








STUDENT HANDBOOK



V8


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Welcome



Welcome to Centre of English Studies and thank you for choosing to study with us. We hope you will have a great time with us. The following information is important. Please read it carefully.

School contact details

Centre of English Studies
271 Kingston road
Wimbledon
SW19 3NW

Tel: 00 44 (0) 20 8543 5150

london@ces-schools.com
www.ces-schools.com

Who we are

- **David Morgan** Principal
- **Safeeka Rahman** Assistant Director of Studies
- **Akvile Merkeviute** Accommodation and Welfare Officer
- **Giles Brearey** Social Programme Coordinator
- **Viktoria Arutyunyan** Administrator



Sample timetable Standard General English (20 lessons/15 hours per week)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
09.30-11.00	Class	Class	Class	Class	Class	Full day excursion If booked	Day with host or friends
Morning break							
11.30-13.00	Class	Class	Class	Class	Class	Full day excursion If booked	Day with host or friends
Lunch							
Afternoon social programme	Social activity	Social activity	Social activity	Social activity	Social activity		
Evening	Activity or with host	Activity or with host	Activity or with host	Activity or with host	Activity or with host	Activity or with host	Activity or with host

Sample timetable Intensive General English (30 lessons/22 hours per week)							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
09.30-11.00	Class	Class	Class	Class	Class	Full day excursion If booked	Day with host or friends
Morning break							
11.30-13.00	Class	Class	Class	Class	Class	Full day excursion If booked	Day with host or friends
Lunch							
Afternoon social programme	Social activity	Class	Class	Class	Social activity		
Evening	Activity or with host	Activity or with host	Activity or with host	Activity or with host	Activity or with host	Activity or with host	Activity or with host

Your course



- You will usually have two teachers for your morning classes and a different teacher in the afternoon (if you have afternoon classes). You will study Speaking, Listening, Reading and Writing. If you want to know more about your course, please speak to your teacher
- You will have to buy a course book
- When you leave CES you will get a certificate and report
- The Weekly Scheme of Work on your classroom wall will tell you what you will study each week
- Speak to your teacher if you need help
- **If you want to do extra work in your free time, you can borrow materials from the self-access centre. You may take the material home to study or use in school. You need to pay a deposit to do this at reception.**

Giving your feedback

- You will complete an End of First Week questionnaire and an End of Course questionnaire.
- You can also join student focus groups. Your teachers will ask you if you want to go to a focus group.
- You can tell anyone what you think at any time and we will always listen and do something about your feedback.



Who can help if you have a problem?

If you have a problem with your class	talk to your teacher or talk to the Assistant Director of Studies or talk to the Principal
If you have a problem with your booking	talk to Reception or talk to the Principal
If you have a problem with your homestay	talk to the Accommodation Officer or talk to the Principal
If you have a very serious problem or complaint	Talk to the Principal You can also contact the CES Director (Michael Quinn: Michael@ces-schools.com). If you are still unhappy, you can speak to English UK. See: www.englishuk.com/en/students/english-in-the-uk/student-complaints-procedure

Students aged 16 and 17 years of age on adult course

- You will have a special section giving you information for your age group in your induction
- You will have a special meeting once every week as part of the social programme just for students aged 16 and 17 years of age. You must go to this meeting.
- You will have regular social activities as part of the social programme just for students aged 16 and 17 years of age (if possible)
- You will have a special information sheet given to you in your induction

Social programme



- Please check the social programme notice board for information about activities. The social programme organiser can help you with any questions.

CES Online

- You will have access to CES Online and your teacher will explain it to you. You will use it in some of your classes, but also you can use it for self-study
- CES Online is a great study tool. Speak to your teacher to see how you can use it



Examinations



- Please ask the Assistant Director of Studies or the Principal if you need to take a formal English exam (for example IELTS or CAE).
- There is practice material in the self-study area

Road safety

- In the UK we drive on the left.
- **Look right – left – then right again** before crossing a road
- Use pedestrian crossings if you can.
- Be careful when crossing roads and **never cross roads without looking carefully in both directions first.**



Health and insurance

- We advise all students to take out medical and travel insurance before visiting the UK
- If your country has an agreement with the UK, you may get free healthcare. Look here for a list of countries that have agreements with the UK: <https://www.gov.uk/guidance/ukreciprocal-healthcare-agreements-with-non-eu-countries>
- Everyone has to pay for prescriptions and dental treatment.
- You should have health insurance and personal belongings insurance while you are in the UK.
- Speak to us for more information or look here: [UKCISA - international student advice and guidance - Health and healthcare](#)



Dentists



You will have to pay for dental treatment. If you need dental care, ask your homestay host to make an appointment with their local dentist.

Doctors

- If you are ill and need a doctor, please ask your homestay host or school for information.

If you cannot make an appointment with a doctor, you can go to a pharmacy (ask in reception for details) or if you feel very ill or have an emergency you can go to St George's Hospital and wait to see a nurse / doctor.

Accident and Emergency Department
 Blackshaw Road
 London
 Sw17 0QT
 Tel: 020 8672 1255










First aid












- Please report any accidents to a first aider. There are signs in the school telling you who the first aiders are. There is a first aid box in the Reception Office.


Advice for staying in a homestay	
	Give your mobile phone number to your homestay host
	Always keep your CES student card with you
	Ask about laundry/clothes washing arrangements
	In the UK we flush toilet paper down the lavatory and do not have separate bins. Sanitary towels should be disposed of separately.
	If you are ill and cannot come to lessons, you must contact your group leader or ask your host family to ring the school as soon as possible.
	Always switch off lights and heaters when you leave a room.
	Showers should be limited to five minutes. Host families may also ask that you shower at certain times and not leave it until late in the evening.

	<p>You should be home for all evening meals or let your family know well in advance if you will not be home for dinner. Tell your host if you would like special food.</p>
	<p>You should ask your host if you want to use the kitchen or take food from the kitchen</p>
	<p>Keep your room tidy in your host family</p>
	<p>No take-away food in bedrooms or in your host family's house without their permission</p>
	<p>Do not lose your key if you are given one - IF YOU DO, YOU WILL HAVE TO PAY FOR ANY COSTS. If you are over 18 your host should give you a key</p>
	<p>Keep valuable items locked in your suitcase – CES WILL NOT ACCEPT RESPONSIBILITY FOR LOST OR STOLEN ITEMS</p>
	<p>Do not make noise – especially after you go to bed or when you come in during the evening</p>
	<p>If you would like to invite your friends over, please ask your host family first if this would be okay.</p>

	<p><i>Remember</i></p> <ul style="list-style-type: none"> ➤ Be polite and helpful ➤ Practise your English ➤ Your homestay is not a hotel ➤ Take your keys with you ➤ Remember to lock the front door when you go out ➤ Do not make private arrangements with the homestay host ➤ The homestay host's bedrooms and cupboards are PRIVATE

Health, safety and emergencies	
Do	
	<ul style="list-style-type: none"> ➤ Try to stay in public places where there are plenty of people
	<ul style="list-style-type: none"> ➤ Try to walk with other students if you go out and when you go home
	<ul style="list-style-type: none"> ➤ Walk away from any trouble
	<ul style="list-style-type: none"> ➤ Look around before using mobile phones in public places
	<ul style="list-style-type: none"> ➤ Queue
	<ul style="list-style-type: none"> ➤ Carry a photocopy of your passport or ID.

	<ul style="list-style-type: none"> ➤ Read the fire notices in the school and at the back of this guide
	<ul style="list-style-type: none"> ➤ Speak to us if you are worried about anything
	<ul style="list-style-type: none"> ➤ Take care going up and down the stairs.

Don't	
	<ul style="list-style-type: none"> ➤ Don't get in cars with strangers. Take a taxi at night if you can, especially at night.
	<ul style="list-style-type: none"> ➤ Don't stand in groups and block the streets or block the doors to shops
	<ul style="list-style-type: none"> ➤ Don't drop rubbish or cigarettes ends on the pavement
	<ul style="list-style-type: none"> ➤ Don't lean out of windows
	<ul style="list-style-type: none"> ➤ Don't speak too loudly on public transport or in public places



What you should do if you are arrested

If you are under 18, the police can only interview you with an adult present. If you are over 18 or under 18 call the emergency phone as soon as you can.

- You can see a solicitor if you need one. You do not have to pay.
- The Police should tell you why you have been arrested.
- You do not have to speak without your solicitor. Just tell the Police "I am not speaking until my solicitor/school Principal has arrived".
- You can ask for somebody who can speak your language if you do not understand
- You can speak to your embassy
- You can tell someone where you are, call the emergency number: **00 44(0)7790 899612 or your group leader if you have one**
- You can ask for a copy of the Codes of Practice, which explains what the Police will do
- You should be given a written note of your rights and cautioned



Emergencies

If you have a true emergency, call:

- 999 (Police/Fire Service/Ambulance)
- Remember Run...hide...tell
- Contact the school emergency number as soon as you can:
00 44 (0) 7790 899612



The Law



- In the UK shoplifting and possession of hard or soft drugs are against the law
- Any student caught committing these crimes will usually be expelled from CES and sent home immediately
- It is also illegal to carry any weapons (including gas or liquid sprays) in public places.
- It is illegal to drive a vehicle if you have drunk alcohol or taken illegal drugs.
- Make sure you have a spare photocopy of your passport / I.D.
- You may need to register with the Police. It depends on your visa. Please speak to the Social Programme Organiser or the Registrar and they will help you.

Alcohol

Age

Drinking

Entering a pub or bar

Under 18s	Illegal for anyone under 18 to buy (or be bought) alcohol in a pub, off-license or supermarket.	You can go into some places. It depends on the pub. You cannot drink alcohol.
Over 18s	Allowed to buy/drink alcohol anywhere, except in public places in which alcohol is banned.	Allowed to buy/drink alcohol anywhere, except in public places in which alcohol is banned.

Holidays



- Speak to us in the office if you want to take a holiday
- We will try to allow holidays, but we have to think about your visa conditions and other things.
- You must give us at least one week's notice of a holiday
- If you are going away on holiday but leaving your luggage in your room, you still need to pay for your accommodation.
- Sponsored students must get permission from their sponsors if you want a holiday

Banking

- Students studying with us for 6 months or longer may usually get a UK bank account. Please speak to the Registrar who will help you.



Places of worship

- There are places of worship for all religions. Ask in reception and we will be happy to show you where they are.

Travel information

Train	<ul style="list-style-type: none"> ➤ The ticket office staff at Wimbledon train station can give you information about travelling by train to any part of the UK ➤ You can also visit the National Rail website to find train times and other information – go to www.nationalrail.co.uk or call National Rail Enquiries on 08457 484950 ➤ If you are aged 16-25 you can get a Young Persons Railcard which gives you a one-third reduction on any train fare. Go to www.16-25railcard.co.uk for more details.
Bus and coach	<ul style="list-style-type: none"> ➤ National Express is the main intercity coach company. Tel: 08717 818181. www.nationalexpress.com ➤ Megabus also offers very low cost coach travel between cities. Tel: 44 (0) 900 1600 900. www.megabus.com

Local information	
Banks	<i>All main banks are located in Wimbledon town centre.</i>
Cinema	<i>The Odeon Cinema is in the centre of Wimbledon</i>
Wimbledon Library	<i>Two minutes' walk from Wimbledon Station. More or less opposite Ely's department store.</i>
Wimbledon Tennis Museum	<i>Located near Wimbledon Village. 493 bus goes from near Wimbledon Station to outside Wimbledon Tennis Club or take the District Line 2 stops to Southfields and walk 15 minutes.</i>
Post office	<i>Located opposite the school in Nelson Newsagent</i>
Pool	<i>Pool table in the school</i>
Wimbledon Leisure Centre	<i>Pay as you go gym, in the centre of Wimbledon</i>
Swimming pool	<i>Wimbledon Leisure Centre</i>
Tennis	<i>Free public tennis courts are available a 15 - minute walk from the school.</i>
Gyms	<i>There are various gyms throughout the town centre, all offering monthly memberships or pay as you go.</i>

Privacy notice. Your personal information and how we use it

Centre of English Studies will collect and use personal information about you (our students). We will ask you to complete forms giving us your personal details in case there is an emergency and we need to contact you or someone in your family.

We hold and use your information to help you study and learn, to check and to report on how well you are doing and to make sure you are happy and safe with us.

The information we hold includes your

- contact details
- attendance information
- special educational needs and
- any important medical information

What we do with your information:

- We will give important medical information to your homestay host and to other CES staff members.
- We will also give your contact details to homestay hosts and to other CES staff members. We do this for your health and for your safety
- We will store your details on our system to make we have all the information we need to keep you safe while you are studying with us.

You can ask to see any information we hold about you. Just ask the Principal where you study

SCHOOL POLICIES AND RULES

Full policies may be found at: <https://www.ces-schools.com/about/policy>

Attendance policy	
Authorised and unauthorised absence	<ul style="list-style-type: none"> ➤ Authorised absence – this is where we know that you will be absent, and you have a good reason to be absent. ➤ Unauthorised absence – this is where we do not know that you will be absent and you do not have a good reason to be absent.
What to do if you are sick	<p>You should attend every lesson. We will check your attendance every day. If you cannot come to school because you are sick, you must do the following:</p> <ul style="list-style-type: none"> ➤ You should telephone the main school number 0044 (0)20 8543 5150 or email london@ces-schools.com before 09.00 to tell us you will be absent (or ask your host to call us) ➤ If you are under 18, you must inform your group leader (if you have one). If you are under 18 and an individual student, you must telephone the school by 09.00. ➤ The teacher will make a note on the register ➤ You should do this each day you are sick
How we check your attendance	<ul style="list-style-type: none"> ➤ We check your attendance every day. If you are absent and you have not told us, we will call you /your homestay /group leader. ➤ If you are under 18 years old and you have not told us, we will call you /your homestay /group leader immediately. ➤ Information about absence is recorded.
All absences are unauthorised unless	<ul style="list-style-type: none"> ➤ We have known that a sponsoring embassy/ministry gives permission for an absence or you have an appointment with them. ➤ You attend the mosque on a Friday. You may leave the second lesson early. ➤ You are sick and phone the school before 09.30 (only for a maximum of 2 consecutive days) ➤ You are sick and have a doctor's note (after two consecutive days for example). ➤ You have a bank/doctor's/dentist's appointments with evidence. ➤ You are going to register with the police. ➤ You have a formal examination - with evidence. <p><u>If you need to be absent for another reason – always tell us, please.</u></p>

	<p>Unauthorised absence will mean your attendance will go down.</p> <p>If you are granted “authorised absence” for one of the reasons shown above, your attendance will not go down.</p> <p>Students on Tier 4 visas whose attendance falls below 80% will be reported to UKVI.</p> <p>If you are under-18 years old and we are not happy with your reasons for being absent the Welfare Officer and/or Principal will speak to you. The Principal will inform your parents/next of kin/group leader immediately.</p> <p>Bad attendance may make future visa and sponsorship applications difficult.</p>
What will happen if you do not follow the attendance policy?	<ul style="list-style-type: none"> ➤ The Assistant Director of Studies will speak to you ➤ If you are still absent, the Assistant Director of Studies will speak to you again. ➤ If you are still absent, the Principal will speak to you. ➤ If you are still absent, the Principal will give you a warning. ➤ If you are still absent, we may ask you to leave the school. ➤ We will tell the UK Border Authority if there is a visa issue and you may have to leave the school and the UK. This will happen if you have 10 or more unauthorised absences one after the other.

Lateness policy	
	<ul style="list-style-type: none"> ➤ Please remember that classes start at 09.30, 11.30 and 14.00. ➤ If you arrive more than 15 minutes late, you may not be allowed into class. Your teacher will decide this. ➤ If this happens, this will be marked as unauthorised absence. ➤ You should always arrive to your lessons on time.

Disciplinary procedures	
What will happen if your behaviour is not good?	<ul style="list-style-type: none"> ➤ You will be spoken to by a teacher or the Assistant Director of Studies. ➤ If your behaviour continues to be bad, the Assistant Director of Studies will speak to you. This is called FIRST WARNING. We will make a note in your student record. ➤ If your behaviour continues to be bad, the Assistant Director of Studies will speak to you again. This is called SECOND WARNING. We will make a note in your student record. ➤ If your behaviour continues to be bad, the Principal will speak to you. This is called FINAL WARNING. We will make a note in your student record and the Principal will speak to you again and you may be asked to leave the school.
Examples of behaviour for a First or Second	<ul style="list-style-type: none"> ➤ Failure to follow your teacher’s or your social organiser’s instructions ➤ Being rude or using bad language

warning	➤ Being unkind to other students
Examples of behaviour for a Final warning	<p>If you do something very bad, we can go direct to a Final Warning. For example</p> <ul style="list-style-type: none"> ➤ Bullying, physical and verbal assault ➤ Shop-lifting, assault, drinking of alcohol (under the age of 18) or fighting ➤ Drug taking ➤ Warnings will always be given in the presence of another adult member of staff. ➤ Drug taking, assault, or shop-lifting will result in the local police being informed.

<p>Tolerance and respect</p> <ul style="list-style-type: none"> ➤ Tolerance and respect means understanding and accepting another person's way of life and what they believe. ➤ It means living peacefully with all people. <p>We want everyone to show tolerance and respect for everyone else. CES is a place where students from all over the world may study in safety and security.</p> <p><u>If you feel that anyone is not showing tolerance and respect, please tell us immediately.</u></p>
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Prevent	
What is 'Prevent'?	➤ It is a government policy to stop people taking part in any violent extremism of any kind and/or in supporting terrorism.
Who can you speak to if you are worried?	<p>PREVENT Lead Person</p> <p>David Morgan</p> <p>david@ces-schools.com</p> <p>0044 (0)20 8543 5150</p>

Safeguarding
<ul style="list-style-type: none"> ➤ CES Schools have Child Safeguarding policies. There are signs around the school with more information that tell you who to see if you are worried. ➤ We always take this extremely seriously. Allegations may be automatically reported to social services and to the police. Social Services and the police may then take further action. ➤ Always tell us if you are worried

Use of the internet and social networking sites
<p>The internet is there for all to use. Please follow these rules to make it safe for everyone. Do not use the internet to:</p> <ul style="list-style-type: none"> ➤ Take part in in ANY form of cyber/internet bullying ➤ Search for or look at obscene or pornographic material ➤ Use the internet to say bad things about other people ➤ Search for or look at websites which can in any way: <ul style="list-style-type: none"> ➤ be regarded as extremist (for example, religious, political, sexual) ➤ be intolerant of the faiths and beliefs of others



- challenge the rule of law
- challenge the right to individual liberty (freedom)






Social networking sites

- DON'T search for or share illegal and inappropriate things.
- DON'T bully anyone through blogs, emails, chatrooms, or any other form of internet use.
- DON'T download anything illegally.
- DON'T use the internet to give opinions that are extremist, intolerant of the faiths and beliefs of others, or that challenge the rule of law and the right to individual liberty.
- DO use the computer for school/study use or to connect with other students in a positive manner.

If we see or are told that you are not following these rules you may be disciplined and if the situation is serious enough, we may call the police.

SCHOOL RULES

	<p>Never speak to strangers and never accept lifts from them or go anywhere with them. Go everywhere with a friend if you can.</p>
	<p>Do not carry a lot of money or and do not show expensive items in public</p>
	<p>No fighting or bullying anywhere or at any time</p>
	<p>No smoking is allowed anywhere or at any time for students under the age of 16. Students between 16 and 17 years of age may not buy cigarettes in the UK. No smoking in school buildings.</p>
	<p>No alcohol is allowed anywhere or at any time. Illegal drug use will not be accepted.</p>
	<p>Do not steal or shoplift</p>

	<p>Do not play with fire alarms or fire extinguishers – IF YOU DO, YOU WILL HAVE TO PAY FOR ANY COSTS</p>
	<p>Do not damage school or host family property - IF YOU DO, YOU WILL HAVE TO PAY FOR ANY COSTS.</p>
	<p>Make sure you have the school emergency number (00 44 7875 617403) and your group leader's number. YOU MUST KEEP YOUR PHONE ON AND BE CONTACTABLE AT ALL TIMES WHEN YOU ARE NOT IN SCHOOL.</p>
	<p>Go to every class on time</p>
	<p>REMEMBER, NO BULLYING!</p>

Bullying	
What is 'bullying'?	<ul style="list-style-type: none"> ➤ 'Bullying' is when a person wants to hurt another person with bad words or bad actions. A person who does this is called a 'bully'.
What to do if you think someone is bullying you	<ul style="list-style-type: none"> ➤ Speak to the person doing the bullying to see if you can stop the bullying ➤ If the bullying does not stop then speak to your teacher ➤ Your teacher will know what to do to help you <p><u>If someone is giving you problems, please speak to us. We will send bullies home!</u></p>



REMEMBER, BULLYING IS NOT ALLOWED!

Code of conduct



In addition to the above school rules, the following Code of Conduct is printed in all student handbooks. Please read through this Code of Conduct with your son/daughter before he or she comes to the UK.

Everyone at CES is important. No one is more or less important than other people. Students, staff, and homestay hosts should all feel comfortable, safe, important and respected. We need your help to make sure this happens. We ask you to agree to these things:

- Accept and respect different beliefs and cultures
- Be honest, polite and respectful to other people (students, staff and hosts).
- Do not take part in inappropriate sexual behaviour
- Do not act in a racist way
- Do not show religious or sexual orientation intolerance
- Please look after school property (= our computers, tables, chairs, carpets, DVDs, etc.).
- Please look after your hosts' property.
- Be safe. Take care for the safety of other people.
- Only use the school computer for your studies. Please do not try to use illegal (bad) websites.
- Switch off your mobile phone during lessons
- Follow school rules and British laws and customs

Most popular half day tour

London walking tour

Only 20 minutes from Wimbledon by train. Things to see include:

- Westminster
- Big Ben/Houses of Parliament
- Buckingham Palace
- St James's Park
- Trafalgar Square
- The National Gallery

Most popular full day tour

Oxford

Oxford is approximately 1 hour by train from London Paddington Station. Things to see include:

- Walking tour of city, including:
- Bodleian Library
- The Radcliffe Camera
- Sheldonian Theatre
- Ashmolean Museum
- College Visit

Fire instructions

FIRE INSTRUCTIONS CAN BE FOUND ON THE WALL IN EACH ROOM. IF YOU SEE A FIRE, PLEASE SOUND THE FIRE ALARM. IF YOU HEAR THE FIRE BELL (A LONG, CONTINUOUS RING):

1. Do not panic.
2. Listen to your teacher's instructions and leave the room in a single file. Leave your bags and coats behind.
3. Make your way calmly to the nearest fire exit. Follow your teacher.
4. Do not stop to talk to friends or to look for them in a different room.
5. When you are outside, walk away from the school with the rest of your class and your teacher
6. If a member of your class is missing, tell your teacher. Do not go looking for him/her.
7. Your teacher will take you to a place to wait.

USEFUL PHONE NUMBERS

CES Wimbledon	00 44 (0)20 8542 5150
CES Wimbledon emergency number	0044 (0)7790 899612
Police/Fire/Ambulance	999/112 (Non-Emergency)
St George's Hospital	0044 (0)20 8672 1255
Samaritans (Crisis helpline)	08457 90 90 90
Eating disorders helpline	0800 801 0677
Alcoholics Anonymous	08009 177 650
Citizens Advice Bureau	03444 771171

CES STAFF:

Academic	David Morgan, Safeeka Rahman
Accommodation	Akvile Merkeviute
Welfare	Akvile Merkeviute
Administration	Viktoria Arutyunyan
Designated Safeguarding Staff	David Morgan/Akvile Merkeviute/Giles Brearey
Social	Giles Brearey
Emergency number	0044 (0)7790 899612

School address: 271 Kingston Road, Wimbledon, 0044 (0)20 8543 5150