambridge examinations website
ielts.org ........................................................................ about the IELTS exam
toefl.org ........................................................................ about the TOEFL exam
visitbritain.com ......................................................... the official British tourist website
edufind.com/English/grammar ................................ online grammar
rdlc.co.uk .................................................................... language courses in the UK and overseas
camguide.co.uk ........................................................ information for visitors to UK towns.
ETC Student Code of Conduct

Student Agreement

Our code of conduct is in place to ensure all students can enjoy their time at ETC and gain maximum benefit from their studies. Respect yourselves, respect others and please respect your environment.

✓ I will respect all students, teachers, staff and students of all cultures at ETC.
✓ I will respect my host family and the general public when I am in town or on an excursion or activity.
✓ I will speak English at all times when I am in ETC or on an ETC excursion or activity.
✓ I will attend all my classes Monday to Friday because I want to learn and I want to receive my certificate.
✓ I will arrive on time for my lessons. If I am late I cannot enter because the class has started.
✓ I will do all my homework on time because I want to improve my English.
✓ If I lose my ILP it will be more difficult for me to change my level because my learning history is lost.
✓ I will not accept or make calls, use social media or text in class time and I will switch off my mobile phone in class unless the teacher gives me permission.
✓ I will not eat food or drink in the classrooms or chew gum, but I can drink water.
✓ I will co-operate with ETC staff and follow instructions on ETC noticeboards.
✓ I will carry my student ID card at all times and show it to staff if they ask me to.
✓ I will take care of my property carefully.
✓ I will not leave my things unattended. I understand that ETC is not responsible for my property.
✓ I will follow Health and Safety rules very carefully, including Fire Practice procedures.
✓ I will follow smoking rules. I understand that smoking is not permitted on the ETC campus or in public buildings.
✓ I understand there is an ETC smoking area at the front of the school on the left.
✓ I will look after ETC buildings, facilities, equipment and resources (e.g. books) carefully.
✓ I will throw away my litter in the bins and recycling boxes provided.
✓ I will return anything borrowed from ETC on time and in the same condition as when I borrowed it.
✓ I will complete a ‘holiday request’ paper in reception if I want to take some time away from ETC for any reason.
✓ If I am sick I will call the College on 01202 559 044 or email attendance@etc-inter.net.
✓ If I am absent for 3 days or more, I will bring a medical note from the doctor.
✓ If I have a disability or special educational need or if I am pregnant I will tell reception because ETC can help me and keep me safe (e.g. put my class in a ground floor classroom).
✓ If I cannot come to school because I have a personal or family problem or if I am unhappy, I will tell the school because the school can usually help me with my problem. Or I can call the school on 01202 559044.
✓ I understand that I can call the ETC emergency number if I have a serious problem on: 07966380973.
✓ I understand I can call 999 if I need urgent attention from police, fire service, ambulance or coastguard.

My name (student):

My signature (student):

Date: / /
ETC Complaints Procedure

When things don’t quite go to plan.

We endeavour to ensure your stay with us is as enjoyable and comfortable as possible. However, sometimes things may not go to plan. We have set out a complaints procedure so we can deal with any issues that may occur quickly and efficiently so you can get back to enjoying your time here.

Step 1. Reporting
Details are taken by the Receptionist and forwarded to the most appropriate person (generally the Accommodation and Welfare Officer or the Director of Studies).

Step 2. Investigating / processing
The person to whom the complaint has been referred investigates the matter and responds to the client as soon as possible – ideally within 2 working days. If the matter involves child protection, protection of vulnerable adults, bullying, harassment or an actual or potential breach of the law, the Lead Safeguarding Officer, Liz Zienkovicz, must also be notified. (Please ask at Reception).

Step 3. Action / resolution
ETC aims to resolve all complaints within ten working days.

Step 4. Appeal
Clients may wish to appeal against the outcome of the process at step 3. If the client has spoken to the Accommodation and Welfare Officer, the Director of Studies or another member of the ETC team, but is still not satisfied, the client may speak to the Principal. An appointment to meet the Principal should be made via Reception.

Step 5. External: other actions clients may wish to take
If we fail to resolve a client’s complaint, they can contact English UK, in writing. This organisation will provide the client with detailed information on its role when investigating complaints about accredited language schools and colleges. The contact details for this organisation are:

English UK,
47 Brunswick Court,
Tanner Street,
London. SE1 3LH.
Telephone: +44 20 7608 7960. Email: info@englishuk.com

English UK will attempt to mediate, but if this fails and you are still not satisfied, the complaint can be put to the independent Ombudsman by English UK, who will issue an adjudication which is binding on the school.
ETC Facilities

To help you study

ETC Library
We have a modern, well equipped library with lots of resources for easy self-study. The library is situated on the lower-ground floor and is accessible from the main building and the courtyard at the rear. You can borrow books at your language level or study reference books on grammar, pronunciation and vocabulary. We have a free English DVD library where you can borrow DVDs. You will also be able to buy phone cards, bus tickets, SIM cards and your books here.

The library is open from 8:30am until 5:30pm Monday to Friday.

ETC Café
We have an excellent café where you can purchase hot lunches. Hot and cold drinks, freshly-made sandwiches and snacks are also available at great prices.

ETC Wi-Fi
You can have access to our Wi-Fi whenever you are on ETC premises without having to change password or network when you move from building to building. To access our Free Wi-Fi hotspot ask in reception for the password.
We promise to do everything we can to make your time with us as enjoyable as possible.
Meet some of our Staff

We are proud to be a part of a friendly team and hope you will feel right at home. Featured here are some of the people you could expect to meet. They will be happy to help with any query that you may have.

Liz Zienkovicz
Office Manager & Lead Safeguarding Officer
Email: liz@etc-inter.net

Helen Rouse
Director of Studies
Email: helen@etc-inter.net

Hazel Valvona
Assistant Director of Studies & Teacher Trainer
Email: Hazel@etc-inter.net

John Kay
Training Development Director
Email: John@etc-inter.net

Christine Le Poidevin
Senior Teacher & Teacher Trainer
Email: Christine@etc-inter.net

Monna Fawzi
Accommodation Manager
Email: accommodation@etc-inter.net

Diyaa Maksousa
Operations & Facilities Manager
Email: diyaa@etc-inter.net

David Jones
Principal
Email: davidjones@etc-inter.net

Fabio Ceccolini
Senior Teacher & Chief Exams Officer
Email: fabio@etc-inter.net

Patsy Pett
Junior Courses Co-ordinator & Teacher
Email: patsy@etc-inter.net

Nathan Bellamy
Academic Information & Attendance Officer
Email: nathan@etc-inter.net

Korielys Kohler
Residence Manager
Email: residence@etc-inter.net

Ross Elliott
Business Manager
Email: ross@etc-inter.net

John Kay
Training Development Director
Email: John@etc-inter.net

Christine Le Poidevin
Senior Teacher & Teacher Trainer
Email: Christine@etc-inter.net

Monna Fawzi
Accommodation Manager
Email: accommodation@etc-inter.net

Diyaa Maksousa
Operations & Facilities Manager
Email: diyaa@etc-inter.net

David Jones
Principal
Email: davidjones@etc-inter.net

Fabio Ceccolini
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Email: fabio@etc-inter.net

Patsy Pett
Junior Courses Co-ordinator & Teacher
Email: patsy@etc-inter.net

Nathan Bellamy
Academic Information & Attendance Officer
Email: nathan@etc-inter.net

Korielys Kohler
Residence Manager
Email: residence@etc-inter.net

Ross Elliott
Business Manager
Email: ross@etc-inter.net
Your Welfare
Your welfare is our priority

If you have any worries or concerns about your studies or accommodation please come and tell us. If there is a serious problem with your accommodation we will move you to another family.

Liz Zienkovicz
Office Manager & Lead Safeguarding Officer
Email: liz@etc-inter.net

Nathan Bellamy,
Academic Information & Attendance Officer
Email: nathan@etc-inter.net

Patsy Pett
Junior Courses Co-ordinator & Teacher
Email: patsy@etc-inter.net

Korielys Kohler
Residence Manager
Email: residence@etc-inter.net

Helen Rouse
Director of Studies
Email: helen@etc-inter.net

Hazel Valvona,
Assistant Director of Studies & Teacher Trainer
Email: hazel@etc-inter.net

Sarah Vivian
University Counsellor & Senior Teacher
Email: sarah@etc-inter.net

Eneias Pereira,
Cafeteria Chef

First Aiders
We have a team of first aid trained members of staff at ETC. If you or someone else has an injury, you can find help from one of our trained first aiders. The first aiders are listed above. There are also first aiders in the Residences that we use.

Safeguarding Officers
Our safeguarding officers are available to talk to if you have a problem. No problem is too small and all conversations are confidential. If you need someone to talk to about any issue you may have, contact one of our safeguarding officers with the $ symbol.