

STUDENT HANDBOOK

ENGLISH LANGUAGE TRAINING PLYMOUTH

Read this before you arrive at the School.
The information is designed to help you concentrate on the
reason why you are here – to learn English!

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IMPORTANT INFORMATION

Phone numbers:

Meridian School of English (9.00 – 17.30)

+44 (0)845 673 3007

Emergency Number (24 hours)

07812 181505

If you call the emergency number and there is no response, leave a voice message and your call will be returned. You will be given a card with this number on. Please remember to keep it with you at all times.

Emergency Services (Police, Ambulance, Fire)

999 or 112 (from a mobile telephone)

Police (non-emergency)

101

School address:

Meridian School of English

Swarthmore Centre

78 Mutley Plain

Plymouth

Devon PL4 6LF

United Kingdom

Health and Safety

Please ensure that you keep yourself and others around you safe at the school and on trips/excursions. If you see anything which compromises anyone's health or safety at any time, please contact the School or the Health and Safety Officer at your place of work as soon as possible.

Health and Wellbeing

NHS treatment is free if you are from the EU. Other students may need their own medical insurance and may initially need to pay for treatment. If you need to see a doctor (General Practitioner) or a dentist, please call Student Services on +44 (0)845 673 3007 who will help you. Remember that you will still need to pay for your medicine.

Where is the hospital?

Derriford Hospital

Derriford Road

Derriford

Plymouth

Devon

PL6 8DH

Tel: +44 (0)1752 202082

IMPORTANT INFORMATION

Before you leave home

Passport / visa:

Please check that all of your documents are valid and correct. Do you need an entry visa? Not sure? You can check here: <http://www.ukba.homeoffice.gov.uk/visas-immigration/do-you-need-a-visa/>. Please consider whether you need medical insurance.

Travel information

Coach:

National Express: www.nationalexpress.com

Megabus: www.megabus.com

Train:

www.thetrainline.com

www.nationalrail.com

Sea:

www.brittany-ferries.com

Road:

www.transportdirect.info

Bus travel:

Bus passes are either arranged in advance or can be purchased from the Citybus shop.

Car hire:

There are many local car hire companies. Their websites are available online, just search for 'Plymouth car hire'. Remember you will need to have a valid driver's licence that you can use in the UK. If in doubt, please check the DVLA website for further details.

[Driving in Great Britain on a Foreign Licence](#)
[The Highway Code](#)

Taxis:

Taxi First: +44 (0)1752 222 222

YOUR FIRST DAY AT SCHOOL

Please arrive at the school by **8.30am**

You will do a **test** so that your English language level can be assessed and then you will be given a **Welcome Presentation**, and be taken for a tour of the city.

ATTENDANCE POLICY

As a student you are expected to follow the rules of the school. These are here to help everyone and make sure that all lessons start on time.



Please arrive at your lessons **on time**. This includes after the breaks.



If you are **more than 15 minutes late** the teacher will not allow you into class and you will be marked as absent for that lesson.



If you know you are going to be late before the lesson starts (before 09:00) please **contact the school** so we can tell your teacher.

**ATTENDANCE POLICY FOR VISA STUDENTS:
PLEASE SEE THE APPENDIX AT THE END OF THE HANDBOOK**

GRAMMAR AND SKILLS



Our courses have a good balance of grammar, vocabulary and skills (speaking / listening / reading / writing), so you will have enough practice in all of these areas. This will ensure that you remember what you've learned and are able to use it in real life situations.

COURSE BOOKS



We have a range of course books for the students to borrow. Students are tested on a regular basis to check progress. The school uses a communicative approach where students actively use language in real-life situations.

EXAMS



The school can help you arrange the IELTS and the Cambridge Certificate exams. IELTS is the most widely recognised qualification for international students who wish to enter a UK university. This qualification is also recognised in Canada, Australia and the USA. Although the school is not an exam centre, we will arrange the exam at the appropriate place.

STUDY SKILLS

Here are some things you could try whilst you are here and in the classroom, to speed up your learning.

IN THE CLASSROOM

KEEPING NOTES

TAKE NOTES
ORGANISE YOUR NOTES
LEXICAL NOTEBOOKS
> VOCABULARY
> WORD
> TRANSLATION
> IN CONTEXT
> FORM

TOOLS TO HELP YOU

MIND MAPS
USE A HIGHLIGHTER
MAKE USE OF COLOURS

THINGS TO DO

ASK QUESTIONS
BE ON TIME
REPEAT / USE THE LANGUAGE
CORRECT YOURSELF WHEN SPEAKING / WRITING
WHAT LANGUAGE IS USED
LOOK FOR DIFFERENCES TO YOUR LANGUAGE

QUESTIONS TO CONSIDER

TIME MANAGEMENT
SET GOALS
QUIET STUDY AREA
PLAN YOUR LEARNING

AT HOME

THINGS TO DO

DO YOUR HOMEWORK
PRACTISE SPELLINGS
SOCIALISE
LISTEN TO MUSIC
PRACTISE VOCABULARY
WRITE TO A PEN PAL
WATCH TV OR FILMS
READ MAGAZINES
TALK TO YOUR HOST FAMILY
LISTEN TO THE RADIO

MAKE USE OF

MNEMONICS
RECORDINGS
KEYWORDS
BULLET POINTS
REPETITION
COLOUR CODING

TOOLS TO HELP YOU

DIARY
ENGLISH DICTIONARY
REVIEW NOTES
MIND MAPS
GRADED READERS
INTERNET
SELF-STUDY BOOKS

TECHNIQUES TO HELP YOU

TIME MANAGEMENT
SET GOALS
QUIET STUDY AREA
PLAN YOUR LEARNING

STUDY SKILLS

IMPROVE YOUR ENGLISH

INTERNET

The following websites have free resources to help you with English:

www.bbc.worldservice/learningenglish

www.learningenglish.org.uk

Many course book publishers have extra practice content on their websites which you can use to supplement your lessons. For example, see 'New English File Online' and 'Headway'.

READING

Reading short-stories, novels, blogs, newspapers, magazines and comics can be helpful. **Just choose a topic you're interested in.**

FILMS AND TV

Watching films and TV in English will improve your listening ability. If it is difficult, some DVDs and TV channels allow you to watch with subtitles.

KEEPING A JOURNAL

Make notes of new **vocabulary, grammar, phrases, and idioms** you learn at work or with your host family. This will help you to remember.

EXAMINATION COURSE

Do an English language exam. This will motivate you to learn even more, and you can **add something to your CV!**

TALK TO OTHER PEOPLE IN ENGLISH

Do your best to **talk to other people in English** wherever and whenever you can. This is valuable practice and will really help improve your English.

PROGRESS

You will be given an **English Language test on your first day** so we can assess your English language ability and inform your work placement.

REGISTRATION WITH THE POLICE

(NON-EU STUDENTS)

Some foreign visitors who are staying longer than a few weeks have to register with the police and get an identity card with a photograph. The entry stamp on your passport will tell you if you need to do this. Student Services will arrange this for you.

REPORTING A CRIME

You should ring: **101 (non-emergency)** or **999 (emergency)**

You will be given a crime reference number, and should note it down. If you cannot understand their English, they will ask for your phone number and language, and call you back with an interpreter.

Or this can be done online:

Website: <https://www.devon-cornwall.police.uk/contact/contact-forms/>

Email: 101@dc.police.uk

POLICE STATION

Plymouth Police enquiry office (Charles Cross)

Devon & Cornwall Police
Charles Cross Police Station
Plymouth
Devon
PL4 8HG

(15 minute walk from the Swarthmore Centre)

ACCOMMODATION

Residential Accommodation

University residence accommodation. This option is self-catering only. Please see Student Services for more information.

Homestay

You are treated as one of the family and have access to all the communal living areas (e.g. living room, dining room, kitchen and garden). You may have full board (breakfast, lunch and dinner) or half board (breakfast and dinner daily, and also lunch on Saturday and Sunday). Please make an effort to talk to your hosts at every opportunity. Please do not bring anyone your host does not know back to the accommodation unless you have permission from the hosts themselves. Some hosts do not have internet access. However, if they do, please do not abuse it (e.g. don't download harmful or inappropriate material).

Housekeeping

You must keep your own room clean. It is your responsibility to make your bed and keep your room in a presentable condition. Your host cleans your room once a week and provides you with a clean set of bed linen and a bath towel. Please talk to your host about laundry arrangements.

Please remember smoking is forbidden in the house.

Please don't use the host's telephone. You may receive calls on it, but you should not make calls on it. Please use your mobile instead.

Please be aware that you will be sharing a bathroom, so please ask the host when they would prefer you to use it.

Food and Drink

Your hosts want you to enjoy your meals, so please let them know your dislikes, and if you are unable to eat any particular foods. The host will provide you with English food, but please keep in mind that it's not the same food as you would eat at home. Please ask your host when meal times are.

Curfew Times

PLEASE AGREE WITH YOUR HOSTS	OVER 18
YOU MUST BE HOME BY 23:00	17 YEARS OLD
YOU MUST BE HOME BY 22:00	16 YEARS OLD

If you are going to be late, please call your host and inform them. If you are under 18 and don't call them, then we will have to call the police to find you if you are late. This is a standard procedure to ensure your safety. Please respect the rules that are in place to keep you safe and enjoy your stay with us. If you have any questions about your accommodation, please speak to Student Services who will be happy to assist you.

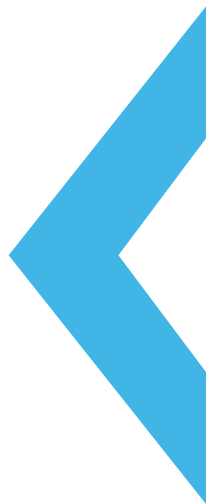
GUIDANCE FOR INTERNATIONAL STUDENTS

ON THE BUS

To catch a bus, please signal to the driver that you want him/her to stop at your stop.

Please try and give bus drivers the correct change if you can.

Bus drivers do not usually have change for **£20** notes, so please make sure you have the correct change.



DRIVING

Under UK law, you are allowed to consume a very small amount of alcohol before driving (**up to 35 milligrams of alcohol per 100 millilitres of breath**). However, it is strongly advised that you do not drive a car if you have drunk any amount of alcohol.

The penalty for driving while drunk is very severe and you will lose your licence and receive a large fine to pay. It will also affect your future insurance premium.

RECREATIONAL HABITS

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

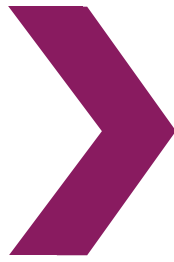
You must be **18 to buy alcohol**. You must take your personal identification card (ID) with you to buy alcohol as the UK operates a '**Challenge 25**' policy whereby if you look under 25 years old you will be asked for your ID.

You will not be served tobacco or alcohol unless you have this.



KEEPING YOURSELF AND YOUR THINGS SAFE

PASSPORT
AIRLINE TICKETS
MONEY



Please keep these in a safe place at your host's home.

REMEMBER!

DON'T WALK
 AROUND LATE
 AT NIGHT

DO NOT BUY OR USE
ILLEGAL DRUGS

PLEASE LOOK **RIGHT** WHEN
 YOU CROSS THE ROAD

BE AWARE
 OF THIEVES

WHEN YOU GO OUT
DO NOT TAKE
 A LOT OF
 MONEY

GENERAL BEHAVIOUR

- It is illegal to smoke (including e-cigarettes) in buildings or in any public place.
- Please respect the rules and regulations of your workplace.
- Please be considerate to others.

OUR POLICY ON BAD BEHAVIOUR

Any kind of bad behaviour, including bullying, is not allowed. All incidents will be dealt with quickly and effectively.

BAD BEHAVIOUR INCLUDES:

BULLYING

Bullying (trying to frighten others by physical, emotional, or spoken means either in person or via social media channels e.g. Facebook, Twitter etc. – known as ‘cyber bullying’).

OTHER BAD BEHAVIOUR INCLUDES:

SWEARING

BEING UNKIND TO OTHERS

LACK OF RESPECT

BEING DISRUPTIVE AT YOUR WORK PLACEMENT

If you know or see any bad behaviour (especially bullying) you should report it to a member of staff immediately.

Bad behaviour in class is not acceptable. If you are disruptive in class, either by ignoring the instructions of your teacher or affecting the learning of other students, you may be asked to leave the class. You will be reported to the Director of Studies.

RULES FOR UNDER 18s



IN SCHOOL:

- Start your class on time.
- At break times, always stay on school grounds
- Resume class on time after breaks
- Always eat your lunch in the school
- Don't leave the school with anybody you do not know
- Always be polite
- Don't run around school or make unnecessary noise
- Always speak to somebody from Student Services if you have a problem or something is wrong



LEISURE PROGRAMME

We have a fun, interesting and varied leisure programme of evening and weekend activities. For more details speak to Student Services or read the information displayed around the College.

ACTIVITIES AND EXCURSIONS:

- You need to be ready to leave on time.
- Make sure you follow the way led by the Activity Leader.
- Always listen to and take notice of your Activity Leader – they will be giving you instructions and guidance on the activity/excursion including safety information.
- Always make sure you have your host family's address and telephone number with you.
- Make sure you wear appropriate clothing for the activity: footwear/jacket/hat, etc. Please also take an umbrella/bottle of water/sunscreen, etc. Check the weather!
- Always speak to your Activity Leader/guide if you have a problem or if something is wrong.



AT YOUR HOST:

- Set your alarm to allow you enough time to get up and have breakfast and get ready to leave for your work placement.
- Be polite and courteous to your hosts and follow their housekeeping rules.
- Please observe the curfew times (see page 10).
- If you are going to be late please let your host know.
- Always go home for your evening meal.
- Always speak to your host if you have a problem or something is wrong.

FREE TIME

WHAT IS ON IN THE CITY?

If you want to go on a trip by yourself or go to an event in the city you are in, visit the local Tourist Information Office or go to their website:

www.visitplymouth.co.uk

SHOPPING

During the week (Monday to Friday), most shops open at 9.00 and close at approx. 17.00. Supermarkets stay open later (Tesco, Sainsburys, Asda, Co-op etc.)

Saturday

Most shops open the same hours as during the week.

Sunday

Many shops are open during the day but usually close earlier than on Saturday or during the week.

Most shops have video cameras (CCTV) or store guards to prevent people from stealing goods from the shop (shoplifting). Make sure you keep the receipt for anything you buy from the shop so you can show that you have paid for it.

English law is usually tough on shoplifters.

LIBRARY

Plymouth Library is in Armada Way in the city centre. They have free internet facilities.

www.plymouth.gov.uk/libraries/

PLACES OF WORSHIP

If you are looking for a place to practise your religion or to worship in the Plymouth area you will need to use a search engine or the online 'Yellow Pages'.

CONTACTING YOUR EMBASSY OR CONSULATE

If you need to contact your embassy or consulate, you can find the contact details here:

www.embassyworld.com

SAFEGUARDING

If you are worried about your own safety or someone else's at your work placement, please talk to the Senior Designated Safeguarding Person (SDSP) at the College. You can find information on safeguarding around the College.

COMPLAINTS

If you are unhappy about something, please speak to Student Services. They will put you in contact with the right person or department.

If you still feel that this has not solved the problem, you can contact our Complaints and Compliance Manager by email:

info@meridianenglish.co.uk

If you make a complaint, we will:

- Treat you in a courteous and professional way.
- Treat your complaint seriously.
- Deal with your complaint promptly.

For a full description of the complaints policy and procedure go to: <http://www.meridianenglish.com/policies>

APPENDIX

ATTENDANCE POLICY FOR VISA STUDENTS

Students must have an 80% attendance rate. If a student fails to achieve this in any given week, and does not have an acceptable excuse (e.g. phoning in sick before a class starts or a documented visit to an embassy), he/she will be given a Verbal Warning from their teacher.

Students' monthly attendance will be monitored by the Director of Studies.

If a student's attendance does not improve during the next calendar month, he/she will be given a second Verbal Warning from the Director of Studies and warned that they may not receive a certificate at the end of their course.

If the student improves his/her attendance in the next calendar month and continues to have good attendance (above 80%), no further action will be taken and the procedure, if it happens again, will start from the beginning.

If a student's attendance continues to fall below 80% again in the second month, they will receive a Final Written Warning from the Director of Studies in which the student will be informed that if their attendance does not improve in the next calendar month they will be asked to leave the school and no refund will be given. This letter will also be forwarded to the embassy if the student is sponsored.

If the student improves his/her attendance in the next calendar month and continues to have good attendance (above 80%), no further action will be taken and the procedure, if it happens again, will start from the beginning.

If no improvement in attendance happens for a 3rd consecutive calendar month the student will receive a Termination of Studies letter from Tellus Education Group Ltd. informing them that they must leave the school and their accommodation/residence. A copy of this letter will be sent to their sponsor and/or family.

The UK Visas and Immigration department will be informed if the student has a study visa.



@meridianenglish



@meridianenglishschool



@School_Meridian



Tellus Education Group



@TellusGroup

Meridian School of English is a trading name of Tellus Education Group Ltd.

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Registered in England and Wales. Company number: 03029969

