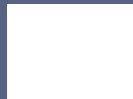




ETC International College



# Adult Student Handbook



[www.etc-inter.net](http://www.etc-inter.net) | [english@etc-inter.net](mailto:english@etc-inter.net)

22-26 West Hill Road, Bournemouth, BH2 5PG, England

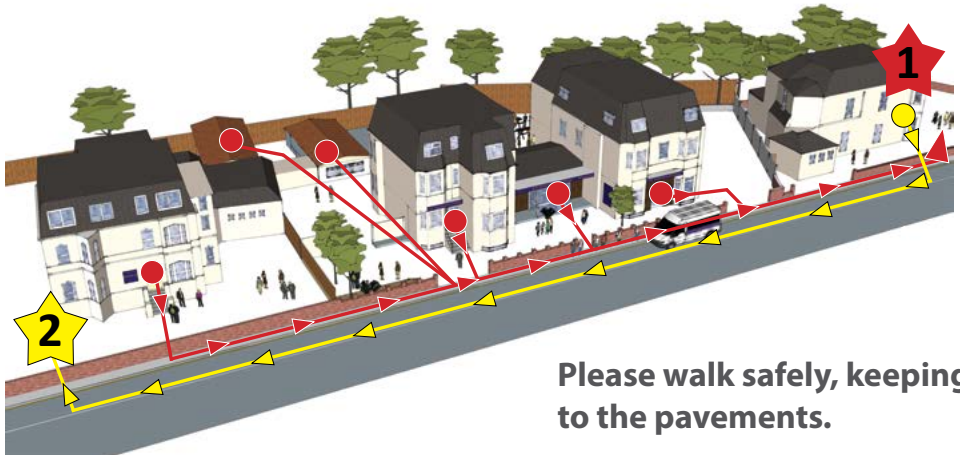
Tel: +44 (0) 1202 559044 | Emergency Tel: +44 (0) 7966 380973 | Fax: +44 (0)1202 780162

## Fire Assembly Point - in case of emergency

If the fire alarm rings, go to the fire assembly point with your teacher and wait for your teacher to register you. You must wait until the fire marshals say that it is safe to go back to class.



### ETC International College Fire Evacuation Routes



**Please walk safely, keeping to the pavements.**



#### **Durley Road Car Park:**

Muster point for:

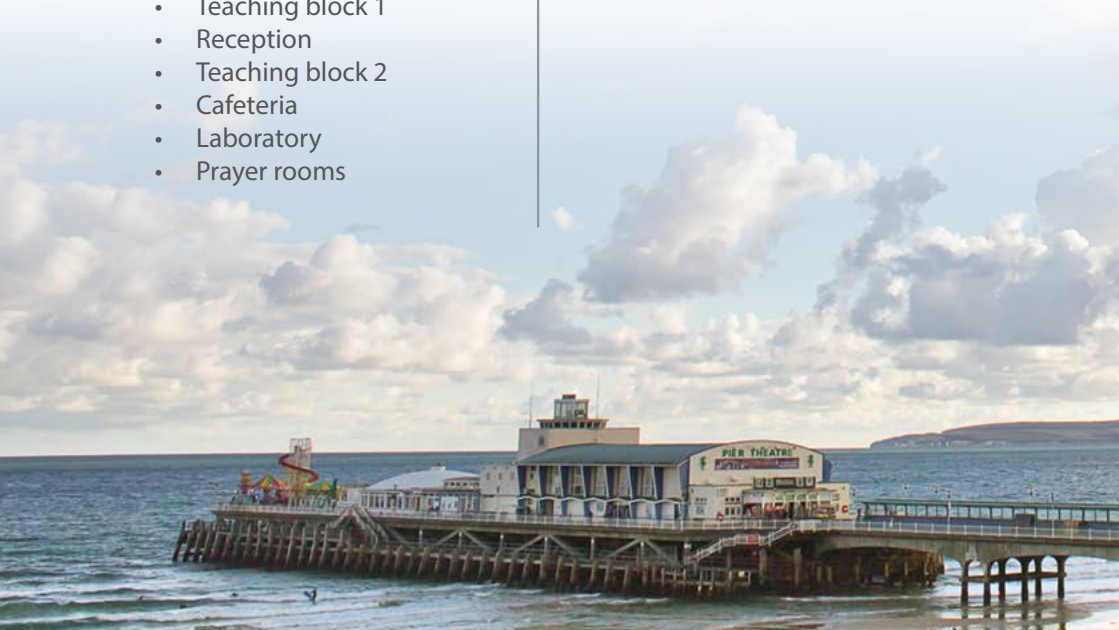
- Residence
- Teaching block 1
- Reception
- Teaching block 2
- Cafeteria
- Laboratory
- Prayer rooms



#### **ETC Residence Car Park:**

Muster point for:

- Durley Road Building



# Welcome to ETC

We are passionate about language learning and we aim to deliver professional teaching in a relaxed, friendly atmosphere. Choosing to study with us means you can expect great teaching, clear progress and excellent service. Experience the UK, learn in an authentic, but modern environment and make friendships that last a lifetime.

Please read this Student Handbook carefully.

## Summer and Winter Timetables

Lessons run from Monday - Friday. One lesson is 45 minutes in duration. Students should attend all lessons that have been scheduled for them. An academic manager will confirm your timetable at the start of your course. Please see below our sample timetables:

### TT1 Off Peak Timetable (September - May. Timetables may be subject to change)

|               | Monday                                                       | Tuesday      | Wednesday    | Thursday     | Friday       |
|---------------|--------------------------------------------------------------|--------------|--------------|--------------|--------------|
| 08:45 - 10:15 | Lesson 1 & 2                                                 | Lesson 1 & 2 | Lesson 1 & 2 | Lesson 1 & 2 | Lesson 1 & 2 |
| 10:15 - 10:45 | Break                                                        |              |              |              |              |
| 10:45 - 12:15 | Lesson 3 & 4                                                 | Lesson 3 & 4 | Lesson 3 & 4 | Lesson 3 & 4 | Lesson 3 & 4 |
| 12:15 - 13:15 | Break (End of classes for Standard General English students) |              |              |              |              |
| 13:15 - 14:45 | Intensive 1                                                  | Intensive 2  | Intensive 1  | Intensive 2  |              |
|               | Specialist / Full Immersion Lessons                          |              |              |              |              |
| 14:45 - 15:15 | Full Immersion / 1:1 Lessons                                 |              |              |              |              |

### TT2 Peak Timetable (June, July, August. Timetables may be subject to change)

|               | Monday                                                             | Tuesday      | Wednesday    | Thursday     | Friday       |
|---------------|--------------------------------------------------------------------|--------------|--------------|--------------|--------------|
| 12:30 - 14:00 | Intensive 1                                                        | Intensive 2  | Intensive 1  | Intensive 2  |              |
| 14:00 - 14:20 | Break (Beginning of classes for Standard General English students) |              |              |              |              |
| 14:20 - 15:50 | Lesson 1 & 2                                                       | Lesson 1 & 2 | Lesson 1 & 2 | Lesson 1 & 2 | Lesson 1 & 2 |
| 15:50 - 16:15 | Break                                                              |              |              |              |              |
| 16:15 - 17:45 | Lesson 3 & 4                                                       | Lesson 3 & 4 | Lesson 3 & 4 | Lesson 3 & 4 | Lesson 3 & 4 |

During the winter months, you are likely to be on the TT1 timetable.

You will be placed in Intensive 1 or Intensive 2 depending on your level of English.

## Course books

Books are provided in the classroom for all students to use, free of charge, throughout their course. The books remain the property of ETC. Students may buy their own books if they wish. Workbooks are optional and can be purchased separately from the library.

## Attendance

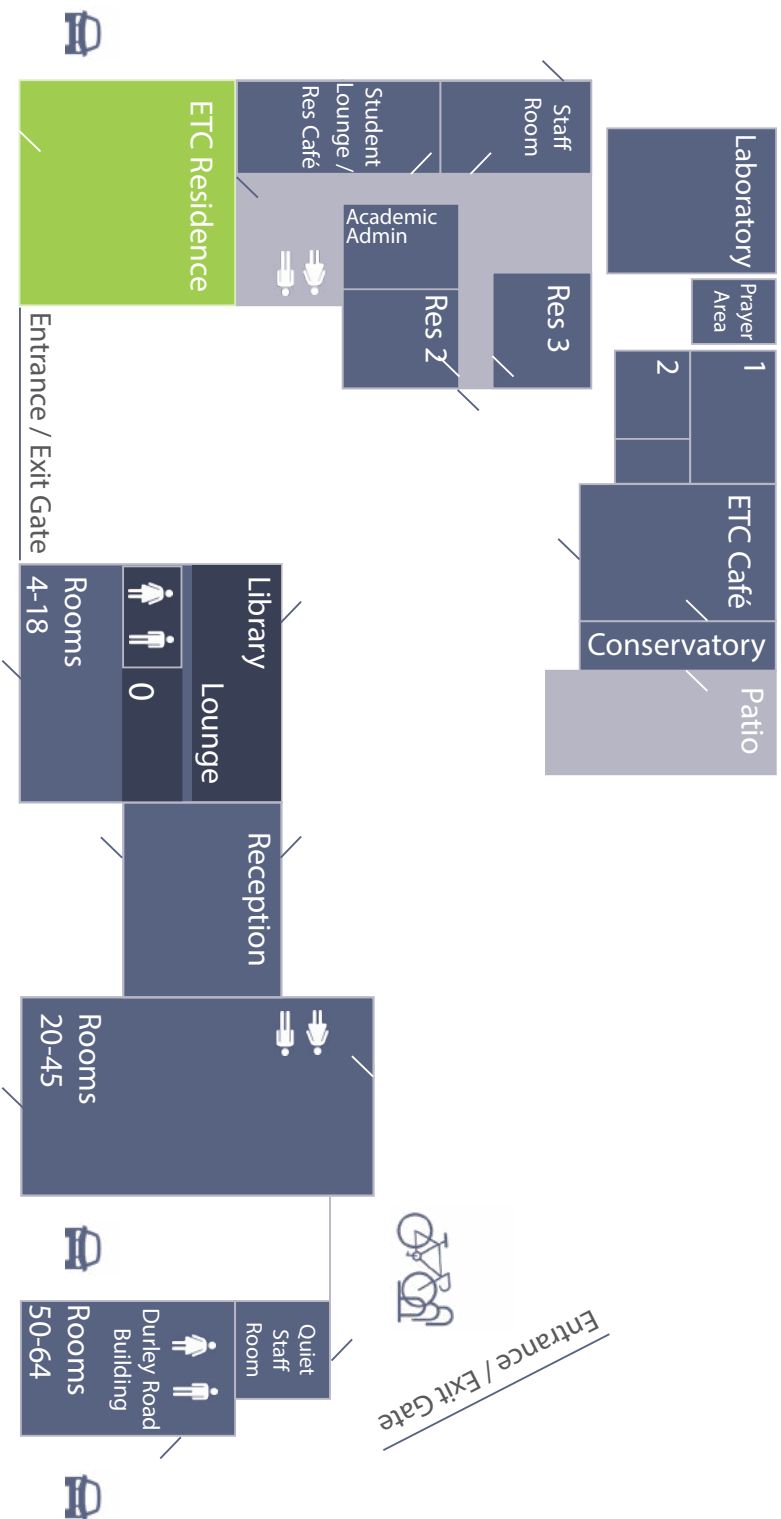
Please attend all of your classes. At least 80% attendance is required to receive a certificate at the end of your course. If you are here on a visa and your attendance is lower than 80%, it is our duty to report this to the immigration authorities. Make sure your attendance improves or you may lose your place at ETC.

If you are unwell please contact reception on 01202 559044



# ETC International College Floor Plan

(not to scale)



### UK Law

Laws in the UK may be different from laws in your country, especially on drugs, smoking and alcohol.

- You must be 18 to buy alcohol. It is illegal to buy alcohol for anyone under the age of 18.
- You must be 18 to buy and 16 to smoke cigarettes or tobacco.
- Don't buy or accept drugs or substances that are illegal.
- The age of sexual consent in the UK is 16.
- Shoplifting - stealing from shops is taken seriously by the police.
- Litter - please do not drop rubbish, including food wrappers and chewing gum.

### Our Advice

- Make sure that you carry your ETC student ID card with you at all times.
- Know where you are going before you leave.
- Make sure that your host family knows the time you will be returning home and contact them if that changes.
- Stay with your friends – there is safety in numbers, but not in very big groups.
- Stay on streets with good lights at night.
- Sit with other passengers if you are travelling by bus or train.
- Sit downstairs near the driver on buses at night.
- Always carry your purse, wallet, handbag out of sight.
- Walk away from drunk people and arguments.
- Report any incident to your host family and ETC immediately.
- Avoid carrying your passport.
- Don't get into a car with strangers or hitchhike.
- Be cautious when getting money out in front of others.
- If you are alone at night - Get a taxi.
- Make sure you look before you cross the road. - remember cars drive on the left in the UK.



# Health

## Are you feeling unwell?

If you are from a country in the European Union, or a non-EU country with a reciprocal health agreement with the UK, you should not normally have to pay for any medical treatment. If you are not covered by these agreements it is very important that you get health insurance.

### Tell us

Any excused absences will require written evidence of appointment from the relevant authority. For example, a doctor's note/doctor's appointment card/prescription, a hospital note or a police certificate. Please note that appointments such as bank or property viewings will not be excused, as these can be done in your own time after your classes.

### If you have a disability

If you have a disability or if you are pregnant/become pregnant, please see reception to let them know about your condition. One of the Safeguarding Officers will carry out a risk assessment. The risk assessment is nothing to worry about – it's a form to complete with the Safeguarding Officer to see how we can support your needs and help you to have the best possible and safest experience during your time at ETC.

If you require ground floor classrooms as a result of your condition, this will be catered for. If your timetable changes and you find that you are not in a ground floor room, do not attend class. See reception straight away so we can put you back on the ground floor. Do not be afraid to come and see us immediately to remind us of your needs!

### Accident and Emergency

In an emergency call **999** for Fire, Police, Ambulance or Coastguard. You can use any telephone. Only use this number in a real emergency; otherwise, telephone **101** for police non-emergency and **111** for NHS non-emergency.

### If you have an accident but you do not need an ambulance you can go to:

**Accident and Emergency Department  
Royal Bournemouth Hospital**  
Castle Lane East  
Bournemouth  
**01202 303626**

**Accident and Emergency Department  
Poole Hospital**  
Longfleet Road  
Poole  
**01202 442202**



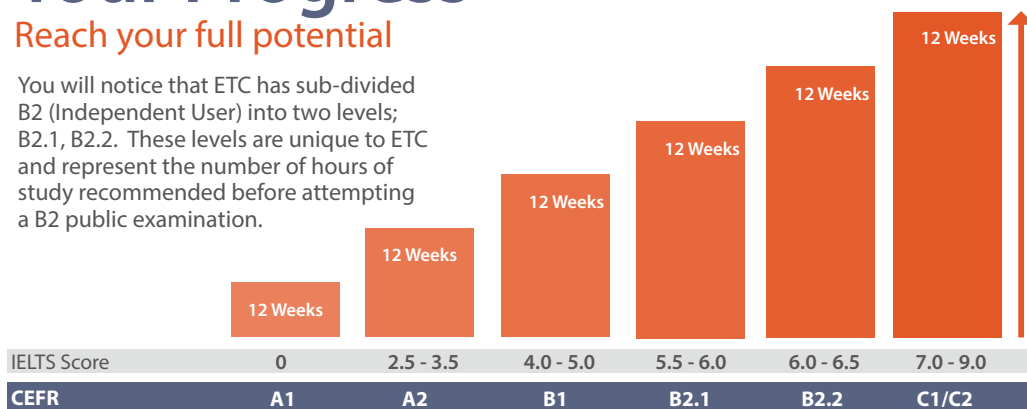
**The school emergency telephone number is 07966 380973**

Always have your host family's address and telephone number with you at all times.

# Your Progress

## Reach your full potential

You will notice that ETC has sub-divided B2 (Independent User) into two levels; B2.1, B2.2. These levels are unique to ETC and represent the number of hours of study recommended before attempting a B2 public examination.



\*Please note some students take less than 12 weeks to go from level to level and some longer.

Should you think you are ready to move up a class, you should first consult the can-do statements in your Learner Portfolio which should be almost all achieved. You should then talk to your teacher who, after a short discussion, will tell you if you can go up or not.

If the teacher agrees with you, they will then complete a transfer form, signed by both your teachers. You will then be transferred to the class above or exam class of your choice as soon as possible, usually by the start of the following week. (Please listen to your teacher's advice as they are thinking of the long-term impact which moving up without completing the level will have on your language learning in the future.)



### A list of useful expressions

These expressions will help you to find out some of the language information that you will need when you are in the classroom;

Could you say that again, please? = Could you repeat that, please?

Could you speak more clearly, please?

Sorry, I don't understand.

How do you spell .....?

How do you say..... in English?

How do you pronounce.....?

What does ..... mean?

What's the opposite of .....?

Could you explain the difference between ..... and ..... please?

What part of speech is ..... ?



# Living in the UK

## Helping you to feel at home

### Changing money

Change money or travellers' cheques at banks, many travel agents, and larger post offices. Avoid Bureaux de Change as you may pay a higher rate of commission. You can use international credit cards such as Visa and MasterCard in most restaurants and shops.

### Opening a bank account

If you are going to stay in the UK for six months or more, you may be eligible to open a bank account. You will need a letter from ETC to prove that you are a student. Ask the Office Manager or one of the other staff members in reception. You should not use the address of your homestay without their permission.

### Holidays

As a full-time student, you are only allowed to take a holiday in the middle of your course if:

- You take your holidays at the dates specified on your Letter of Acceptance.
- You booked your holidays when you enrolled.
- You are not on a Student Route visa, unless the holiday was booked during the enrolment procedure.
- The course you booked is longer than 18 weeks.
- You have completed a minimum of 12 weeks.
- You take a maximum of 2 weeks' holiday at one time (unless you are returning to your country, in which case you will need to show your flight ticket or confirmation slip at reception).

### Travelling outside the UK

If you plan to travel outside the UK, please check that your passport will be valid when you return to the UK, that your visa / Leave to Remain in the UK will not expire whilst you are away and if you need a visa to enter the country you wish to visit. You can ask your travel agent for advice.

### Change of address

If you move to private accommodation, you must give ETC your new address. ETC is obliged by law to inform The Home Office of students' private accommodation arrangements.

### If you want to change or cancel your accommodation

If you want to change your accommodation, you should give ETC a week's notice from the following Saturday or you may have to pay a cancellation fee of £200, plus one week's accommodation fee.

### Problems with your accommodation

If you have any problems with your accommodation, please tell the Accommodation Officer. You can book an appointment in reception.





# Getting Around

## Walk, Bus, Car, Rail, Sea or Plane

ETC has one site at 22 - 26 West Hill Road, Bournemouth, BH2 5PG. This is located in the centre of Bournemouth, 5 minutes' walk from the beach, 4 minutes' walk from the town centre and just 2 minutes' walk from the town library.

### Airport Transfers

|                                                                |                                                                                   |                                                                |                                                                                   |                                                          |                                                                                   |                                                           |                                                                                    |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------|----------------------------------------------------------------|-----------------------------------------------------------------------------------|----------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------|------------------------------------------------------------------------------------|
| Bournemouth to<br><b>Bournemouth<br/>Airport</b><br>15 minutes |  | Bournemouth to<br><b>Southampton<br/>Airport</b><br>50 minutes |  | Bournemouth to<br><b>Heathrow<br/>Airport</b><br>2 hours |  | Bournemouth to<br><b>Gatwick<br/>Airport</b><br>2.5 hours |  |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------|----------------------------------------------------------------|-----------------------------------------------------------------------------------|----------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------|------------------------------------------------------------------------------------|

### ETC to...

|                                              |                                                                                   |                                                 |                                                                                   |                                 |                                                                                   |                                             |                                                                                    |
|----------------------------------------------|-----------------------------------------------------------------------------------|-------------------------------------------------|-----------------------------------------------------------------------------------|---------------------------------|-----------------------------------------------------------------------------------|---------------------------------------------|------------------------------------------------------------------------------------|
| <b>ETC Residence</b><br>30 seconds           |  | <b>Town Centre</b><br>4 minutes                 |  | <b>London</b><br>2 hours        |  | <b>Beach</b><br>5 minutes                   |  |
| <b>Bournemouth<br/>Station</b><br>15 minutes |  | <b>Summer Adult<br/>Residence</b><br>15 minutes |  | <b>Poole</b><br>15 minutes      |  | <b>Bournemouth<br/>Library</b><br>2 minutes |  |
| <b>Oxford</b><br>1.5 hours                   |  | <b>Brighton</b><br>2 hours                      |  | <b>New Forest</b><br>15 minutes |  | <b>Southampton</b><br>45 minutes            |  |

### Arriving by road

The best way to approach the school is from the east or north, via the A338 (known locally as the Wessex Way).

Take the first exit at the Cambridge Road roundabout.

This is the roundabout after the Richmond Hill roundabout (for Bournemouth town square).

Then follow the road to the next roundabout (the Poole Hill roundabout), take the first exit onto Poole Road and after 20 metres you will find West Hill Road on your right. The school is about 80 metres along this road on the right hand side.

To reach the school from the west, follow Poole Road (through Westbourne) until you come to the Poole Hill roundabout. At this roundabout, go straight ahead (ie. the second exit) and after just 20 metres you will find West Hill Road on your right. The school is about 80 metres along this road on the right hand side.

### Parking

Parking at ETC is very limited and only available to staff members. However, there is a public car park almost opposite the school and it is also usually possible to park in and around West Hill Road itself.

# ETC Facilities & Services

To help you study



## ETC Library

We have an on-site library with lots of resources for easy self-study. The library is situated on the lower-ground floor and is accessible from the main building and the courtyard at the rear. You can borrow books at your language level or study reference books on grammar, pronunciation and vocabulary. We have a free English DVD library where you can borrow DVDs. You will also be able to buy phone cards, bus tickets, SIM cards and your books here.

The library is open from 8:30am until 5:30pm Monday to Friday.



## ETC Café

We have an excellent café where you can purchase hot lunches. Hot and cold drinks, freshly-made sandwiches and snacks are also available at great prices.

## ETC Wi-Fi

You can have access to our Wi-Fi whenever you are on ETC premises without having to change password or network when you move from building to building. To access our Free Wi-Fi hotspot ask in reception for the password.



## Activities

We offer activities and clubs (both free and chargeable) so you can interact with other students and practise your English outside of the classroom. Check the notice boards for what's on.

## University Counsellor

Academic counselling is available for students who wish to start a university preparation course (UFP, Pre-Sessional, HNC or HND). Please sign up in the Academic Office.

Our counsellor helps with:

Finding the university  
of your choice

Writing your personal  
statement

Getting letters of  
recommendation

Completing your  
university application

# Activities

## The perfect way to practise your English!

To book your place on one of our amazing trips and excursions, come to reception. We will display the events on the notice boards around ETC and on our Facebook page.



Bournemouth is one of the most popular holiday destinations on the south coast of the UK and has over 7 miles of sandy beaches for you to explore in your free time.



## Must See Locations

### 1 The New Forest

Ancient hunting ground established by William the Conqueror in 1079. The wilderness, heath land and woods are still intact and wild ponies are a common sight.

### 2 London

The capital of England and one of the most eclectic cities in the world. Big Ben, Buckingham Palace, Trafalgar Square, shopping on Oxford Street - you may need more than one trip!

### 3 Corfe Castle

Corfe Castle is certainly a sight to see, rising out of the mist, jutting into the blue sky, or with water running down its walls. It is impressive no matter how many times you return to visit it.

### 4 Bath

Known for its natural hot springs and 18th Century architecture, the rolling countryside of Bath promises visitors a great day out. Today's visitors can soak in the waters at the Thermae Bath Spa.

### 5 Oxford

One of the most famous university towns in the world, steeped in history and full of stunning architecture. More recently it was one of the locations for the Harry Potter films.

### 6 Durdle Door

Perfect for an afternoon walk in the summer. It has 3 fantastic beaches around it and you could even combine this trip with a visit to Corfe Castle for an afternoon to remember!



# ETC Student Code of Conduct —

## Student Agreement

Our code of conduct is in place to ensure all students can enjoy their time at ETC and gain maximum benefit from their studies. Respect yourselves, respect others and please respect your environment.

- ✓ I will respect all students, teachers, staff and students of all cultures at ETC.
- ✓ I will respect my host family and the general public when I am in town or on an excursion or activity.
- ✓ I will speak English at all times when I am in ETC or on an ETC excursion or activity.
- ✓ I will attend all my classes Monday to Friday because I want to learn and I want to receive my certificate.
- ✓ I will arrive on time for my lessons. If I am late I cannot enter because the class has started.
- ✓ I will do all my homework on time because I want to improve my English.
- ✓ If I lose my ILP it will be more difficult for me to change my level because my learning history is lost.
- ✓ I will not accept or make calls, use social media or text in class time and I will switch off my mobile phone in class unless the teacher gives me permission.
- ✓ I will not eat food or drink in the classrooms or chew gum, but I can drink water.
- ✓ I will co-operate with ETC staff and follow instructions on ETC noticeboards.
- ✓ I will carry my student ID card at all times and show it to staff if they ask me to.
- ✓ I will take care of my property carefully.
- ✓ I will not leave my things unattended. I understand that ETC is not responsible for my property.
- ✓ I will follow Health and Safety rules very carefully, including Fire Practice procedures.
- ✓ I will follow smoking rules. I understand that smoking is not permitted on the ETC campus or in public buildings.
- ✓ I understand there is an ETC smoking area at the front of the school on the left.
- ✓ I will look after ETC buildings, facilities, equipment and resources (e.g. books) carefully.
- ✓ I will throw away my litter in the bins and recycling boxes provided.
- ✓ I will return anything borrowed from ETC on time and in the same condition as when I borrowed it.
- ✓ I will complete a 'holiday request' paper in reception if I want to take some time away from ETC for any reason.
- ✓ If I am sick I will call the College on 01202 559 044 or email [attendance@etc-inter.net](mailto:attendance@etc-inter.net).
- ✓ If I am absent for 3 days or more, I will bring a medical note from the doctor.
- ✓ If I have a disability or special educational need or if I am pregnant I will tell reception because ETC can help me and keep me safe (e.g. put my class in a ground floor classroom).
- ✓ If I cannot come to school because I have a personal or family problem or if I am unhappy, I will tell the school because the school can usually help me with my problem. Or I can call the school on 01202 559044.
- ✓ I understand that I can call the ETC emergency number if I have a serious problem on: 07966380973.
- ✓ I understand I can call 999 if I need urgent attention from police, fire service, ambulance or coastguard.
- ✓ I will not film or take photos of other people or upload them to Social Media without permission

My name (student): \_\_\_\_\_

My signature (student): \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

# ETC Complaints Procedure

When things don't quite go to plan.

We endeavour to ensure your stay with us is as enjoyable and comfortable as possible. However, sometimes things may not go to plan. We have set out a complaints procedure so we can deal with any issues that may occur quickly and efficiently so you can get back to enjoying your time here.

## Step 1. Reporting

Details are taken by the Receptionist and forwarded to the most appropriate person (generally the Accommodation and Welfare Officer or the Director of Studies).



## Step 2. Investigating / processing

The person to whom the complaint has been referred investigates the matter and responds to the client as soon as possible – ideally within 2 working days. If the matter involves child protection, protection of vulnerable adults, bullying, harassment or an actual or potential breach of the law, the DSL and Prevent Lead, must also be notified. (Please ask at Reception).



## Step 3. Action / resolution

ETC aims to resolve all complaints within ten working days.



## Step 4. Appeal

Clients may wish to appeal against the outcome of the process at step 3. If the client has spoken to the Accommodation and Welfare Officer, the Director of Studies or another member of the ETC team, but is still not satisfied, the client may speak to the Principal. An appointment to meet the Principal should be made via Reception.



## Step 5. External: other actions clients may wish to take

If we fail to resolve a client's complaint, they can contact English UK, in writing. This organisation will provide the client with detailed information on its role when investigating complaints about accredited language schools and colleges. The contact details for this organisation are:

English UK,  
47 Brunswick Court,  
Tanner Street,  
London. SE1 3LH.  
**Telephone:** +44 20 7608 7960. **Email:** [info@englishuk.com](mailto:info@englishuk.com)

English UK will attempt to mediate, but if this fails and you are still not satisfied, the complaint can be put to the independent Ombudsman by English UK, who will issue an adjudication which is binding on the school.



# Useful Information

## Telephone Numbers

|                                           |                |
|-------------------------------------------|----------------|
| <b>Emergency Services - Fire, Police,</b> |                |
| <b>Ambulance or Coastguard.....</b>       | <b>999/101</b> |
| Emergency contact with ETC.....           | 07966 380973   |
| Yellow Buses.....                         | 01202 636110   |
| More Buses.....                           | 01202 338 420  |
| Bournemouth (BCP) Council.....            | 01202 451451   |
| Bournemouth Police Station.....           | 01202 222222   |
| British Pregnancy Advisory Service.....   | 0345 730 4030  |
| Train Information.....                    | 0800 138 1016  |
| Gatwick Airport Flight Enquiries.....     | 0344 892 0322  |
| Heathrow Airport Flight Enquiries.....    | 020 7360 1250  |
| National Express Coaches.....             | 0371 781 8181  |
| Emergency & urgent care.....              | 111            |
| Samaritans.....                           | 116 123        |
| Star Taxis.....                           | 01202 391 919  |
| United Taxis.....                         | 01202 55 66 77 |

## Websites www...

|                                  |                                         |
|----------------------------------|-----------------------------------------|
| etc-inter.net.....               | ETC Website                             |
| bournemouth.co.uk.....           | Bournemouth tourism                     |
| bebc.co.uk.....                  | Bournemouth English Book Centre         |
| ukba.homeoffice.gov.uk.....      | visa information                        |
| britishcouncil.org/English.....  | everything about learning English       |
| dictionary.cambridge.org.....    | the online Cambridge dictionaries       |
| cambridgeenglish.org/exams.....  | Cambridge examinations website          |
| ielts.org.....                   | about the IELTS exam                    |
| toefl.org.....                   | about the TOEFL exam                    |
| visitbritain.com.....            | the official British tourist website    |
| edufind.com/English/grammar..... | online grammar                          |
| rdlc.co.uk.....                  | language courses in the UK and overseas |
| camguide.co.uk.....              | Information for visitors to UK towns.   |

## Some places of worship

|                                                                         |              |
|-------------------------------------------------------------------------|--------------|
| Bournemouth Islamic Centre - 4 St Stephen's Road, Bournemouth.....      | 01202 557072 |
| St Peters Church, Hinton Road, Bournemouth.....                         | 01202 290986 |
| Bournemouth Hebrew Congregation, The Synagogue, Wooton Gardens.....     | 01202 557433 |
| The Annunciation Roman Catholic Church, 218 Charminster Road.....       | 01202 513369 |
| Our Lady Immaculate Roman Catholic Church, Seamoore Road, Westbourne... | 09070 180034 |
| Citygate Church, 138A Holdenhurst Road, BH8 8AS.....                    | 01202 299628 |
| Bournemouth International Church, Holdenhurst Rd, BH2 2NU.....          | 01202 229628 |
| Bournemouth Buddhists, 8 Albert Court BH5 1ER.....                      | 01202 300916 |
| Bournemouth University Chaplaincy, Poole House, BH12 5BB.....           | 01202 965383 |
| Celtic Orthodox Church 8 Firbank Road, BH9 1EL.....                     | 01202 511156 |



# Your Welfare

## Your welfare is our priority

If you have any worries or concerns about your studies or accommodation, please come and tell us. If there is a serious problem with your accommodation, please contact the Accommodation Manager. You can view staff on the posters around the school. Some key staff are listed below.

### First Aiders

We have a team of first aid trained members of staff at ETC. If you or someone else has an injury, you can find help from one of our trained first aiders. You can see who the First Aiders are and their location from the posters in each building.

### Mental Health

Mental well-being is just as important as physical health. It is up to all of us to look out for each other's mental health, including our own. No problem is too small so if you wish to talk or are concerned about a friend, locate one of our Mental Health First Aiders.

### Safeguarding Officers

Our Safeguarding Officers are available to talk to if you have a problem. If you need someone to talk to about any issue you may have, contact one of our Safeguarding Officers.



**Santiago Hurtado Calero**  
Group Manager, Marketing  
Associate + DSL  
Email: santi@etc-inter.net



**Wijdan Abouzekri**  
Residence and Welfare Manager  
Email: residence@etc-inter.net



**Olivia Smith**  
Student Services Officer  
(Reception and Marketing)  
+Deputy DSL  
Email: olivia@etc-inter.net

