

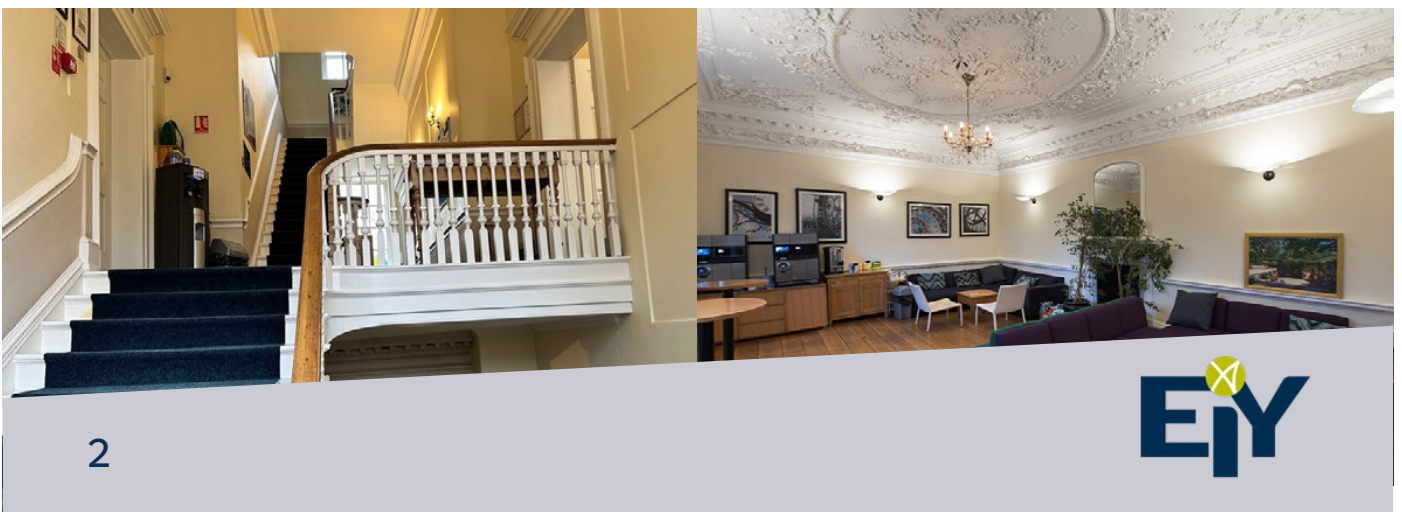




Welcome to English in York

English in York offers students an excellent international learning experience.

We are very pleased that you have chosen to study with us! This information is to help you stay safe and enjoy your time in the UK; please read it carefully. If you have any questions, please ask; we are always happy to help.



2



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| +31 858880253 | +7 4995000466 | +46 844 68 36 76 | +47 219 30 570 | +45 898 83 996 | +39 02-94751194 | +48 223 988 072 |
| | +81 345 895 399 | +55 213 958 08 76 | +86 19816218990 | | | |

Before you arrive

- ✓ You must complete your placement test (online) **at least two weeks before you begin your course at English in York**. This helps us to check your English level so we can place you in the right class.
- ✓ Pay your deposit (see your Booking Confirmation document)
- ✓ Make sure we have Parental Consent via our booking form or a Parental Consent Form (if you are under eighteen)
- ✓ If necessary, apply for your **Visa** to study in the UK. Visit the UK Visas and Immigration website for help: <https://www.gov.uk/check-uk-visa>
- ✓ Plan your journey from the airport to your accommodation. Tell the school your arrival date and time in York. If you need a taxi transfer, contact the person who processed your booking. Information about travel and transfers is on page 5 of this guide.
- ✓ Pack official documents you may need while you are here (e.g. school and medical certificates, a financial guarantee, proof of your home address)
- ✓ Read these safety guidance notes to ensure you have a safe and comfortable stay: <https://study-uk.britishcouncil.org/why-study/about-uk/health-welfare>
- ✓ Organise travel insurance. We strongly recommend that you take out insurance in your home country so you understand the policy cover and restrictions fully. If you cannot find cover at home, you can contact this insurer who can provide specific insurance for language course students: www.endsleigh.co.uk

What should I pack?

Check the weight limit on your flight. Remember: you can buy most things when you get here. UK weather changes a lot, so you will need clothes for cold and warm weather. You should bring:

- ✔ clothing and shoes for all seasons, including comfortable shoes and an umbrella;
- ✔ medication - attach a note from your doctor for medicine, in case you are stopped at airport security;
- ✔ universal power adaptors - necessary for non-UK using electrical goods;
- ✔ evidence of sponsorship and Financial Guarantee (applies to Embassy sponsored students only); and
- ✔ important documents - also photocopy and scan your plane tickets, passport, visa, birth certificate and home country driving licence if possible.

What not to pack



- ✗ Food - there are strict rules about importing food from overseas. If you do want to bring some, you must check the rules and regulations: <https://www.gov.uk/bringing-food-animals-plants-into-uk/food>





4






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In your hand luggage, you should carry:

- ✓ a valid passport;
- ✓ all correspondence from the school, including your Booking Confirmation, Homestay Accommodation letter and Taxi Transfer Confirmation (where applicable). If you are under 18, you must carry your parental consent form. If you have booked your own accommodation, you must carry all the relevant information with you;
- ✓ evidence of funding / receipts for tuition fees and living costs, including a sponsor letter (if applicable);
- ✓ enough money (in pounds sterling) for the first few weeks at school and evidence of access to sufficient 'living costs' for the whole of your course;
- ✓ health certificates, including vaccination records, plus X-ray reports if necessary;
- ✓ medication;
- ✓ insurance documents;
- ✓ valuable items: check your airline's rules on hand luggage.

Useful information

Money

We recommend students bring a cash card or credit card to the UK. Many shops and restaurants accept Visa and Mastercard. We strongly advise that you do not carry large quantities of cash.

The best place to exchange money is at a bank. You could also try Marks and Spencer (Parliament Street). Always check how much you have to pay in commission.

If you need to open a bank account during your stay, we will try to help you. Students on six-month visas cannot open a UK current account.

Health

If you have any health problems, you can ask for help in the School Office. Ask any member of staff for help in an emergency. We recommend longer-term students register with a GP (General Practitioner), a doctor who looks after most general health problems, soon after you arrive in the UK. You can usually choose a male or female doctor. Reception will be able to help with this. There is no initial charge for a GP appointment, but prescribed medicines are £9.65 per item (from April 2023). Services from dentists and opticians are not free (please speak to reception for advice).

If you have a minor health problem such as a cold or sore throat, you can visit a pharmacy (chemist) to buy treatments, for example: Boots on Coney Street (YO1 9QL).

For other non-emergency health problems you can call the National Health Service on 111, visit NHS online <https://111.nhs.uk/>, or see your doctor (GP). If you have a serious accident or emergency, you should go to the Accident & Emergency (A&E) department of York Hospital (postcode YO31 8HE).



There is information about the UK healthcare system on this website: <https://www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Health-and-healthcare>.







6






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

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 +86 19816218990

 +49 221 162 56897
 +39 02-94751194

 +43 720116182
 +48 223 988 072

For students at EiY for fewer than six months:

- Initial emergency healthcare services at a hospital accident and emergency department will be free, but you will need to pay for any further treatment or services.
- If your home country has a reciprocal health agreement with the UK, some costs may be covered or you may be able to reclaim some healthcare costs. If you are from an EEA country, you will need to get a European Health Insurance Card (EHIC) before travelling. Please check the UKCISA website (above) for a full list of entitlements to National Health Service (NHS) treatment.
- If your country does not have a reciprocal health agreement with the UK, you should buy health insurance before you travel to cover the cost of using medical services while you are in the UK.



For students at EiY for more than six months:

- You (and your dependents) pay an immigration health surcharge during your visa application. Further information is available on the UK government's website: <https://www.gov.uk/healthcare-immigration-application>
- This does not include dental care or non-necessary treatment. You may need to buy health insurance to cover any treatment which is not covered by the NHS, or for private, non-emergency medical treatment.

Travelling to York

York is in the north-east of England almost exactly halfway between London and Edinburgh. You have chosen an excellent destination!

There are various options for your onward journey to York, depending on the arrival airport.



Leeds Bradford Airport

Leeds Bradford airport is the closest airport to York, approximately 40 miles / 64 kilometres to the west.

There is not a direct rail service between Leeds Bradford Airport and York. Students travelling independently will need to take a bus/taxi into Leeds city centre, then a bus or train to York station.

Taxi Transfer:

We can arrange a taxi transfer. The driver will meet you in airport arrivals and drive you direct to your accommodation in York. The journey time takes around 45 minutes and the cost is about £85* (one way). (*Price correct in December 2023.)

Manchester Airport

Manchester has a large International airport with flights from all major European cities, and some parts of the Middle East. The airport is about 70 miles / 112 kilometres from York.

There is an excellent rail link directly from Manchester Airport to York, which runs every 40 minutes throughout the day. The journey takes approximately 1 hour 45 minutes.

Taxi Transfer:

We can arrange a taxi transfer. The driver will meet you in airport arrivals and drive you direct to your accommodation in York. The journey time takes around 2 hours and the cost is about £160* (one way). (*Price correct in December 2023.)

London Gatwick/Heathrow Airports

York has an excellent rail link from central London (Kings Cross station). Trains run every hour through the day and the journey takes just over 2 hours. Tickets booked in advance can be cheaper. You may prefer to take a flight from London to Manchester or Leeds / Bradford Airport.

Other Airports

Please ask if you need information about transfers from other UK airports.

Useful websites:

- Leeds Airport: www.lbia.co.uk
- Manchester Airport: www.manchesterairport.co.uk
- Heathrow Airport: www.heathrowairport.com
- Gatwick Airport: www.gatwickairport.com
- Jet2: www.jet2.com
- Ryanair: www.ryanair.com
- Easyjet: www.easyjet.com
- National Rail enquiries: www.nationalrail.co.uk
- National Express Coaches: www.gobycoach.co.uk

Leeds Bradford Airport



9



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Taxi Transfers

We strongly recommend that all students under 18 book the English in York Airport Taxi Transfer service.

All drivers have enhanced DBS certificates (they have passed a criminal records check), showing they can work with young people and vulnerable adults. <https://www.gov.uk/disclosure-barring-service-check/overview>



We use the following taxi company for all airport and local transfers:

- STREAMLINE: +44 (0)1904 656 565.

If you ask us to book a transfer, we will write to you to confirm the details.

Please note:

The cost of airport taxi transfers will be added to your English in York account and will be paid to the taxi company before you get into the taxi.

Please do not get into any other taxi at the airport. If you cannot find the driver, please call the taxi company's phone number. Please also tell the taxi company and English in York if your flight is late. If you do not do this, you may have to pay a waiting charge.

If you need help from English in York on your day of travel, please contact us:

+ 44 (0)1904 636771 (8:30-17:00 Monday-Friday)
+ 44 (0) 7808 918876 (out of office hours and weekends)

Stay safe in York

Please follow these guidelines outside school.

Always carry your EiY student card with you. It has the school telephone numbers on it. This can help you if you get lost or have problems with your phone! Write your homestay family's name, address and telephone number on the back. Save the school numbers in your phone.



Many students take the bus to school in York. Check bus times here: www.itravelyork.info

It is better to sit at the front of the bus close to the driver, especially at night if the bus is quiet. If you miss your bus and will be home later than planned, please contact your host family. Do not walk home alone at night.

Be careful! In England everyone drives on the left. Check carefully before crossing a road.

York is usually a safe place, but at night, please be careful. For example, do not go near the rivers or into the parks when it is dark. Do not go to places where there are no other people. Do not swim in the rivers!

If you go out in the evening or at the weekend, you must tell your host family who you are going with and where you are going. Stay in small groups whenever possible and look after your friends. Plan how to get home in advance. Check the bus timetable; some buses stop running quite early.

If you need a taxi, we recommend Streamline on +44 (0)1904 656 565.

Keep your mobile phone fully charged and turned on. If you are going out in the evening, tell your host your plans and keep in touch. They need to know you are safe.

If you are under 18, you must go back to your homestay accommodation before 22:30. Over 18s can arrange a home time with their homestay host.

Please call your group leader or the emergency number if you have a problem (+44 (0)7808 918 876).

The number for emergency services (police, ambulance, fire service) in the UK is 999.

Map



English in York contact details are:

Address:
 English in York
 Peasholme House
 St Saviour's Place
 York
 YO1 7PJ

Telephone:
 + 44 (0)1904 636 771 (Monday - Friday 8:30-17:00)

Weekend Arrivals / Emergencies helpline:
 + 44 (0)7808 918 876

What's included in my EiY fees?

Airport Transfers	✗	Airport transfers are available at an additional charge. We strongly recommend that all students under 18 book the transfer service. Students should contact the booking office with full flight information in order to reserve a taxi.
Placement Test	✓	Students are asked to complete the placement test at least two weeks before you arrive. This helps us check your English level and plan classes.
Welcome Meeting & Induction	✓	This includes registration, security, health and safety, introduction to staff and other helpful information.
Helping with opening a UK Bank Account	✓	If you are studying for over 6 months, you may want to open a UK bank account. We will make an appointment and take you to the bank if you need us to.
International Student Identity Card (ISIC)	✗	Longer-term students may want to buy an International Student Identity Card (ISIC). You can order these from https://www.isic.org/ for £12 - £15. Benefits include discounts on local attraction entrance fees. Please ask at reception for help.
Course Materials	✓	All materials for lessons are provided, including textbooks if needed.
Quality Instruction	✓	A positive learning environment is guaranteed! We use a variety of teaching techniques and resources.
Continuous Assessment	✓	There are weekly progress tests with feedback from your tutor.
Academic Supervision	✓	Regular tutorials and reports are available for long-term students.
Exam Advice & Bookings	✓	We are not an examination test centre, but we are happy to offer advice and assistance. If you book an exam, you will pay the exam fee to the test centre.
End of Course Certificate	✓	This will state the course name, dates of study and the level of your programme.
WiFi internet access	✓	We will give you the wifi password when you arrive (also see p.14).
Book Lending Library	✓	Please ask the Assistant Director of Studies for help if you would like to borrow a book.
Social Programme Fees	✗	Social programme activities are displayed each week on the screen in the coffee lounge. We keep costs as low as possible. A member of staff will go with you on all activities.
Meals & Refreshments	✗	Students buy their own lunch. Water is free in school. You can buy a hot drink in the coffee lounge.

Your First Day at English in York

If you are in homestay accommodation, your host will come with you to school on your first day. If you have your own accommodation, please see the map on [page 12](#).

Please arrive on your first Monday morning by 8:45 at the latest. We will meet you and introduce you to the school.

Welcome Meeting & Induction

Please bring your passport or national identity card with you. We will need to do the following:

- ✓ Take your home address, email and phone number (please give us a UK number if you have one).
- ✓ Scan your passport.
- ✓ Take emergency contact information (a person we can call if you have an emergency or an accident). It is helpful if this is a parent or family member who speaks English.
- ✓ Check your parent(s)/legal guardian(s) have provided parental consent if you are under 18.
- ✓ Check you have paid your fees.
- ✓ Discuss health and safety, fire drill and security.
- ✓ Introduce you to the school building and staff.
- ✓ Give you information about classes, timetable, facilities in school.
- ✓ Offer advice about registering with the police, a GP or opening a bank account (as needed).
Answer your questions about English in York.

Wi-Fi

Network:
yacommunity

Password:
celebrate

Payment of fees

All our courses require advance payment of fees, as explained at the point of booking. For long-term students, payment by instalment is possible by prior arrangement only. Please discuss with the person who has processed your booking, or Katie Jackson (Admissions Manager) in the School Office.

Our full list of payment options is clearly stated on your Booking Confirmation document, and also within our Terms & Conditions section on the EiY website <https://www.english-in-york.co.uk/terms-conditions>

Your Studies



It is important that you arrive at school before 9:00 every day; classes start at 9:00. You need to be on time so that you do not miss any important learning at the start of the lesson.








Timetable




Morning timetable	9:00am – 10:30am	Lesson 1
	10:30am – 11:00am	Break
	11:00am – 12:30pm	Lesson 2
Afternoon timetable	12:30pm - 13:30pm	Lunch Break
	1:30pm – 3:00pm	Lesson 3
	3:00pm – 3:15pm	Break
	3:15pm – 4:00pm	Lesson 4




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 +41 225 180 700
 +45 898 83 996
 +86 19816218990

 +49 221 162 56897
 +39 02-94751194

 +43 720116182
 +48 223 988 072

Attendance

We expect all students to attend 100% of their classes and to be on time for every class.

If you cannot come to school, or you know you are going to be late, you must tell us. (Phone + 44 1904 636 771.) You can leave a message on the answer phone if you ring outside office hours.

Please do not arrive late for lessons: it is not good for your progress and is disrespectful to everyone in the classroom. If you are late, please knock on the door, go into the class and sit down as quietly as possible. If other students are working, do not disturb them. Your teacher will help you to catch up on what you have missed.

Students who are persistently late or absent may be subject to disciplinary action.

Students are excused for religious observance. Please speak to the Assistant Director of Studies if you have any questions about this.

Examinations

English in York offers Examination Preparation courses. We are not an examination test centre. The cost of tuition fees does not include official examinations.

If you would like to book an exam, ask the Assistant Director of Studies for assistance. We are pleased to help our students to book external examinations when they have started their studies. All examinations are subject to availability and payment of the relevant fee, which will usually be payable direct to the selected test centre.

Guide to approximate examination fees (2024):

- IELTS for UKVI Academic and General (for UK Visas and Immigration): £205
- IELTS Academic and General (not for UK Visas and Immigration): from £180
- B2 First (FCE) - £165
- C1 Advanced (CAE) - £170
- C2 Proficiency (CPE) - £180

Changes to Bookings

If you would like to change your **course programme**, please speak to the Assistant Director of Studies as soon as possible. Whilst we cannot always make changes, we will do our best. All changes are at English in York's discretion, and you will have to pay any fee increase. Refunds are not normally possible.

Holidays and Homestays

Long-term students who would like to take **holiday** from their course must ask for this in writing. Holidays should normally be for a maximum of 2 weeks. We need a **minimum of 2 weeks' notice of any holiday**, or full fees will be payable. Sponsored students also need the agreement of their sponsor before taking holidays.

If you would like **to move to a different Homestay**, or change your homestay dates, you must speak to Miriam, our Accommodation Officer, immediately. All changes require a **minimum of 1 week's notice** and are subject to availability. You may have to pay a cancellation fee.

Standard Homestay fees apply for holiday periods of 2 weeks or less. Students who want to take holiday for more than 2 weeks and **retain their Homestay room** may be able to do so, subject to payment of a small retainer fee (please ask Miriam about this). You must discuss this with your host and the school as early as possible.



Social Activities



English in York offers a programme of social activities to help students learn about the UK and make friends. We offer a minimum of one evening activity per week and one full-day excursion every weekend. Activities usually cost around £8.00 - £15.00 each during the week, and around £15.00 - £25.00 at the weekend.

Examples include:

Evenings:

- cinema or theatre
- classical music concert, folk or jazz, sometimes in a pub*
- ghost walk (with guide)
- river cruises
- sports activities
- evening meal in a restaurant
- quiz nights
- barbeques

*Under 18s are not permitted to attend events in pubs.

Full Day:

- guided tour of main historical sites of York
- Castle Howard (stately home)
- Whitby and Robin Hood's Bay (coastal towns)
- Royal Armouries Museum in Leeds
- Harrogate and Knaresborough (two beautiful spa towns)
- Yorkshire Dales or Yorkshire Moors walks
- city visits such as to Manchester, Newcastle or Liverpool

All English in York Social Activities are accompanied by a member of staff. All students should take their mobile phone with them to events and save the Social Programme contact number: + 44 (0) 7580 520 705 or +44 (0) 7794 467 476. The staff member with you will tell you which number to use.

In and around York...

Travel In York

York city centre is quite small and easy to see on foot. However, you may need to take the bus from your Homestay to the city centre. Your host can tell you about the buses from their home to the city centre. For help with planning your journey, please visit www.firstbus.co.uk/york.



You can buy a weekly bus pass for First York buses from the bus driver (currently £19.50 per week for unlimited travel for adults). You can also buy a monthly bus pass in person for £65 at the York Information Centre or online. You can download the First Bus app to buy tickets. For more information, please visit www.firstbus.co.uk/york/tickets/where-buy.

Entertainment

One of York's most popular evening activities is visiting a pub or club (over 18s only). Pubs serve alcoholic drinks but you do not have to drink alcohol when you visit a pub. Pubs also offer soft drinks or hot drinks. Many of the pubs in the city centre serve food, which is usually traditional and quite simple, but good value for money. In the evenings, some pubs also offer entertainment such as live music, quizzes and karaoke. Most pubs are open seven days a week. If you want more information about good pubs to visit, look at the notice boards or ask at any member of our team for more information. Please note that it is illegal for anyone under the age of 18 to buy or drink alcohol in the UK.

There are several nightclubs in York, all of which are open until the early hours of the morning. All the nightclubs have a "student night" at least once a week. The minimum age to enter all nightclubs in York is 18, and you may be asked for identification.

York has cinemas; two in the city centre, one at Clifton Moor Retail Park and one near Vangarde Shopping Park. Special offers apply on certain days / evenings. You can look at their websites for more information:

- City Screen: https://www.picturehouses.com/cinema/York_Picturehouse
- Everyman: <https://www.everymancinema.com/>
- Vue: <https://www.myvue.com/cinema/york/whats-on>
- Cineworld: <https://www.cineworld.co.uk/cinemas/york>

There are other ideas for social and sightseeing activities in the coffee lounge and corridors; please ask at reception if you need any help.



Everyman Cinema

Eating Out

York has a wide variety of places that sell food, from quick snacks or fast food to three-course meals. Please ask a member of our friendly team if you would like any suggestions.

Places of Worship

If you would like any information about places of worship, please contact the school before arrival, or ask any member of the administration team.



The Shambles

Our School Values

At English in York, we want to keep everyone safe and help students succeed. We expect all students to support our values. We ask you to follow these rules to help everyone to stay safe, learn and enjoy their time at English in York.

People and Communication

- ✓ Show care and respect to students and staff of all backgrounds.
- ✓ Be open and honest in your communication.
- ✓ Arrive in your classroom before the start of class so everyone can start on time.
- ✓ Use English in class so everyone can understand.
- ✓ Be responsible when using the internet, including social media, games and apps. Never look at or download offensive or illegal material and never send anyone anything that could be threatening or bullying.

Successful Learning

- ✓ Take responsibility for your own learning and help others to learn.
- ✓ Attend 100% of your lessons.
- ✓ Do not use your phone in class.
- ✓ Use break time (not learning time) for phone calls, food and drinks, smoking and using the toilet.

Health and Safety

- ✓ Phone the school before 8:45am if you are late or absent.
- ✓ Wear your student lanyard and ID badge at all times in the school building and garden.
- ✓ Keep the school building clean (no food or drink in class).
- ✓ Use the smoking area (not the front steps) to keep smoke out of the building.

British Values

Our School Values actively reflect the British Values which all UK schools are expected to support:

Democracy

1. We all have a voice

The rule of law

2. We have rights and responsibilities; laws protect everyone

Individual liberty

3. We are free to choose and we consider how our choices affect others.

Mutual respect and tolerance of those with different faiths and beliefs

4. We are respectful to others and we celebrate diversity.



English in York Policies

In order to keep our school running smoothly and ensure that all our students are safe and happy, we need to have policies and procedures.

Policy regarding students under the age of 18 years

English in York (EiY) offers courses for adults and does not provide an exclusive environment for under-18s. All students are treated as independent, mature individuals. However, we acknowledge that students under the age of 18 are legally children, and we have put in place a safeguarding policy which is known to all staff and Homestay providers.

The school will normally deal directly with a student, and not with parents. English in York will correspond with parents only when the student's welfare and progress is considered at risk and the matter cannot be dealt with between the school and the student.

English in York recognises the need to safeguard younger students so follows the policies and guidelines of the current UK legislation relating to the care of young people. All students in school under the age of 18 years are identifiable by their purple student lanyard, and the Safeguarding Officer has a specific role as principal point-of-contact for all student welfare issues.

The parent or guardian of any student who is under the age of 18 must provide 24-hour contact information for the duration of the young person's course at EiY. The parent or guardian should in turn retain the school's contact details.

It is expected that students will respect the wishes of their Homestay family regarding such matters as behaviour, care for their home and mealtimes. The student must keep the Homestay informed of their whereabouts and the times at which they will return following school or other activities. English in York assigns the time by which young students are expected to return to their Homestay each day (normally 10.30pm).

There will be a special induction on arrival at EiY, which will give guidance to students on behaviour outside school hours, and on what they can expect when living in Homestay accommodation. This will include such details as laundry arrangements.

Lunch is not provided by the host on weekdays, and students are expected to purchase their own.

Programmed Social Activities

English in York organises various social activities and excursions. These usually take place outside normal school hours, either in the evenings or at weekends. They form an important part of the student's time at EiY, offering the opportunity to socialise with other students and staff, and the chance to visit places of interest in the area. There will be a charge to cover such items as admissions and transport.

All students are invited to join in the social programme**, which is supervised by EiY staff to appropriate ratios.

In signing the English in York Consent Form, parents/guardians consent to a student aged under 18 taking part in organised events, except where UK law forbids it.**

*** Occasionally, evening events may be appropriate for students age 18+ only (e.g. pub /club nights). Students aged under 18 will not be permitted to attend in these circumstances.*



The Law in the UK

Alcohol and tobacco

UK law states that it is illegal for anyone under the age of 18 to purchase alcohol and tobacco. The school will take reasonable steps to seek to ensure that the law is not broken but cannot undertake to supervise individual students.

Relationships with staff

Under the Sexual Offences (Amendment) Act 2000, it is a criminal offence for any person in a position of trust to engage in sexual activity with someone under 18 years. All staff at English in York have had police (enhanced DBS) checks.

Child protection

Child protection is a matter of law in England, a person under the age of 18 years is a child. The School has a Duty of Care to protect those under the age of 18 from abuse and will report any suspicions or allegations of abuse of children to the appropriate authorities. Any such suspicions or allegations will be reported to the Designated Safeguarding Team within the school initially.

The three members of staff who make up the Designated Safeguarding Team are:

- Richard Gresswell (Assistant Director of studies and Designated Safeguarding Lead);
- Miriam Regan (Accommodation Officer and Designated Safeguarding Person); and
- Katy McDonald (Operations Manager and Designated Safeguarding Person).

English in York's Safeguarding Policy is available on our website.



Abusive Behaviour Policy

English in York aims to create an environment where all staff and students feel happy and safe. Please respect and enjoy the diversity of the English in York community. We have a duty to protect each other from abusive behaviour. All staff and students have a responsibility to report abusive behaviour, whether they have observed it themselves, heard about it from the victim or an observer, or are the victim.

Abusive behaviour is any behaviour intended to hurt or upset someone physically or emotionally, either face-to-face or online (cyberbullying).

The following list contains some examples of abusive behaviour:

- physical violence or inflicting of physical pain or discomfort of any kind;
- sexual harassment, including physical and verbal abuse;
- threats of any kind;
- name calling or laughing at someone;
- spreading rumours about someone;
- refusing to work or interact with someone in the classroom.

If behaviour like this is repeated, it is called bullying. If you feel you are being bullied, please talk to someone about it as soon as possible.

EIY procedure for dealing with abusive behaviour

Bullying is unacceptable and we take it very seriously. The process described below would be an example of step 3 of our 'Discipline 5 steps':

- complaints of abusive behaviour should be reported to the Director of Studies / Management. If you feel more comfortable doing so, you can speak with any member of staff, who will refer your complaint to Management
- Management will investigate by discussing the incident with all the people involved
- the incident will be recorded in writing and the bully will be asked to apologise to the victim
- if the bully and/or bullied is under 18, the parents / guardians will be contacted immediately and informed of the behaviour
- designated Safeguarding Staff will be kept fully aware of the situation throughout
- if the abusive behaviour involves dangerous physical harm or where UK law has been broken, the police will be contacted. The alleged perpetrator(s) may be suspended immediately until police enquiries have been carried out. 'Discipline step 5' could be immediately reached in this circumstance.

Policy regarding discipline and exclusion

English in York expects a mature approach to attendance and timekeeping; and that students and staff will treat each other politely and with respect. Any behaviour which adversely affects the opportunity to learn, or which makes others uncomfortable, will be viewed seriously. This may include:

- repeated or extended absences or lateness;
- inappropriate behaviour or language related to nationality, ethnicity, age, disability or gender; or
- damage to property.

We will investigate and act on any occurrences or complaints, as follows:

Discipline 5 STEPS:

1. Discussion
2. Verbal warning by Director of Studies / Management
3. Written warning by Director of Studies / Management to students. A copy will be forwarded to parents or sponsors where appropriate.
4. Final written warning by Director of Studies / Management to students. A copy will be forwarded to parents or sponsors where appropriate.
5. Expulsion. Please note that no refund will be given. Students or their parents must arrange immediate return to country of origin, at own expense.

In the event of gross misconduct, we reserve the right to terminate your course with immediate effect. If you break any UK laws, we will also inform the police.

In the following cases, we will move directly to Step 5 of the Discipline 5 STEPS (expulsion):

- use, possession, or supply of controlled drugs
- alcohol consumption on site
- violence (threatened or actual)
- theft
- possession of weapons

Feedback

Your views and comments are important to us! We will regularly invite you to give your opinions (via feedback forms) on all aspects of school life. Please take this opportunity. However, if you prefer, please speak in person to any member of staff at any time. Please do not delay if you have a problem – do not wait for a feedback form! We will always do our best to help you.

Complaints procedure

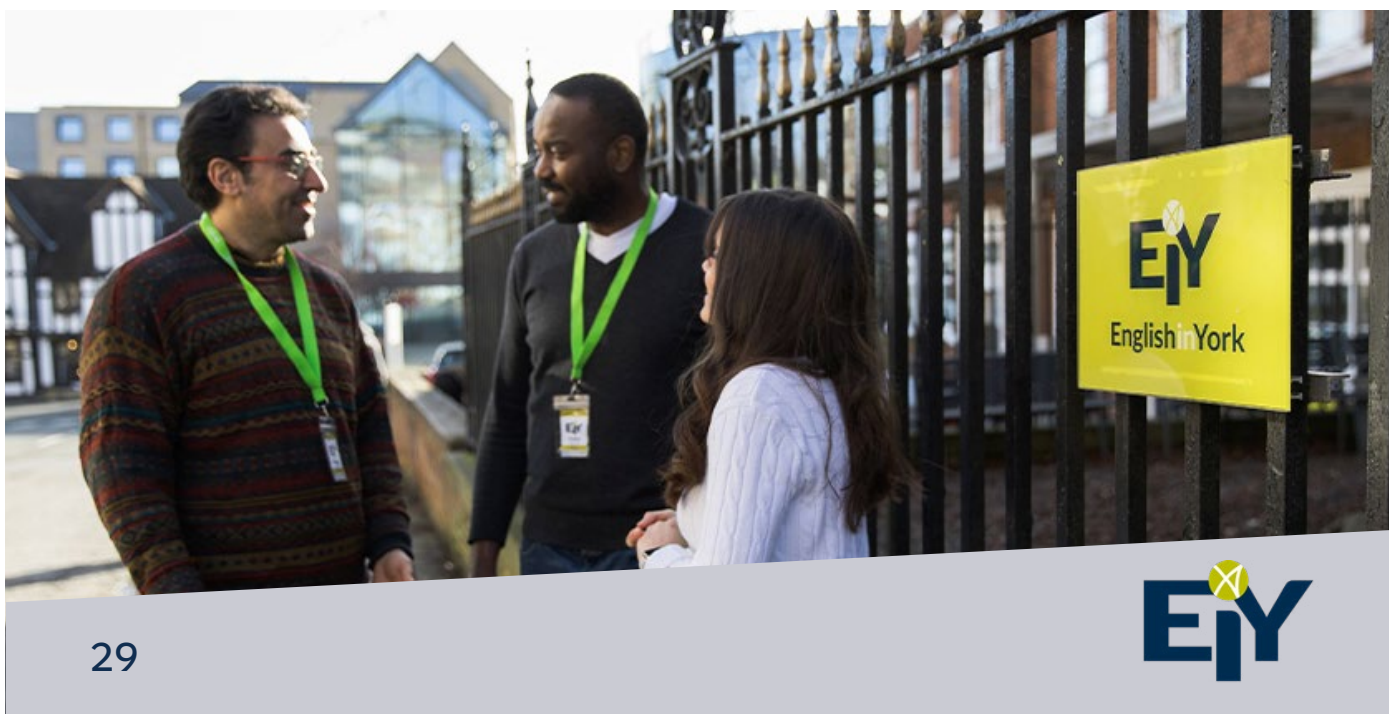
English in York strives to give language learners a rewarding international experience.

If you do have any cause for complaint, please speak to your teacher, the Accommodation Officer or Assistant Director of Studies/Director of Studies. If you are unable to resolve the problem together, you will be referred to our Director of ELT, Bob Dignen.



If we still cannot solve the problem, you will need to write about your complaint to:



English UK
47 Brunswick Court
Tanner Street
London
SE1 3LH




We sincerely hope you enjoy your time at English in York. If you have any questions, please ask any member of our team. We are here to help!








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