



ETC International College



Accredited by the
BRITISH COUNCIL
for the teaching
of English in the UK



Junior Student Handbook



www.etc-inter.net | english@etc-inter.net

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

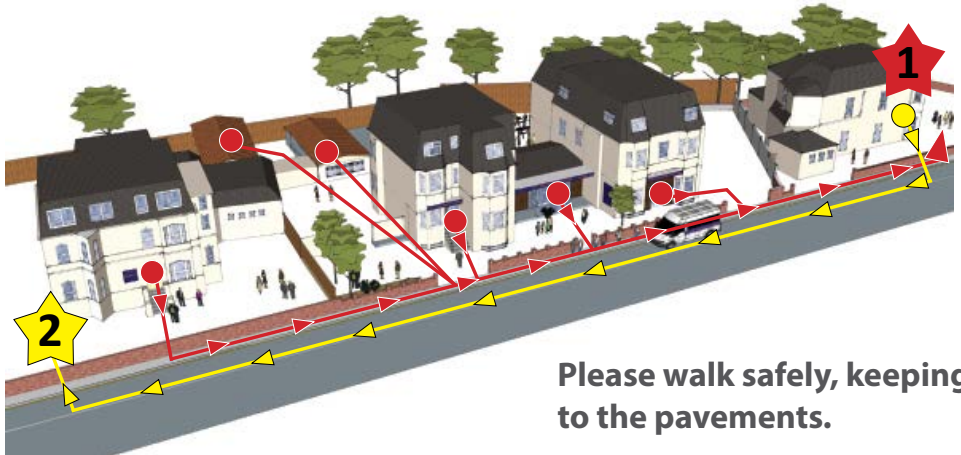
Tel: +44 (0) 1202 559044 | Emergency Tel: +44 (0) 7966 380973 | Fax: +44 (0) 1202 780162

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:

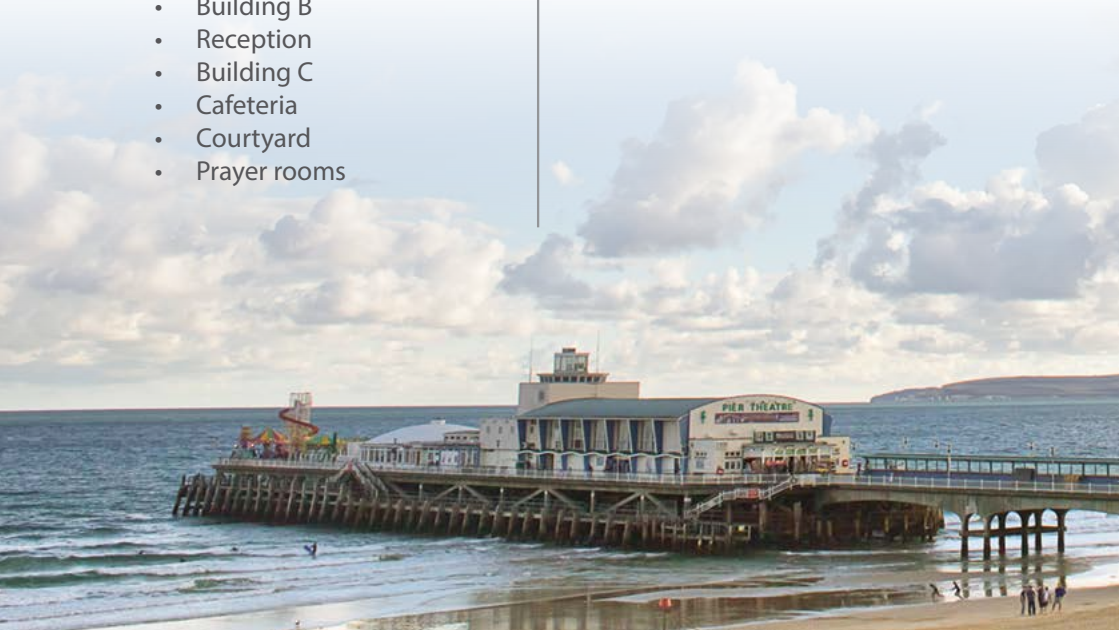
- Residence: Building A
- Building B
- Reception
- Building C
- Cafeteria
- Courtyard
- Prayer rooms



ETC Residence Car Park:

Muster point for:

- Durley Road Building D



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.

Sample Timetables

Lessons run from Monday - Friday. An academic manager will confirm your timetable at the start of your course. Please see below our sample timetables:

For students aged 17 or under (Timetable may be subject to change)

	Monday	Tuesday	Wednesday	Thursday	Friday
08:45 - 09:45	Lessons	Lessons	Lessons	Lessons	Lessons
09:45 - 10:00	Break - toilet and café				
10:00 - 11:00	Lessons	Lessons	Lessons	Lessons	Lessons
11:00 - 11:10	Toilet break (no access to café)				
11:10 - 12:10	Lessons	Lessons	Lessons	Lessons	Lessons
12:10 - 13:10	Lunch				

For students aged 16-17 on an adult or Young Learner Programme

(Timetable may be subject to change)

	Monday	Tuesday	Wednesday	Thursday	Friday
08:45 - 10:15	Lessons 1 & 2	Lessons 1 & 2	Lessons 1 & 2	Lessons 1 & 2	Lessons 1 & 2
10:15 - 10:40	Break				
10:40 - 12:10	Lessons 3 & 4	Lessons 3 & 4	Lessons 3 & 4	Lessons 3 & 4	Lessons 3 & 4
12:10 - 12:30	Break (End of classes for Standard General English students)				
12:30 - 14:00	RLSW / ESP	RLSW / ESP	RLSW / ESP	RLSW / ESP	
14:00 - 14:20	Break				
14:20 - 15:50	Overflow and Full Immersion TT2	Overflow and Full Immersion TT2	Overflow and Full Immersion TT2	Overflow and Full Immersion TT2	
15:50 - 16:15	Break				
16:15 - 17:45	Overflow and Full Immersion TT2	Overflow and Full Immersion TT2	Overflow and Full Immersion TT2	Overflow and Full Immersion TT2	

Changing Class

Should you think you are ready to move up a level, you should first consult your Learner Portfolio, and talk to your teacher.

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.)

Attendance

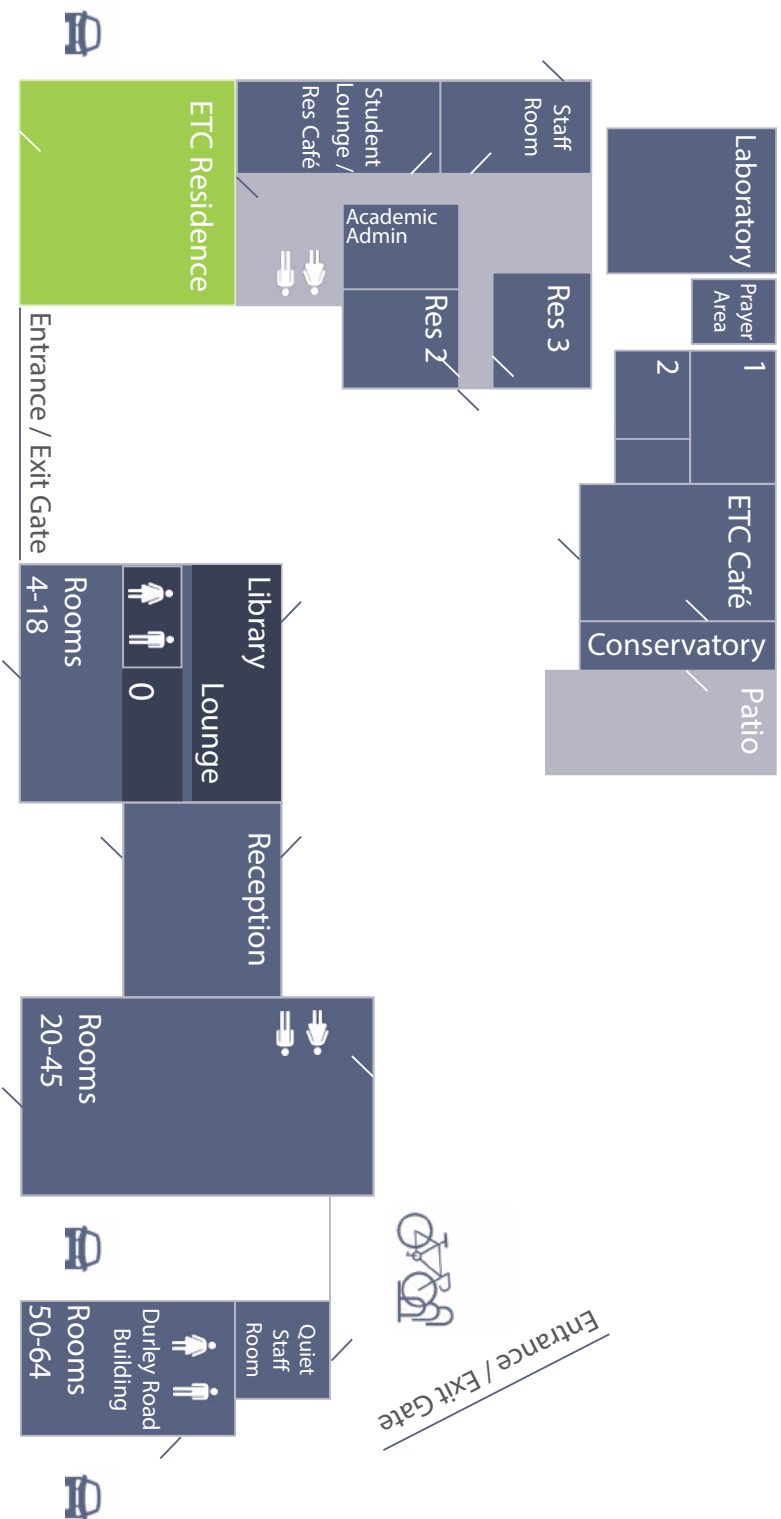
You should attend all lessons that have been scheduled for you.

If you are here on a visa and your attendance is lower than 80%, we are required to report this to the immigration authorities.



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.
- 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. You may be fined if you do.

Our advice if you are 16/17 and have permission from your parents to go out unaccompanied.

- 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 your host family knows the time you are returning home and where you are going. Be back before your curfew.
- Stay with your friends – there is safety in numbers, but not in very big groups.
- Stay on streets with good lights at night.
- 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.
- 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.



Staying Safe

Your welfare is our priority

The police in Bournemouth are happy to be approached by members of the public. In busy public places you will see uniformed police and security cameras. You can always ask a police officer if you need help or information.

Junior Guidelines

- Speak English at all times!
- Junior students under the age of 16 must stay on ETC premises at all times, including break and lunch times.
- Mobile Phones are not allowed in class unless your teacher gives special permission (e.g. as a dictionary or to search for information).
- Please don't eat or drink in the classrooms (water is allowed at any time).
- No chewing gum on ETC premises.
- Please consider our neighbours; be quiet when coming and going.

Curfew

If you are aged 14-15 staying in a homestay or if you are 16 or 17 years old, you will only be allowed out in your free time by yourself if this has been agreed and signed for by your parents using our Parental Permission Form before you start. 16 and 17 year olds must be back to their accommodation by 10pm. 14 and 15 year olds must be back to their homestay by 9pm. You must give your homestay or the Residence Manager the details of where you are going, who you are going with and how they can contact you.

Students whose parents have not signed the Parental Permission Form, students who are 15 and under staying in a residence or all students who are 13 and under are not allowed to leave their accommodation without being accompanied by a designated adult. If you are going to be on an activity or in the care of your group leader, please make sure that your homestay has been informed.



Help us keep you safe by following our guidelines.

Health

Are you feeling ill?

If you have an accident or feel ill while you are at school, tell your class teacher or go to reception immediately.

Tell us

If you are ill or cannot attend your class, contact reception on 01202 559044 or tell your group leader. Please remind your group leader that they must inform ETC that you are absent.

If you have a disability

If you have a disability, please see reception to let them know about your condition. One of the safeguarding officers will carry out a risk assessment.

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. Speak to a member of staff straight away so we can put you back on the ground floor.

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.

Local emergency facilities are at:

**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

Useful Information

Telephone Numbers

Emergency Services - Fire, Police,	
Ambulance or Coastguard.....	999/101
Emergency contact with ETC.....	07966 380973
AIDS Helpline.....	0800 567123
Yellow Buses.....	01202 636110
More Buses.....	01202 338 420
Bournemouth (BCP) Council.....	01202 451451
Bournemouth Police Station.....	01202 222222
Childline.....	0800 1111
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 391919
United Taxis.....	01202 556677



Websites [www...](#)

etc-inter.net	
bournemouth.co.uk	
bebc.co.uk	
ukba.homeoffice.gov.uk	
britishcouncil.org/English	
dictionary.cambridge.org	
cambridgeenglish.org/exams	
ielts.org	
toefl.org	
visitbritain.com	
edufind.com/English/grammar	
rdlc.co.uk	
camguide.co.uk	

ETC Website
Bournemouth tourism
Bournemouth English Book Centre
visa information
everything about learning English
the online Cambridge dictionaries
Cambridge examinations website
about the IELTS exam
about the TOEFL exam
the official British tourist website
online grammar
language courses in the UK and overseas
information for visitors to UK towns.



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.
- ✓ 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.

My name (student): _____

My signature (student): _____

Date: ____ / ____ / ____

ETC Facilities

To help you study

ETC Library

We have a 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. You will also be able to buy phone cards, bus tickets and SIM cards here. Class books will be available to you in your classrooms. You may buy your books, if you wish to keep them.

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



ETC Café

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



ETC Wi-Fi

ETC has WiFi, accessible throughout the school.

To access our Free Wi-Fi hotspot ask in reception for the password.



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

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.

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 First Aiders

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

