



Cheltenham

STUDENT HANDBOOK 2023



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Welcome to inlingua Cheltenham.

Thank you for choosing to come to **inlingua** Cheltenham for your English language course. All of us at **inlingua** Cheltenham are here to make sure that you make the very most of your time here and that you finish your course and return home to your country with wonderful memories of your time in England.

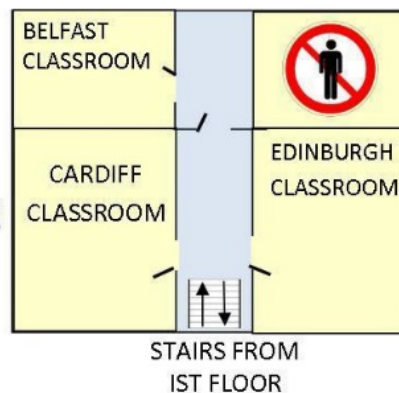
We hope that this handbook will help you to feel at home quickly and will answer some of the questions you may have. This handbook is to be used as a reference guide, but please if you need any information you can ask any member of staff.

Site Map

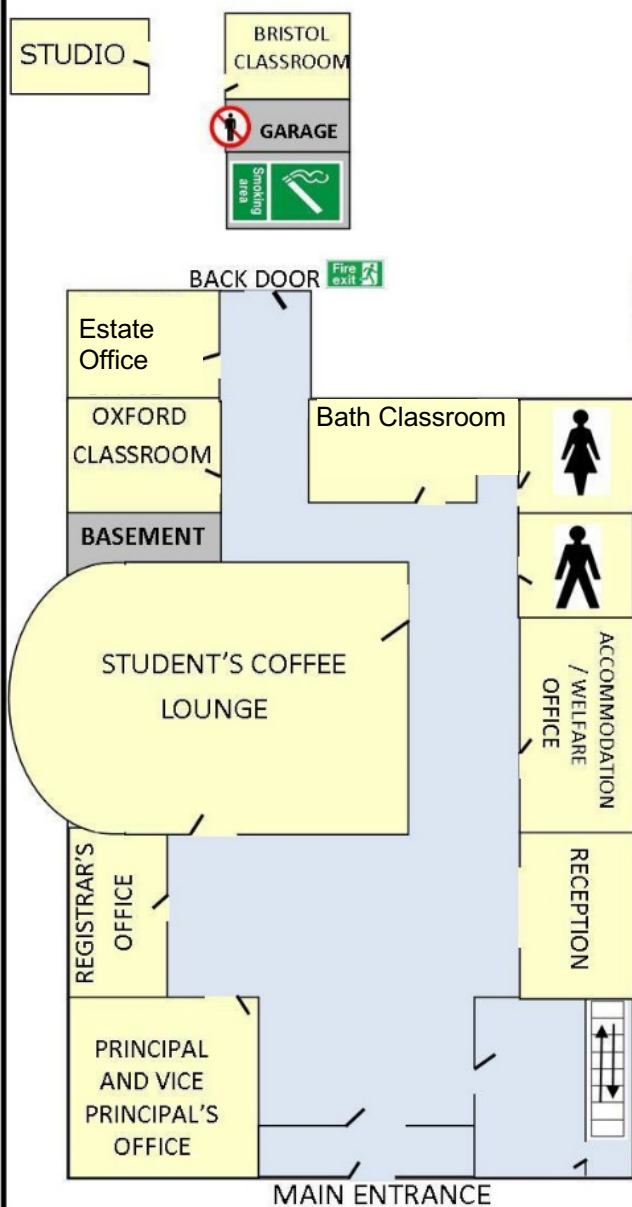


MAIN SCHOOL PLAN

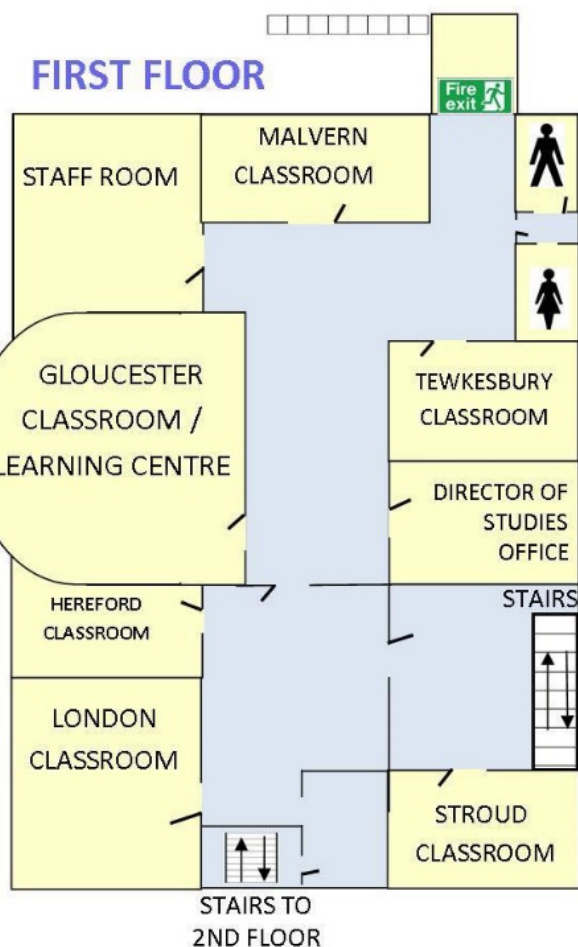
SECOND FLOOR



GROUND FLOOR

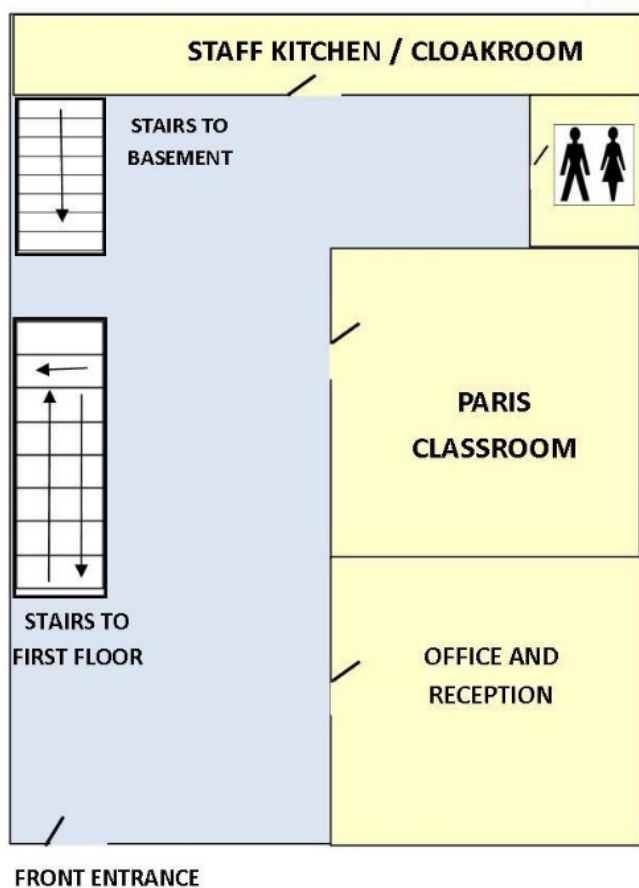


FIRST FLOOR

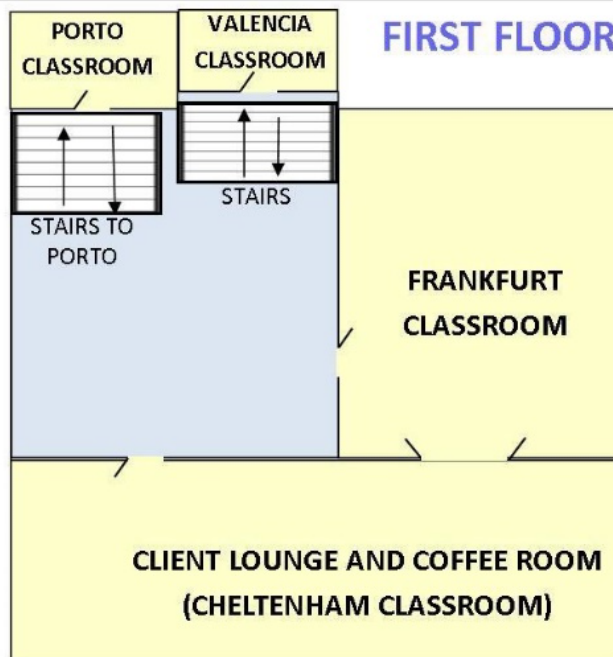


BUSINESS CENTRE PLAN

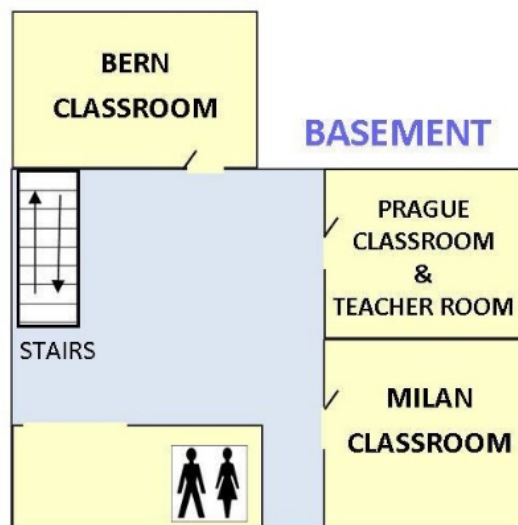
GROUND FLOOR



FIRST FLOOR



BASEMENT



Your classes:

Our courses are designed to be effective and enjoyable. The Academic Manager and teachers will work together to make sure the course meets your needs and interests.

To make the most of your classes please remember the 3 golden rules:

1. **Speak only in English:** This will help you learn English and it shows respect for other students who are trying to improve their English.
2. **Be on time for your classes and trips:** If you are going to be late for any reason give us a call.
3. **Do not use your mobile phone in class:** please answer phone calls or texts outside class time.

General Lessons timetable		
09.00 – 10.30	Lessons	
10.30 – 10.45	Coffee Break	
10.45 – 12.15	Lessons	12.15 LSP/20, finishes
12.15 – 13.30	Lunch Break	
13.30 – 15.00	Lessons	15.00 LSP/30, finishes
15.15 – 16.45	The Learning Centre is open for quiet study	

Alternatives:

15.15 – 16.45 Free Lessons with Trainee Teachers (**Only when available**)

15.15 – 16.45 Conversation Club once a week, check the class list board for details

Vocabulary diary and Individual Learning Plans

You will be given a vocabulary diary, please use this in class. It also contains an Individual Learning Plan to set Learning Targets. Once a month your teacher can arrange a private tutorial to check your progress against your targets. If you and your teacher identify any problems then steps will be taken to solve these problems as quickly as possible.

If there is anything that you are not happy with in class, please tell The Academic Director.

STAFF BOARD

School Information

The Learning Centre – First Floor

The Learning Centre is designed especially for students who would like extra help in their self-study. A Teacher is available to help students in the Learning Centre between 15.15pm and 16.45pm.

Talk to your teacher any time if you feel you need extra work or, if you would like to study something which is too specialised to study in your normal class.

- The computers are to be used **for educational purposes only**.
- Please do NOT change the configuration of the computers and do NOT download and install programmes off the internet.
- **The internet may not be used for any illegal or immoral activity**. Anybody found to be doing this may be expelled from the school with no refund of fees.
- **No food or drink in the Learning Centre**
- Anybody found to be breaking any of the above rules will be asked to leave the Learning Centre immediately and may have the right to future use of the facility withdrawn.
- Under our e-safety policy we have the right to monitor your email and internet use.

Changes to Course, Cancellations and Holidays

Cancellations

It is not possible to cancel a course once it has started and no refunds will be made for cancellations. In exceptional circumstances, we may agree to postpone the course until a future date. Please see our booking terms and conditions for more information.

Changing course

After your course has started, it is possible to upgrade to a more intensive course and you pay the extra according to our pricelist, terms and conditions. It is NOT possible to downgrade your course (change to a less intensive programme).

Taking holidays

Students who are studying courses of 12 weeks or longer may take pre-booked holidays during their course, without penalty, provided the following conditions are met:

- you must give us **four weeks (28 days) written** notice of your intention to take your holiday
- students may have 1 week's holiday for every 12 weeks
- holiday does not include normal public holidays and the two week period school is closed at Christmas

Provided the correct notice is given, you may take the holiday without losing your tuition fees. Please note that you must take full weeks.

However, if you give less than four weeks' notice, then you will lose both the lessons and the accommodation for the period you are on holiday.

Please note if you leave your luggage (cases) etc. at the host family you will need to pay a retainer fee which is £50 per week for the week(s) you are away.

Students who are taking advantage of our offer of free weeks, i.e. 12+1, 24+2, 36+3, 48+4, please note these do not include holidays and if you wish to take a holiday you have to use some of your free weeks. Please ask the Registrar if you are unsure how many free weeks you have.

Accommodation

Changing family

If you wish to change your family you must give 2 weeks' notice and pay the £40 accommodation arrangement fee again. Obviously if you have a serious problem with your accommodation, please talk to us immediately as we will try to move you as soon as possible. You will not need to pay the £40 in this case.

Public Bank Holidays

Generally there are no group lessons on Public Holidays, with the general exception of Good (Easter) Friday when the school is open as normal.

Additional Accommodation Information

All Host families offered by inlingua Cheltenham are checked on a regular basis, and conform to the high standards expected by the British Council.

Please be careful if you have booked a family over the internet, as they may have not been checked, and we have no control over the service that they offer.

Please inform the registrar of your Homestay address on arrival, if they are not booked through inlingua Cheltenham. If you have any concerns please feel free to speak to the Accommodation Officer, or any other member of staff.

Accommodation paid in instalments

To pay instalments: make regular payments on the first Monday of each month.

These payments are based on our weekly accommodation charges as follows:

Type of accommodation	Rate per week	4 - Weekly payments	Monthly payments for July and August	Last payment
Standard – half board	GBP160	GBP640	GBP700	The last payment needs to make up the remaining balance
Standard – full board	GBP180	GBP720	GBP780	
Executive - half board	GBP210	GBP840	GBP900	
Executive – full board	GBP230	GBP920	GBP980	
Self-catering	GBP120	GBP480	GBP540	

Other rates are available on request.

If you are booking a holiday, the retainer per week is **GBP50**.

If you are staying over Christmas our Christmas rate is **GBP210** per week based on Standard – full board. Other rates are available on request.

The registrar will discuss and monitor payments with you. All payments are based on the individual booking

Welfare and Safeguarding

If you are unhappy or worried about something, we have a welfare team who are happy to talk to you at any time during your stay. Our aim is to ensure you get the most out of your stay and so we want to make sure you are comfortable and happy at all times. You can also talk to our Principal, David Arrowsmith or our Vice Principal, Jennifer Dodds at any time. Our school operates an open door policy. We hope you enjoy your stay at inlingua Cheltenham, but please talk to one of our welfare team if you have any concerns.

The inlingua Cheltenham Welfare Team

We have a dedicated welfare team who are happy to talk to you at any time during your stay if you are unhappy or worried about something. Our aim is to ensure you get the most out of your stay and therefore we want to make sure you are comfortable and happy at all times.



Wendy

Sally



Jeffrey

You can also talk to our Principal, David Arrowsmith or our Vice Principal, Jennifer Dodds at any time. Our school operates an open door policy. We hope you enjoy your stay at inlingua Cheltenham, but please talk to one of our welfare team if you have any concerns.

Bullying

We have an anti bullying policy here at inlingua. If you feel you are being bullied or you have witnessed somebody being bullied, please talk to one of our Welfare Team who would be happy to help. Bullying can be anything from name calling, cyber bullying, threats, teasing, hitting, nuisance telephone calls, text messages and other inappropriate behaviour.

Social Programme

The Social Programme is an extremely important part of your course with us. We organise the social programme especially for you and we really want you to participate. It is important for you to relax - the best way to learn English is to meet people and speak as much as possible.

We want to show you as much as possible of England, our culture and our way of life. By participating in our activities and excursions, you will see much more and understand much more.

The Programme

Every week, we organise a minimum of 2 evening activities and a full day excursion on Saturdays. In summer we will normally offer 4 or 5 afternoon and evening activities.

If you want to take part in an activity or excursion, you need sign up and pay in reception, in order to guarantee your place. Please note that the earlier in the week you sign up the more likely you will have a place on the trip. This applies for our summer all inclusive programmes also.

We try to keep the programme as varied as possible in order to satisfy as many different interests as possible. If there is something you would particularly like to do or if there is something you would like us to organise, please speak to the Activities Coordinator and we will try to include your suggestions in the programme.

If you decide that you would like to do something independently, we would be delighted to help you. For example: if you are interested in booking a ticket, please ask in reception and we would be happy to help. We can either tell or show you what to do. Remember: it is better if you organise these things yourself, as it is VERY good practice for your English. Alternatively if you really don't feel confident enough, we can do it for you

Things to do in Cheltenham

If you want to know what museums, galleries and other interesting things there are to see in Cheltenham then you can use the notice board located in the corridor in Reception, this is full of leaflets and brochures outlining what's on in Cheltenham. If not you can ask in Reception, they can give advice on the best places to eat/drink and also what nightlife there is in Cheltenham, i.e. the best nightclubs to go to (only if you are 18+ of course!).

Communicating with the Outside World

Mobile Phones

Must be switched off in class! Please respect other students and the teachers. You may of course use your mobile phone during breaks etc., but we do ask you to be discreet. If you receive or make a call, please go somewhere where you can talk in private. We would like to avoid loud public conversation in foreign languages.

If you want to buy a mobile phone, this is possible. Please ask in reception for advice.

E-mail and Internet

We are pleased to offer you free e-mail and internet service. This will be explained you during your first morning orientation, but if you need any help, please ask reception. We also offer a wireless hot spot in the coffee room to be used with your own laptops.

The Wi-Fi password is: InlinguaStudent

Contacting Home

There are a number of different ways to call home;

- Skype or WhatsApp. You can use the schools free wifi for this.
- International Phone card (these can be purchased at the PostOffice/Newsagent)

Please do not use your Host family's phone without permission

Food and Drink

Food

As **inlingua** Cheltenham is situated in the town centre, we do not need a canteen facility. There are many places where you can buy food. Most students buy sandwiches, soup, salad, fish and chips, Chinese takeaway, pizza etc. and bring it back to the school and eat in the coffee room or the garden. If you want to sit down for lunch there are also plenty of cafes, restaurants and pubs to choose from. If you do eat your lunch at the school, please tidy up your rubbish and place it in the bins provided. Please do not eat in classrooms, unless we have allowed this.

Drinks

We have a hot drinks machine located in the coffee room of the main building. You can get change for the hot drinks machine from reception. There are also water coolers located next to the hot drinks machine in the coffee room and on the first floor of the main building.

Personal Safety

We are very lucky in that Cheltenham is a safe town which does not have big problems with drugs or violent crime etc. Although Cheltenham is very safe, we of course recommend to all our students to be careful. In particular we recommend that female students do not walk alone late at night, especially in parks or in badly lit areas. We recommend that you are with another person or that you take a taxi.

The taxi company we recommend is **GL Taxis** (Tel (+44 (0) 1242 651234). They do all of the official airport transfers for inlingua. They are very reliable and will always charge you a fair price.

In other cases of **emergency** you may call one of the following numbers:

Emergency mobile phone: +44 (0) 7770 966144 (6pm Friday – 8am Monday)

Principal's Home Number (+44(0) 1684 891518 (STRICTLY EMERGENCY ONLY!)

Principal's Mobile Number +44 (0) 7919 257886 (STRICTLY EMERGENCY ONLY!)

Insurance

All students are insured against medical and travel costs whilst at the school under the Gibbs Denley StudentGuard Policy. Students should consider whether they are adequately insured for their possessions or pre existing medical conditions. Our policy is available to view on our website and covers cancellation, course fees and medical expenses. A copy of what the policy covers is available on request. Students travelling from EU countries should bring their EHIC card (E111) which entitles the card holder to emergency medical and dental care.

Medical

If you need to see a doctor, you can ask in reception and we can give you advice. We can make an appointment for you as a temporary patient at a nearby medical centre. Long-term students should register with their host family's doctor. EU (European Union) students and non-EU students staying in the UK for periods of 6 months or longer qualify for treatment under the UK National Health Service. Other students will have to pay for private treatment. Dentistry in general is private and you will normally have to pay. Ask in reception if you require emergency treatment.

Rules and Regulations:

Smoking

All **inlingua** Cheltenham buildings are strictly non-smoking. No Smoking anywhere in the building – this is the law.

We also ask you not to smoke in the street outside the front door of the Main School and Essex House. Please also note that smoking on the steps leading to the front door of the Business Centre is prohibited under the terms of our lease contract.

Please use the designated smoking area located at the back of the main building. Please throw cigarette butts into the appropriate ashtray located in the smoking area, not on the floor or grass.

Age Limits

Please remember that it is ILLEGAL for people under 18 to drink alcohol in pubs in England - so PLEASE do not do it - unless you want to be arrested! Please remember that it is ILLEGAL for people under 18 to buy cigarettes- PLEASE do not do it! It is also illegal to buy cigarettes or alcohol to give to people who are under 18.

Time Keeping

Please do not be late for class. Make sure that you know what time your lessons begin both in the morning and after lunch and make sure you are in the classroom on time. If students arrive late for class, this may mean that the teacher will refuse entry to the classroom.

In summer, we use extra classrooms in other buildings in the town. Please make sure that you know which classroom you are in and make sure that you arrive at the classroom in plenty of time for your lesson.

Be careful - you may be in one building in the morning and a different one in the afternoon. Ask at reception, if you are not sure.

Dress code

Casual dress code is acceptable however revealing clothing is not allowed e.g. short shorts, low neckline & miniskirts are not suitable, beachwear is not appropriate for towns and cities.

Complaints Procedure (Students)

If you feel that there is something you are not happy with and you wish to speak to someone, any member of staff will be happy to help, even if this means directing you to the correct person to speak to. There is also a complaints box located by reception if you want to submit something privately.

Attendance and Absence

The School has certain obligations to the immigration authorities, so on your first Monday morning, you will be asked to show ID that we can photocopy for your file. In addition, those of our clients who travel to the UK on a visa (visa students) will have to let us photocopy the visa stamp for our file and also may require you to fill in a Police registration form if that is specified on your visa.

Excused Absences

The School must be notified as early as possible on the first day of absence:-

The student or the student's representative should telephone the school and speak to a member of the administration staff. The employee shall subsequently record the following:

- Name of student
- Name of caller if different
- Date or dates of absence
- Reason for absence
- A written recording in the absence record log and on the Class database, including information outlined above

A student's absence shall be excused for the following reasons:

- Personal illness
- Quarantine under the direction of a doctor
- Medical, dental, opt metrical, or chiropractic appointments
- Attendance at funeral services for a member of the immediate family

In addition, a student's absence shall be excused for justifiable personal reasons. Unexcused absences that contravene the schools guideline set out above will result in notification to the UK Boarder Agency & relevant authorities.

Absence from Lessons

If the school have not been notified in advance of absence and the student is absent from class, it is the responsibility of the teacher to notify the administration of the school, preferably the Registrar or Receptionist at the earliest possible time in the morning, so they can follow up and find out where the student is.

Persistent absence will be dealt with by the Principal who make take action according to the severity of the problem. The ultimate sanction would be dismissal from the school but a series of interim sanctions are at the disposal of the Principal.

Useful Information:

Travel Information

If you catch the bus to school every day you will be able to buy a bus pass, this will be cheaper than paying a bus fare every day. You can buy a weekly or monthly bus pass. You can buy bus passes at the Stagecoach shop (located in the lower end of the High Street) or you can purchase weekly tickets directly from the bus driver. If you would like to book a bus ticket to visit places in the UK, please visit the website below.

For coaches: book tickets online at www.nationalexpress.com or telephone 08705 757 747 (**you will need a credit or debit card**), or you can visit the National Express office located near Royal Well Coach Station.

For trains: www.nationalrail.co.uk or telephone 08457 484 950 (**you will need a credit or debit card**), or you can visit the train station.

For cheap bus deals to London you can visit www.megabus.com (**you will need a credit or debit card**).

If you are unable to book online or you need help, please come to reception and ask for the travel form and fill in the information and we will help you book your ticket.

Police Registration/Visa Information

If you are a visa student, **you must show the school your passport** on your first day. Your visa will indicate if you need to register with the police. If so, you are required to complete a separate registration form that will be given to you by the Registrar.

You will need to be taken to the police station by a member of staff or independently by taxi or bus to sign the register and receive your registration certificate. You will need to pay GBP 34 cash to the police on the day. If you change your address in Cheltenham please notify us immediately.

Bank Account

If you would like to open a bank account you will need to come to reception and we will advise you how to do this. You will need to book an appointment with the bank and take your passport along with 3 Bank letters we will issue to you. **Any additional information you require please ask at reception and we will be able to help you.**

What to do in case of a Fire

Break the glass on a fire alarm, sound the alarm and if possible inform staff. Do not attempt to put out the fire with a fire extinguisher, do not take risks.

Leave the building immediately by the nearest safe exit, **and make your way to the assembly point in the garden**, as indicated below.

At the sound of the alarm:

Leave the building immediately by the nearest safe exit, **and make your way to the assembly point in the garden**, as indicated below.

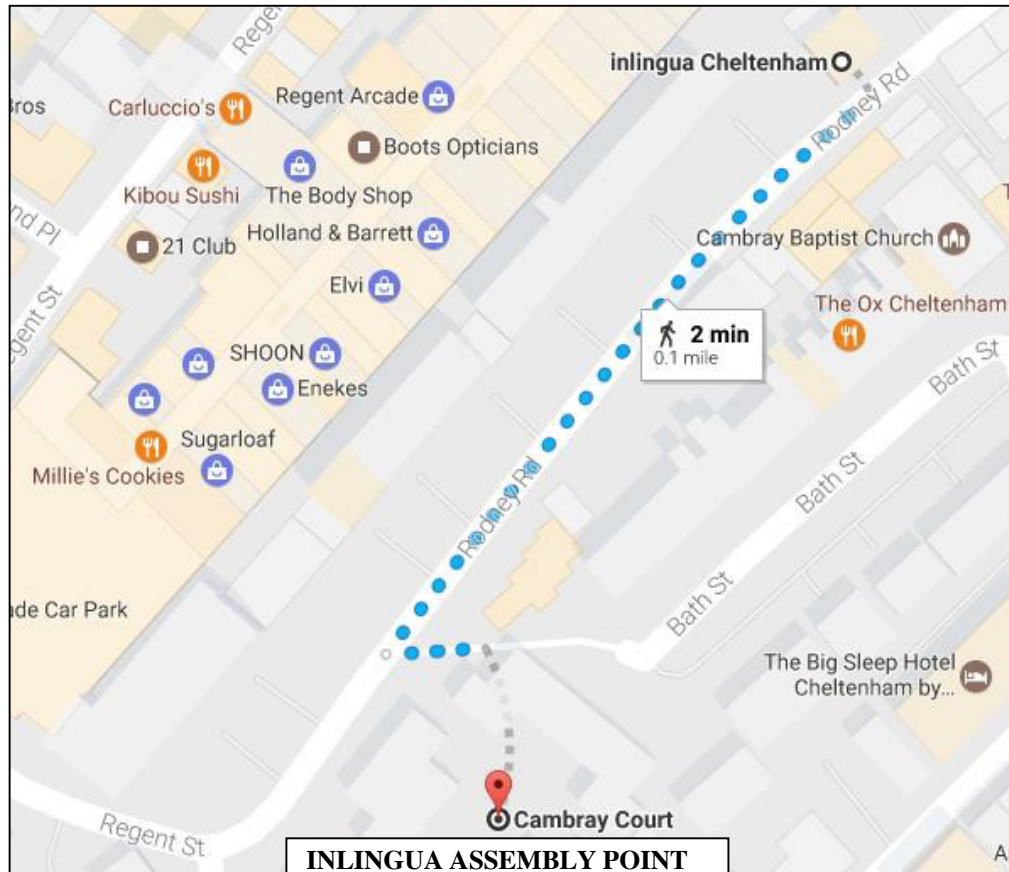
- DO NOT** stop to collect coats or
- DO NOT** leave door or windows open
- DO NOT** block entrances to the building
- DO NOT** re-enter the building for any reason
- DO NOT** leave the assembly point until told to do so



Evacuation point in the event of a major incident

At the sound of the alarm:

Leave the inlingua site, turn away from the High Street and head along Rodney Road in the direction of the Town Hall. At the end of Rodney Road, Cambray Court is located on the left, our evacuation point is in front of the garages (behind the phone box) for roll call.



POLICIES AND PROCEDURES:

We have a number of policies in place as listed below;

- Complaints Procedure
- Health and Safety
- First Aid
- Duty of care policy
- Under 18's duty of care policy
- Data protection
- Fee refund
- Student behaviour

**Full policy information is kept in the red policies booklet in the student coffee room.
Please read below for a summary of each policy.**

Complaints Procedure

We have a three stage complaints procedure and the complaints coordinator is the registrar:

1. Verbal or written complaint issued
2. Complaint is dealt with by the principal
3. Complainant can refer matter to English UK

Health and Safety Policy

The Health & Safety of all employees and all other persons who use the school premises is a major concern for the school. The Health and Safety at Work Act 1974 requires all staff including supply staff and contractors working on the school premises, to conduct themselves in a manner in which they pose no risk to their own or any other person's Health and Safety. 'Other persons' includes staff pupils and visitors to the school.

The school will:

- Provide a safe and healthy working/teaching/learning environment in compliance with, or improving upon statutory requirement
- Maintain the cleanliness and state of repair of the building
- Provide safe systems of working to ensure, so far as is reasonably practicable, the health and safety at work of all staff/pupils
- Provide adequate information and training on Health and Safety at work and fire prevention and ensure that all employees, pupils, contractors, visitors and others follow the school safety procedures e.g. Health and Safety notices will be displayed at the following points within the school:

First Aid Policy

The following staff have completed a HSE approved First Aid course and hold a valid certificate of competence in First Aid at Work (FAW) or Emergency First Aid at Work (EFAW):

Thomas Bradley

Jennie Dodds

Jeffrey Dyer

First aid boxes are marked with a white cross on a green background and are stocked in accordance with the suggested guidelines from St Johns Ambulance.

First aid boxes are located at these positions around the School site and are as near to hand washing facilities as is practicable:

Reception area in Rodney Lodge, Business Centre & the main lobby area in Essex House.

Duty of Care Policy

It is in inlingua Cheltenham's best interests to act at all times in the most appropriate manner and with the upmost discretion. When a disclosure has been made to any member of staff and that member is dually alarmed they must pass this information over to the Welfare Officer and discharge their involvement. It is then Welfare Officer's responsibility to report the information to the Principal who will then make an informed decision on what to do with the received information but they must act lawfully and with integrity.

In the situation where a student is at risk we must ensure that we can do all that is possible to assist that individual in making informed decisions but in the given scenario where the information crosses lawful boundaries we must take matters into our own hands and follow the steps as previously stated.

Under 18's Duty of Care Policy

It is our responsibility to treat all of our international students as 'vulnerable' due to different environments & cultures, especially the under 18's in our care. Students are responsible for their behaviour and safety whilst unaccompanied. We will advise all students on life in the U.K and on how to behave.

If a student is absent from school and we have not made contact with the student in a 6 hour period we will contact the police to register the student as missing. Alongside these actions, the Safeguarding Lead will be informed and members of staff will be mobilised to look for the misplaced student.

Data Protection Statement

Everyone has rights with regard to how their personal information is handled. During the course of our activities, we will collect, store and process personal information about our staff, students and any other activities i.e. direct marketing in which information is gathered. We recognise the need to treat it in an appropriate and lawful manner.

You are entitled to know what information inlingua Cheltenham holds and processes about you and why. inlingua Cheltenham must obtain consent from you to process your information. An explanation of the information that is being processed will be given to yourself and what the information is deemed. Use of email/www: inlingua Cheltenham cannot guarantee the security and confidentiality of email.

Fee Refund Policy

Cancellation

A cancellation charge will apply according to the following scale:

- up to 21 days before the course begins: lose deposit plus non-refundable fees
- 21 days to 15 days 33% of the total invoice
- 14 days to 8 days 66% of the total invoice
- 7 days to 3 days 75% of the total invoice
- 2 days or less 100% of the total invoice
- no refunds will be made after the course has started

Student Behaviour Policy

Abusive or unacceptable behaviour by any student will be taken very seriously and dealt with by the Academic Director or School Principal. They will decide the right course of action. We reserve the right to exclude from class any student who has behaved in an unacceptable way. If abusive behaviour has been reported to the Principal, the group leaders and/or parents of the offender and the victim will be informed.

If after reasonable efforts to resolve the problem has failed, the exclusion procedure would be as follows:

- The student would receive an initial verbal warning.
- A second cause for complaint would result in expulsion.

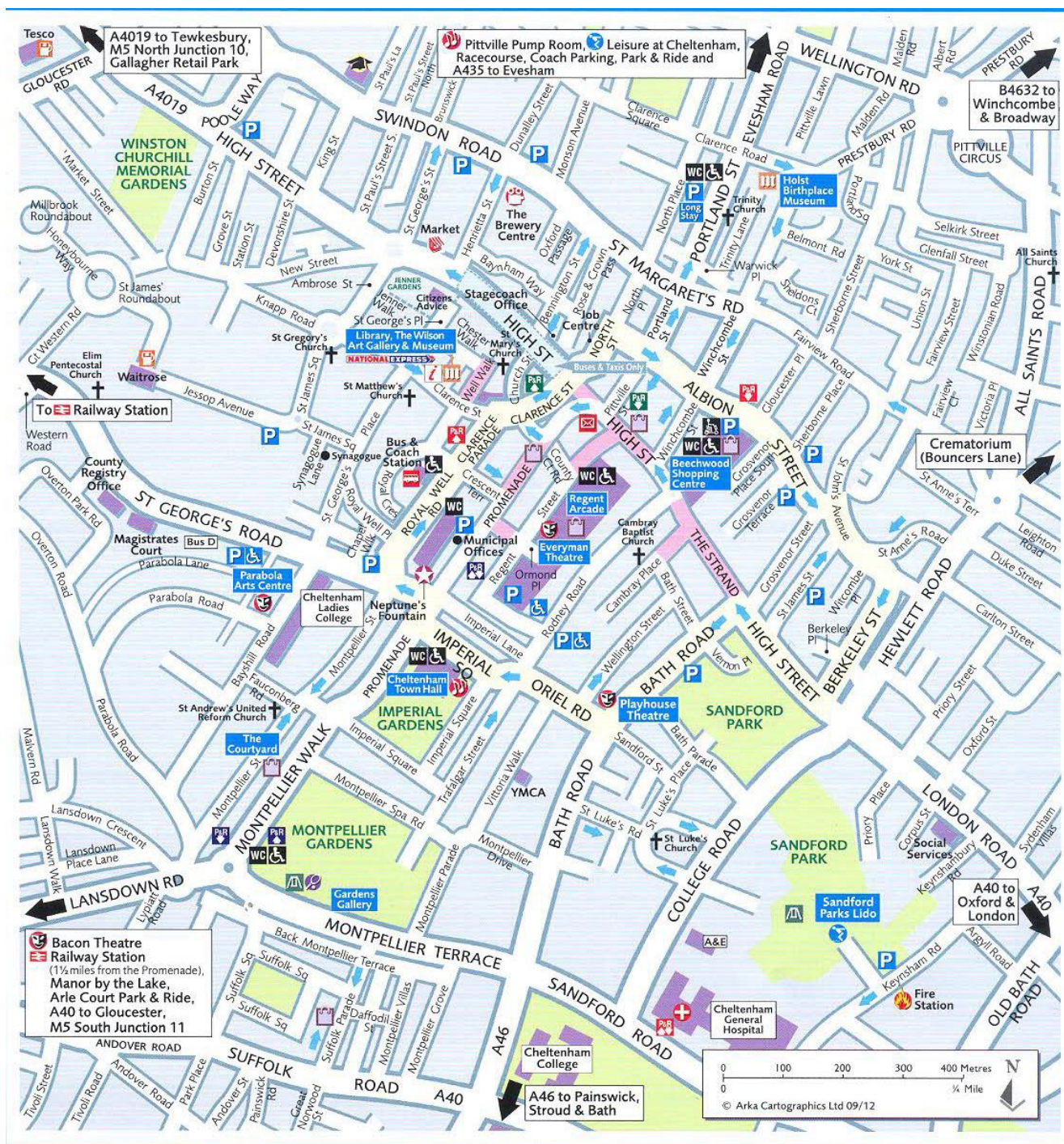
In case of an expulsion there will be no refund of fees.

The severity of the incident may result in the reporting of the incident to the official law enforcement bodies.

We will deal with any reports of abusive or unacceptable behaviour using the following steps:

- First get a clear understanding of exactly what has happened
- Next and immediately stop the abuse or any unsafe actions
- Ensure that the offender understands and changes his or her behaviour.
- Help the offender recognise that their behaviour is damaging the victim and may be affecting other students
- If needed remove the offender from the classroom/social environment where the abusive behaviour has occurred
- Make sure the offender understands why they are being 'excluded'.
- If abusive or unacceptable behaviour is confirmed, issue a verbal warning to the offender and record the incident
- Guide the victim on how to deal with any further incidents and who in the Welfare Team to report to

Map of Cheltenham town centre



GET SOCIAL



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company/inlinguacheltenham



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