



# The Bournemouth School of English

## Student Handbook

*Information for students*

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[www.learnenglish.today](http://www.learnenglish.today)

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# INTRODUCTION



**We want you to improve your English, live in a beautiful area, have fun in your free time, travel to different places, and stay safe while you're doing it all!**

## Welcome

Thank you for choosing to study with us; we are a small and independent language school in the centre of Bournemouth.

We pride ourselves on high standards of academic achievement and pastoral care.



**Emma, our School Director**

## About us

Our school is in the centre of Bournemouth, on the south coast of England.

It's a small and welcoming school, where we all know each other, and work together like one big family.

Our staff are here to help; you can find pictures of everyone on our website, and you can talk to us at any time - our doors are always open!

Our students are truly international; we welcome people from all over the world. The minimum age for our classes is 16, and the average age of our students is normally 24. We also offer special classes for younger students at certain times.



**Mark, our Managing Director**

Being a student at our school means being part of our international community, and part of our multicultural family. We care for each other, look after each other, and enjoy being together.



**Wendy, our School Principal**

**Not happy with the school?**



**Speak to Wendy**

## OUR RULES



We have four important rules which we expect everyone to follow. These rules are not just for students - they are for our staff, our homestay hosts, and everyone in and around our school.

### Have a good attitude

You must attend your classes and be able to participate positively. You must not be drunk, distracted, or too tired to take part.

**We will not tolerate disruption or inappropriate behaviour.**

### Show respect

You must show respect at all times, to our school, our staff, our homestay hosts, our visitors, and our students.

**We will not tolerate abusive or aggressive behaviour.**



### Obey the law

You must obey UK law at all times, and follow any rules set by the school, our homestay hosts, or our service providers.

**We will not tolerate disobedience or illegal activity.**

### Be tolerant

You must treat everyone equally, regardless of their age, disability, sexuality, sex, religion, nationality, or belief.

**We will not tolerate discrimination or prejudice.**

Please read our [Code of Conduct for all students](#), so that you are familiar with what we will expect of you.

# COMPLAINTS

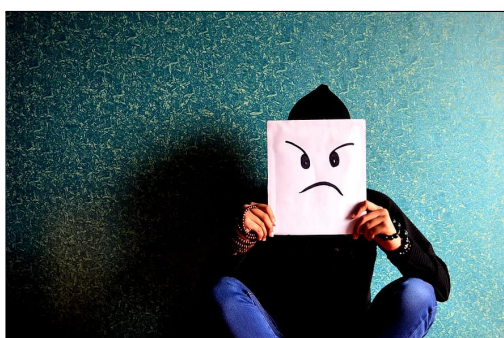


If you are not happy, you should make a complaint. It's okay to make a complaint - we cannot help you if you don't tell us what's wrong, and we will listen carefully and try our best to help you.

## STEP 1. What to do if you're not happy...

If you have a complaint about the school, please speak to our **Wendy**, our School Principal. If you have a complaint about your lessons, please speak to **Matt**, our Director of Studies. If you have a complaint about your accommodation, please speak to **Michelle**, our Accommodation Officer.

If we cannot speak to you immediately, we will make time to sit down and talk with you properly later the same day, or the next school day. We will listen and do our best to help you; we will tell you what we can do and when we can do it.



## STEP 2. What to do if you're still not happy...

If you are not happy with what we say, or you don't feel we have solved your problem fairly, you should speak to **Emma** or **Mark**, the school directors.

If we cannot speak to you immediately, we will make time to sit down and talk with you properly within the next 3 school days. We will listen to you and also to the person you spoke to first. We will ask you what you would like us to do, and we will decide whether this is reasonable and fair.



## STEP 3. What to do if you're still not happy...

If you are not happy with what we decide, you should contact English UK, the national association of English language centres in the UK.

**English UK**  
47 Brunswick Court  
Tanner Street  
London  
SE1 3LH

Email: [info@englishuk.com](mailto:info@englishuk.com)  
Telephone: +44 20 7608 7960

English UK will work with you to try to solve your problem but, if this does not work, you can also contact the independent Ombudsman, who will make a decision which the school has to accept.





Most people say that studying with us is nothing like studying at school, and we are proud of that!

Our lessons are designed to be different from what you might be used to - we want you to have fun, enjoy using our language, and start using your English in real situations.

### Level test

Before you arrive, we'll send you details of our online English test, so that we can understand which classes will be best for you.

You can do the test here at school instead, but it really helps us if you can do it before you begin.

### Your first day

We'll give you an induction on your first day. We'll show you around the school, introduce you to everyone, and help you to understand everything.

Don't worry - you can ask questions at any time.

### Classes

If you **don't understand anything**, relax and give it some time. It can take a few days before you begin to feel comfortable using English every day.

It can also be a very intense experience, and we completely understand this. Talk to us, of course, but don't worry - it does get easier, and you'll love it when you start to feel comfortable in English!

If you feel like you've **seen it before**, that is a normal and positive feeling. It's normal that we will practise things that you have studied before. Be prepared to talk about the Present Simple, and Past Continuous... but please understand that we will keep talking about these things until you get them right!

Finally, if you think you're in the **wrong class**, you can always speak to your teachers, and your teachers will be honest with you.

If we agree that you're in the wrong class, we can make a change, so don't worry!



**Matt, our Director of Studies**

### Exams

If you are interested in getting a qualification in English, please speak to us in the office and we will help you to decide which exam would be best, and when to take it.

### Attendance

If you can't come to school, for any reason, you must contact us to let us know.

If you tell us before 09:00, we will allow you to recuperate the missed hours at another time during your course.

We will keep a record of your attendance each week, and we'll expect you to come to school for every class you're booked for.

We won't ask you to leave the school if your attendance is bad, but your attendance will appear on your certificate.

**Not happy with your lessons?**



**Speak to Matt**

## ACCOMMODATION



### Homestay accommodation

If you have booked homestay accommodation, you can expect to receive details of your host approximately two weeks before you arrive in Bournemouth.

Please contact your host as soon as possible, so that you can introduce yourself and organise your arrival with them. If you don't tell them what time you will arrive, don't be surprised if they're out!

### Homestay or Hotel

The most important thing to remember is that your homestay accommodation is not a hotel.

The people you will live with are real people with real lives - they are not there to serve you or clean up after you.

You will need to eat when they eat, even if it's not a normal time for you.

You'll need to respect their daily routine, their way of life, and their house. An important part of homestay accommodation is integrating and learning about a new culture.

That's your job, not theirs! :-)

### Animals in your home

The UK is a nation of animal lovers, and most homestay hosts have pets.

Dogs and cats are the most common, but you could also expect to find guinea pigs, hamsters, fish, or indoor birds. Pets will not be allowed in your room unless you want them to, but they are otherwise treated as part of the family.

If you do not want to live with pets, we recommend residential accommodation; you will live in a town-centre student residence with the guarantee of a private room and no pets in the building.



**Michelle, our Accommodation Officer**

### Residential accommodation

If you have booked residential accommodation, it's important to understand that your residence is an independent business.

The residence will have rules, which you'll need to understand and follow.

We don't own or control your residence, but we are happy to help by organising your payments and by talking to the residence manager for you.

You are welcome to contact your residence directly and manage your booking privately if you prefer.

**Not happy with your accommodation?**



**Speak to Michelle**

## LEISURE



You're always welcome to use our coffee room, even if you don't have lessons that day; we have modern computers and wifi, of course, and our students often eat and relax together, talking in English all the time!

### Sightseeing tours

When you're in Bournemouth, you should take the opportunity to explore more of the region. The South of England has so much to offer, including some world-famous destinations.

We work closely with local tour companies - they offer excellent local and national tours to places of interest and famous destinations.

Depending on what you have chosen, you might have these tours included in your programme. You can always book extras at any time; there are posters and leaflets around the school, so just come into the office and we can help you.

### Bournemouth

Bournemouth is a small town with a big heart! The town is based around 2 main streets which meet at Bournemouth Square. It only takes 2 minutes to walk from the school to the centre of town. If you want a map of the town and the local area, just ask us in the office.



Bournemouth has a lot to offer and the more you look, the more you will find. A short walk around the town will reveal a busy shopping centre as well as a number of pubs, clubs, and restaurants.

### Sports facilities

**The Littledown Centre** is a great place to go if you want to do anything from swimming to yoga. It's also easy to get to on a local bus as it's opposite the hospital.

### Libraries

Our local libraries give you access to information, books, Wi-Fi, computers, CDs and DVDs.

The main library is only a short walk from the school. If you'd like to join the library, come and ask us for a confirmation letter.

### Places of worship

Bournemouth and the surrounding area offers something for every faith. If you need help finding the right place for you, please ask.

#### Buddhism

Sakya Thubten Ling  
167 Shelbourne Road, BH8 8RD

#### Christianity

There are a large number of Catholic, Orthodox, and various Protestant churches in and around Bournemouth. We are happy to discuss your preferences and offer recommendations.

#### Hinduism

Vedic Society Hindu Temple  
79 - 195 Radcliffe Road, SO14 0PS

#### Islam

Bournemouth Islamic Centre & Central Mosque  
4 St Stephen's Road, BH2 6JJ

#### Judaism

Bournemouth Reform  
53 Christchurch Road, BH1 3PA

#### Sikhism

Gurdwara Nanaksar  
Southampton, SO14 6HY

If you need to leave school in order to attend prayer, please speak to us in the office so that we can help you with your timetable.

### Banking

Most traditional banks will not let you open an account unless you have a job in the UK or are here for more than 1 year.

Many students find a more modern alternative, such as **Revolut**, works well for them.





Bournemouth is a great location for getting around - the town has a good public transport system and is also within easy reach of many famous destinations, including London.

We can help with travel services in many ways, from organising a taxi to meet you at the airport when you arrive to helping you with a local bus for your day-to-day needs.

### Airport transfer

Wherever you arrive in the UK, you will need to travel to Bournemouth, and this can give you extra stress. If you are a confident traveller, and over 18, it's very easy and we recommend **National Express** coaches as a great place to start.

If you are under 18, or a nervous or inexperienced traveller, we can organise a taxi to pick you up from the airport. This is a lot more comfortable and takes the stress out of travelling alone.

### Public transport

Bournemouth is served by two very good bus services, and we can even help you reduce the cost of your tickets with travel cards.

The main service in and around Bournemouth is provided by **Yellow Buses**. These buses are frequent and reliable, and service the most popular student accommodation areas.

Wilts and Dorset's **morebus** service covers Bournemouth and Poole, as well as Christchurch and other more rural areas to the west.

Both bus services do run a night bus service; this can be useful for getting home after the pubs and clubs. Make sure you understand the services that are available; check the times and destinations carefully so that you know when you need to leave for home.

### Local taxis

We recommend PRC Streamline taxis - we have been working with this local company for nearly 20 years, and have a great relationship with them.

### Saving you money!

The good news is that we have partnered with local companies to make sure that you get cheaper prices and student discounts.



You can buy **travel cards** for the local buses here at school, and these cards give you **great discounts** on the normal cost of travelling.



If you need a taxi, we recommend PRC Streamline - and we have set up a special student account with them - you automatically get a **10% discount** on the price of your journey.

All you need to do is telephone **01202 373737** and ask for a taxi on account **BSE10**.



We've also partnered with UK Study Tours, and can offer our students a special price on certain tours. Ask in the office for special deals, but generally we can save you **£5.00** on any Saturday trip.

# HELP!



## Emergencies

There is one telephone number to remember if you need emergency help: 999.

You don't need money, credit on your phone, or even signal. The emergency number will always connect and is always free.

Here's what to do in an emergency.

Telephone:

 **999**

Say:

**AMBULANCE**

- or -

**POLICE**

- or -

**FIRE**

Say:

**WHO YOU ARE**  
*your name*

**WHERE YOU ARE**  
*your location*

**WHY YOU NEED HELP**  
*what's the problem*

Speak slowly and explain the problem carefully.

Don't worry about your English - do your best, and get help quickly.



## BSE Helpline

If you need to speak to someone when the school is closed, telephone:

 **+44 (0) 1202 294938**

This is the normal school telephone number, but it will divert your call to a mobile phone if the school is closed.

Make sure this number is in your phone.

You are welcome to call at any time of the day or night, but remember that your call must be important.

If it can wait until the school is open, please wait.

# HEALTH



## Medical treatment

You have three options if you need medical help while you are in the UK.

The first place to go is a pharmacy (also called a chemist); they offer free advice and you don't need an appointment.

They can give you some medicine, and will tell you if they think you should see a doctor.

If you need to see a doctor, you should register with the nearest to where you are living.

If you need emergency help, you should go to the hospital. But hospitals in England are for very serious illness, so please don't go there unless it's an emergency.

## Dental treatment

You'll need to make an appointment as a private patient, and pay to see a dentist. The nearest dentist to the school is:

Dental Centre Bournemouth  
11 The Triangle  
Bournemouth  
Dorset  
BH2 5RY

+44 (0) 1202 291292



The cost of seeing a dentist can be expensive. Remember to ask for a receipt so that you can claim money back from your insurance policy.



## Where to go

If you need some medicine, go to the pharmacy:

### Boots

18-20 Commercial Road  
Bournemouth, BH2 5NL

If you need to see a doctor, go to the medical centre nearest to where you live.

If you have an emergency, go to

### Royal Bournemouth Hospital

Castle Lane East  
Bournemouth, BH7 7DW

## Insurance

You should have a comprehensive medical insurance policy before you travel.

Health services are mostly free at the point of need in the UK. UK residents pay taxes that fund the National Health Service (NHS).

If your course is longer than 6 months, you will pay an Immigration Health Surcharge as part of your visa application and this will allow you to access NHS services.

If your course is less than 6 months, you'll need to pay for any treatment or consultation, and this is where your medical insurance will be important.



It's important for you to understand that the law in the UK is not necessarily the same as in your country.

Here are a few important things to remember:

### **Cigarettes**

If you are under 16, it is illegal for you to smoke cigarettes.

If you are under 18, it is illegal for you to buy cigarettes, rolling tobacco, cigarette papers, and other smoking products.

### **Alcohol**

If you are under 18, it is illegal for you to buy or drink alcohol, and also illegal to enter licenced premises (pubs, nightclubs, restaurants) unless you are accompanied by an adult.

### **Drugs**

It is illegal for you to buy, sell, or take drugs. It is also illegal for you to be involved with banned or dangerous substances in any way.



### **Gambling**

If you are under 18, it is illegal for you to enter a casino or gamble. If you are under 16, it is illegal for you to buy lottery tickets or scratch cards.

### **Films & videos**

Regardless of your age, it is illegal for you to watch any films or videos which are classified as being for people older than you.

### **Sex & pornography**

If you are under 16, it is illegal for you to have sex, either heterosexual or homosexual, or engage in any form of sexual activity.

If you are under 18, it is illegal for you to access any type of pornography.

### **Weapons & dangerous items**

It is illegal to buy or carry offensive weapons, including knives and spray.

If you are under 18, it is also illegal for you to buy dangerous substances or solvents, including fireworks.

### **False identification**

It is illegal for you to use false identification, or pretend to be older than you are.

We recommend using your student card for identification, so you do not risk losing your passport.