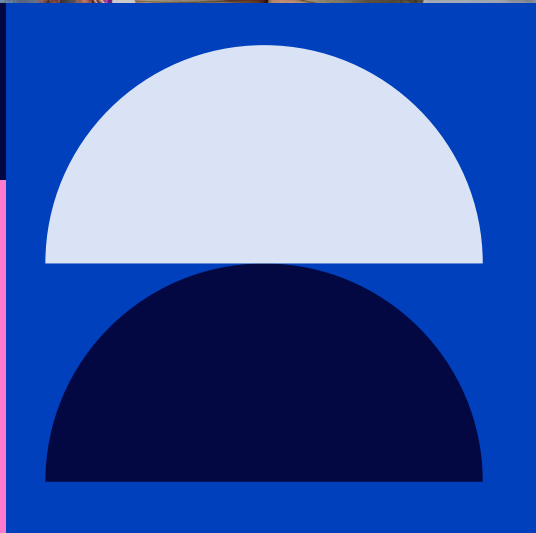
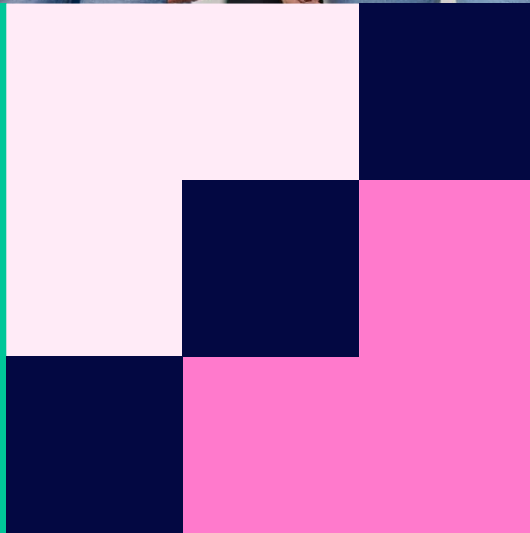


# Summer Student Handbook





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# Introduction

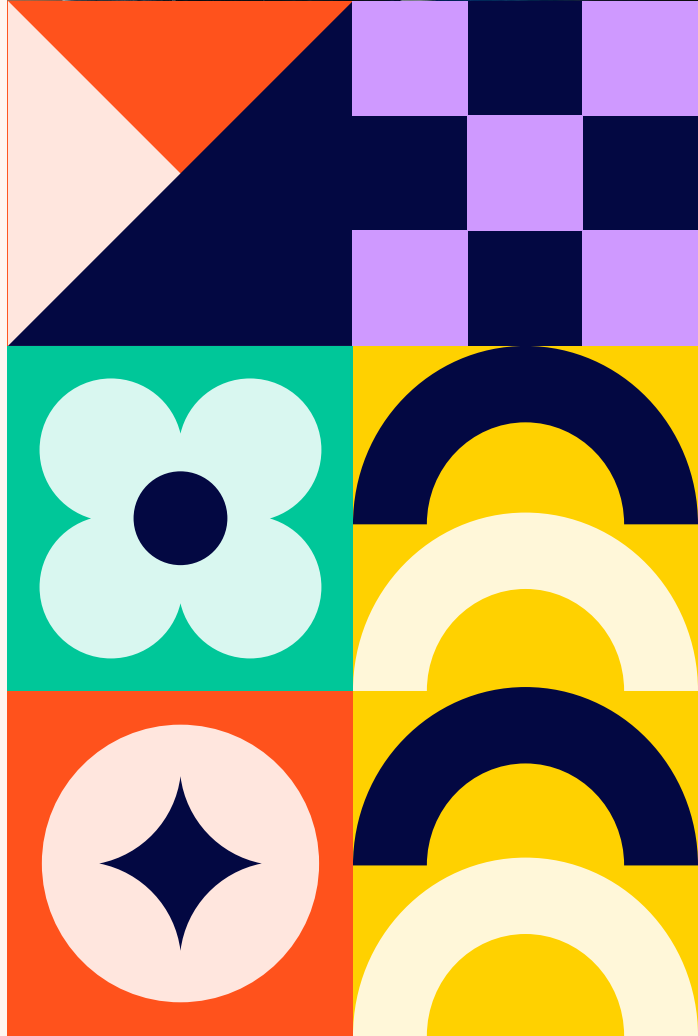
## Welcome to the beginning of your trip with Bayswater Summer!

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, South Africa 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.

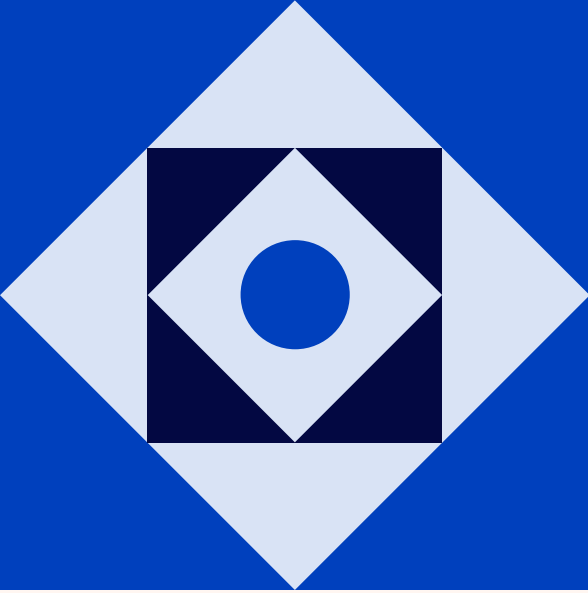
In this handbook you will find the information you need to get ready for your trip to the UK. You will find everything you need to know, and what you need to do, before you leave home, as well as advice about your arrival at the Summer Centre, lessons, activities and making the most of your time in the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

Please take the time to read it carefully. On your first day, after the placement test, we will check if you read the 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 with us.**







# Core Values

Bayswater is:



## For Global Citizens

We look beyond our borders; we embrace new cultures and are richer for it. You are all welcome.



## For Serious Fun

We know that fun is a huge part of your adventure. We aim to introduce you to like-minded people so that your friendships are our legacy.



## For Guidance

We take care of the little things at every step of your journey. From enrolment to graduation, we want you to know there's always someone here to help.



## Business for Good

We provide the skills to change people's lives. For every student we teach, we will teach another from a disadvantaged background.



## For Students

Everything we do is geared toward student success and safety. We know that confidence is an essential tool in learning and are here to encourage that confidence.



# 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

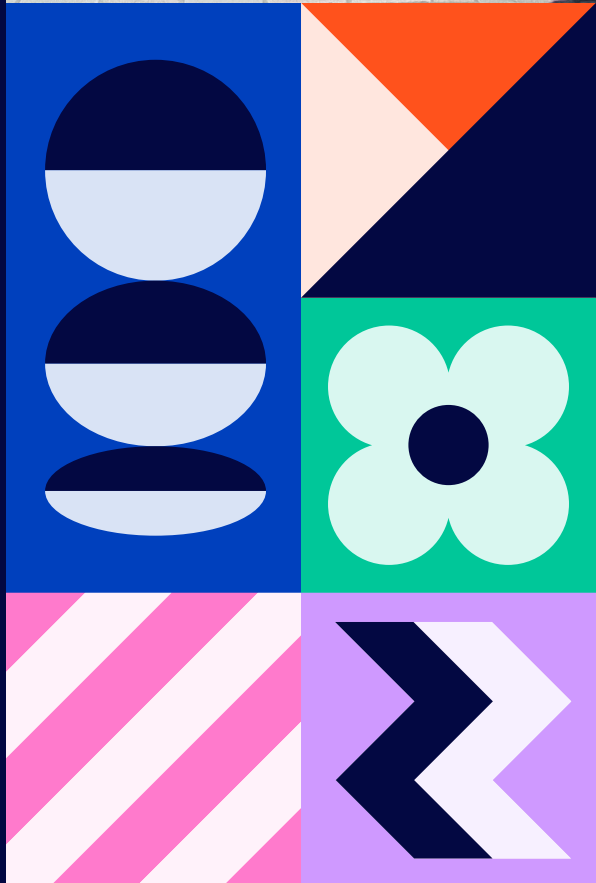
Check the luggage allowance for the airline you are flying with. The maximum weight, size and number of bags varies depending on the destination and the airline.

Your hand luggage should contain the following items:

- All travel documents
- Information about your Host Family if staying with one
- Money
- Passport (plus photocopy)
- Medication and prescriptions
- This guide
- Phone charger
- Spare underwear
- Toothbrush

You should also bring:

- A padlock (to keep personal things safe)
- A pen and a notebook
- Sports clothes (shorts, T-shirts, tracksuit, cap and trainers)
- Comfortable footwear for walking and sightseeing
- Sunglasses and sun cream
- Personal toiletries (toothpaste, toothbrush, shampoo and soap)
- A reusable water bottle
- A raincoat and an umbrella
- Travel adaptors
- Towels



## Pocket Money

The currency in the UK is Pounds Sterling (£) and cash comes in both coins and notes form. It is not advisable to bring too much cash. We recommend between £100 and £150 per week. Please note, if you are living in a Homestay, you may need to pay for bus or train fare to get to school.

# Arrival at a Centre

## At the Airport

You will meet a member of the Bayswater Team. They will have a Bayswater Summer T-shirt. Then you will travel to the centre by taxi or coach.

## At the Centre

You will be welcomed by the Bayswater Summer Staff. They will show you your room and give you your key.

They will give you a lanyard with your ID card and the Bayswater Summer 24-hour emergency number.

They will give you the WiFi password.

You will have an "Orientation Tour" to explain where you will:

- Eat your meals
- 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.

**Laundry:** There are laundry facilities at each centre at a small cost.

## Meals

You will have 3 meals per day (times may vary depending on centre):

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.

During your trip, you may find the food different to what you usually eat at home, this is very normal and a big part of the wonderful opportunity and experience you're having. It's important you keep an open mind and try new things.

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.

## 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.





# Arrival at a Homestay

## At the Airport

You will meet a member of the Bayswater Team. They will have a Bayswater Summer T-shirt. Then you will travel to your homestay by taxi or coach.

Please note, if you arrive mid-week, you may travel to the school directly and then be taken to your homestay after.

## At your Homestay

You will be welcomed by your hosts and shown your room.

They will tell you:

- Times for breakfast and dinner (mealtimes will be at school)
- How to wash your clothes
- How best to travel to school
- The rules of the house

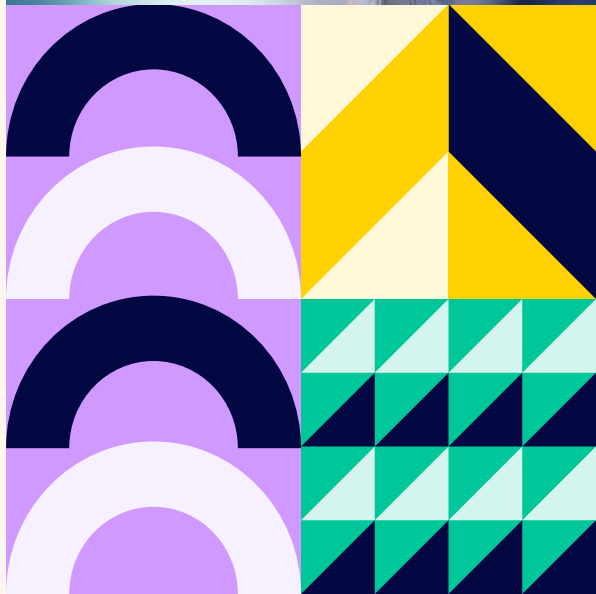
If you have any dietary requirements, allergies or illnesses please let us know in the "Registration Form" so that we can tell your hosts.

## At School

You will meet the Bayswater Summer Staff. They will give you an 'Orientation Tour' to explain your timetable and where to attend classes and activities.

There will be a member of staff to help with any problems with your homestay.

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



# Who to Ask For Help

If you have an 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** - Welfare Officer / Centre Manager

**Food** - Centre Manager

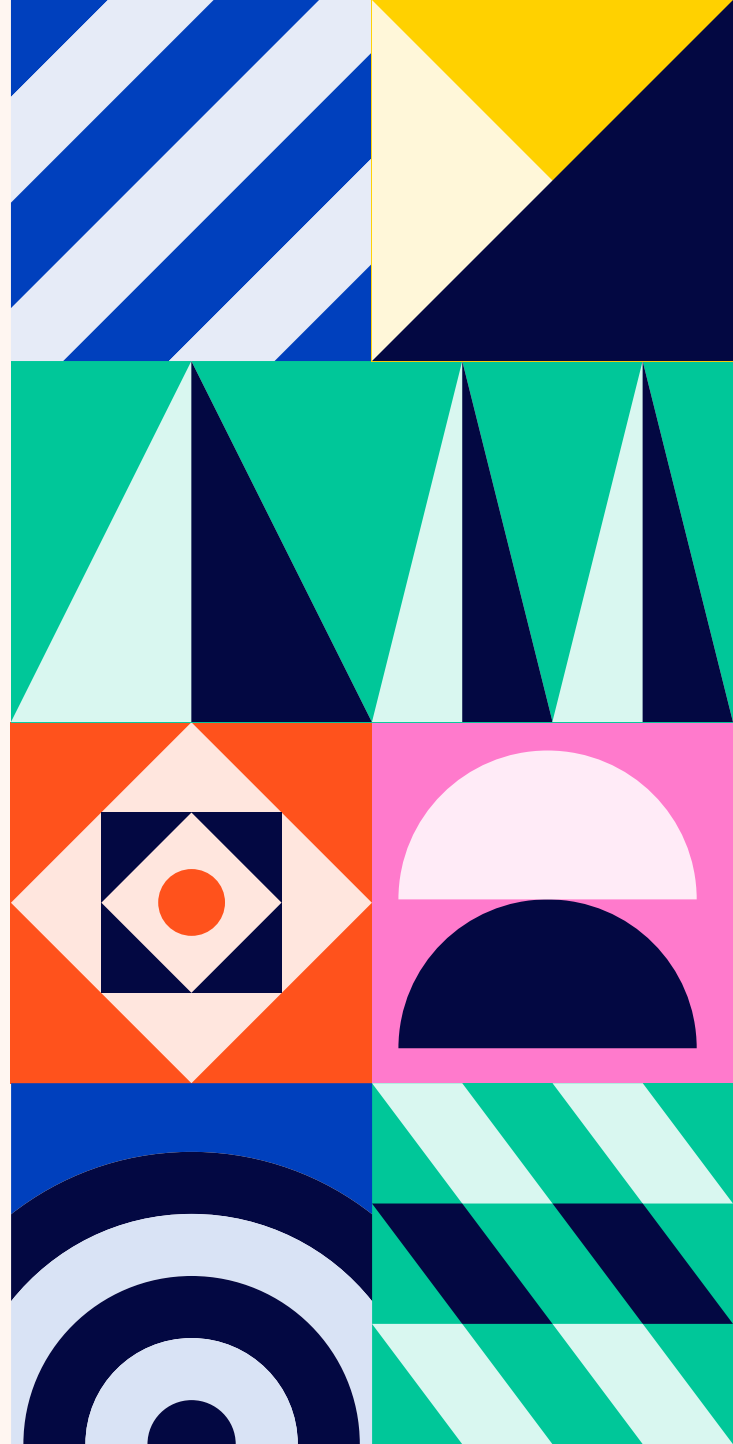
**First Aid** - There is always a qualified first aid member of staff nearby - please talk to any member of staff about a first aid concern and they will direct you to or fetch the first aider

**Welfare, Bullying** - 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, you are expected to behave respectfully and in line with our rules and local laws. Breaking rules may result in disciplinary action, and for serious cases you may be sent home at your own expense.**

## UK Law

- It is illegal to buy alcohol and cigarettes if you are under the age of 18
- It is illegal for someone to buy alcohol or tobacco for someone under the age of 18; do not ask an adult to buy these for you

## General Rules

- Respect other students and staff members
- Do not leave the centre without an adult and without permission from the Centre Manager
- Do not break or damage centre property - you will have to pay for any damage
- You must be punctual and attend all activities and lessons
- Always wear your lanyard and student ID card at the centre and on excursions
- Smoking, drinking alcohol and the use of any drugs are NOT allowed

## Activity 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 of Bayswater Summer Staff or your Group Leader

## Excursion Rules

- If you travel by coach, always wear your seatbelt and stay seated
- If you travel by public transport, ensure you know where to get off
- Take a mobile phone with full battery and data
- Do not play with your phone when walking
- Cross the road with your Activity Leaders
- Remember the meeting points & times

## Canteen Rules

- Wait in line, do not skip the queue or push
- When you have finished eating, clear your table

## Class Rules

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



# Accommodation

## 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 as recreational space. You might have access to a 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 Accommodation

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.

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.





# Your Course

## Your Timetable

At our centres we usually run a zig-zag programme. Students are divided into two main groups - "Group A" and "Group B". Groups switch activities in the mornings and afternoons. For example: If Group A has a trip to Covent Garden in the morning, Group B will have lessons that morning. In the afternoon, Group A will then have lesson while Group B will have their trip to Covent Garden.

## Placement Test

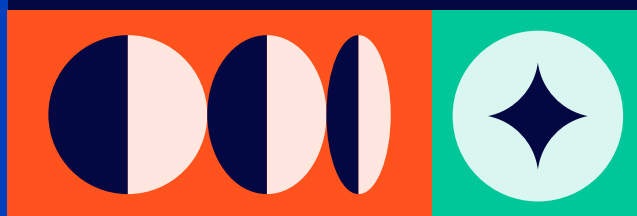
On your first day at school you will do a test and have a short interview to assess your language level so that we can put you in the right class.

## 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).



## Sample Programme

Week 1	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
09:00-12:40	Arrivals / Onsite Activities	Lessons	Lessons	Lessons	Lessons	Lessons	Cambridge including Kings College
14:00-17:40		Westminster Tour	Time in London	South Kensington Museums and Hyde Park	Time in London	British Museum	
19:30	Speed Friending	Scavenger Hunt	Outdoor Sports	Trash Fashion	Egg Drop Challenge	Karaoke & Talent Show	Movie Night
Week 2	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
09:00-12:40	Greenwich, Canary Wharf and Docklands	Madame Tussauds	Onsite Activities	Covent Garden	Onsite Activities	London Eye	Optional/ Time in London
14:00-17:40		Lessons	Lessons	Lessons	Lessons	Lessons	
19:30	Quiz and Games	Robot Wars	London by Night	Outdoor Sports	Lip Sync Battles	Murder Mystery Night	Disco



# The Activity Programme and Excursions

The activity programme consists of morning/afternoon 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! Activities may include sports tournaments, movie nights, arts & crafts, discos, quizzes, talent shows and much more.

## Excursions

Excursions give you the opportunity to leave campus and visit some of the most popular destinations in the UK. These include walking tours, admission to attractions such as castles, museums and aquariums, and galleries and other interesting places. You may also be given some free time during these excursions to explore, shop and/or relax. However, please remember, you must:

- Make a note of the meeting point and departure time
- Come back to the meeting point on time
- Stay within the allocated area
- Walk around with other students in a minimum group size of 4

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.

Please see below for a sample of activities and excursions that may be included:

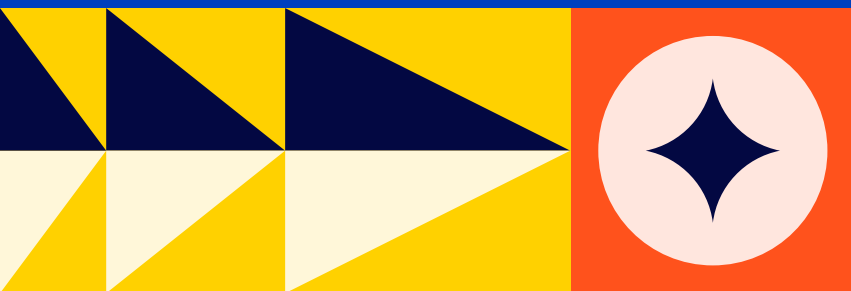
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14:00-17:40		Lessons	Lessons	Lessons	Lessons	Lessons	
19:30	Quiz and Games	Robot Wars	London by Night	Outdoor Sports	Lip Sync Battles	Murder Mystery Night	Disco

## Travel to Excursions

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.

# Welfare

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



## Supervision

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

## What to do if you are lost

1. Call your Group Leader and let them know you are lost OR call the Bayswater Summer emergency number on your student ID card and lanyard
2. Tell us your name, the name of your centre and where you are or what you can see. For example, names of shops
3. Wait for a member of staff to come collect you

## 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!

## Bullying

Bullying of any kind is unacceptable at our centres. If you are being bullied, tell the Student Welfare Manager 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

## Personal Safety

### Don't...

- Carry a lot of money with you
- Carry your passport with you
- Leave money or belongings around the school or centre

### Do...

- Keep your mobile phone hidden
- Keep your bag closed at all times
- Wear your backpack on your front so you can see it

## Fire and evacuation procedure

On your first day at the centre you will learn about fire evacuation procedures. Whilst an evacuation is unlikely during your stay, you must listen carefully to know what to do if one occurs.

## 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, any member of staff.

## 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 pedestrian crossings wherever possible and do not start crossing without checking the vehicles have stopped for you.



## Emergency telephone numbers

Police/Ambulance/Fire:  
999 or 112  
(from international mobile)

Non-emergency medical  
number 111



# Staying in the UK

## Weather

Between June and August the weather 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 and an umbrella.

## Money

The currency in the UK is Pounds Sterling (£). 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. You can exchange foreign currency into UK currency at the airport, most Post Offices, supermarkets and travel agents that have a Bureau de Change. **We strongly recommend you change your money before arriving in the UK as opportunities to do so once here may be limited.**

Unfortunately, we cannot exchange or accept foreign currency at our centres.

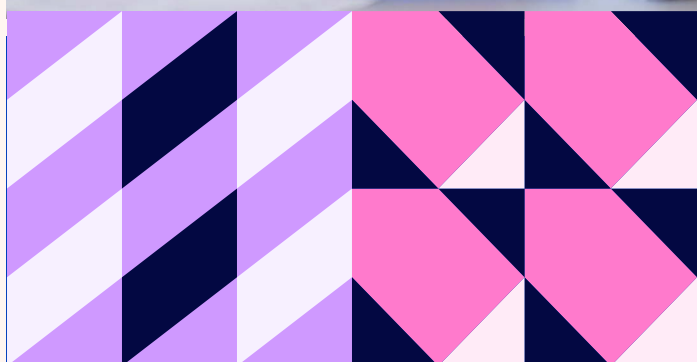
## British Customs

Be polite, always say "Please" and "Thank you".

When you are on an excursion, be considerate of the general public around you.

Queuing - When waiting in a public space e.g. to pay for something in a shop, you should always join the back of the queue and wait in a straight line.

Be punctual! It can be considered impolite if you arrive late for lessons or for a meeting point. If you think you are going to be late, tell someone.



# Feedback & 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 & 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.

[www.citizenaid.org](http://www.citizenaid.org)

## Useful Links

### British Core Values

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

[www.youngcitizens.org/british-values](http://www.youngcitizens.org/british-values)

### Citymapper

A free public transit app and mapping service

[www.citymapper.com](http://www.citymapper.com)

### Tube map

A free map of London underground network

[www.tubemaplondon.org](http://www.tubemaplondon.org)

### Currency converter

[www.currencyconverter.co.uk](http://www.currencyconverter.co.uk)

## Centre Numbers

### University of Greenwich

Emergency number: 07494251250

### University of Westminster

Emergency number: 07300428891

### Oxford Brookes University

Emergency number: 07300428907

### Bayswater Bournemouth

Emergency number: 07765 054547

### Bayswater Brighton

Emergency number: 07912575415

