



**2014-2015
Adult
Student
Handbook**



Administrative Staff



Isabella Anders
Principal



Kamila Swiderska
Office Manager



George Barnbrooke
Marketing Manager



Patrycja Maksymowicz
*Academic Manger/Welfare Of-
ficer (Temporarily Acting)*



Jack Giffin
Director of Studies



Clara Borrega
Registrar



Sergio Borges
*Registrar/Leisure
Programme
coordinator*



Jessica Greppi
Marketing Officer



Maria Unt
Marketing Officer



Eliane Tomasi
*Accommodation/Welfare
Officer*



Kurt Samuels
Digital Marketer



The Burlington School
— Excellence in English —

Welcome to The Burlington School ADULT STUDENT HANDBOOK

Thank you for choosing to study with us at Burlington School!

This **Student Handbook** provides some essential information about the school, your classes, and about living in London. This will help make your stay with Burlington School easier and should answer any questions you may have.

We are sure that your time at the school will be enjoyable, and that you will achieve your learning goals.

If you have any questions which are not answered in the handbook, please do not hesitate to contact the office staff.

We look forward to meeting you!

The Burlington School Team

ADDRESS:

1-3 Chesilton Road
London SW6 5AA
+44 (0)20 7736 9621
www.burlingtonschool.co.uk

24-HOUR SCHOOL EMERGENCY NUMBER: +44 (0)7778 547722

Preparing For Your Visit

Before you leave your country

- If you have accommodation booked with the Burlington School, you should inform your homestay family or the school as soon as you know your arrival details. If you would like us to meet you at the airport or coach station and take you to your homestay, you must book an airport pickup with the school. If you intend to travel to the homestay or residence by yourself, we still need to know your arrival time so we can inform your homestay host or residence housekeeper.
- Some students also like to write to their homestay hosts before they arrive; this is a good way to introduce yourself (and also to practise writing in English!).
- Organise your travel insurance - we highly recommend that students have health and travel insurance and insurance against theft or loss.
- Be prepared to adapt to a different culture, weather, food and customs from the one you are used to in your home country. This may sound obvious, but it is very important to prepare yourself and be patient when you arrive - it will take some time to get used to the English way of life.

What to bring with you

- Passport
- Pen
- Paper
- Certificate of Enrolment from the Burlington School (copy or original)

Arriving in London

When you arrive in London, we suggest you go straight to your accommodation to rest and settle in your new home. If you arrive from abroad, you will most likely arrive at one of the following London airports:

- Heathrow Airport
- Gatwick Airport
- Stansted Airport
- Luton Airport
- London City Airport

Or at the following train station:


- St Pancras International


All the airports are located quite far from the centre of London. Therefore, in order to get to your new accommodation or to the school, you will need to take public transport or book an airport transfer service with the school. **You can buy tickets at any of the airports.**




Travelling to Central London from...

Heathrow Airport

From all Heathrow Airport terminals you can take the **London Underground** to travel to central London and other parts of town. After collecting your luggage and getting to the main terminal building, simply follow the signs to the Underground (look out for the  symbol) and you will get to Heathrow Underground station. Go to the ticket office to purchase your ticket - tell the clerk which station you are travelling to so that he/she can give you the right ticket. Alternatively, you can ask to get an "Oyster Card" (the Transport of London card) which allows you to purchase weekly/monthly travelcards and pay less on single journey fares (a £5 deposit applies to all Oyster Cards).




There is only one Underground line at Heathrow Airport: the  **Piccadilly Line** (the dark blue line in the map above) which will take you to the centre of London in about 50 minutes. A single fare to central London costs about £5.


Alternatively you can use the **Heathrow Express** train, which runs between Heathrow Airport and Paddington Underground Station ( **Bakerloo Line**) and takes about 15 minutes (tickets start at £18 for a single journey).

- If you're arriving at Terminal 1 or Terminal 3, follow signs for trains to reach Heathrow Central station. From there, take a Heathrow Express service to London Paddington – the journey time is 15 minutes.
- At Terminal 5, the station is at basement level and can be reached by a lift or an escalator. All trains call at Heathrow Central and then run non-stop to London Paddington – a total journey time of 21 minutes.
- At Terminal 4, take the inter-terminal shuttle to Heathrow Central (departures every 15 minutes, travel time 4 minutes). From there, take a Heathrow Express service to London Paddington – a journey time of 15 minutes.

Gatwick Airport

There is no Underground station at Gatwick Airport. To reach central London you can use one of the following options:

- **Gatwick Express** The Gatwick Express is a non-stop train service to Victoria Underground Station ( **Victoria Line/District Line/Circle Line**) and runs every 15 minutes with a journey time of 30 minutes. Prices start at £16.85 for a single fare.
- **Southern Trains** The Southern trains service goes to Victoria Station via East Croydon and Clapham Junction and runs four times every hour with a journey time of around 35 minutes. Prices start at £13.20 for a single fare.
- **First Capital Connect** The First Capital Connect train service goes to London Bridge Underground Station ( **Jubilee Line/Northern Line**) and St Pancras International/King's Cross Underground Station ( **Victoria Line/Northern Line/Piccadilly Line/Circle Line/Metropolitan Line/Hammersmith & City Line**) and run four times every hour with a journey time of between 30 and 45 minutes. Prices start at £8.50 for a single fare.
- **EasyBus** EasyBus is a low-cost and a frequent airport bus service non-stop from London and Gatwick with prices from £2. Buses depart every 15 minutes at peak times and run through the day and night from both North and South terminals to






Earls Court/West Brompton Underground Stations ( District Line) in central London.

- **National Express** National Express is a direct coach service to London Victoria and operates once every hour with a journey time of around 85 minutes. Prices start at £8 for a single fare.

You can purchase tickets for your preferred journey both online and at the airport when you arrive. Simply follow the signs to the train station. If you arrive at the South Terminal, you will have to take the inter-terminal shuttle service to the train station at the North Terminal.

Stansted Airport

There is no Underground station at Stansted Airport. To reach central London you can use one of the following options:

- **Stansted Express** Stansted Express trains run every 15 minutes and reach London Liverpool Street Underground Station ( Circle Line/ Metropolitan Line/ Hammersmith & City Line/ Central Line) in 46 minutes, via Tottenham Hale ( Victoria Line). Trains depart from Stansted Airport rail station, situated directly below the terminal. Prices start at £20 for a single fare to Tottenham Hale and £22.50 for a single fare to Liverpool Street.
- **Coach Services** Coach services (National Express and Terravision) run very frequently at all hours of the day from Stansted Airport to several London destinations, including Liverpool Street, Victoria, Stratford, Baker Street and other central London destinations. With fares starting at £8, this can be a really inexpensive way to travel. All services call at the airport coach station, directly opposite the terminal.

Luton Airport

There is no Underground station at Luton Airport. To reach central London you can use one of the following options:

- **First Capital Connect/East Midland Trains** A fast train service operates from Luton Airport Parkway Station to King's Cross/St Pancras Station. From the terminal building, go outside and follow the signs for the shuttle bus to Luton Airport Parkway Station, from where you can get the train to King's Cross/St Pancras. The journey time is a total of about 40 minutes and prices start at £8.90.
- **EasyBus** EasyBus offers a high frequency, low cost 24-hour express bus service between Luton Airport and central London destinations. There are stops at Brent Cross ( Northern Line), Finchley Road ( Metropolitan Line/ Jubilee Line), Baker Street ( Bakerloo Line/ Jubilee Line/ Circle Line/ Metropolitan Line/ Hammersmith & City Line) Oxford Street/Marble Arch ( Central Line), Victoria ( Victoria Line/ District Line/ Circle Line) and Earl's Court ( District Line/ Piccadilly Line). Online fares start at £2 one-way. EasyBus is at bays 10 & 11 outside the main terminal building.

London City Airport

There is no Underground station at London City Airport. To reach central London use the:

- **Docklands Light Railway (DLR)** This is an overground system connecting East London to the London Underground. The London City Airport DLR station is connected to the airport terminal making transport to and from the airport fast and

convenient. The airport is in Zone 3. London transport cards (known as Oyster cards) and tickets can be bought at the DLR counter next to the airport terminal. The DLR departs London City Airport every 8 to 15 minutes, with journey times of less than 7 minutes to Canning Town (🚇 Jubilee Line), or Woolwich Arsenal and 17 minutes to Stratford International (🚇 Central Line/Jubilee Line). Prices start at about £3.

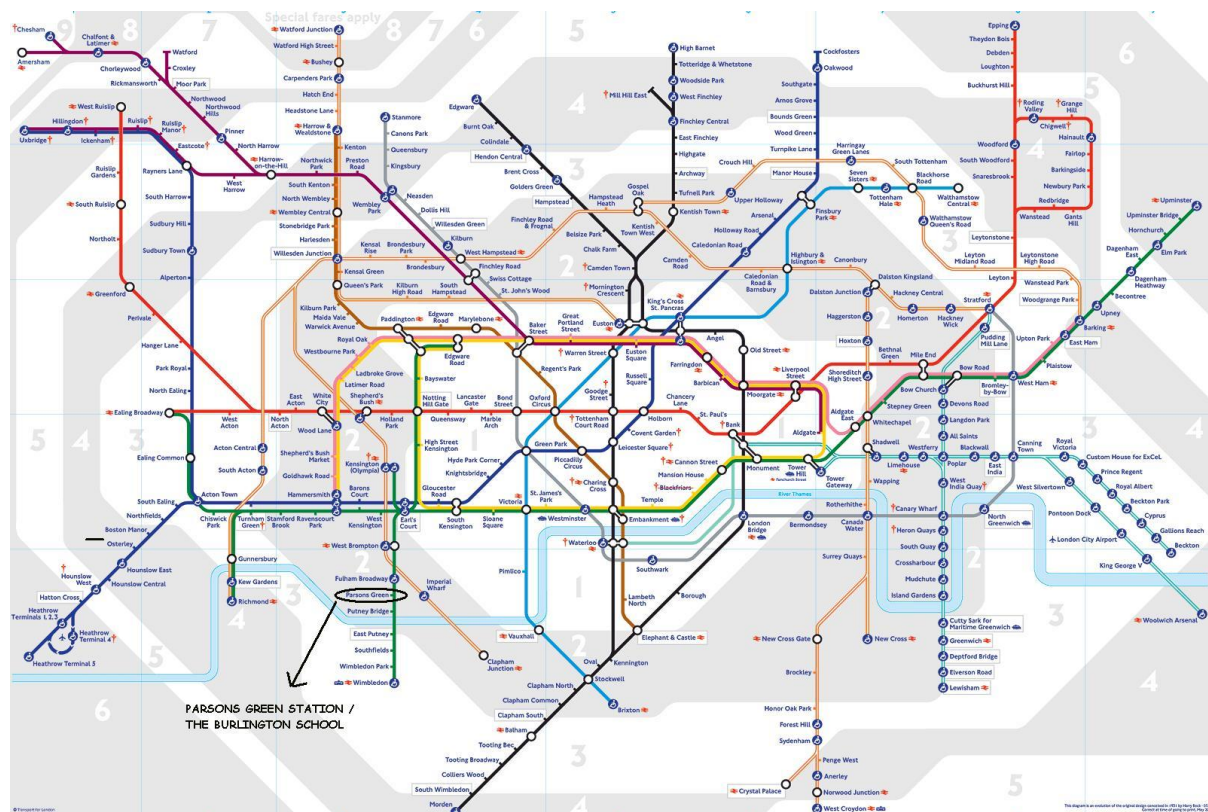
St Pancras International

St Pancras International (the arrival station for all Eurostar trains) is located only a few minutes' walk from King's Cross Underground Station, in the centre of the city. From King's Cross, you will be able to easily reach other London destinations.

How to Find the School

You can find all the current and updated transport information on the Transport for London website:

www.tfl.gov.uk



By Tube: The Burlington School is a five-minute walk from Parsons Green Underground Station. Parsons Green is located on the 🚇 District Line. To get to Parsons Green you have to take the District Line going in the direction of **WIMBLEDON STATION**. The District Underground line stops at several main stations going east (such as Victoria, Westminster, Tower Hill), north (to High Street Kensington, Notting Hill, Paddington) and west (Earl's Court, Ealing, Richmond).



When you get to Parsons Green Station the school is located approximately six minutes' walk from the station. Take the exit on the left and turn immediately left onto the pedestrian road. Walk straight until you meet Whittingstall Road: here, turn right and walk to Fulham Road. Turn left on Fulham Road and then right on Cheshilton Road (you will see an estate agent on each corner). The school is located on the right side of the road.

By Bus: the school is also easily accessible by buses number 14, 414 and 424. All the buses stop on Fulham Road just outside the school (name of the stop: Radipole Road). The number 14 and 414 buses travel all the way from Putney to central London (Marble Arch/Tottenham Court Road Underground station).

Accommodation

We offer a wide range of accommodation to all the students who come to study at the Burlington School. We offer accommodation in:

- Homestay Families
- School Residence
- Student Halls of Residence
- Hotels
- Summer Residences

Accommodation is arranged on a first-come, first-served basis.

If you have booked your accommodation with us, you will be receiving our **Accommodation Handbook** which will provide you with all the necessary information.

Language Programme

Registration and Testing

Welcome to the Burlington School of English.

On your first day you will need to arrive for 9am and you will take a short writing and speaking test which allows us to assess your level of English and place you in the right class. If you are not sure where to go and what to do when you arrive at the school, just ask the school reception, and let them know it's your first day at the Burlington School - they will assist you.

1. WE TEST YOUR WRITTEN ENGLISH

You will take a written English test. It tests your grammar and vocabulary. It takes about 20 minutes and the test will be marked straight away.

2. WE TEST YOUR SPOKEN ENGLISH

You will have an oral (speaking) test with our Director of Studies.

3. WE PLACE YOU IN A CLASS

After your spoken test, we are ready to place you in a class. We will provide you with the information regarding the teacher's name, classroom number and your timetable. If you have booked accommodation with the school, you are encouraged to speak to the Accommodation Officer in our office, and to let him/her know if you are happy with your accommodation. We are more than happy to answer all of your questions.

4. YOUR CLASS

If the registrar at the school office informs you that the teacher is ready, you may go to your class. If you don't understand something, please ask at the office or at reception, where they will be able to help.

Induction

On Mondays, all new students must attend an induction where all the school's procedures are explained, along with a tour of the premises. This provides you with all the information you need. The induction takes place at around 11.30 am.

Frequently Asked Questions about your Language Programme

When is the School closed?

Burlington School is closed for bank holidays (usually eight days per year) and two weeks during the Christmas period.

When can I Study?

- For **GE-15** students (General English lessons, 15 lessons per week)
2 sessions of GE15: 9:00 – 11:30 or 14:00 – 16:30
- For **GE-20** students (General English lessons, 20 lessons per week)
2 sessions of GE20: 9:00 – 12:30 or 13:00 – 16:30
- For **GE-25** students (General English lessons, 25 lessons per week)
2 sessions of GE25: 9:00 – 13:45 or 11:45 – 16:30
- For **GE-30** students (General English lessons, 30 lessons per week)
1 session of GE30: 9:00 – 11:30 and 14:00 – 16:30
- For **GE35** students (General English lessons, 35 lessons per week)
9:00-11:30 and 14:00-16:30 + 1 workshop of your choice 11:45-12:30 or 13:00-13:45
- For **GE40** students (General English lessons, 40 lessons per week)
9:00-11:30 and 14:00-16:30 + 2 workshops 11:45-12:30 and 13:00-13:45

How long is a lesson?

A lesson is 45 minutes; a main session comprises of 3 lessons.

Are there any breaks?

There is a 15-minute break during your main session and between your main class session and workshops. During the break you are encouraged to go to the school's cafeteria to meet other Burlington students and have a snack or a drink. There is also a break of 30 minutes (12:30 – 13:00) for lunch – you can buy hot food in the school's cafeteria.

What if my class is too easy or too difficult?

If you find your class too easy or too difficult after one or two lessons, please speak to the teacher. Do not worry and don't be shy - it is important for us to know how to help you.

Is it necessary to buy books?

Yes, we feel that students learn better with the use of the course book. You can consolidate what you learn at school with what you learn at home. You can buy books from the office at break times or after classes. We also have books available to borrow from the self-study area. We operate a 'no book, no class' policy. Students without a book after their first week in class will be asked to leave the class until they have bought a book. There are some exceptions to the 'no book, no class' rule and these are as below.

- 1.** If a student has ordered the course book online and can show the teacher an email or other related document confirming that the order has been placed. The order confirmation must be brought to each lesson (in case there is a cover teacher) and the book **MUST** be with the student by the end of the 'grace period' (see exception 2) or you will be asked to leave the class until the book is delivered.
- 2.** Each student will receive one week's grace period, whereby during (and only during, unless exception 1 applies) the very first week of their course, the teacher will allow them into the class without a book.
- 3.** If a student has been moved to a new level and only has one week left of their course, they may stay in this new class without a new course book.

How many students will there be in my class?

The maximum number of students in each class is 18 for the morning session, 18 for fluency and grammar & writing classes and 22 for the afternoon sessions. There may be smaller classes depending on the type of the course, class times and the season in which the course is offered. Business English and specialist classes are often delivered in small groups or one-to-one basis.

What types of English language classes can I take?

Most of our courses are General English. All courses normally follow a 12-week syllabus which is planned by the Burlington School's Director of Studies. Some summer courses are based on shorter syllabuses of four or five weeks.

We will develop your skills in listening, reading, speaking, writing and pronunciation. Our classes emphasise communication so you will have plenty of opportunities to speak and practise 'functional' English.

Levels of English

After taking your writing and speaking test, you will be placed in one of the levels below, subject to demand.

- Beginner
- Elementary
- Pre-Intermediate
- Intermediate
- Upper Intermediate
- Advanced
- Proficiency

Can I prepare for exams at Burlington School?

Burlington School prepares students for the following Cambridge exams:

- **First Certificate (FCE)** An internationally-recognised exam (level B2)
- **Advanced (CAE)** This is higher than FCE and a very popular exam (level C1)
- **Proficiency (CPE)** This is the most difficult exam and it is recognised by many employers and universities internationally (level C2).

FCE, CAE and CPE can be taken in March, June, August and December and computer-based examinations are subject to availability.

- **IELTS/TOEFL Exams** Burlington students can also study for IELTS (currently the most popular exam based on the point system of **1-4**) and can take the exam most Fridays and Saturdays. TOEFL is also recognised for university entrance, by prospective employers and by UK Visas and Immigration
- **TOEIC** Very useful for employment in countries like Japan, France and Italy
- **TRINITY Exam** The Burlington School is a registered Trinity Centre and we offer students the opportunity to participate in Trinity examinations throughout the year. These certificates are internationally recognised and can be used to extend your visa if necessary.

Are other classes available?

Yes. In addition to the General English courses, the Burlington School offers

- Business English
- Specialist Course English (for example: Tourist Industry English, Medical English, English for Teachers)

All of these courses are also available as one-to-one lessons.

What can I do after classes?

At the end of your classes, you are welcome to spend time in the coffee bar, to use the self-access resources and to use the free broadband computers available to students. You are also encouraged to take part in our leisure programme.

Is there a leisure programme at Burlington?

Yes. Burlington School has an excellent social programme for the students. We organise parties, trips outside London with a tour operator. Most activities involve a small fee (usually between £10 and £40) but they are a fun way to make new friends, find out more about England and practise your English. We can also help to organise your weekend trips. Please speak to our Leisure Programme Co-ordinator in the office for more information.

Is there student welfare support?

Yes, our Welfare Officer is here to help you with any problems you may have – personal or academic.

What if I join my course after the term has started?

We operate a system of continuous enrolment here at the school so it is quite likely that you will join us after the term has already started. Do not worry, as your teacher will help you to catch up with the work you have missed.

What if I am late for my class?

Please try to avoid coming to class late as it is very disruptive for the teacher and the class, and it means that you will miss valuable language work. Because of this, and for the sake of the students who come on time, we have the following rules:

- if you are more than 15 minutes late for a two-hour 15-minute class, you will not be allowed into the classroom
- if you are more than 10 minutes late for a 45-minute workshop, you will not be allowed into the classroom

In both cases, you will be marked absent for the lesson.

How can I change my class?

If you feel your class is too difficult:

- speak to your teacher who will advise you if you should change your level
- if your teacher feels you are ready to go to a higher level he/she will book another placement test in the office. Please ask a member of staff in the office for more information. Only in exceptional circumstances will you be permitted to go to a higher level without taking a placement test first.

- go to the office and collect a class transfer slip which must be filled in by a registrar. This is to ensure that you are properly enrolled in your new class and are on the register.

You cannot change your class unless you follow this procedure. The office must be informed, or you will be counted as absent.

How can I extend my course?

You can extend or add lessons to your course any time by coming to the office and paying for the additional sessions. However, you cannot simply decide to miss classes and then extend your course completion date to make up for the days you missed. Instead, you will lose the days that you are absent.

What if I change my address?

If you change your address or telephone number please inform us about it. Fill in the Contact Details Form which is available at reception or the school office. Please provide a next of kin whom we can contact in case of emergency.

How can I book holidays?

The school is closed on Bank Holidays and for two weeks at Christmas. Personal holidays (from Monday to Friday) can be taken if you are on a course of five or more weeks.

SCHOOL HOLIDAYS

Course Weeks

1 to 4 weeks	= 0 weeks' holiday
5 to 12 weeks	= 2 weeks' holiday
13 to 23 weeks	= 4 weeks' holiday
24 to 47 weeks	= 6 weeks' holiday
48 and over	= 9 weeks' holiday

You must notify the school's office by the last **Wednesday** before you want to take your holiday. If you plan to leave the country, speak to a member of staff at the office if you have questions regarding visa requirements. You should bring your passport so that we can look at the type of visa you hold. European Union citizens are free to come and go when they want.

Useful Information (alphabetically)

Attendance

Students should attend their classes every day. If you miss your class, you are wasting money and missing a great learning opportunity. Immigration authorities may also ask us about your attendance record and we must give them this information. Therefore, it is very important that you tell us if you have to miss a class. If you missed your class because you were sick, please fill in the Sickness Absence Form. If you missed your class for any other reason, fill in the Unscheduled Absence Form.

Bank

We advise you not to carry a lot of cash with you. If you are going to stay in England for more than six months, we suggest you open a bank account as soon as you arrive in London. To open a bank account you will need your passport and a school letter. To get the letter please go to the school office we will be able to advise you and direct you to the closest bank.

Bullying & Harassment Policy

Burlington School of English believes that everybody has the right to study in a safe, supportive and friendly environment.

We do not tolerate bullying of any sort. Bullying is using fear and aggression towards another person, with the aim of hurting them physically or emotionally.

Bullying can be

- Verbal: calling someone names, saying bad things or using bad language
- Physical: shoving, hitting, and kicking
- Emotional: making someone feel disliked, or teasing

We want to provide you with a safe environment at all times and any form of bullying will be subject to disciplinary action. In extreme cases, the police may be called if the nature of the bullying is discriminatory.

Please remember:

- We are a language school and we teach students from all over the world. We **welcome** students from every country.
- We respect **individuals** regardless of their culture, ethnicity, race, gender, nationality, age, religion, disability, sexual orientation, education, experiences, opinions and beliefs.
- We all have the responsibility to help others. If you see someone being bullied, don't ignore it: **report** it.

- If you are being bullied, **talk** to us. We will take swift action to stop it.
- Show **respect** for others.

We will take action to stop any bullying or harassment. This will usually be in the form of counselling. In extreme cases, the student may be asked to leave the school.

Cafeteria

The School has a nice, cosy cafeteria where you can buy meals, drinks and snacks. If you are staying in the school's residence, the cafeteria is where you will be having breakfast and lunch. If you are not staying at the school's residence, you can still buy breakfast and lunch for a small charge: breakfast is £2, a hot meal for lunch is £4.50 plus a hot soup £1.50. Breakfast is from 8:15am to 9:30am and lunch from 12pm to 2:30pm.

Complaints procedure

If you have a comment or complaint it is important that you let the school know about it. We will always try to resolve any complaints or problems that you have as quickly as possible. However, if you feel that your complaint has still not been resolved, please follow the procedure below.

1. Go to the office and speak to the Welfare Officer.
2. If your complaint is not resolved you need to complete a complaints form (please ask the Welfare Officer for one of those).
3. You will receive a reply within five working days.
4. If you are not happy with the reply, you have seven days to write an appeal to the Principal, Isabella Anders (principal@burlingtonschool.co.uk).
5. The Principal will reply to your complaint within 21 days of receiving it.
6. If you are not satisfied with the reply, you have a further seven days to write to our legal advisor.
7. If after a further 14 days your complaint has not been resolved to your satisfaction, you may contact English UK (English language teaching association) or EAQUALS (European Association of language training providers)

English UK

219 St John Street, London EC1V 4LY

Email: info@englishuk.com

Drinking Alcohol

It is forbidden to drink alcohol anywhere on the school premises. Please be aware that the legal age to drink alcohol in the UK is 18 years of age.

Emergencies

If you have an emergency that requires police, fire brigade, or an ambulance dial 999 - all calls to this number are free of charge. If you need to contact somebody urgently from the Burlington School outside office hours, there is a 24-hour emergency phone number:

+44 (0)7778 547722

Entertainment

Leicester Square, Piccadilly Circus and Soho are the centre of London nightlife with clubs, restaurants and bars. Precautions, especially at night, are advisable. The West End is home to London's major theatres. There are many cinemas throughout the city and particularly in the Leicester Square area. However, there are many local cinemas which are much cheaper than West End cinemas:

- UGC Cinemas are located at the junction of Fulham Road and Beaufort Street (the Number 14 bus stops outside the cinema on Fulham Road)
- The Riverside Studios in Hammersmith, located off Fulham Palace Road
- The Vue Cinema is located inside the Fulham Broadway centre

For up-to-date information on current shows, events, parties and exhibitions, you can get the **TIME OUT** magazine (free of charge in supermarkets and corner shops), the most comprehensive guide on what's on in London.

Fire drills

The sound of the fire alarm is a loud continuous bell. If it rings, either a fire drill is taking place, or there is a fire. In either case, you should immediately follow the instructions on the fire notices in the school. There is a fire notice in each room: on your first day of school, you should read this sign and be aware of where to go in case of fire.

If you see a fire:

1. SOUND THE ALARM.
2. LEAVE THE BUILDING IMMEDIATELY.

Do not stop to collect your coat or bags. If you think there is still someone in the building, inform the school staff immediately. Do not return to the building for ANY reason until authorised to do so.

Do not, under any circumstances, set off a fire alarm or use the fire extinguisher unless there is a fire. At times, there will be a fire drill at the school; please evacuate the school as per the usual procedure.

Health & Safety

The Burlington School in its Health and Safety Policy recognises that safety is an essential part of all its activities. The school's aim is to safeguard the health, safety and welfare at work of all its staff and students. Both staff and students should conduct themselves in a safe manner, in accordance with the school's Health and Safety Policy and Codes of Practice, copies of which are available in the office.

The advice below represents good safe practice and should be followed by all students.

1. Make sure you are familiar with the fire procedures in the school; please ask your teacher if you are not sure.
2. Always switch off electrical appliances at the main socket after switching off the appliance itself.
3. Never misuse any equipment provided for use in emergency situations, e.g. fire extinguishers, smoke detectors, fire alarms, call points etc.
4. Electrical circuits should not be overloaded; if in doubt ask for advice.
5. You are responsible for the electrical safety of items which you bring to the school and for any harm which may occur to anyone as a result of these items. You must not bring equipment into the school which is not compliant with electrical safety standards in the UK.
6. Report any faulty or malfunctioning equipment immediately.
7. The Director of Studies, Jack Giffin, and the Registrar, Sergio Borges, are first aiders. Please inform them immediately if you or anyone else is in need of help. First-aid facilities are located in the office.
8. In event of an emergency call 999.

Important Telephone Numbers

- Burlington School Office: +44 (0)20 7736 9621 or (0)20 7610 9662
- Burlington's 24-hour emergency number: +44 (0) 7778 547722
- E-mail: marketing@burlingtonschool.co.uk
- Emergency services (Police, Fire Brigade, Ambulance): 999
- Telephone Operator: 100
- International Telephone Operator: 155
- Telephone Directory Enquiries: (UK) 118500 or 118118
- Hammersmith and Fulham Local Council: +44 (0)20 8748 3020
- Transport for London Travel Information: +44 (0)20 7222 1234

Jobs

If you are on a student visa, you are not allowed to work in the UK. If you are from a country which is part of the European Union, you are permitted to work part or full time. If you want to work in the UK you will need to get a National Insurance number (a kind of tax identification number). Get in touch with the Jobcentre Plus to help you obtain your National Insurance number and for useful advice about working in the UK. If you are looking for a short term voluntary job, part time or full time job, have a look in the school office where you can find information leaflets from different job agencies.

Jobcentre Plus

Waterford House - Waterford Road
Fulham, London SW6 2DL

Tel: 0845 377 6001

Leisure Programme

On the ground floor opposite the reception and on the 1st floor landing you will find a notice board with our social programme. Here you can find information about weekend trips, evening parties, sport activities and events taking place at the school. If you are interested in joining any of our social activities, you can speak the school's Social Coordinator in the main office.

Leisure centres

The two nearest leisure centres to school are in Putney and Fulham. Both centres have swimming pools, a gym, sun beds, saunas and fitness classes. They will also be able to give you details of other sports clubs. The addresses are as follows:

Putney Leisure Centre

Dryburgh Road

Putney

London SW15 1BL

Tel: (0)20 8785 0388

Lillie Road Fitness Centre

Lillie Road

Fulham

London SW6 7PA

Tel: (0)20 7381 2183

Legal Matters

Certain crimes such as theft, fraud, assault, involvement with illegal drugs, or damage may lead to immediate deportation. If you need legal advice, we suggest that you go to a Citizens Advice Bureau (CAB). They do not charge for their service. The address of a local CAB is:

Wandsworth Citizens Advice Bureau

Bedford House

215 Balham High Road

London SW17 7BQ

Phone: (0)20 8333 6960

Letters

If you need letters to be sent out to you, you may direct those letters to the School's office. Letters to students are placed in a special box at the main entrance next to the reception. You can check every day if there is post for you.

The school can issue official letters for a student for free. It usually takes two days to prepare a letter. We can issue letters to students for the following purposes:

- to open a bank account
- to extend your visa
- to claim a council tax discount

- to get back into the UK if you are going on holiday abroad
- to join a public library
- for your job

Library

Burlington School has its own self-study area. However, if you would like to go to a library, there are several libraries close to the school:

Fulham Road Library

598 Fulham Road

London SW6 (Nearest Tube station: Parsons Green)

Telephone: (0)20 8576 5251

Hammersmith Reference Library

Shepherds Bush Road

London, W6 7AT (Nearest Tube station: Hammersmith)

Tel: (0)20 8576 5050

Putney District Library

Disraeli Road

London SW15 2DR (Nearest Tube Station: East Putney)

Telephone: (0)20 8871 7090

Medical Care

We strongly advise all students to take out medical and travel insurance cover prior to their departure. Your insurance policy should cover the following:

- medical expenses
- cancellation or curtailment
- personal accident
- baggage, clothing, and personal effects
- loss of money
- travel delay

The NHS is the UK National Health Service. If you need to see a doctor or dentist while in London, ask your host family (if you are in a homestay accommodation) or speak to the Welfare Officer, who will help with your enquiry. You will have to pay to see a dentist. We have a First Aid box at the school office and your activity leader will also carry a basic First Aid kit.

If you have a serious medical problem or an emergency that cannot wait until the next working day, the nearest Accident and Emergency hospital to the school is:

CHARING CROSS HOSPITAL

Fulham Palace Road

Hammersmith W6 8RF

Telephone: 020 8893 0384

- If you have a study visa for a course lasting more than six months, you can be treated free of charge by the NHS.

- If you are studying in the UK for less than six months and you are from a country which has a healthcare agreement with the UK, you may also receive free NHS hospital treatment. However, your illness must have started after your arrival in the UK.
- If you are studying a course for less than six months and you are from a country which has NO healthcare agreement with the UK, you will be charged for any treatment you receive.

Medication

Students taking any medication should bring them in correctly-labelled packaging, which clearly states doses and times of administration.

The only types of medication students should carry themselves are below.

- EpiPens for severe allergies
- Insulin pens
- Reliever inhalers

If you do bring any medicine with you, please make sure you have a letter from your doctor showing that the medication is for yourself and make sure you have information on how to store the medication.

Phone Calls

If you want to call your home country or purchase a telephone card or mobile phone SIM card, ask our office for information. You can also connect to the internet and use Skype with the wi-fi in the school.

If you are staying in any of our homestay accommodation, bear in mind that outgoing calls are usually not allowed. It is not possible to make or receive phone calls from the Burlington School office.

Police

The police can be contacted in an emergency by dialling 999. This is also the telephone number for calling the fire brigade or an ambulance. The addresses of the nearest police stations to the school are:

Metropolitan Police - Fulham

Heckfield Place
Fulham, London SW6
Tel. (0)20 7385 1212

Metropolitan Police - Putney

215 Upper Richmond Road
Putney, London SW15
Tel. (0)20 8870 9011

Post Office

The closest post office is located at the right hand side opposite Starbucks on Fulham Road. The details of the two nearest post offices to the school are as follows:

Fulham Road Post Office

815 Fulham Road
London SW6 5HG
Tel: 0845 722 3344

Fulham Post Office

14 Farm Lane
London SW6 1PT
Tel: 0845 722 3344

Problems

If you have any problems about your course or level, please speak first to your teacher or the Director of Studies. If you have any concerns or you are unhappy with any aspects of your course, accommodation, or life here at the Burlington School, please speak to the Welfare Officer.

Refunds

The school's policy for refund of tuition fees is described in the Terms and Conditions of Enrolment. Please note that refunds are granted at the discretion of the Principal. If you want to apply for a refund, after reading the school's policy, ask one of the Registrars to give you or send you a refund application form.

Registration as an overseas student

If you are on a visa you have to register with the immigration authorities. You will be asked to register as an "alien". Please check your visa to see whether you need to register as an "alien". You will need to take your passport and two identical passport photos to the Alien Registration Office. The registration service costs £34.

The Aliens Registration Office

Brandon House
180 Borough High Street
London SE1 1LH
Tel: (0)20 7230 1208

The nearest Underground station is Borough which is on the Northern Line. The Aliens Registration Office is open Monday to Friday, from 9am to 4pm. Ask in the office for directions.

Rules and Regulations

1. All students are expected to follow the course rules.
2. All students who have accommodation booked by the Burlington School are expected to keep their bedrooms clean and tidy. Students in homestay accommodation must follow the

rules set by their homestay family and should always inform their homestay if they are going to be late for dinner (if booked with half-board accommodation) or if there is a problem.

3. Any damage caused by the student to the school residence, homestay property or belongings will be charged to the student.

4. DEALING WITH ABUSIVE BEHAVIOUR

Students must not use violent behaviour or rude language towards teachers, school staff or other students either within the school or during social activities. Students must always respect other students and must NOT discriminate against other students on the basis of their age, religion, race or sexual orientation.

Discrimination or violent behaviour will result in immediate expulsion. If a student is the victim of discrimination or violent behaviour by other students or staff, he/she should immediately report the incident to the Welfare Officer.

5. It is forbidden to consume alcohol on the school premises at any time or during social activities. It is illegal for people under 18 to buy or consume alcohol.

6. Taking drugs or being found in possession of drugs will result in immediate dismissal from the school.

7. Smoking is not permitted inside the school building at any time. Smoking is permitted ONLY outside the cafeteria in the school yard. It is against the law to purchase cigarettes if you are under the age of 18.

8. Knives or firearms are strictly prohibited. If a student is found in possession of any kind of knife (including pocket or Swiss Army knives) or firearms, he/she will immediately be dismissed.

9. The use of mobile phones is not permitted in the classrooms and must be turned off during scheduled activities.

Students found breaking any of the school rules and regulations may be asked to leave the school and course immediately and at their own expense.

Shopping Areas

Popular shopping areas include Oxford Street, the Burlington Arcade in Piccadilly, Knightsbridge (Harrods), High Street Kensington and Covent Garden. London has many interesting outdoor and indoor markets such as Portobello Market, Camden Market and Spitalfields Market.

There are several grocery stores close to the school such as Tesco and Sainsbury's (on Fulham Road), Waitrose (on North End Road) and Marks and Spencer's and Sainsbury's (located by Fulham Broadway Underground Station). If you want to buy Asian food, the best place to go is in Chinatown in the centre of London (Leicester Square Underground station).

Smoking

Smoking at the school is permitted ONLY outside in the school courtyard. UK laws prohibit smoking in public spaces. Please also be aware that the legal age for buying tobacco in the UK is 18 years of age.

Transport

- **From the Airport:** please refer to the *Arriving in London* paragraph for information on how to get from the airport to central London. If you wish, the school can arrange a taxi transfer for you. Please contact the school to book your transfer.
- **Underground:** The Burlington School is located in close proximity to Parsons Green Underground Station. Please refer to the paragraph *How to Find the School* for more details. Maps and information are also available in the school office.
- **At Night:** be extra cautious in the evening and at night. Be careful of pickpockets at all times and do guard your belongings carefully. The Underground closes around midnight but there are night buses running all night long. If you know you are going to be late, make sure you plan your route using the TFL website (www.tfl.gov.uk).
- **Taxis:** you can use licensed black cabs or licensed minicabs. Minicabs must always be booked in advance (ask the office for minicab numbers). **REMEMBER:** never get into an unlicensed minicab. Getting into an unlicensed minicab is like getting into a stranger's car.

Traffic

Please remember that in the UK we drive on the left, so please be careful when crossing the road. The legal age for driving is 17. Please note that if you want to hire a car, different minimum ages apply with car hire companies: the average minimum age is 23 and the lowest is 21.

Travelcards

If you use public transport on a daily basis the cheapest and most convenient way to travel is to buy a Travelcard. In order to get a weekly or monthly Travelcard, you must obtain an Oyster Card (free of charge but with a £5 deposit) which can be purchased at any Underground station. You can buy a Travelcard valid only for buses, or valid for Underground + buses + National Rail. A weekly Travelcard valid on buses and trains starts at £31.40 (for zone 1-2). If you are studying for 14 weeks or more, you may be entitled to a discounted **Student Oyster Card**. Please visit www.tfl.gov.uk for more information.

Useful Numbers

- AIDS and HIV Helpline: 0800 567 123 (freephone)
- Drug link: (0)20 8749 6799
- Drug Dependency Unit, Charing Cross Hospital: (0)20 8846 1234
- Family Planning Information - Eileen Lecky Centre: (0)20 8788 2236
- Rape Crisis Centre: (0)20 7837 1600 (24-hour line)
- Sexually Transmitted Diseases Clinic - Charing Cross Hospital: (0)20 8846 1577
- The Samaritans: (0)20 8427 7777

Contraception and birth control advice are free for those students entitled to free NHS treatments. Advice about pregnancy, abortion and contraception can also be obtained from private agencies registered with the Department of Health. One such service is:

- The Pregnancy Advisory Service: 121-13 Charlotte Street, W1. Tel. (0) 845 730 4030

Visas

You can find more information about extending your stay as a student in the UK from the website www.gov.uk/tier-4-general-visa/extend-your-visa. **Some guidance is detailed below but this must be checked against the most recent policies.**

Only students on a Tier 4 visa are allowed to extend their visas. You need to ensure that you are able to meet the maintenance requirement and also obtained a relevant English Language certificate showing the progress you have made.

Worship

There are many places of prayer and religious worship within easy reach of the School. We have listed some below.

- Fulham Baptist Church: 118 Dawes Rd, London SW6 7EG Tel. 020 73860970
- Fulham Broadway Methodist Church: 452 Fulham Rd, London SW6 1BY Tel. 020 73813806
- Putney Community Church: Werter Road, Putney, London, SW15 2LL, Tel: 020 8780 2424
- Seventh-Day Adventist Church: 259 Lillie Rd, London SW6 7LL Tel. 020 73867177
- Church of God Worldwide Mission: 250 Dawes Rd, London SW6 7RG Tel. 020 73852348
- St Thomas of Canterbury Church: 60 Rylston Rd, London SW6 7HW Tel. 020 73854040
- St Albans Church: 2 Margravine Rd, London W6 8HJ Tel. 020 73850724
- St Augustine's Priory: 55 Fulham Palace Rd, London W6 8AU Tel. 020 87412258
- Shepherd's Bush Mosque: 302 Uxbridge Road, London W12
- Hannya Temple: 10 Belmont Street, London NW1 8HH
- Sikh Temple: 62 Queensdale Road, London W11
- Jewish Synagogue: 71 Brook Green, London W6 7BE

Useful Phrases

Here are some common words and phrases which you will find useful when you first arrive in London:

- Can you please help me?
- Excuse me. Can you please help me with my luggage?
- Excuse me, can you please tell me where the taxi rank/tube station/bus stop is?
- I'm sorry I don't understand.
- Can you please repeat that?
- Can you please tell me where the nearest cash point is?
- Can you please tell me where the nearest bureau de change is?

- Hello my name is.....
- I'm from
- Can you please tell me what time the next bus/train/Tube leaves?
- Excuse me, can you please help me? I'm lost.
- Sorry I don't know. I'm not from London.
- How much is this?
- How do you say "....." in English?
- What does "....." mean?

Don't forget that in England the three most important words are:

Please, thank you & sorry!



Tube Station



Cash point



Taxi rank



Bureau de Change



The Burlington School

Excellence in English