

THE LONDON
SCHOOL OF
ENGLISH
SINCE 1912

**YOUNG ADULTS
SUMMER PROGRAMME
STUDENT HANDBOOK**





WELCOME!

Welcome to The London School of English (LSE).

Every year we say hello to more than 2000 students from all over the world at our school. Thank you for choosing to study with us. The London School of English is the oldest language school in the world. We opened our doors in 1912 and our aim is to give you a memorable experience with quality teaching that gets results. Our Summer Programme is located in Bloomsbury, in the heart of lively London, very close to the British Museum and within walking distance of some of the most beautiful parks in London. The accommodation is a very short 10-minute walk away.

The London School of English is accredited under the Accreditation UK Scheme by the British Council and we are a member of English UK. Accreditation UK is a UK Border Agency approved accreditation body under the Immigration Rules for visitors.

What to pack

The English weather is very unpredictable, in summer, it can be hot, sunny and humid, but if you are unlucky, it can also be cool, wet and windy. Here's a list of what we suggest you pack:

- Casual clothes for both warm and cold weather
- A light raincoat
- Toiletries (shower gel, shampoo, toothpaste, sunscreen, deodorant etc.)
- Comfortable walking shoes
- Something to wear at a party
- An adaptor for British electrical sockets
- Passport, tickets, insurance documents, any medicines you take

(see overleaf)

N.B. London is generally a very safe city, but we recommend not bringing valuable items such as expensive jewellery, laptops etc. As soon as you arrive, we will look after your passport for you – as well as anything else valuable if you would like us to.

Check list:

- Have you completed your pre-course questionnaire?
- Is your passport valid for the whole of your stay in the UK?
- Do you have the entry clearance/visa information (if needed)?
- Do you have your LSE acceptance letter?
- Have you checked luggage restrictions for your flight?
- Have you completed the parental consent forms (if you are travelling alone)?
- Do you have your passport, credit card (if applicable), cash in GBP, accommodation and contact details (if travelling independently)?
- Do you have the LSE emergency contact number?
- Have you told LSE when you plan to arrive in the UK/at the residence?
- Have you spoken to your doctor about any medication you need to bring, and do you have a letter of explanation for immigration control?
- Do you have your plane/train tickets?

What to expect when you arrive

We offer a complementary airport transfer service from Heathrow Airport, which means that we will meet you at the airport and take you to our residence in central London. If you choose to take advantage of this service, we will need to know your travel details as soon as possible to help us make arrangements.

If you are travelling independently to our residence, please make sure you have returned the completed parental consent form and have received confirmation that we have agreed your travel plans.

Please Note: all independent travel plans must be agreed by us in advance.

We have a duty of care to you, and we must ensure any independent travel plans are safe and practical.

What happens when you land in the UK

When you arrive at the UK border, be prepared to answer some simple questions about your studies and stay in the UK. In addition, make sure you:

1. Have your passport ready (it must be valid for the whole of your stay)
2. Have your course confirmation
3. Have LSE's contact information

On Your First Day

On your first day when you arrive, you will check in with a warm welcome from the summer school team at the residence. We will show you to your room and you will have a choice of showering and sleeping or joining in some activities to get to know other students. If you arrive at a mealtime, we will take you to our dining hall to get something to eat. There will be packed meals for anyone who arrives after a mealtime and is hungry.

The Next Day

The next day, after breakfast at the residence, you will start your course. You will spend the morning learning and getting to know your trainer and the other students on your course. In the afternoon you will have the chance to start exploring London. After dinner you will have a choice of going out to take part in an activity or relaxing at the residence with games and ice-breaking activities.

When you Leave

We will be sad to say goodbye! But we hope that we will see you again and that you leave with happy memories and lasting friendships. If you have requested a transfer, our team will take you to the airport and through to security. We always recommend that you continue your English studies and keep practising. If you need support, our online trainers work year-round and deliver individual lessons. We would like to keep in touch with you, and for you to keep in touch with your new friends, so please follow the our social media accounts on Instagram, Facebook, Threads and TikTok.

Travelling around London

To travel in London, you need an Oyster Card - we will provide you with one for free. This will enable you to travel throughout London during your time here. If you lose it, though, you'll have to buy a new one!



Phone and Pocket Money

Phone use is restricted during your lessons. Your teacher will discuss this with you on your first day. We trust you to be responsible for your phone and your money. Please make sure you keep them safe as you would in any big city. We recommend you bring about £100 a week for pocket money for souvenirs, gifts and snacks. A credit or debit card is good but if you bring cash, it must be in GBP. We can look after your cash for you if you like. Remember that when you use your phone in the UK it might cost you more money, so look into your international data plan.

Location Sharing

We want to treat you as young adults and give you free time where you can be with your new friends. In order to do this safely, we will ask you to share your GPS location with our activities staff. This is important for safeguarding laws in the UK. The activity staff will clearly explain to you the rules of free time so that you can enjoy yourself and we can keep you safe.

Lessons and Schedule

Our trainers work hard to ensure that our courses are practical, useful and engaging. You will learn and use English during your course, but this is so much more than an English language course. You will spend your mornings participating in meaningful discussions, listening to inspirational guest speakers and gaining a real insight into aspects of your course you may have never considered. Your afternoons will link to your morning classes with carefully chosen visits, guided project preparation sessions and activities to promote real English out and about in London.

Accommodation

You will stay at the residence, which is a University of London student residence. It is a 10-minute walk to your classroom where you will study each day. You will have your own bedroom with a private bathroom. Our activity staff will also be staying in the residence with you and will be available to you for any problems you may have.

There are also rooms suitable for wheelchair users.

The residence has many facilities such as a dining hall, a common room, a laundry room, outdoor space and a study room.



Meals

All meals will be provided for you. Most meals will be in our dining room at the residence, but on weekend excursion days, a packed lunch will be provided. We provide a selection of healthy choices at each mealtime and although the food may be different to the food you eat at home, remember that eating new and different food is part of exploring another country. Any snacks will be at your own expense. If you have any dietary restrictions such as allergies you must tell us when you book (or as soon after as possible) so that we have time to prepare.

Laundry

We recommend that you bring enough clothes for 2 weeks, but if you need to do any washing, there is a laundry room available for you to use.

Independence & Safety

We have very strict safeguarding rules that you must agree to if you want to join our course. These are not to spoil your fun, they are to help your enjoyment of the course and help keep you, other course participants and our staff, safe. We will explain them clearly to you at the start of the course so that there is no confusion.

Most of the time, you will be directly supervised by our teams of staff. However, there will be some times when you can spend your time freely in small groups without direct supervision. During these times it is very important that we know where you are. Throughout the day we will have regular registration periods when you will 'check in' with staff so that we can see that you are okay. We will give you an emergency phone number which you can call at any time if you have a problem.



Welfare

We hope you'll have an amazing time with us but if you need any support, e.g., if you feel unwell, homesick or uncomfortable in any way, or would just like to chat with someone, there will always be someone available. You will be introduced to the welfare staff on Day 1 of the course. Don't worry, this is what we do, and your wellbeing is our top priority. We have a dedicated Welfare Manager whose job is to make sure that everyone is happy; they will always be available to speak with you.

Activities and Excursions

During the weekdays, after classes in the afternoons and evenings we will include a full programme of social activities and excursions. This includes things like bowling, karaoke, museums, theatre shows and visiting London attractions such as Big Ben and the London Eye.

Healthcare & Medical Treatment

Your course includes travel and medical insurance; we will send you these details separately. You may choose to take out additional insurance as well. You will receive any necessary medical care during the course. We have first aid trained staff on site. Students from the European Union (EU) can receive emergency treatment and treatment for pre-existing conditions in a government hospital or doctors' surgery. Important: You must bring your European Health Insurance Card (EHIC) with you. Students from countries with reciprocal healthcare agreements with the UK can receive "immediately necessary" treatment in a government hospital or doctors' surgery. If you become seriously ill or injured, don't worry! We will do everything we can to look after you.

Medicine

It is essential that your medical questionnaire is completed and returned to us before you arrive. If you have any regular medication you need to take, we will make an individual plan with you so that you are supported during your stay. Any medication you bring must be labelled in English with clear instructions on how much and how often to take it. If you feel unwell or have an accident, please tell any member of staff and they will help you.

The medical information you give us is confidential to our safeguarding team. Please tell us anything that will help us to support you when you are here. This can be connected to your mental or physical health and it is very important that we know so that we can look after you in the best way possible.

Cultural advice

- In the UK, people drive on the left, so be careful when you cross the road. Make sure you look right, left and right again before crossing.
- When you travel on the Tube (the London Underground), stand on the right and walk on the left.
- The UK is generally very tolerant, and people are respectful of other cultures and religions. People of all races, religions, genders and appearances have equal status.
- Queuing is very important in the UK so take your place in the line and wait your turn!
- Social behaviour in the UK may seem different and perhaps strange to you, Don't forget that cultural differences are a normal part of any new experience.
- You may hear a variety of accents you are not used to, and you may find them difficult to understand. Don't worry about asking people to slow down or to repeat what they said.
- People really appreciate polite expressions, and they will help you to make a good impression, such as 'Excuse me' before you ask someone a question on the street, 'Thank you' if someone does something for you, 'Please' if you ask for something and 'Sorry' if you bump into someone or are a little late to meet someone.
- London is generally a safe city, but as in any city don't walk around with lots of money and don't walk along the street with your expensive mobile phone in your hand.



Discipline

It's really important that everyone is respectful towards each other. Our staff have very important jobs to do; please help them by listening, and following instructions, and being as helpful as you can. At the end of this handbook is the Code of Conduct. It's very important that you understand and follow this so that we have a smooth-running programme which everyone enjoys and benefits from and remains safe.

If you don't follow the rules, or if you behave badly, we have a Behaviour Response procedure which we follow. If you make a small mistake then a member of staff will speak to you about what you did wrong and why it is important for this rule to be followed. For something more serious, like bullying, we may speak to your parents.

If the poor behaviour continues we will take you through the steps of our Behaviour Response procedure.



CODE OF CONDUCT

Upon enrolling at the London School of English Summer Programme, you agree to follow the rules below regardless of your age:

1. Respect and Consideration

Respect for Others: Treat fellow students, trainers, and staff with respect and kindness. Everyone's opinions, backgrounds, and perspectives should be valued and appreciated.

Active Listening: Listen attentively when others are speaking and allow them to express their ideas without interruption or judgment.

Inclusivity and Diversity: Embrace diversity and be inclusive of all individuals, regardless of their race, ethnicity, gender, religion, abilities, or other differences.

Appropriate Language and Behavior: Use language that is appropriate, respectful, and considerate. Avoid offensive or discriminatory remarks and actions.

2. Safety and Well-being

Personal Safety: Always prioritize your own safety and the safety of others. Report any unsafe situations or concerns to the staff immediately.

Proper Conduct during Activities: Follow instructions and guidelines provided during activities, excursions, or trips to ensure a safe and enjoyable experience.

No Bullying or Harassment: Bullying, harassment, or any form of harmful behavior is strictly prohibited. Report any incidents to the staff immediately.

Clothing: You must dress appropriately when you are in class and in public.

3. Responsibility and Accountability

Attendance and Punctuality: Attend all scheduled sessions, registrations and activities on time.

Accountability for Personal Belongings: Be responsible for your belongings and keep them in designated areas. The summer school is not responsible for lost or stolen items.

Responsible Use of Technology: Use electronic devices appropriately and responsibly. Avoid engaging in activities that may disrupt the learning environment or pose a safety risk.

Obey the Law: You must obey all UK laws while you are with us. If you don't, this might mean us involving the police. This includes buying and consuming illegal drugs. You must not buy, possess or consume alcohol, or smoke or vape while you are in the UK. This applies to all course participants of all ages, even if you are aged 18.

Respect Your Surroundings: Do not damage any of the furniture or other surroundings of the residence, academic areas or venues which we visit.

4. Academic Integrity

Honesty and Fairness: Uphold academic honesty by completing your work without plagiarism or cheating. Give credit to others for their ideas and contributions.

Respect for Educational Materials: Care for and return any educational materials provided during the program.

5. Communication

Open Communication: Express your concerns, ideas, or questions openly and respectfully to the staff. They are here to help and support you.

Feedback and Improvement: Provide constructive feedback if there is anything that you are concerned about. Your input is valuable.

6. Sexual Relations & Intimacy

Physical Intimacy & inappropriate use of technology: Intimate sexual relations between students are not allowed under any circumstances. This includes 'sexting', i.e., exchanging sexually-related messages, images and videos.

Accommodation: You are the only person allowed in your room at any time. This is a very strict rule for safeguarding. If a member of staff needs to enter your room in an emergency, they will immediately notify another member of staff to join them.

