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# STUDENT HANDBOOK

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# INTRODUCTION

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Welcome to the beginning of your trip with Bayswater Summer!

Bayswater Summer is a British Council Accredited provider for the teaching of English in the UK. We provide high quality study programmes and exciting social and cultural programmes for Young Learners and Adults in the UK, Canada and across Europe. Our commitment to academic excellence is demonstrated through our reputation. We take it seriously and we are proud of our history of safety, quality and extraordinary customer service.

In this handbook you will find the information you need to get ready for your trip to the UK. You will find everything you need to know, and what you need to do, before you leave home, as well as advice about your arrival at the Summer Centre, lessons, activities and making the most of your time in the UK.

Please take the time to read it carefully. On your first day, after the placement test, we will check if you did handbook by asking your questions about it in class.

We look forward to welcoming you at one of our BAYSWATER SUMMER Centres and we hope you have a great time during your stay us!

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# CORE VALUES

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Our core values are our DNA. They explain what we stand for, and what we believe in.

Bayswater Education is built on five values:

**Global Citizens** - We are curious. We embrace the latest teaching trends and technologies whilst constantly developing cultural understanding with human experience.

**Your guide** - We provide memorable experiences and possibility well beyond a beautiful learning environment.

**Business for good** - Business for good has to be commercial. We have the energy and entrepreneurial spirit to meet the social demands we care so passionately about. It's a win-win.

**Thoughtful** - We put ourselves in a student's shoes first. They know we are always thinking of their welfare and enjoyment right down to the smallest detail. However, if we can reassure them, we will.

**Positive energy** - For us, academic achievement alone is failure. We are a force to be reckoned with and inspire confidence in every student for the journey ahead.



# BEFORE DEPARTURE

Going abroad is very exciting but also involves a lot of planning. Here is some information that could be useful before you leave your home country.

## Luggage

Check the luggage allowance for the airline you are flying with. The maximum weight (and sometimes the size) varies depending on the destination and the airline. This also applies to the number of bags you can take. You are usually allowed one bag to check in and one piece of hand luggage to take to your seat.

Your hand luggage should contain the following items: all travel documents, money, passport plus photocopy, possible medication and prescriptions, this guide, phone charger, spare underwear and a toothbrush, and anything else that you know you will need during the journey.

## Pocket Money

The currency in the UK is Pounds Sterling (£) and cash comes in both coins and note form. You can exchange foreign currency into UK currency at the airport, most Post Offices, supermarkets and travel agents that have a Bureau de Change.

Unfortunately, we cannot exchange or accept foreign currency at our centres. It is not advisable to bring too much cash. We recommend between £100 and 150 per week.



Here is a list of items you should bring:

- Passport
- A padlock (to keep personal things safe)
- A pen and a notebook
- Appropriate sporting clothes: shorts, T-shirts, tracksuit, cap, sports trainers with non-marking soles
- Comfortable shoes for walking and sightseeing
- Sunglasses and sun cream
- Personal toiletries (toothpaste, toothbrush, shampoo/conditioner, soap)
- Water bottle
- A raincoat and an umbrella
- Travel adaptor
- Towels

# ARRIVING IN THE UK

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Before leaving the plane, make sure you have collected your personal belongings behind. After going through passport control and picking up your baggage you will be met by one of our team. You will then be taken to your coach or car and driven to your centre. Sometimes you might have to wait for other students before the coach departs.

The coaches do not usually stop on the way to the centre, so you should go to the toilet or buy any refreshments you need to do so before leaving the airport.





# ARRIVING AT THE CENTRE

## Meals

Three meals will be provided daily as part of your stay at BAYSWATER SUMMER: breakfast, lunch and dinner.

You may find the food at your centre is different to what you usually eat at home, therefore it is important you keep an open mind and remember this is a great chance to experience food from another country.

Meal times can vary slightly depending on centre, however, they are usually:

Breakfast: 08:00—08:45

Lunch: 12:30—13:15

Dinner: 18:00—19:00

A packed lunch is generally provided for Full Day Excursions.

All our centres can cater for most dietary needs. If you have any dietary requirements or allergies, please let us know in the “Registration form” so that we can inform the canteen staff. You will also be introduced to them on your first day at the centre.

When you arrive at the centre, you will be given a warm welcome by BAYSWATER SUMMER staff. They will show you your room and give you your key.

You will also have an “Orientation tour” so that you know where you will eat, sleep, do your laundry, have lessons and activities.

## Damage Deposit:

If you are staying at the centre, you will be required to pay up to £50 (or 50€) deposit upon arrival. This would be used to cover any damages or lost keys. Upon inspection and before you depart, you will receive your deposit back if nothing has been broken or lost.

## Lanyard:

You will be given a lanyard with your identity card and with BAYSWATER SUMMER 24-hour emergency number.

## Laundry:

There are laundry facilities at each centre at a small cost.

## Wi-fi:

All our centres have access to Wi-fi. When you arrive at the centre, BAYSWATER SUMMER staff will give you the details of where and how to access.

## Family/friends visits:

If you have a relative or some friends in the UK who would like to visit you at the centre, your parents need to contact BAYSWATER SUMMER in advance and give written permission.

BAYSWATER SUMMER centre staff will also require photographic proof of identification.

# ARRIVING AT A BAYSWATER SCHOOL

You may have chosen a school with a host family programme. All the information is the same, but you will also find additional staff in the school to help you.

There is usually an Operations Manager, and they will run through your programme and timetables.



They will also be able to assist you if you have any host family problems. Your accommodation will be sent to you in advance and your families will be ready to meet you on arrival. Your transfers will take you straight to your family or if you arrive in the week, you may have to come to school first and then we will take you to your family.

If you want to arrive by yourselves, just let us know and the school will tell you what time to arrive.

We collect all dietary and medical information and your preferences before arrival so please make sure to send us this information so we can pass this to the families.



# BAYSWATER SUMMER CENTRE STAFF

## These are some of the staff that you may meet

### Centre Manager

The Centre Manager (CM) has the overall responsibility of the centre.

### Assistant Centre Manager (some centres only)

The Assistant Centre Manager (ACM) is the Centre Manager's deputy.

### Activity Manager

The Activity Manager (AM) has the overall responsibility of the activity programme and manages the Activity Leaders team.

### Student Welfare Manager

The Student Welfare Officer (SWM) is the person responsible for your welfare at the centre.

### Accommodation Officer (some centres only)

The Accommodation Officer (AO) is responsible for the student accommodation.

### Activity Leaders

Activity Leader (AL) are responsible for organising, promoting, and running activities and excursions.

### Director of Studies

The Director of studies (DOS) has the overall responsibility for the academic programme.

### Teachers

They deliver the lessons.

If you have any issue during your stay at BAYSWATER SUMMER, please speak to any member of staff who will be more than happy to help you. If you have a specific problem, refer to the below:

### **Accommodation**

Accommodation Officer/Centre Manager

### **Food**

Centre Manager

### **First Aid**

There is always a qualified first aid member of staff. They are generally the Centre Manager or Activity Manager

### **Welfare, Bullying**

Student Welfare Officer, Centre Manager

### **Complaints**

Centre Manager

### **Excursions, Activities**

Activity Manager, Centre Manager

### **Lessons**

Director of Studies



# CODE OF CONDUCT

While staying at BAYSWATER SUMMER centres, we expect you must behave respectfully and in line with our rules and the local laws. Breaking the rules or the law may result in disciplinary actions and for serious cases you may be sent home at your own expenses.

## General Rules

- Respect other students, BAYSWATER SUMMER and university staff, the different cultures and religions at your centre.
- Do not leave the centre without an adult and without permission from the Centre Manager
- Do not break centre property. You must not write on walls, furniture or vandalise any part of the school. You will have to pay for any damage.
- You must attend all activities and lessons.
- Always wear your lanyard and student ID card
- Do not be late for class or activities.
- You can only enter accommodation building/flat of a student of the same gender
- Smoking, drinking alcohol and the use of any drugs are NOT allowed.

## Activities Rules

- Listen carefully to all instructions given by BAYSWATER SUMMER staff
- Do not take any equipment without asking and always return the equipment after use
- Stay in your group, do not swap groups or leave the activity without permission

## Excursion rules

- Be on time
- Always wear your lanyard with ID card

- If you travel by coach, always wear your seatbelt and stay seated
- Don't leave the group without permission from BAYSWATER SUMMER staff or your group leader
- Take a mobile phone with full battery and credit
- If you travel by public transport, ensure you know where to get off
- Do not play with your phone when walking
- Remember the meeting points & times

## Canteen rules

- Wait in line, do not skip the queue or push
- All used cutlery, plates and trays must be returned to the assigned stacking areas. Please do not leave them on the tables!

## Classrooms Rules

- Mobile phones can only be used in class as part of a learning activity
- Please speak English at all times!

## Law

- It is against the British law to buy alcohol and cigarettes if you are under the age of 18.
- It is also illegal for someone to buy alcohol or tobacco for someone under the age of 18; you should never ask an adult to buy these for you.



# CENTRE ACCOMMODATION

If you booked accommodation at a centre, you will generally stay in a single room with private toilet. Most rooms are arranged in flats where your flat-mates could be either students from your group or students from different groups or countries, a great way to make new friends!

Boys and girls sleep in separate flats, floors or houses.

Most flats have a common room or kitchen which can be used for as recreational space. You might have access to the fridge, but you are not allowed to cook.

There are some very simple rules to ensure every student has a good time without upsetting other students:

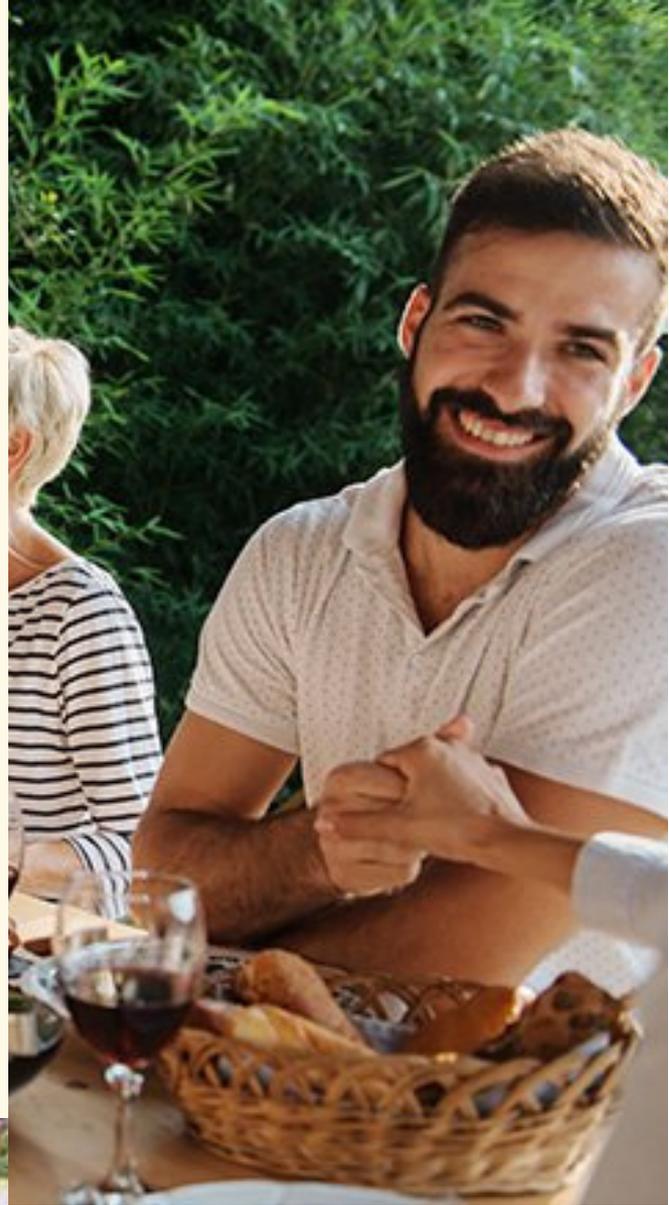
- Follow bedtimes. You must be silent after lights out.
- Keep your room clean and tidy.
- Male students are not allowed in female accommodation and female students are not allowed in male accommodation.



# HOMESTAY ACOMMODATION

Staying in a homestay is a great way to practise your English and experience a new way of life.

All our host families are carefully selected by our staff. While they all share a genuine desire to welcome students into their homes, there is no typical homestay host. Homestay families are a reflection of the multicultural UK society and come from different backgrounds, age groups and socio-economic groups.



## Homestay meals

You will have breakfast and dinner with the homestay host and a packed lunch during the day.

## Rules of the house/ Behaviour

Remember you are a guest in your host's home and that you will be treated like a member of the family. You should treat all members of the household with courtesy and respect at all times and we invite you to discuss with them the house rules on your first day.

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# THE STUDY COURSE

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Our courses typically offer 15 hours of tuition a week.

Lessons will start on your second day and will be either in the morning or in the afternoon. Each day you will have three hours of lessons divided in three sessions of one hour each and with a 15-minute break.

### Placement Test

The test is part of your first lesson and consists of a brief interview to assess your language knowledge and how well you understand and speak English.

### Changing class

If you think your class is too difficult or easy, please talk to your teacher or director of studies who will decide what is best for your learning and development.

### End of course certificate

At the end of the course you will get a certificate with the duration of their course and your level according to the CEFR (Common European Framework).



# THE ACTIVITY PROGRAMME

The activity programme consists of afternoon/morning and evening activities and excursions. These will give you the chance to practice your English with other students and with our staff in a fun and exciting environment!

## Zig-Zag

At our centres we run a Zig-zag programme. All the students are divided in two different main groups, “Group A” and “Group B” switching activities in the mornings and afternoons.

E.g. If Group A have sports in the morning, group B will have lesson. In the afternoon Group A have lesson while group B will have sports.

Afternoon/morning activities are a variety of local visits, sports tournaments, art & crafts or photo scavenger. Evening activities include fun activities like discos, quiz and talent nights.

Look for the programme on the notice board for details of planned activities and the location where they are taking place. Please note that you could have to sign up for some activities and that all activities are subject to change.

## London Centres

If you are staying at a centre in London the programme will include excursions to the City by public transport. You will be provided with a ticket or a travel card, don't lose them or you will have to pay for a replacement.

Using the tube:

- When going up and down escalators always stand to the right.
- Do not obstruct the walkways and always move down the platform.
- Make sure you let passengers off the train first.
- Always wait for the Activity Leader to tell you to get on a train
- Make sure you board the same carriage as the rest of your group
- Make sure you know which stop you need to get off.

# EXCURSIONS

Excursions will give you the opportunity to get off campus and visit the most popular destinations in the UK.

Most excursions will include a walking tour of the destination. These tours will be led by our Activity Leaders who will show you around the main sights and provide you with some facts and history about them.

## Entrances

Most of them also include admission to local attractions: a castle, a museum, an art gallery, an aquarium or a site of historical interest.

## Free time during excursions

You may be given some free time during excursions. Please ensure that you:

- understood meeting point and departure time
- stay within the allocated area and are not late
- walk around with other students in a minimum group size of 4



At BAYSWATER SUMMER Centres we provide great student care, ensuring that all students are looked after, safe and happy.

The most important for us is that you are having a good time. If you have a problem or need to talk to someone, BAYSWATER SUMMER Staff are always available.

## Supervision

During lessons, activities and excursions you will be supervised by BAYSWATER SUMMER staff. There is one adult per twenty students.

## Homesickness

If you feel homesick, or are unhappy, speak to someone: the Student Welfare Manager, your teacher, or any BAYSWATER SUMMER member of staff. We are sure they will be able to help!

## Getting Lost

If you got lost, please remember the following:

- call your Group Leader immediately and let him/her know you are lost.
- if you cannot contact them, call BAYSWATER SUMMER emergency number. You can find it on your BAYSWATER SUMMER student ID card and lanyard.
- communicate your name, the name of your centre and where you are. If you don't know where you are, say what you can see, e.g. the name of a shop.
- follow the instructions you are given while waiting for a member of our staff to come and collect you.



## Bullying

BAYSWATER SUMMER is committed to providing a caring, friendly and safe environment for all students so they can learn in a relaxed and secure atmosphere. Bullying of any kind is unacceptable at our centres.

If you are being bullied, tell the Student Welfare Manager or an adult you trust, eg. your Group Leader, your teacher or any BAYSWATER SUMMER staff member.

If you are bullying others, you may lose the chance to take part in activities and excursions and, if bullying continues, your parents will be contacted and you may be sent home



# HEALTH AND SAFETY

## Fire and evacuation procedure

On your first day at the centre you will have fire evacuation walk-through to familiarise with fire exits. You will also be informed of Fire Evacuation procedures as part of your induction.

## Health and First Aid

There is always a qualified first aid member of staff at the centre. They are generally the Centre Manager or the Activity Manager.

If you are not feeling well or need First Aid please speak to them, your group leader or any BAYSWATER SUMMER staff. They will be able to help.

## Personal Safety

- Do not carry a lot of money on you. Keep your mobile phone hidden.
- Keep your bag closed at all times.
- BEWARE of pickpockets especially in big cities and if you have a backpack. Carry it in front of you where you can always see it!
- Do not carry your passport with you.
- Do not leave money and expensive things lying around the school building or your room. The school will not be responsible for their loss.

## Road safety

- Be careful when crossing roads.
- Remember cars drive on the LEFT in the UK! Always look both ways and listen because sometimes you can hear traffic before you can see it;
- Cross at a zebra crossing whenever possible and do not step onto the crossing until the driver has stopped

## Getting lost

If you get lost:

- Call your group leader or BAYSWATER SUMMER emergency number
- If you are not at the centre, go to a uniformed police officer and ask for help

## EMERGENCY TELEPHONE NUMBERS

Police/Ambulance/Fire:

999 or 112 (from international mobile)

Non-emergency medical number 111



# STAYING IN THE UK

## British customs

- Be polite, always say “Please” and “Thank you”.
- When you are on an excursion, be considerate of the general public around you. Make sure you are walking on the footpath and not the road, and make sure you leave enough room for members of the public to also walk down the footpath.
- An important British custom is queuing. When waiting in a public space e.g. to pay for something in a shop or waiting to enter a building, you should always join the back of the queue and wait in a straight line. It is considered to be rude if you go to the front of the queue or do not queue at all.
- Be punctual! It can be considered rude and impolite if you turn up late for lessons or for a meeting point. If you think you are going to be late, tell someone.

## Weather

Between June and August the weather it is usually warm and sunny. The average maximum temperature is 21.5 °C , while the minimum 13.5 °C. Despite the warm weather, It might rain and therefore it is a good idea to bring a Waterproof jacket or an umbrella.

## Money

The currency in the UK is Pounds Sterling (£) and it is very easy to understand. There are 100 pence (p) in one pound (£). The coins are: 1p; 2p; 5p; 10p; 50p; £1 & £2, the banknotes are £5; £10; £20 & £50. Credit card and contactless payments are widely accepted mainly in big cities.

## Feedback and Complaints

### Feedback

We aim to make every aspect of your stay enjoyable and welcome your comments and feedback. We will invite you to complete a feedback form on the third and on the final day of your stay as part of the lesson.

### Complaints procedure

If you have any complaints, please refer to the Complaint Procedure displayed in your classroom.



# USEFUL LINKS & CENTRE PHONE NUMBERS



## Charities:

CitizenAID - CitizenAID is a UK registered charity with a focused mission to prepare individuals, communities and organisations to help themselves and each other when there are multiple casualties, particularly from deliberate attacks. Available also on Android and Apple app.

<https://www.citizenaid.org/>

## Useful Links:

British Core Values - A summary of key 'British Values' taught in all UK schools.

<https://www.youngcitizens.org/british-values>

Citymapper - A free public transit app and mapping service

<https://citymapper.com>

Tube map - A free map of London underground network

<https://www.mapway.com/apps/tube-map-london-underground/>

Currency converter

<https://currencyconverter.co.uk>

## Centre phone numbers:

**Safeguarding Manager – Karen Page 07586639050**

Eurocentres London

Centre Manager 07502420157

Emergency phone 07505753883

University of Greenwich

Centre Manager 07501995002

Activity Manager 07501995019

University of Westminster

Centre Manager 07501995195

Activity Manager 07501995053

Eurocentres Bournemouth

Centre Manager 01202 836731

Emergency number 07765 054547

Eurocentres Brighton

Centre Manager 01273 646510

Emergency number 07912575415

Eurocentres Liverpool

Centre Manager 0151 707 8905

Emergency phone 0747 091 7648