



Student Handbook 2024



Dear Student

Welcome to Wimbledon School of English. We hope you will succeed in improving your English and enjoy yourself while you are here. Everybody in the school will do their best to make sure that you learn a lot of English and have fun during your stay. After class, if you haven't got too much homework, you can improve your English in our Study Centre and then relax by enjoying the sun in our garden, playing a game of table tennis or joining one of our social activities. We really do want you to be happy, so please do tell us if you have any sort of problem.

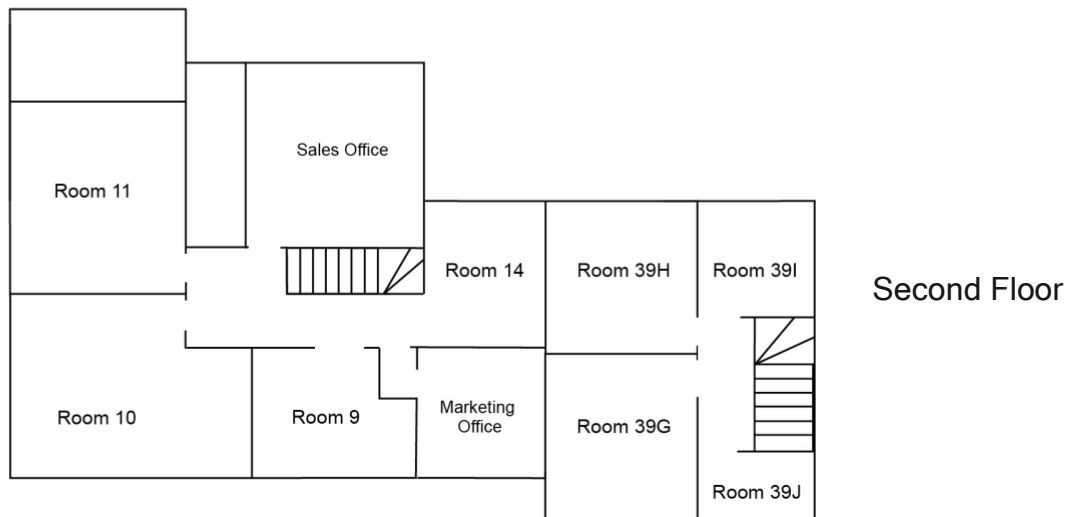
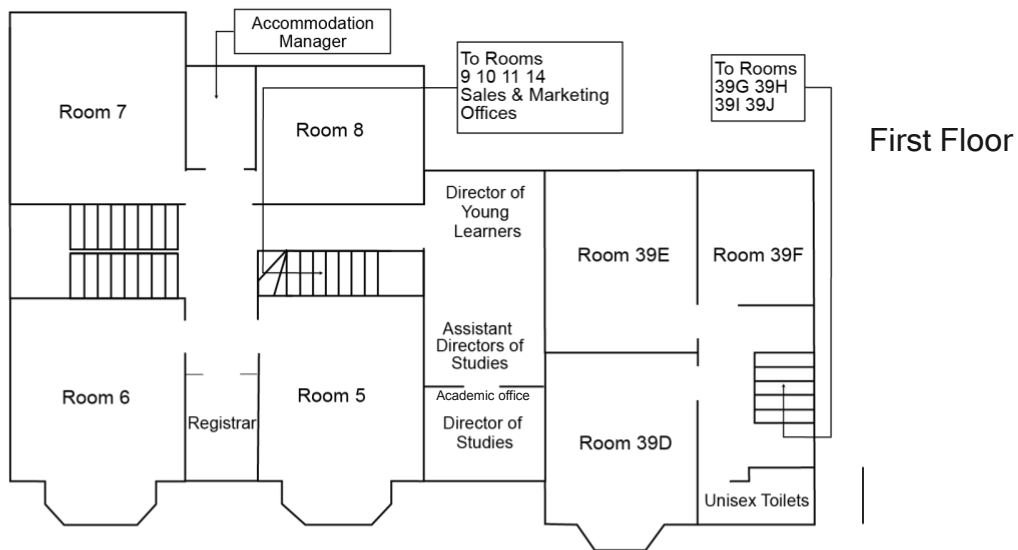
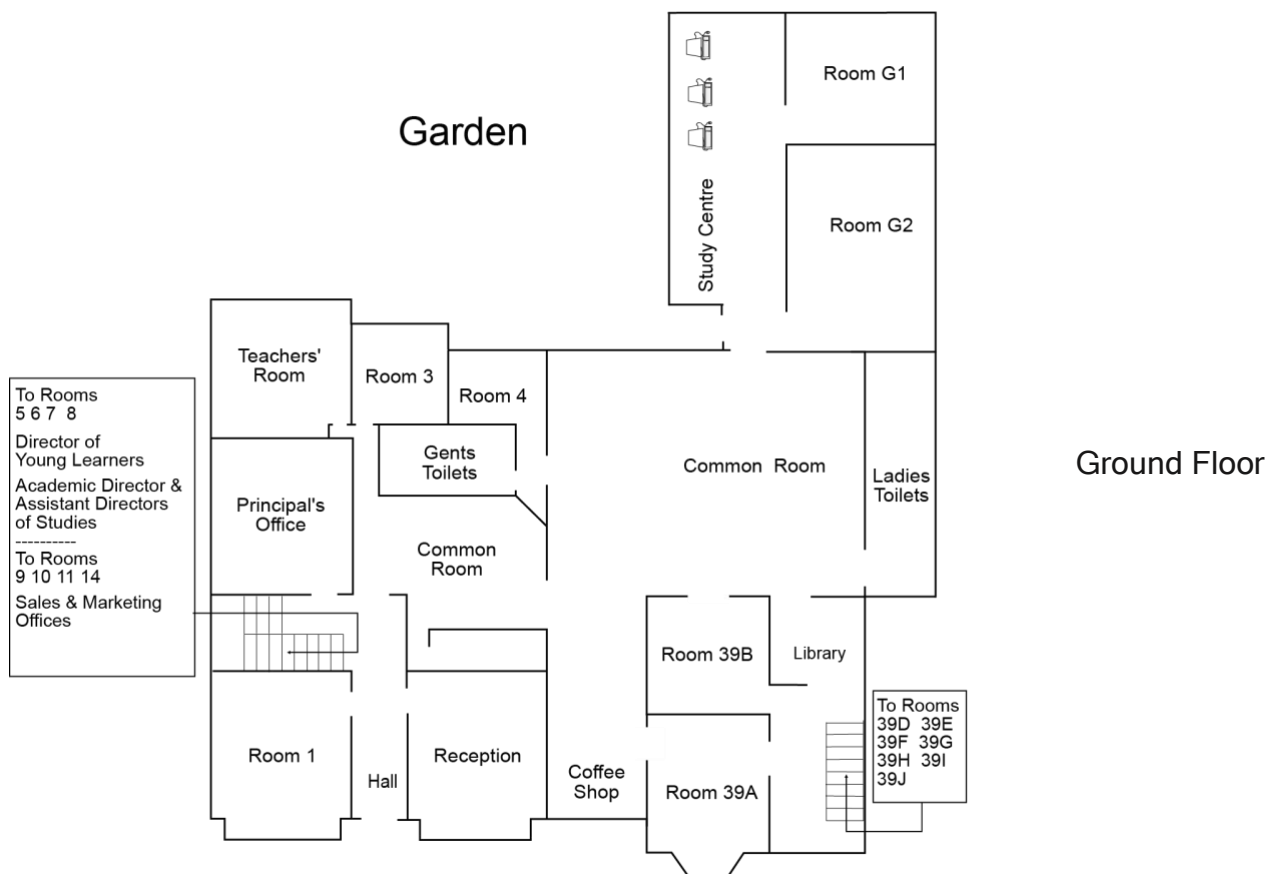
Jane Dancaster
CEO

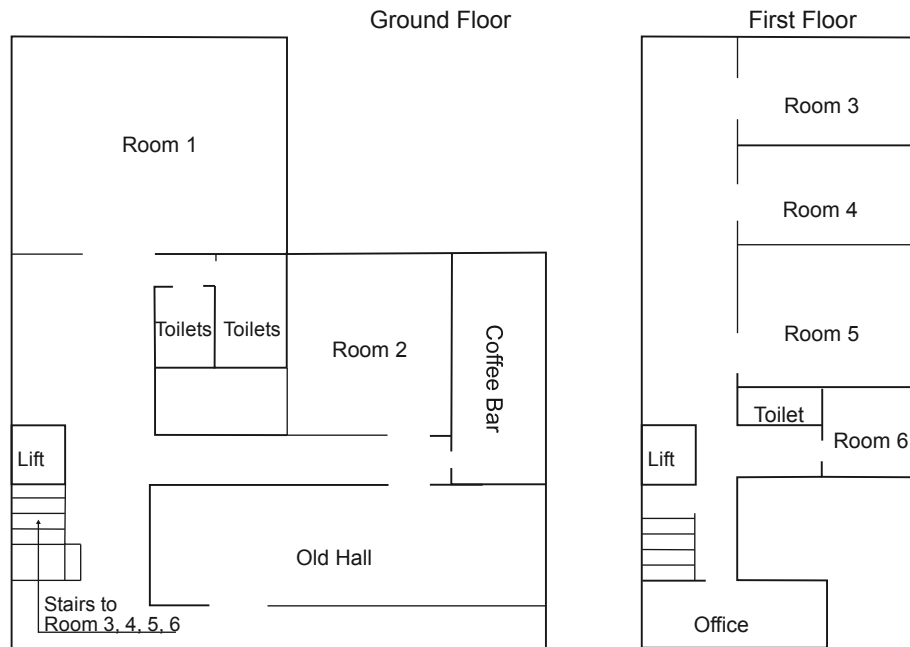
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GR1 WSE Juniors Office

GR2 Accounts





School Services

- R: Reception
- SC: Study Centre
- G: Ground Floor
- T: Top Floor
- D: Academic Office
- TH: Tuition House (ask Reception for directions)
- C: Common Room
- Rm: Room Number
- F: First Floor
- GR: Garden Room
- A: Accommodation Office

e.g. SC (G) - Study Centre, Ground Floor
 C (G) - Common Room, Ground Floor
 Rm39A - Room 39A

Accommodation Manager	A (F)	Magazines & games	C (G)
Accommodation fees	A (F) & R (G)	Overseas Visitor Records Office	
Accounts	GR2	information	R (G)
Books & CD Roms	SC (G)	Oyster Discount information	R (G)
Changing class	D (F)	Photocopying	R (G)
Changing leaving dates	R (G)	Piano	Rm39A (G)
Common room	G	Reading books	SC (G)
Computers	SC (G)	Reference books	SC (G)
Course books	R (G)	Renting a flat - letters & information	R (G)
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Mission Statement



We are a serious, academic school employing highly professional staff. Our purpose is to provide a quality service to all our customers in a friendly and caring environment. We aim to ensure that every student's stay is both profitable and enjoyable, and that all our students improve their English language skills, gain an insight into British life and culture, and also enhance their knowledge and understanding of other cultures.

In everything we do we aim to:

- Ensure our service provision in all areas is of the highest possible quality
- Be fair, honourable, ethical, responsible and professional
- Show value and respect for everyone we deal with: students, agents, host families, other clients and staff
- Demonstrate core British values of democracy, individual liberty, tolerance, and the rule of law
- Provide a secure environment for work, study and relaxation
- Be respectful of and responsive to the needs and expectations of our customers
- Provide staff with opportunities for training and development
- Follow good professional and business practice
- Provide excellent value for money
- Maintain the commercial viability of the school
- Enhance the reputation of English language provision in the UK

Opening and Closing Times



The school is open from 08.30 (08.00 on your first day) until 17.00 Monday to Friday. Lunch is from 12.55 until 13.55. The school is closed on Saturdays, Sundays and British public holidays.

If you need to contact the school in an emergency, call **07939 288723**.



First Day Timetable

8.00	Arrive, Passport and Visa checks, and complete registration form
8:00 - 9:00	Testing and needs analysis
9:15 - 10:00	Welcome talk and school induction
10:00 - 10:30	Tour of the school and virtual tour of London
10:30 - 10:55	Administration & school information quiz
10:55 - 11:15	Coffee / break time
11:15	All new students go to the Common Room to get their timetables and find out their level & classroom. They are then taken to their class.
11:15 - 12:55	First lesson
12:55 - 13:55	Lunchtime
13:55 - 15:45	Intensive options. There are no classes on Monday afternoons if you are not on an intensive course. You will be given a timetable, please check this carefully.
15:45	Welcome event

Remember, we are here to help you.

If you have a problem or question, please ask one of the staff.

We want you to learn as much as possible and to enjoy your time at the school.

First week Friday

On Friday morning your teacher will give you information about a short meeting you should attend at 10:40 that day to check that you have enjoyed your first week and to answer any questions you might have.



Reception (Ground Floor)

If you need to see the school's Welfare Person please ask in Reception. If you have any personal problems, please come and see the Welfare Person.

There are **places of worship** for most religions in and around Wimbledon. Ask in Reception for our 'Places of Worship' leaflet.

Student lanyards are normally given out on your first day during registration, and provide a useful form of identification, as well as giving you discounts for some museums and galleries. Please follow the instructions sent to you in order to upload a digital photo of your face to our portal. If you don't receive a lanyard on day one, please speak to Reception.



If you are enrolled for 14 weeks or more, you can apply for a student **Oyster photocard** which allows you a 30% discount on London Underground, British Rail, and Bus services. Discount only applies if you buy a weekly or monthly travel card. You have to apply online for a student Oyster photocard. **Please ask in Reception for details.**

In Reception we can give you letters for the following:

- Applying for a WIMBLEDON LIBRARY CARD
- Applying for a discount on COUNCIL TAX (if studying for one year and for 21 hours per week or more)
- A letter for IMMIGRATION PURPOSES if you are going on holiday

If you need to register with the police, ask in Reception for directions to the **Overseas Visitors Records Office.**



It is your responsibility to ensure that you have with you the correct **visa** type and appropriate leave to remain in the UK. In the event that we find you do not have appropriate leave to remain, we will terminate your course immediately and you will have to return to your country. In this case, tuition and registration fees are nonrefundable.

If you need to scan anything, please go to the Reception.

Although the school is generally **secure and safe**, you should keep your valuables with you at all times. This includes phones, tablets, cameras and other valuables. If you find or lose anything, please speak to someone in Reception.



In Reception, you can sign up for all free and paid-for activities. See the **Social Programme** section for more information on social activities, including excursions.

You can borrow tennis, squash, and badminton racquets from Reception.

If you would like to purchase **English grammar books** or other books to practise your English, this can be arranged at Reception



We advise our students to use the **Monzo Banking app**. This can be downloaded onto your phone from the Apple app store or from Google Play. For more information, visit www.monzo.com . Ask in reception for more details or download our 'Opening a Bank Account' leaflet from e-Wimbledon.



Course and Accommodation Fees, Holidays and Cancellations

All outstanding school fees must be paid in full by the end of the first day of study at the school. Fees are payable in Pounds Sterling or Euros and must be paid in Reception. Payments can be made by cash, bank transfer, cheque or UK debit card (pound sterling only).

Course fees include



Internet access & WiFi

Academic advice & university counselling

Use of school libraries

Personalised student card

Most school - based social activities and selected sports and excursions

Monthly One-to-One tutorials with the main course teacher

School certificates

Covers the cost of main course books for full-time courses plus an exam practice book for exam courses of 9 or more weeks

Course fees do not include

Accommodation

Examination entry fees

Registration fee

Materials

Books which may be needed for intensive options

Some sports & excursions

Bank charges

Travel & Airport Transfer

Insurance

Membership of Fitness Centre



All **homestay accommodation** payments must be in Pounds Sterling and must be made to the school. You can pay your accommodation in full or in monthly instalments. We accept payment by bank transfer, cheque or by UK debit card. **We do not accept payment by non-UK credit or debit cards.** Please see terms and conditions for further information.

All **student house and residential accommodation** payments must be in Pounds Sterling and must be made to the school. For periods of 2 weeks or less, full payment must be made at the time of booking. For periods of 3 weeks or more, payment for the first 2 weeks must be made at the time of booking and the balance due must be paid during your first week. No residence or student house accommodation will be booked until payment has been received.



If you wish to take a **holiday**, you must give 7 days' notice in writing to Reception. Please note that we do not give refunds for holidays but you can extend your course. Extensions can only be made for full calendar weeks. NB: no extension will be given for students on courses with set dates or Examination Courses.



If you wish to **extend your course** you may do so, provided there is a place available. Fees must be paid in full before a place can be reserved. Please note - you may not be able to stay in the same **accommodation**. Please check your **visa** expiry date if you wish to extend your course.

If you decide to terminate your course early, your tuition and materials fees will not be refunded. The balance of your accommodation fees will be refunded as per our notice period.



You are strongly advised to take out **insurance** to cover any loss you may have due to cancellation, accident or sickness. You must arrange insurance before you start your course; this cannot be done once you are in school. We recommend that you take out insurance if you are planning to do any sports.



Accommodation



If you have any problems with your accommodation, you can talk to the Accommodation Manager. We understand how important it is that you are happy in your accommodation, so if you are unhappy for any reason we will try our best to change your accommodation.

Homestay only - clean bed linen and towels are provided for you every two weeks. A reasonable amount of laundry can be done with the household wash, or you are shown how to use the washing machine. You are allowed to do two washes per week. An iron and ironing board are made available to you if you wish to do your own ironing.

If you take any **holidays** during your stay and you are away from your **Host Family** for a full 7-day week, you will be charged 50% of the weekly rate if you leave your luggage. You must give 14 days' notice in writing to Reception if you wish to take a holiday from your accommodation, otherwise you will be charged the full rate.

Student Houses: you will be charged the full weekly rate if you take a holiday. **Student residences only** - you will be asked to sign an agreement which explains the Student House rules. You must keep to these rules. **Please note:** You must not make any noise or cause any other disturbance after 23:00. No parties are allowed in the student houses! If we get complaints from the neighbours, you will be asked to leave the student house. No more than 2 guests each up to 23:00.

If you choose to **extend your stay**, you must complete the "Change of leaving date" form in Reception. If you would like to stay in your accommodation, the Accommodation Manager will check if this is possible. If it is not possible, he or she will find you an alternative. If you leave your accommodation early, you must give **7 days' notice in writing** for homestay and **14 days' notice** for all residential and student house accommodation to Reception. If you leave school early, you will be asked to leave your accommodation when you finish school.

You may find **living with a London family very different from life in your home country**. Be flexible and try to fit in with the family.

Here is some advice to help you feel comfortable in your homestay:

Be on time for meals, and telephone, text or WhatsApp message them if you are going to be late.

Remember to give your host family your mobile phone number in case of emergency.

Offer to help, e.g. with the washing up.

Keep your room and bathroom tidy.

Remember to lock up and close the windows when you leave the house.

Remember how important "please", "thank you", "sorry" etc. are to British people.

Remember to turn the lights off at night.

Ask if you need anything. If you are worried or have a problem, your host family will be happy to help you.

Do NOT use the telephone without asking.

Do NOT invite friends without asking the family first.

Do NOT spend too much time in the bathroom or use too much hot water. **Do**

NOT stick things on the wall.

Do NOT leave electrical devices plugged in unattended (such as chargers) as it is a fire hazard.

Do NOT take any food without asking.

Do NOT use the kitchen for cooking unless you have a special arrangement with your host family.

It is important to us that you are happy in your accommodation. If you have any questions about your accommodation or need advice, please see the Accommodation Manager.



School Libraries



If you want to borrow anything from the **school libraries**, you are very welcome to do so. We have an 'honesty system' so there is no deposit to pay. Simply choose the books you want to borrow and take them to the Academic Office. You may borrow up to three books at a time for a maximum of 2 weeks. When you finish the books, return them to the Academic Office.

Study Centre



The **Study Centre** is on the ground floor and is open from 1.30pm - 4.30pm, Monday to Friday. It is a relaxed space where you can use your own computer, or one of the three school computers, to study.

If you would like some advice or recommendations, make an appointment with the academic office. They can also help you create a self-study plan and provide the support you need to help you succeed in your studies.

You will find the following things in the Study Centre:

1. Guided Self-Study Programme to study exams such as TOEFL, Linguaskills, IELTS and OET. Please see an academic Manager if you would like to take one of these guided self-study programmes.
2. University prospectuses which you can browse when applying to university in the UK.
3. A reading library with a large selection of books from Beginner to Proficiency.
4. A reference library with books for use in school. These include Business reference, dictionaries, grammar books and information on job applications.

University Placement

The school has copies of many University and College prospectuses in the Study Centre, and information on useful websites to help with your application. If you would like help with applying for University or College, please make an appointment with the Academic office.



Common Room, Wireless Internet Access & Other Facilities



You can access free WiFi anywhere in the school. The WiFi password is LondonSW194JZ .

The school has a large Common Room for students to use in their free time. You will find the Snack Bar here where you can buy hot and cold drinks, noodles, fruit and other snacks.

You can play table tennis in G2 after school if the room is empty. Please ask one of the Facilities staff to set the table up for you.

The school has a piano & guitar in room 39A, and table football in the common room.

Director of Studies (DoS) & Assistant Director of Studies (ADoS)

The Academic Management Office is on the first floor.

The Academic Managers are here to help you with any advice you need on your current and future courses. They will be able to discuss your course plan and help you make decisions on how to make the most of your time here.

Examinations



If you are interested in taking an examination or an examination preparation course, the Director of Studies or the Assistant Director of Studies can help and advise you. They will also give you an assesment test to check that you are at the right level to start the course. You will need to pass this test before you can join an examination course, and the result of this test will help your teachers plan relevant lessons.

We run preparation courses for the following examinations:

Cambridge English B2 First, C1 Advanced and C2 Proficiency
 IELTS Academic
 TKT (Teaching Knowledge Test)
 OET (Occupational English Test)
 TEAC (Test of English for Aviation Communication)

We provide 'Guided Self-Study Programmes' for the following examinations: TOEFL, OET, Linguaskills and IELTS. Please ask the Academic office if you would like information on the Guided Self-Study Programmes.

If you want to change your class, you need to speak to your teacher first and they will talk to the Director of Studies or Assistant Director of Studies.

The London Exam Centre is part of Wimbledon School of English and is an open Examinations Centre for the Cambridge Assessment English Exams, IELTS, PTE Academic, TOLES, OET and TEAC.

A2 Key	ACCA
B1 Preliminary	BULATS
B2 First	Linguaskills
C1 Advanced	TKT (Teaching Knowledge Test)
C2 Proficiency	Non-SELT IELTS Academic
Young Learners	Non-SELT IELTS General
TEA	TOLES
TEAC	OET (Occupational English Test)
	PTE Academic
	Trinity GESE
	Trinity ISE

For more information or if you would like to register for any of the above examinations, please contact the Exams Department at exams@wimbledon-school.ac.uk

Social Programme



The school runs a varied social programme. Some events are free and **some you will need to buy a ticket for**. Weekly social programme calendars are displayed on noticeboards in the Common Room. If you have any questions about any of the activities, please ask in Reception.

We send out the following week's social programme by email every Friday afternoon with suggestions for weekend activities as well as Wimbledon School of English events during the week.

There are **welcome events** every Monday afternoon in school. This is a good chance for you to meet people and make friends with other students.

Each week, according to the season, we organise different **sports such as volleyball, badminton, tennis and football**. We meet in school and go together to a local sports centre. Equipment such as badminton and tennis racquets can be borrowed from school. You should wear suitable sports clothes and non-marking clean sports shoes, ideally indoor court shoes. You must also have medical insurance to take part in our sports events. There is a small fee for most sports.

We arrange **full-day excursions** to famous places such as Oxford and Cambridge regularly in summer and occasionally the rest of the year. The price normally includes return travel by coach, guided tours, and entrance fees for the historic sites you will visit. We also organise weekly half-day excursions to London attractions and regular evening excursions to the theatre, and occasional trips to sports events..

All year round, you can book tickets with us for full day and weekend excursions, theatre shows, parties and football matches which are organised by external companies. For more information see noticeboards or ask in Reception. **NB. You must be aged 18 or above to go on an excursion run by another company.** You must book and pay for excursions in Reception.

If you are interested in doing other activities outside school, you will find information:

- On the noticeboards on the ground floor, near the coffee shop and in the Common Room.
- 'Time Out' is a website and free app. Consult Time Out for information about events in London (theatre, concerts, clubs, dance, cinema, museums, art exhibitions, etc.).
- Online: www.timeout.com/London
- Online: www.visitlondon.com

The school can also arrange **one-to-one tennis lessons**. Please ask in Reception for information.

The school has a special arrangement with a **local fitness centre** - please ask in Reception for information.

There is a **public golf course** on Wimbledon Common. You can also book private golf lessons. Please ask in Reception for further information.

There is an **indoor public swimming pool** in Wimbledon at the Wimbledon Better Leisure Centre. Please ask in Reception for information.

If you have any questions about any outside school activities, please visit Reception.



Code of Conduct



At Wimbledon School of English everyone has the right to feel **safe and secure** whether at the school, in their accommodation, or out and about in London. This code of conduct has been written to ensure that everyone understands their responsibilities to ensure that WSE is a happy, safe and secure environment.

WSE has a **duty of care** to its students and staff to ensure that they do not come to any harm. We have rules in place that students and staff must follow to ensure that everyone can study and work in a safe and secure environment. **We expect all students and staff to follow these rules.**

All staff are expected to act professionally at all times. We also ask all students to treat other students and staff in a kind and courteous manner. The basic rule is to treat others how you want to be treated yourself. We ask you not to shout at other people or use rude or aggressive language. If you have a problem with another person you must talk about it calmly. **Bullying, harassment or any form of sexual harassment will not be tolerated.** Everyone is treated equally in the UK. We cannot treat someone differently because of their gender, race, nationality, religion, sexuality, or whether or not they have a disability. We expect all our students to treat everyone equally.

All staff members are in a position of trust. That means there are certain things that staff cannot do with students. Staff are not allowed to be in a romantic relationship with any student under the age of 21, meet them alone outside of the school, or be friends on social media.

Look after your belongings. Please don't leave valuable items, such as money or mobile phones, lying around. If you see something left lying around, please tell a member of staff.

Please **be on time for all your lessons.** We don't want you to miss any part of your course. If you are late, it will disrupt your classmates. If you have a good reason not to come to class (for example if you are sick), you must tell us: call or email the school. Please take an active part in lessons and any Social Programme activities. The course will be at its most enjoyable if you try your best.

We want you to **speak English as much as possible**, because this helps you to improve your communication skills. Speaking English in class and during Social Programme activities is especially important. Speaking your own language excludes people who can't speak it.

There are rules for what staff are and aren't allowed to wear at work. Students have more freedom; however we do not allow students to wear anything that might cause offence to anyone else. For example, items of clothing that contain rude or offensive words or images are not allowed. If you wear something like that to school we will ask you to go home and change into something more appropriate.



All staff and students **must wear a lanyard with their student or staff ID.** Visitors to the school are given a special visitor's badge. If you see someone in the school without a badge please tell any member of staff. If you forget your lanyard please go to reception for a new one. We may have to charge you £1 for a new one, so please don't forget to bring yours.

Staff are not allowed to accept gifts from students in exchange for favouritism. If a staff member has been particularly helpful to you and you wish to show appreciation by giving them a small gift, then that is acceptable.

Staff are not permitted to communicate with students using their own phone numbers, email or social media accounts. We ask students to communicate with staff only using school phone numbers and staff members' school email addresses.

We encourage students to use their mobile phone or tablet to help them to learn English. Teachers may ask you to use it for a specific purpose in class. However, please do not use it for making calls or doing anything not connected to the lesson during class time. Students are not allowed to audio record or video any lessons.

We ask students not to have any physical contact with staff, such as hugging or kissing. We understand that this may be acceptable in your country but in a workplace in the UK this is not normally acceptable. Please do not touch any other student without their permission. In some cultures people may only touch each other if they are in a close relationship.





Before you are allowed to use the internet at the school, including on your own device, you must sign the e-safety agreement, which we give you on your first day. By signing this document you agree not to access any websites or apps that contain offensive, racist, extremist, or pornographic content.



We understand that you may wish to take lots of pictures while you are here. **However, please ask permission before taking pictures of any people.**



You are not allowed to bring **alcohol** onto the school premises or come to school under the influence of alcohol. If you are under 18, you are not allowed to buy **cigarettes, tobacco products or e-cigarettes** in the UK.

We also do not allow you to use these products at the school if you are under 18. Drugs are illegal in the UK. Illegal drugs are a serious matter and we must call the police if we learn that you have brought illegal drugs onto the school premises or our residences.

As well as being morally wrong, **stealing and shoplifting** can get you into serious trouble with the police. We will normally ask you to leave the school if you are caught stealing.

The UK has very strict rules on **knives and other weapons**. Please do not carry these. The police can stop and search you. If they find a knife, you could be in serious trouble.



We need to **keep the school clean**. Disposing of chewing gum can be messy, so chewing gum isn't allowed. Please use the bins provided for all rubbish. **If you drop litter**, including cigarette ends, in the street you may have to pay a **£150 penalty**.

Please don't behave in an anti-social behaviour. Examples of **anti-social behaviour** are: shouting in areas where you should be quiet, running in crowded areas, standing in large groups in the street.

Rules and laws are there for everyone's safety. Students who break the law, do not obey the course rules, repeatedly misbehave, do not follow instructions from school staff, or otherwise disrupt or adversely affect the smooth running of the school may be asked to leave the school.



If you are in a student house, you will be given a copy of the house rules and asked to sign a contract. If you are in a homestay, please respect the house rules of your host.

Please talk to us if you have a problem with anything. If you aren't happy with something at the school or in your accommodation, please tell us as soon as possible. If someone makes you feel uncomfortable, it's very important that you speak to us immediately.

Be careful not to endanger others or yourself. **Your safety is our most important priority.** Sometimes something might not appear dangerous, but our staff are trained to know what can cause you or other students harm, so please listen to staff members.

If you see a **fire**, please sound the alarm. If you hear the fire alarm, please go directly to the fire meeting point which you will be shown on your first day. Do not leave the fire meeting point until you are told it's ok to do so.



If there is an emergency that a member of staff is unable to deal with, the telephone number for the police, fire brigade or ambulance service is **999**. The common European emergency number **112** is also used in the UK, so you can use either.

Please note that our habits and rules in Britain may be different from those in your own country.

Please:

- Be polite (and join queues).
- Put your rubbish in a bin.
- Do not block paths or walkways.
- Do not cross roads unless it is safe to do so. Use designated crossing points wherever possible.
- Do not be loud and shout when you are in public places unless there is an emergency.
- Always say "hello", "goodbye", "please" and "thank you".
- Treat everyone equally.





School Rules

Please be on time for your classes. **You may not be allowed into the lesson if you are more than 15 minutes late for the first lesson, and more than 5 minutes late for the second and third lessons.**

We are a serious school and expect every student to be on time, attend every lesson and do all their additional self-study. **Any student who is sick must** notify the school every morning of their absence, and:

- For absences of up to 7 school days - complete a self-certification sickness form on their return.
- For absences of 8 school days or more - provide a certificate from their doctor.

If you are absent for 10 consecutive days or more, or are repeatedly absent (eg. 1 or 2 days per week), without authorisation, you will be reported to your sponsor if you are a sponsored student, and you may be asked to leave the school. If you are repeatedly absent and have been warned about this, you may be asked to leave the school for poor attendance or conduct and your fees will not be refunded. You will only receive a leaving certificate if your attendance has been 80% or higher. You must telephone or email (info@wimbledon-school.ac.uk) to tell us if you cannot come to school for any reason.

All students and staff must wear their lanyards whenever they are in the school. The lanyard will be given to you on your first day at school and it is very important that you bring this in with you every day. If you do forget it, please report to reception for a new one. If you do not wish to appear on any publicity, you will be given a light purple lanyard.

You should expect to get up to 2 hours of homework and self-study work each evening. Please complete this on time.



Chewing gum is not allowed anywhere in the school building or garden. **Please do not eat or drink during the lessons** (water is allowed, but no hot drinks). Please do not take food or drink into the Study Centre or the top floor classrooms. You can eat in the Common Rooms, garden and ground floor classrooms during your breaks.

Please keep your classroom, the public areas of the school, and the gardens tidy. Use the litter bins provided for your rubbish. Please use the correct bins for recyclable rubbish.



The **use of mobile phones** during lessons for calls or anything unrelated to the lesson is prohibited, unless authorised by the teacher. Please do not leave the lesson in order to use your mobile phone. **You must not film or record classes.**



English should be spoken at all times in class and in the Common Room. Any students speaking their own language in class may be asked to pay a 20p fine (all money collected is given to charity).

Please treat all students and members of staff with respect. If you think someone has treated you badly or someone is making you unhappy, please tell us.



Smoking is not permitted anywhere inside the school buildings and under 18s are not permitted to smoke. If you are aged 18+ you may smoke in the designated areas of the garden, but please use the ashtrays provided. If you put your cigarette ends in the flowerbeds or pots, they will kill the plants. Please do not smoke too close to the building, as the smoke may disturb a class in progress. Please do not smoke outside the front of the school.

Please be considerate towards our **neighbours** and do not run, shout or play ball games in the garden. It is also important that you do not stand alone or in groups on the pavement in front of the school. Please stand in the front driveway of the school. Please do not walk along the street in large groups, as other people, including children and parents with pushchairs are forced onto the road.



Important Information for Students



Fear of crime should not stop you enjoying life in London, but it is good to be careful. Do not carry your passport with you - it is not necessary. Keep it in a safe place in your accommodation. **Take a scan or copy of your passport and visa.**

Do not carry large sums of money with you or wear expensive jewellery, and take great care of your bag, wallet and mobile phone at all times. **Pickpockets are at work in London, particularly in crowded places.**



Carry your purse or wallet with you at all times when you are in school. Do not leave your money, phone, tablet or any other valuables in the classroom or communal areas. If you are going out late at night, tell someone where you're going and try to arrange to travel home with a friend. Remember there are **black taxis** at the taxi rank outside Wimbledon station. **Remember to make sure any taxi you take is officially licensed.**

Do not get into a car if someone offers you a lift. It is safest to use a registered black taxi, or telephone for a minicab. See telephone numbers below.

Do not leave your drink unattended in bars or clubs.

Remember that cars drive on the left. You must look carefully before you cross the road.

School emergency telephone number.....07939 288 723
 School number.....020 8947 1921
 Emergency telephone numbers for:
 Police, Ambulance and Fire Brigade.....999
 Minicabs Elite.....020 8944 7000
 A1 cars.....020 8874 4000
 First Call.....020 8540 7000
 The Home Office.....020 7035 4848



It is a good idea to **register with your country's embassy** while you are staying in the UK.

If you need to see a doctor or a dentist while you are here and you are staying with a host family, they may be able to arrange an appointment for you if their local practice has availability. You can also ask in Reception for a list of doctors or dentists in the area. Unless it is an emergency, you will need to make an appointment to see a doctor or dentist.

For non-serious illness and to buy medicines, you can ask a pharmacist. The closest ones are **Sterling**

Chemist (21-23 Wimbledon Hill Road, SW19 7HE) or **Boots** (Centre Court shopping centre, SW19 8YE).

For accidents and medical emergencies, the nearest hospitals with a casualty department are:

- St George's Hospital, Blackshaw Road, Tooting SW17 0QT (24 hours) (bus No. 57 from Wimbledon, outside Virgin Active (opposite Sainsbury's))
- Kingston Hospital, Galsworthy Road, Kingston, KT2 7QB (24 hours) (bus No. 57 from Wimbledon, outside Sainsbury's)
- Minor Injuries Treatment Centre, Queen Mary's Hospital, Roehampton Lane, SW15 5PN. Open 08:00 - 19:00. Tel: 020 8487 6499. (bus No. 493 from Wimbledon Hill Road)



For non-urgent medical services please NHS Direct 111 for advice and they may make you an appointment at a walk-in centre.

If you have **medical insurance**, you must ask for a receipt so you can claim your payment from your insurer.

Please be aware of the law in Britain:

- The minimum age to buy or drink alcohol is 18. You may be asked to show photo ID if you go to a bar, pub, or nightclub, or buy alcohol in a supermarket.
- It is illegal to smoke in all public places.
- Possession and/or use of all illegal drugs is a criminal offence.
- Stealing from shops ("shoplifting") is a serious offence and shoplifters are prosecuted.
- It is illegal to carry a knife, CS gas or any other offensive weapon.
- You must have a valid ticket, validated Oyster card or contactless bank card to travel on any public transport.
You will have to pay a penalty fare if you do not have one.
- There is a fine for dropping litter and cigarette ends in Merton. Please put litter in the bin.



If you are arrested, you will be taken to a police station. **PLEASE CALL THE SCHOOL EMERGENCY NUMBER on 07939 288723** and ask the police to speak to the member of staff on duty. In the station, you will be asked for your name, address and date of birth. The police will want to ask you questions and may take fingerprints and other non-intimate samples such as oral swabs from your mouth, footwear impressions or photographs. They do not need your consent to take these samples.

If the police want to take intimate samples from you or perform an intimate search, then they need your consent. An intimate search would be carried out by an officer of the same sex as you.

These samples will be stored in a database and may be used to identify you if you are arrested again.

When the police question you, they will make an audio recording of the interview. You can have a lawyer present and you are allowed regular breaks. You can remain silent during the interview if you don't want to answer the questions, but this may be mentioned in court later. [Your rights in custody](#)

If you are taken into custody, you have the right to:

- Legal representation - which is free if you can't afford to pay for it
- A translator
- A phone call to tell someone you have been arrested PLEASE CALL THE SCHOOL EMERGENCY NUMBER 07939 288723
- Food and exercise
- A warm, clean cell and bedding • 8 hours rest in every 24-hour period [How long can you be held](#)

for?



You can't be held at a police station for more than 24 hours without being charged. This can be extended to 36 hours with permission of a police superintendent or up to 96 hours with permission from a magistrate.

If you are being held under the Terrorism Act, you can be held for 14 days without being charged.

The police may release you on police bail if there is not enough evidence to charge you. You will have to return to the police station when they ask you to.

If you are charged

If you are charged with an offence and the police think that you might commit another offence, or might not turn up to court, or intimidate other witnesses, then they might impose conditional bail. This puts restrictions on your behaviour, e.g. it might stop you from going out at night. If you have been charged with a serious offence, you may be remanded in custody until your trial. If you are found guilty, any time spent in prison will be taken off your sentence.

Complaints

If you have a complaint about the police, please speak to the school Designated Safeguarding Lead in the Accommodation office, or you can contact the Independent Police Complaints Commission.

Fire and Safety

If you see a fire, operate the nearest fire alarm call-point. On hearing the fire alarm, you must leave the building by the front or side entrances and report to your teacher/the person in charge of the **assembly point in Malcolm Road**. Use the nearest available exit. Do not stop to collect personal belongings. Do not re-enter the building until you are told that it is safe to do so.

It is also your responsibility to help us to maintain a safe environment in the school and to take reasonable care of yourself and others. Please do not run or play ball games in the school or in the garden. If you notice a health problem or a safety problem, please inform the Principal or Reception staff.



Travelling In and Around Wimbledon



Wimbledon has excellent **transport connections**, and getting into Central London is easy. If you need a transport map, please ask in Reception or you can download the TFL app or a map of the London Underground for free on your smartphone. Google Maps and Citymapper are other useful apps for planning your journey.

Underground (the Tube) - District Line from Wimbledon Station to Central London or High Street Kensington and Notting Hill. Northern Line from South Wimbledon. **There is a Night Tube service operating on Fridays and Saturdays on the Victoria, Jubilee and most of the Central, Northern and Piccadilly lines.**

Train - There are approximately 16 trains per hour from Wimbledon Station to Vauxhall (for Victoria Line) and Waterloo (for Northern, Bakerloo, Jubilee and Waterloo & City Lines). The journey time to Waterloo is 17 minutes.

Night Bus - The N87 goes from Trafalgar Square to Wimbledon throughout the night. The tram travels from Wimbledon to local areas.

Numerous **local buses**. Information about routes and services can be found at most bus stops.

Taxis are always available at Wimbledon Station.

London Transport is divided into different “zones”. Wimbledon is in Zone 3 and Central London is in Zone 1. You must make sure that your ticket covers the zones that you want to travel in. Your accommodation may be in zone 4.

The quickest way to travel into Central London is by train to Vauxhall or Waterloo and then change there for the underground (Tube/Metro) trains.

Depending on where and how you want to travel there are different tickets:

Oystercard With an Oyster pre-pay card, you can travel as little or as much as you like on the buses, underground and overground trains and trams. An Oyster card costs £7.00 and it is non-refundable. You can “top up” (add credit to) your card at newsagents or underground stations or online at <https://oyster.tfl.gov.uk/oyster/link/sso/0001.do>. For each journey, you will need to tap your card on the Yellow Oyster card reader found in every station, at the beginning and end of the journey; or when you get on a bus or tram - the fare will be deducted from the balance on the card. It is always cheaper to pay with an Oyster card for single journeys. You can buy your Oyster Card at the newsagents, underground or train station or at <https://oyster.tfl.gov.uk/oyster/entry.do> **Contactless Card** You can use your contactless payment card on the London Underground, buses and local overground trains. Please be aware that overseas transaction charges may apply if using a card issued outside of the UK. Mobile payments such as Apple Pay are accepted.

Bus Passes If you are only going to travel on the bus you can buy a daily, weekly or monthly bus pass at some newsagents. For monthly bus passes, you will need a photo card and you can get this from the station. You cannot pay for your bus journey on the bus. You will need an oyster card or a travelcard which you need to buy before you board. **Travelcards** These are valid for travel on the buses, trams, the underground and on trains and will allow you to make as many journeys as you like during the time period and within the zones you purchased. You can buy a one-day travel card after 9.30am. For Central London you need a Travel Card for zones 1-3 or 1-4.

Student Discount for weekly and monthly travelcards If you are enrolled at the school as a full-time student for more than 14 weeks, you can get a student Oyster Card. Please ask in Reception for information. **For more information on Contactless and Oyster, visit <https://contactless.tfl.gov.uk>**

If you need to travel back to Wimbledon from the centre of London during the night, you can catch a **night bus** from Trafalgar Square (bus number N155 to South Wimbledon & Morden or N87 to Wimbledon). Ring the bell when you are near your stop, otherwise the bus might not stop. On **Fridays and Saturdays**, you can take the Northern Line Night tube back to South Wimbledon station. Other **weekend night tube services** operate on the Victoria Line, some Central Line services, Jubilee Line and some Piccadilly Line services.

Black taxis are registered by the police and you can see the fare on the meter. You can stop a black taxi in the street or find one at a taxi rank. The nearest taxi rank is Wimbledon Station.

You can either phone for a minicab or go to a minicab office. **You should agree the fare with the driver before you get in the cab.** NB: if a minicab or any car stops in the street and offers you a lift, **DO NOT GET INTO THE CAR.**

Ubers operate throughout Wimbledon and the surrounding areas, into Central London and even further. With Uber, you can check the approximate cost of your journey before travelling and payment is made via your account meaning that no money is physically exchanged with the driver. Download the app from the Apple App store or from Google Play.



Around Wimbledon



Wimbledon School of English is 3 minutes' walk from the centre of Wimbledon and 10 minutes' walk from Wimbledon Village. The Village is one of the prettiest parts of London and well worth a visit.

Wimbledon offers you everything from **cafes and restaurants to theatres and sports clubs**.

You can buy light snacks and drinks in the school's coffee shop. If you prefer, you can go to: • Sainsbury's supermarket (SW19 4DD) or the Victorian Cafe (SW19 4DA) • A fast food restaurant, such as McDonald's (SW19 1PS).

- A local cafe, such as Elys Cafe and Cafe Nero in Elys (SW19 4DP) or the Victorian Cafe (opposite Elys).
- A cafe bar such as All Bar One (SW19 7NA), or a noodle bar such as Wagamama (SW19 7PA).
- A local pub where you can have a hot lunch at a reasonable price - The Alexandra (SW19 7NE).

For **eating and drinking** in the evening, there are many restaurants, bars and cafes both in Wimbledon and in Wimbledon Village.

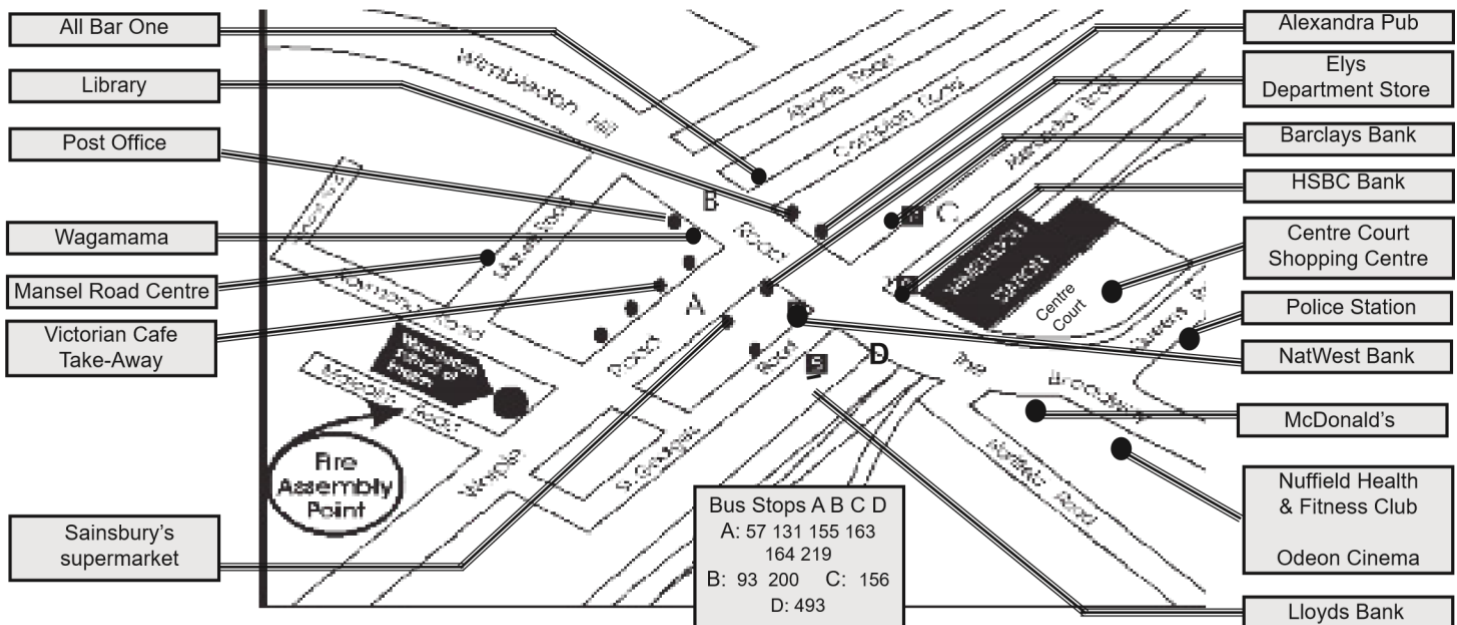
Usually a tip of 10% at the hairdressers, to taxi drivers and in restaurants is recommended but not compulsory, unless a 'service charge' has been included.

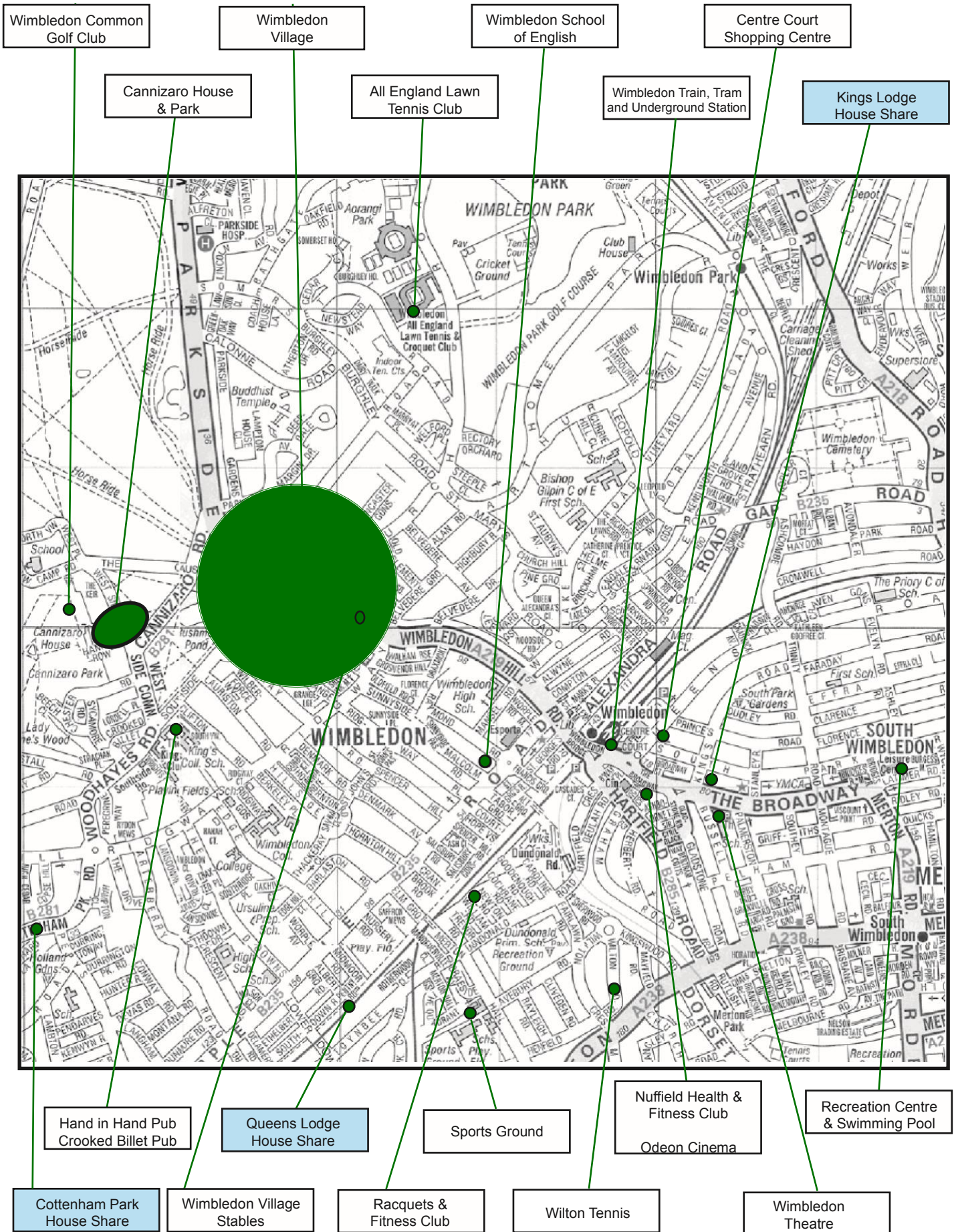
Most **banks** in the UK are open Monday to Friday from 09.30 until 16.30 and do not close at lunchtime. Some banks are open on Saturday mornings. Most banks will change foreign currency for you but they may charge a commission. To change old UK banknotes, you will need a UK bank account and photo ID to exchange for newer currency. There is a foreign currency exchange office, 'No1 Currency Exchange', located on the third floor of Elys Department store. Always check the **exchange rate and commission rates** before changing any money. If you visit **Scotland**, you will receive Scottish bank notes in your change. These may be used in London, although some small shops may refuse them.

Most **libraries** in London are open to everyone for reference. If you are living or studying in Wimbledon, you can become a member of Wimbledon Library and borrow books free of charge (see Reception for a letter). Wimbledon Library also has an information centre with leaflets on activities and places to visit in the area. There are also internet facilities in the library.

The nearest **post office** is at 56 Wimbledon Hill Road, SW19 7PA.

If you need a **passport photo**, you can use a photo booth. The nearest ones are at Wimbledon Station or in Elys Department Store, SW19 4DP (3rd floor).





British Customs



Customs are an accepted way of behaviour in a country. You need to know the customs of the United Kingdom to help you feel comfortable with people. **Some important customs to know include:**

Gender: We do not discriminate between genders. We respect people's chosen gender. Genders are treated equally and fairly.

Queues: Always stand in line and wait your turn when buying tickets, in a bank or post office, or waiting for a bus.

Escalators: Keep to the right when standing on escalators, especially on the underground.

Friendliness: English people sometimes talk to strangers in public areas. This can be a great way to practise English, but be careful. You should not give out your address and telephone number, or accept inappropriate invitations.

Please and Thank You: These are very important words! Always use them if you ask someone to do something for you, or if they help you or give you information.

How We Teach



In order to help with your English, it is important that you understand how we teach, as you may have learned in a different way in your country. We think it is important that you are at the centre of your learning experience and that you learn and practise real language that you can use in real situations. For this reason we encourage you to **communicate with other students inside and outside the classroom**. Please also be aware that **your teachers may change from time to time**; take this opportunity to experience different teaching styles. **In the classroom**

- Don't be shy – ask and answer questions, and talk to the other students.
- Your teacher will ask you to work in pairs and groups. This is to give you the opportunity to speak as much English as possible and to practise the language you have learned.
- Use your time in the classroom to try out new language you are not sure about.
- Don't be afraid to make mistakes – your teacher is always listening!
- Your teacher may not always correct you while you are speaking– this is to allow you to become more fluent. Sometimes he or she will wait until the activity or even the lesson has finished and then talk about everyone's mistakes. If you are worried and want more correction, please ask your teacher about this.
- Listen to your classmates – you will learn a lot from them too.
- Sometimes your teacher may ask you to do activities you think are strange. Trust your teacher – everything they ask you to do in class is to help you learn English. Just ask if you want to know why you are doing a particular activity.
- Speak English at all times. This will help you start to think in English, improve your fluency, and make you sound more natural when you speak.

Outside the classroom

- It is very important to do all your homework - your teacher will give you up to **2 hours' self study** to do every day. Remember you can study in your free time using the computers and other resources in our **Study Centre, and you can use e-Wimbledon anywhere**
- If you take part in our **social programme**, you will make friends and learn a lot of English by talking to other people.
- There are students from all over the world in school. This gives you the perfect opportunity to learn about other cultures and practise your English.

You will receive a **Certificate** at the end of your course (**as long as you have attended at least 80% of your classes**).

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