



EnglishinYork



Student Handbook 2022

Welcome to English in York

English in York strives to give language learners a rewarding international experience. We are delighted that you have chosen to study with us! This information is designed to help you settle into life in England. If you have any questions, please ask – we are always happy to help.

<u>Key Facts!</u>	
<ul style="list-style-type: none">English in York was established in 1985. Experience is our middle name!	✓
<ul style="list-style-type: none">We are accredited by the British Council for the teaching of English in the UK. This means we are inspected every 4 years to ensure the quality of our courses, teaching and Homestay accommodation.	✓
<ul style="list-style-type: none">English in York is also a member of English UK, English UK North, IALC, Quality English, the English in Britain partnership.	✓
<ul style="list-style-type: none">Our main business is to provide English language tuition to adults.	✓
<ul style="list-style-type: none">The standard age range of our students is 18+, although 16 and 17 year-olds are accepted onto our courses, with parental consent.	✓
<ul style="list-style-type: none">Students under the age of 16 are <u>not</u> accepted on any of our adult, mixed international courses.	✓
<ul style="list-style-type: none">We also welcome students under the age of 16 in closed groups.	✓

Quality:

Our experienced and friendly staff will do everything possible to ensure students have a successful stay in York. Students can talk to their teachers or to any of our welfare staff at any time and we will always do our best to solve any problems. We ask all students to complete an evaluation of their course and Homestay family, and will take any student recommendations seriously, always aiming to improve our services.

Friendliness:

We are a relatively small school, which means that we are able to offer a personal service to all our students. We pride ourselves on knowing all our students by name, and we have an “open door” policy – students can come and chat to us at any time.

Teaching:

Our teachers do everything they can to make lessons interesting, and ensure their students are happy, many of them have worked with us for a long time. It is important that all students have a rewarding and enjoyable experience. If you have any queries or concerns, please talk to your teacher or a member of the academic management team.

Courses & Levels

BASIC USER		INDEPENDENT USER		PROFICIENT USER	
A1	A2	B1	B2	C1	C2
<p>Please note: Levels correspond to the Council of Europe's Common European Framework. Some courses demand a minimum level of English competence.</p>					<p><u>Proficiency</u></p> <p>You can use the language fluently, accurately and appropriately</p> <p>You have attained an exceptional level of fluency and accuracy, approaching that of a native speaker.</p>
<p style="text-align: right;"><u>Advanced</u></p> <p>You can deal with complex work tasks</p> <p>You have an excellent command of the language, and are consistently fluent, accurate and well organized. You cope well with demanding and complex situations.</p>					<p><u>Upper Intermediate</u></p> <p>You can deal with simple key work tasks</p> <p>You can manage complex and demanding situations without too much difficulty. There are lapses in accuracy in complex situations but communication is easily restored.</p>
<p style="text-align: right;"><u>Intermediate</u></p> <p>You can deal with varied familiar everyday activities</p> <p>You can make effective and independent use of the language in familiar situations. There are still many mistakes but you can communicate and understand general messages in most contexts. Lines of communication work efficiently.</p>					
<p style="text-align: right;"><u>Pre-Intermediate</u></p> <p>You can deal with predictable day-to-day activities</p> <p>Basic communication is possible with plenty of assistance. You can manage the simple interactions of daily life, both commercial and social.</p>					
<p style="text-align: right;"><u>Elementary</u></p> <p>You can deal with very limited day-to-day activities</p> <p>You have some basic vocabulary and can use the English alphabet.</p>					
<p style="text-align: right;"><u>Beginner</u></p> <p>You have not studied English before</p> <p>EIY will advise on the number of one-to-one lessons required before joining an Elementary class.</p>					

Equivalent Exam Score:

IELTS		4.5	5.0	5.5	6.0	6.5	7.0	8.0	9.0
Cambridge	KET	PET				FCE	CAE	CPE	
TOEFL (paper-based)					500	550	600	650	
TOEFL (computer-based)					173	213	250	280	

Courses available:

GENERAL ENGLISH PROGRAMMES	
IELTS PREPARATION	
ONE-TO-ONE TUTORING	
BUSINESS ENGLISH GROUP	
INTENSIVE GENERAL ENGLISH (group sessions + 1 to 1)	
INTENSIVE BUSINESS ENGLISH (individual tailor-made programme)	

Before you arrive...

After you have applied for your programme, there will be a lot of things to arrange before you arrive at English in York. Below is a guide to what you need to do before you come to the school.

Checklist:

- Make payment of your deposit (as per the Booking Confirmation document)
- Ensure that we have received a fully completed Parental Consent Form (this applies to students under the age of eighteen only)
- If necessary, apply for your **Visa** to study in the UK. Please visit the UK Visas and Immigration website for guidance: <https://www.gov.uk/check-uk-visa>
- Plan your journey from the airport to your accommodation and inform the school of your expected arrival date and time in York. If you would like us to arrange a taxi transfer, please contact the person who has processed your booking. Information about travel and transfers can be found on page 6 of this handbook.
- Pack official documents that 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: www.educationuk.org/global/articles/safety/
- Organise travel insurance. We strongly recommend that students take out insurance in their home country so they understand the policy cover and restrictions fully. If you are unable to find appropriate cover at home, you may wish to contact this online insurer who can provide specific insurance for language course students: www.endsleigh.co.uk

What to pack:

Many international students ask us what they should pack to come to English in York. The first thing you should check is the weight limit you are permitted to carry on your flight; remember, most things can be purchased when you get here. The climate in the UK is variable and can be extremely unpredictable, so you will need clothes for cold weather as well as for warmer temperatures. 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;
- favourite photos of friends and family, posters and pictures - some items to make you feel at home in your new room;
- 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 license 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>

In your hand luggage, you should carry:

- valid passport;
- all correspondence from the school, including your Booking Confirmation, Homestay Accommodation letter and Taxi Transfer Confirmation (where applicable). Students under 18 must also carry their parental consent form. Students who have made their own accommodation arrangements must carry all the relevant information with them;
- 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 course duration;
- health certificates, including vaccination records, plus X-ray reports if necessary;
- medication;
- insurance documents; and
- valuable items - but do check with the airline regarding current regulations on hand luggage.

Some useful information:

Money:

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

The best place to exchange money or traveller's cheques is at a bank or travel agency. When in York, it is worth checking a few other places if you have time. For example, you could try Marks and Spencer (Parliament Street). Always check the amount you have to pay in commission.

If you need to open a bank account during your stay, we will try to help you. Please note that students on 6 - month visas will not be able to open a UK current account.

Health:

If you have any health concerns or problems during your time in York, you can ask for help in the School Office or Coffee Lounge. Ask any member of staff for help in an emergency.

It is a good idea for longer-term students to register with a GP (general practitioner) , a doctor who deals with most general health problems, soon after you arrive in the UK. Most GP surgeries offer patients a choice of a male or female doctor. The Accommodation Officer, Rebecca, will be able to assist you with this. There is no initial charge for a GP appointment, but prescribed medicines are £9.35 per item. Services from dentists and opticians are not free (please speak to Rebecca for advice).

If you have a health problem such as a cold or sore throat, you can visit a pharmacy (chemist) to buy treatments, for example: 'Boots' on Coney Street (postcode 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 department of York Hospital (postcode YO31 8HE).

There is a useful explanation of the UK healthcare system on the [UKCISA website](#) .

For students at EiY for less 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](#) section 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 dependants) pay an immigration health surcharge during your visa application. The fee is £470 per person, per year of your visa. This fee will allow you and your dependants free NHS health services. Further information is available on the [gov.uk website](#).
- 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.

You can find more information about healthcare charges and services on the [gov.uk website](#).

Travelling to York

York is located in the north-east of England almost exactly halfway between the cities of 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, situated 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 an express service into Leeds city centre, and then an onward bus or train to York station.

Taxi Transfer: We can arrange a taxi transfer with our dedicated local taxi supplier in York. The driver would greet you in airport arrivals and drive you direct to your accommodation in York. The journey time takes around 45 minutes and the cost is approximately £65* (single trip). (*Price correct in February 2022.)

Manchester Airport

Manchester has a large International airport servicing flights from all major European cities, as well as some parts of the Middle East. The airport is situated approximately 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 with one of our dedicated local taxi suppliers in York. The driver would meet you in airport arrivals and drive you direct to your accommodation in York. The journey time takes approximately 2 hours and the cost is approximately £130* (single trip). (*Price correct in February 2022.)

London Heathrow / London Gatwick Airports

York has an excellent rail link from central London (Kings Cross). Trains run every hour throughout the day and the journey takes just over 2 hours. Discounts are available on tickets booked in advance. Alternatively, students may prefer to take an internal flight from London to Manchester or Leeds / Bradford Airport.



Other Airports

Information regarding the transfer options from other UK airports is available on request.

Useful websites to assist you with your journey arrangements:

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

Taxi Transfers:

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

All drivers used hold enhanced DBS certificates (which means they have passed a criminal records check), indicating their suitability to 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 – 0044 (0) 1904 638833**

If you ask us to book a transfer service, we will write to you with confirmation of the journey we have booked for you.

Please note:

Fares for airport taxi transfers will be added to your English in York account and will be prepaid to the taxi company on your behalf.

Please do not get into any other taxi at the airport. If you cannot find the driver, please call the relevant phone number. Please also inform the taxi company and English in York in the event of journey delays. If you fail to do so, waiting charges may be applied.

Should you require assistance from a member of English in York on your day of travel, please contact us on:

0044 (0)1904 636771 (school days) / 0044 (0) 7808 918876 (out of office hours and weekends)

Accommodation in York

'Homestays' are excellent places to practise your English outside the classroom.

Here at English in York we pay special attention to our Homestay accommodation service. Our Accommodation Officer, Rebecca, selects all of the hosts and inspects their homes, in accordance with British Council guidelines.

<u>What can you expect from Homestay accommodation?</u>	
• Care and conversation! Your host(s) will make you feel welcome and try to include you in normal family life.	✓
• All students will have their own bedroom unless they request otherwise. There will be an appropriate area to study, either in the bedroom or elsewhere in the home. Students will usually share the bathroom.	✓
• There will be no speaker of the same first language in the house, unless specifically requested.	✓
• Breakfast and evening meal will be provided every day.	✓
• Lunch is provided on Saturdays and Sundays. If you are going on an excursion, you can politely ask your host for a packed lunch.	✓
• Lunch is <u>not provided</u> on school days (Monday to Friday). Students are expected to purchase their own lunch.	✗
• All bedding and towels will be provided. The host(s) will also be happy to include your laundry with their wash or allow you to use the facilities.	✓
• All people hosting students under the age of 18 hold DBS certificates (which means they have passed criminal records checks) to indicate that they are suitable to accommodate children.	✓
• All properties are required to have a Gas Safety Certificate, to ensure appliances in the property are safe.	✓

If you have any **medical conditions or special dietary needs**, we must be notified at the time of booking.

All students must inform English in York of their travel plans as soon as possible.

This information will be communicated to the host family, and you can also contact them before you leave home if you would like to. Where possible, students should give a firm departure date from their host family before arrival in the UK.

Arriving at your Homestay

Students travelling independently usually arrive in York by train. Because of the possibility of delays, hosts do not meet new students at the station. There is a taxi rank directly outside the train station, and students should get a taxi direct to their Homestay address. York is only a small city, and you should expect to pay approximately £10 for a local taxi transfer.

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

Location

Our Homestays are in many different areas around York. Students usually travel by bus or walk to school. The centre of York is not a particularly residential area and very few hosts or other York residents live there.

If you have any problems or questions about your Homestay, please contact Rebecca in the School Office:

0044 (0)1904 393919 / rebecca@york-associates.co.uk

Payment of Homestay accommodation fees

Payment for Homestay accommodation is made direct to English in York: students should not pay their host family.

Accommodation is usually provided from the Saturday or Sunday evening before the course starts and is charged by the day. If you would like to arrive on a different day, please contact the person who has processed your booking.

What other accommodation options are available?

We believe that Homestay accommodation is an excellent choice for students. It is a safe and economical option, and it encourages the maximum use of English during the evenings and weekends.

However, we realise that Homestay does not suit everyone, especially those students who plan to bring their family to York. Whilst English in York does not make hotel or rental property arrangements for students, we are happy to offer assistance and advice.

We recommend that students visit the following websites for initial information on prices and availability:

Bed & Breakfast / Hotels:

www.visit-york.org

www.booking.com

Student Residences:

<https://www.studentcastle.co.uk/locations/york-student-accommodation/>

<https://www.hellostudent.co.uk/student-accommodation/york/foss-studios/>

<https://www.hellostudent.co.uk/student-accommodation/york/samuel-tuke-apartments/>

<https://www.vitastudent.com/student-accommodation/york/>

<https://wearehomesforstudents.com/student-accommodation/york/abode>

<https://www.igstudentaccommodation.com/york/brickworks>

<https://www.studentroost.co.uk/locations/york>

Short / long term Property Rental:

<http://www.linleyandsimpson.co.uk>

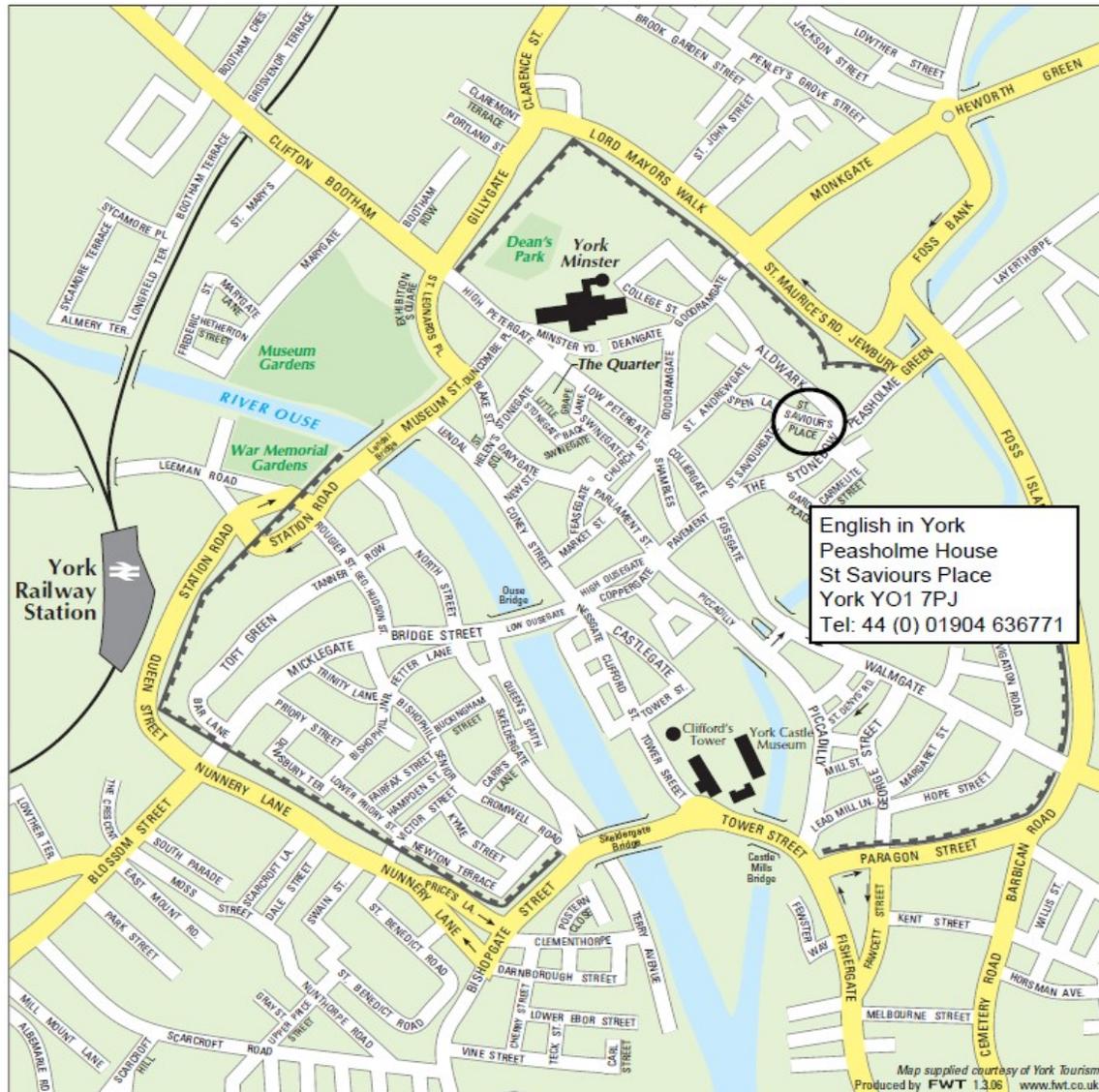
<http://www.cityletsyork.co.uk>

IMPORTANT: - Renting a property in the UK is not as straightforward as it is in many other countries. It is a good idea to ask us to check any documents before you sign!

What is included in my EiY school fees?

Airport Transfers	✘	Airport transfers are available at an additional charge. We strongly recommend that all students under the age of 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 this prior to arrival, so we can assess their language level and plan classes.
Welcome Meeting & Induction	✔	This includes registration procedures, security, health and safety, introduction to administration staff and management, passwords and lots of helpful information.
Police Registration Administration	✔	Long-term students may be required to register with the police, as a condition of their UK visa. We help our students to complete the requisite forms and accompany them to the police station.
Assistance with opening a UK Bank Account	✔	Students studying for over 6 months may wish to open a UK-based bank account. We will arrange the appointment and accompany students to the bank, as required.
Student Identity Card	✘	Longer-term students may wish to purchase a Student Identity Card. We order these from an external supplier at the price of £15. Benefits include discounts from local attraction entrance fees. Please ask in reception for help.
Course Materials	✔	All materials required for lessons are provided, including textbooks where appropriate.
Quality Instruction	✔	A positive learning environment is guaranteed! We use a variety of teaching techniques and resources.
Continuous Assessment	✔	There are weekly progress tests.
Academic Supervision	✔	Monthly tutorials and reports are available for long-term students.
Exam Advice & Bookings	✔	We are not an examination test centre but are happy to offer advice and assistance to our students. If an exam is booked, the relevant exam fee will be payable to the selected test centre.
End of Course Certificate	✔	This will state the course name, dates of study and the level of your programme.
WiFi internet access and use of school computers	✔	Passwords will be provided on the first day at school.
Book Lending Library	✔	Students should visit the School Office for assistance.
Social Programme Fees	✘	Social programme activities and excursions are advertised each week. Fees are kept to a minimum and all activities are on a 'pay-as-you-go' basis. Staff members attend all social programme events.
Meals & Refreshments	✘	Students are expected to purchase their own refreshments and lunch. Water is provided free of charge. A drinks machine is available on site.

English in York - Location Map (City Centre)



If you wish to view the school / city centre location in more detail, please visit: maps.google.co.uk During peak weeks, we use external classrooms a short walk from the main school building.

English in York contact details are:

Address: **English in York, Peasholme House, St Saviour's Place, York**

Postcode: **YO1 7PJ**

Telephone: **0044 (0)1904 636771**

Weekend Arrivals / Emergencies helpline: **0044 (0)7808 918876**

Your First Day!

Your host will show you to school on your first day. Students who have made independent accommodation arrangements should refer to our school location map on page 13.

Placement Test – You will be asked to complete our written Placement Test prior to arrival, or if necessary, on your first morning at the school. This will allow us to establish the most appropriate level of class / teaching materials for you. Please be aware that some courses require a certain level of English - see our 'Courses and Levels' guide on page 3.

Welcome Meeting and Induction - All new students are requested to arrive by 8:45am on their first morning. **Please ensure you bring your Passport or National Identity card with you.** We will then complete our registration and induction procedures. These will include:

- editing and completion of your 'Personal Information' data;
- the scanning of your original passports and ID cards;
- the exchange of emergency contact information;
- checking that parental consent is on file for all students under 18;
- payment of any outstanding fees;
- an introduction to staff and facilities;
- a tour of the building;
- information about classrooms, timetables, facilities and passwords;
- discussion on health and safety, fire drill procedures and security;
- advice on police registration and opening a UK bank account (as required); and
- a question and answer session.

Payment of Fees - All our courses require advanced 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 Emma McLoughlin (Sales & Administration 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>

Timetable:

		All Courses			
		Morning timetable	9:00am – 10:30am	Classes	
10:30am – 11:00am	Coffee break				
11:00am – 12:30pm	Classes				
Afternoon timetable		General English & Exam Courses		Other Courses	
		1:30pm – 3:00pm	Classes	1:45pm – 2:45pm	Classes
		3:00pm – 3:15pm	Coffee break	2:45pm – 3:00pm	Coffee break
		3:15pm – 4:00pm	Classes	3:00pm – 4:00pm	Classes

Your Studies

Most students who study with us follow one of our General English group programmes.

Morning classes are based on an appropriate course book at one of these levels:

- Elementary
- Pre-Intermediate
- Intermediate
- Upper-Intermediate
- Advanced

The emphasis in the morning is on introducing vocabulary and language structures and practising these in context. Your course book is included in your fees.

Afternoon General English classes are based on a topic or theme that provides a platform for communication through a range of skills. By the end of the week, you will have acquired a bank of vocabulary and appropriate language connected to the topic. The lessons are aimed at natural and realistic language interchange and can include:

- pair work/information exchange/jigsaw listening and reading
- role-plays/simulations (meetings/phone calls/negotiations/social situations)
- preparing/delivering presentations
- group work/discussions/debates
- questionnaires/surveys (carried out inside or outside the building); and
- project work (e.g. making a newspaper or magazine).

The course structure and content for closed groups, special programmes and exam preparation courses will vary.

Attendance

If you cannot come to school, or you know you are going to be late, please let us know (01904 636771). You can leave a message on the answer phone if you ring outside office hours.

Please do not arrive late for lessons because it is not good for your progress and is disrespectful to everyone in the classroom. If you are late, please knock gently on the door, go into the class and settle into your seat as quietly as possible. If your classmates are in the middle of a task, do not disrupt them: observe the activity and wait for the next part of lesson to join in fully.

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

Students are excused for religious observance.

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.

Students wishing to book an exam should ask the Academic Management team for assistance. We are pleased to help our students to book external examinations once they have commenced 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 (2022):

IELTS (SELT centres – required for UK visa / university entry) - £195

IELTS (other centres) - £185

FCE - £155

CAE - £165

CPE - £175

Changes to Bookings

If you wish to alter your **course programme**, please speak to Laura Neale, Director of Studies, as soon as possible. Whilst we cannot guarantee that we can effect the requested changes, we will always do our best. All changes are at English in York's discretion, and subject to full payment of any fee increase. Refunds will not normally be possible.

Long-term students wishing to take **holiday** from their course must request this in writing. Holidays should normally be for a maximum duration of 2 weeks. We require a minimum of 2 weeks' notice of any intended holiday, or full fees will be payable.

If you wish to move to a different **Homestay**, or to alter the dates of your stay, you must speak to Rebecca, our Accommodation Officer, immediately. All changes will require a minimum of 1 week's notice and will be subject to availability. Cancellation fees may apply.

Standard Homestay fees apply for holiday periods of 2 weeks or less. Students wishing 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 Rebecca about this). You must discuss this with your host and the school as early as possible.

Social Activities

Studying with us is not only about the classroom experience. Your lessons in the classroom are a key component of your stay, but there are also many other stimulating and interesting aspects of the experience of coming to England.

English in York offers a programme of social activities to help students get to know their new home and make friends with other students. We offer a minimum of one evening activity per week (usually two) 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 of these activities:

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: 0044 (0) 7580 520705

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 should be able to advise you on the bus service from their home to the city centre.

You can buy a weekly bus pass for First York buses directly from the bus driver (currently £18 per week for unlimited travel for adults). You can also buy a monthly bus pass in person, without a student card, for £60 at the York Information Centre. If you need a timetable or other information about longer-term bus passes, concessions and the First Bus App, please visit www.firstgroup.com/ukbus/york/tickets/

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 a wide range of soft drinks and often hot drinks such as tea and coffee. 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 consume 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 some 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>

The notice boards in school also offer plenty of other ideas for social and sightseeing activities.

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 prior to arrival, or ask any member of the administration team.

English in York Policies

In order to keep our school running smoothly and ensure that each of our students is safe and happy, we need to have policies and procedures in place.

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 school staff are made aware on a weekly basis of any students in school under the age of 18 years, and the Accommodation and Welfare 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 meal - times. 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 younger 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** as 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 four members of staff who make up the **Designated Safeguarding Team** are:

- . Richard Hawker (Managing Director and **Designated Safeguarding Lead**);
- . Laura Neale (Director of Studies and **Assistant Designated Safeguarding Lead**);
- . Rebecca Dunmore (Accommodation
- . Officer and **Designated Safeguarding Person**); and
- . Pauleen Morrison (Assistant Director of Studies 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.

The 5-step procedure stated above will not apply in instances of:

- use / possession of drugs on site
- alcohol consumption on site
- violence (threatened or actual)
- theft; or
- 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 or Accommodation Officer. If you are unable to resolve the problem together, you will be referred to the Director of Studies or Director of ELT for further discussion. If neither of them can settle the complaint to your satisfaction, Managing Director, Richard Hawker, will be consulted.

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, UK.

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!