



Burlington School
Excellence in English



Welcome Book for Students

Accredited by the

for the teaching
of English in the UK

ENGLISHUK 
member

TRINITY
COLLEGE LONDON
Registered Examination Centre 46190

Table of Contents

Section 1: The School

Welcome from the Proprietor	<u>Page 1</u>
Who's Who at Burlington School	<u>Page 1</u>
About the School	<u>Page 3</u>
Listening to Students	<u>Page 4</u>
The School Timetable	<u>Page 5</u>
Your Classes	<u>Page 6</u>
Learning outside the Classroom	<u>Page 8</u>
Academic Support	<u>Page 9</u>
School Facilities	<u>Page 10</u>

Section 2: Health and Safety

Fire	<u>Page 11</u>
First Aid	<u>Page 11</u>
Emergencies	<u>Page 11</u>

Section 3: Safeguarding and Welfare

The School Welfare Team	<u>Page 12</u>
Welfare Advice	<u>Page 12</u>
Students under the Age of 18	<u>Page 13</u>

Section 4: Living in London and the UK

Travelling in London	<u>Page 14</u>
Discounted Travel	<u>Page 15</u>
Things to Do in London	<u>Page 16</u>
The School Social Programme	<u>Page 17</u>

Registering with the Police	<u>Page 18</u>
Healthcare	<u>Page 19</u>
Money	<u>Page 21</u>
Staying Safe in London	<u>Page 22</u>
Accommodation	<u>Page 23</u>
Homestay Accommodation	<u>Page 23</u>
Organising your own Accommodation	<u>Page 24</u>
Change of Details	<u>Page 25</u>
UK Laws and Customs	<u>Page 26</u>
British Culture	<u>Page 28</u>

Appendices

Appendix 1: Code of Conduct	<u>Page i</u>
Appendix 2: Attendance Code of Conduct	<u>Page iii</u>
Appendix 3: Evacuation Procedures	<u>Page iv</u>
Appendix 4: School Floorplan	<u>Page v</u>
Appendix 5: The Local Area	<u>Page vi</u>
Appendix 6: Questions and Problems	<u>Page vii</u>
Appendix 7: Important Telephone Numbers: Emergencies	<u>Page viii</u>
Appendix 8: Important Telephone Numbers: Health and Welfare	<u>Page ix</u>
Appendix 9: Important Telephone Numbers: School Staff	<u>Page x</u>

Section 1: The School

Welcome from the Proprietor



Welcome to London, and to Burlington School.

I opened Burlington School in 1990, and since then we have welcomed thousands of students from all over the world through our doors. We have helped people improve their English for work, for study and for pleasure, and I am very happy that you have chosen to join the Burlington family.

I am sure you will be very happy here, but if you have any questions, please speak to me or to a member of staff, and we will do our best to help you.

Best wishes,

Isabella Anders

principal@burlingtonschool.co.uk

Who's Who at Burlington School

Who?

See this person when...



Phil
Deputy Principal

pbloomfield@burlingtonschool.co.uk

you have questions about

- the school
- your accommodation
- your classes
- your attendance



Mary
Director of Studies

dos@burlingtonschool.co.uk

you have questions about

- your classes
- your progress



Sergio
Operations and Accommodation

sborges@burlingtonschool.co.uk

you have questions about

- the school
- the social programme
- your accommodation
- your attendance

[Return to Table of Contents](#)

Who?



Ed
Operations and Accommodation
ewest@burlingtonschool.co.uk

See this person when...

- you have questions about
- the school
 - the social programme
 - your accommodation
 - your attendance



George
Marketing Manager
marketing@burlingtonschool.co.uk

- you have questions about
- your course
 - your payments



Valentina
Marketing Officer
vananyeva@burlingtonschool.co.uk

- you have questions about
- your course
 - your payments



Santiago
Marketing Officer
latinamerica@burlingtonschool.co.uk

- you have questions about
- your course
 - your payments



James
Social Programme Coordinator

- you have questions about
- The school social programme



Renata
Housekeeper

- you have questions about
- the school facilities
 - the school residence

About the School:

At Burlington School, we aim:

- to provide good value English courses and an enjoyable learning experience in London.
- to provide quality English courses that meet the needs of all students.
- to provide courses which promote communication and understanding between students from all backgrounds and cultures.
- to give our students the skills to continue learning and developing their language and communicative skills outside the classroom.



Burlington School is committed to eliminating discrimination and encouraging diversity amongst our staff and students.

Our commitment:

- To create an environment in which individual differences and the contributions of all our students, employees, sub-contractors and other representatives are recognised and valued.
- All students, employees, sub-contractors and other representatives are entitled to an environment that promotes dignity and respect to all.
- No form of intimidation, bullying or harassment will be tolerated, whether face to face or indirectly via means such as social media.



Our teachers are some of the most experienced teachers in London.

They have taught in schools and universities all over the world.



The most important people in the school are our students.

In 2017, we had students from about **80** different countries.

Studying at Burlington means you can meet people from different backgrounds and learn about their culture and country.

It is also a great way to practice your English.



Listening to Students

At Burlington School, we want to know what you think. To help us with this, we regularly collect feedback from our students:

- At the end of your first week
- At regular intervals throughout the courses
- At the end of your last week.

You can also complete a feedback form at any other time - just collect a form from Reception.



We use this feedback to see how we are doing, and to make the school even better.

The School Timetable

The school is open from 08:00 until 18:00 Monday to Friday. Classes are held at the following times:

Time	Classes
09:00 - 11:30	<u>Main Sessions:</u> General English IELTS Test Preparation Cambridge Exam Preparation Business English
12:00 - 12:45	<u>Elective Classes:</u> Listening & Speaking Reading & Writing Business Communication Exam Skills English for Specific Purposes British Culture
13:00 - 13:45	
13:55 - 14:40	
14:45 - 17:15	<u>Main Sessions:</u> General English IELTS Test Preparation Cambridge Exam Preparation Business English

This timetable may change according to the number of students studying in the school, and some lessons will not run at certain times.

You will receive your personal timetable after testing and induction on your first day in the school.

The school is closed for 2 weeks from Friday 21 December 2018. The school opens again on Monday 07 January 2019.

The school is also closed on the following public holidays:

Friday 30 March 2018

Monday 02 April 2018

Monday 07 May 2018

Monday 28 May 2018

Monday 27 August 2018

Your Classes

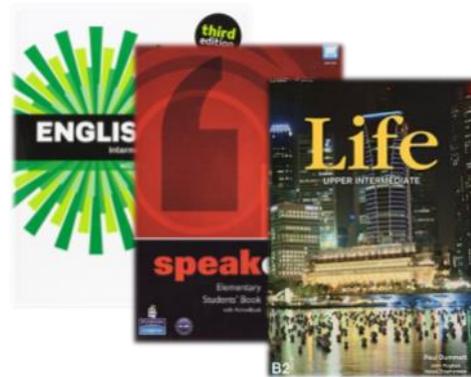
To ensure that we have the right class for you, all our classes follow syllabuses based on the [Common European Framework of Reference \(CEFR\)](#).

We run classes at the following levels:

CEFR	Pre-A1	A1	A2	B1	B2	C1	C2	
	<ul style="list-style-type: none"> General English Electives: Speaking & Listening, Reading & Writing, British Culture 			<ul style="list-style-type: none"> Cambridge Exam Preparation English for Specific Purposes Electives: Exam Skills, Business Communication 			<ul style="list-style-type: none"> IELTS Preparation Business English 	

All our General English and Exam Preparation classes use a set coursebook.

If you are here for more than 2 weeks, you **must** buy the coursebook for all your classes (they are available from the Reception).



CONTENTS		CONTENTS	
Unit 1	Unit 2	Unit 3	Unit 4
Unit 5	Unit 6	Unit 7	Unit 8
Unit 9	Unit 10	Unit 11	Unit 12
Unit 13	Unit 14	Unit 15	Unit 16
Unit 17	Unit 18	Unit 19	Unit 20
Unit 21	Unit 22	Unit 23	Unit 24
Unit 25	Unit 26	Unit 27	Unit 28
Unit 29	Unit 30	Unit 31	Unit 32
Unit 33	Unit 34	Unit 35	Unit 36
Unit 37	Unit 38	Unit 39	Unit 40
Unit 41	Unit 42	Unit 43	Unit 44
Unit 45	Unit 46	Unit 47	Unit 48
Unit 49	Unit 50	Unit 51	Unit 52
Unit 53	Unit 54	Unit 55	Unit 56
Unit 57	Unit 58	Unit 59	Unit 60
Unit 61	Unit 62	Unit 63	Unit 64
Unit 65	Unit 66	Unit 67	Unit 68
Unit 69	Unit 70	Unit 71	Unit 72
Unit 73	Unit 74	Unit 75	Unit 76
Unit 77	Unit 78	Unit 79	Unit 80
Unit 81	Unit 82	Unit 83	Unit 84
Unit 85	Unit 86	Unit 87	Unit 88
Unit 89	Unit 90	Unit 91	Unit 92
Unit 93	Unit 94	Unit 95	Unit 96
Unit 97	Unit 98	Unit 99	Unit 100

At the front of the coursebook there are a few pages which tell you what you will study every week, including language and skills.

Weekly Plan					
Class: Upper intermediate General English		Teacher: Sarah			
Time: 09:00 - 12:30		Date: 18 January 2017			
Topic and Skills	Monday Shopping - verb Reading - verb Adverbs	Tuesday Shopping - verb Writing - a complaint email	Wednesday e-commerce Listening - people talking about internet startups	Thursday Internet scams Listening and speaking - people's opinions of internet scams	Friday The future of e-commerce Reading and speaking - people's predictions about the future of e-commerce
Language	Adjectives - describing items in an online shop	Formal language for writing emails Writing questions	Vocabulary - e-commerce	Grammar - imperatives (verb message and advice)	Speaking about the future - may/might/will Structure of 2nd conditional
Form Feedback			Talking about the past - review of the past simple, continuous and perfect		Talking about the future - review of future forms

Every week the teachers will put a plan on the wall, which tells you what you will do in class that week.



We want you express yourself successfully and confidently in English.

To help you with this, our teachers use a 'communicative' teaching style.

The focus of the classes is on you, so you will need to join in with all the activities.

[Return to Table of Contents](#)

On your first day, we will give you a test to find out your level of English. After this, there is an induction, where we will tell you more about the school and the area. Then you will start your classes.

Our classes begin at 09:00, 12:00, 13:00, and 14:45 - please be on time for all of your classes.

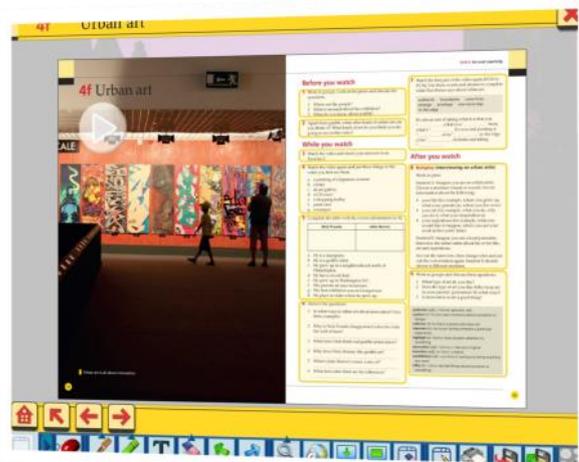
If you are more than 10 minutes late, you cannot go into class.

If you are going to be late, please call the school on 020 7736 9621 or 0777 8547 722 to let us know.



Our classes use coursebooks, but the teachers also use authentic materials like newspapers and films, the internet and other digital materials to make the classes as interesting as possible.

You will need to bring your coursebook to class every day - and remember to bring pens and paper as well!



Your teachers are always checking you to make sure you are making good progress. They do this by:



- Monitoring your work in class
the teachers check your work and listen to you speaking to make sure you are learning, and they will correct you and help you when you need it.
- Homework
the teachers give you homework at least 3 times a week, including some writing, and they will correct it and give you feedback

- Progress Tests

You will have regular progress tests to check that you can use the language you have studied in class

- Tutorials

You have regular tutorials where you can talk to your teacher about what you need to help you.

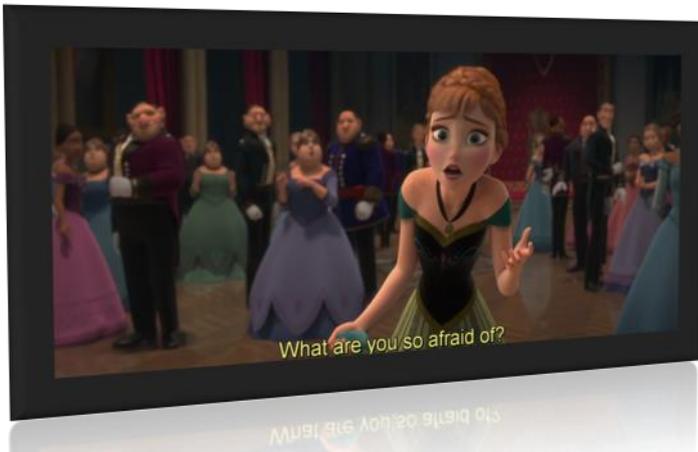
At the end of your course you will receive a certificate saying the level of English you have studied at.

Learning outside the Classroom

Your learning does not stop when you leave class. There are a lot of ways to continue learning outside the classroom.

Speaking

- Speak to people from different countries, so you have to speak in English.
- Try and meet people from London and speak to them.
- Go on the school's social activities



Listening

- Speaking to people in English will help your listening
- [Watch TV](#) and films in English - use the subtitles in English if you need to
- [Listen to the radio](#) in English

Reading

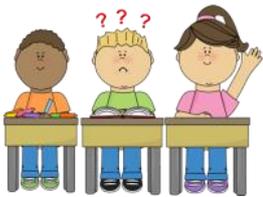
- Join a library - there is one a [few minute's walk](#) from the school.
- There are free newspapers and magazines every day in London - [Metro](#) and [City AM](#) in the morning, and [the Standard](#) in the evening.



Writing

- Write emails in English to your friends and family at home.
- Write in English on [Facebook](#), [Twitter](#) etc

Academic Support



Changing Class

If you want to change your class, speak to your teacher or to Mary, the Director of Studies.



English Language Examinations

If you want to take an exam in English (for example, IELTS or Cambridge First), speak to Mary, the Director of Studies.



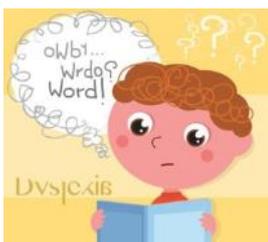
Going to College or University

If you are thinking about going to college or university in the UK, and you want some help or advice, speak to Mary, the Director of Studies.



Learning Resources

If you want help using the school's learning resources, or want advice for libraries or buying materials, speak to your teacher or to Mary, the Director of Studies.



Special Educational Needs

If you have any special educational needs (like dyslexia), speak to Mary, the Director of Studies. The conversation will be private, and we will only tell people who need to know (such as your teachers).



Academic Reports

If you want an academic report, speak to your teacher or to Mary, the Director of Studies, or anybody in the school office.



Anything else

If you have any other questions, or if you need any other academic support, speak to Mary, the Director of Studies or Phil, the Deputy Principal.

School Facilities



The School café is open every day from 08:30 - 16:00, serving breakfast, lunch, snacks and tea and coffee.

There is a terrace outside to sit and eat, drink or relax in.

There is a study area with extra learning materials.



We have a lending service where you can borrow books, CDs and DVDs.



We can also give you a **free** sim card for your mobile, so you can make cheap calls in the UK.

Follow us on social media for all our news:



[@burlingtonschool](https://www.instagram.com/@burlingtonschool)



[BurlingtonSchoolOfEnglishInLondon/](https://www.facebook.com/BurlingtonSchoolOfEnglishInLondon/)



[@BurlingtonSch](https://twitter.com/@BurlingtonSch)



[The-Burlington_School-Of-English](https://vk.com/The-Burlington_School-Of-English)

There is free Wi-Fi in the school:



Network: Coffee Bar Wifi

Password: 1234567890

Section 2: Health and Safety

It is very important that you stay safe in London and Burlington School. Please follow our advice.



Fire

If you discover a fire:

- Set off the fire alarm using the nearest call point - we have them at the top and bottom of all the stairs, and at the end of all the corridors.

If you hear the fire alarm:

- Go to the nearest fire exit. If you are in class, go with your teacher.
- Do not stop to pick up your belongings, or wait for your friends
- Meet at the assembly point (opposite the school)
- Do not go back into the building until a Fire Marshall tells you it is safe.

The fire alarms are tested every Wednesday morning at 08:30

See [Appendix 3](#) and [4](#) for the evacuation procedures and a plan of the school.

See [Appendix 9](#) for a list of Fire Marshalls.

First Aid

If you feel ill or get injured at school, please come and see a First Aider (or ask somebody to fetch a First Aider).



See [Appendix 9](#) for a list of First Aid Staff.

- Please tell the Office Manager if you have any medical conditions or if you are taking any medication. We need to know this information in case you are ill.
- Please make sure the school has the details of someone we can contact in an emergency.

Emergencies



The school has a 24 hour emergency number for all students - please call us if you need help at any time of the day or night.

0777 8547 722 (from UK phones)

+44 777 8547 722 (from non-UK phones)

If you need to call an ambulance, the police, or the fire brigade, call 999 from any phone.

See [Appendix 7](#) for more information on emergency contacts.

Section 3: Safeguarding and Welfare

We want you to be happy in London and enjoy your time at the school.

However, we know that sometimes it can be difficult to be in a new place away from your family and friends.

This is why we take your welfare very seriously at the school.



The School Welfare Team



Burlington School has a dedicated Welfare Team who can try to help you with any problems you have.

You can talk to our Welfare Officer in private at any time, or to one of our other trained welfare and safeguarding staff.

Welfare advice

Here are a few tips to help you enjoy your time at Burlington:

- Don't just study - you are in the best city in the world (we think) - go out and enjoy it.



Make friends with other people. Everybody in the school is like you, and everybody needs friends.

- Keep in touch with your family and friends back home.



- Don't be afraid to ask for help if you need it - ask us at the school, or ask your friends.

See [Appendix 8](#) for some phone numbers and websites that might help you.

[Return to Table of Contents](#)

Students under the Age of 18

In the UK, anybody who is under the age of 18 is a child - it doesn't matter if you are 17 days old or 17 years old.



For students under 18, there are a few extra rules and procedures to make sure you are safe:

- You must sign in to the school when you arrive every morning, and sign out when you leave for social activities or to go home - the signing in sheet is at Reception.
- You must wear your lanyard at all times in school and on social activities.



- If you are going to be more than 10 minutes late for class, please call the school on **+44 (0) 20 7736 9621** or **+44 (0) 777 8547 722**
- If you are going to be absent from school, please call the school on **+44 (0) 20 7736 9621** or **+44 (0) 777 8547 722**

- You cannot join in with social activities in the school unless your parent or guardian has given you permission by sending us the consent form - ask at Reception if you are not sure about this.
- You cannot stay out past your curfew or overnight unless your parent or guardian has given you permission by sending us the consent form - ask at Reception if you are not sure about this.
- If you are in a homestay, the homestay provider must stay in the house overnight - tell us if they are absent at night (call **+44 (0) 777 8547 722**).
- Please do not befriend any members of staff on social media, or share your contact details with them.
- Tell a Designated Safeguarding Lead **immediately** if a staff member tries to befriend you on social media, or asks to meet you outside school.
- You cannot buy alcohol.
- You cannot buy tobacco or cigarettes.
- You cannot rent a house, apartment, or book a hotel room.



- **We will tell your parent or guardian if we have any concerns about your behaviour or welfare.**
- **Remember - if you are worried about anything, talk to us!**

Section 4: Living in London and the UK

Travelling in London

In London, the main ways of travelling are:

- The London Underground (The Tube)
- The London Overground
- Docklands Light Railway (DLR)
- Buses
- Trams
- Local train services

Other ways of travelling in London include:

- Taxis: These can be quite expensive, so only use them if you need to. Find out more at <https://tfl.gov.uk/modes/taxis-and-minicabs/>
- Cycling: A good way to keep fit while saving money. Find out more at <https://tfl.gov.uk/modes/cycling/>
- Riverboats: See a different side of London while you travel. Find out more at <https://tfl.gov.uk/modes/river/>
- Walking: In Central London, it is often quicker to walk than use public transport - and it gives you the chance to see the sights. Find out more at <https://tfl.gov.uk/modes/walking/>



If you are travelling in London, you will probably need an Oyster Card. You can buy an Oyster Card at Tube, Overground and DLR stations and Tram stops, as well as at Oyster Ticket Stops in hundreds of newsagents and other shops in London.



There are 2 ways of paying for your Oyster Card:

- **Pay as you go**

You put money on your card at a machine in the station or in a Ticket Stop, and every time you swipe your card it takes the money off it.



This is the best option if you don't use public transport very much. At the moment, a single bus fare costs about £1.50 using pay as you go. You can find out more about fares at <https://tfl.gov.uk/fares-and-payments/fares>.

- **Travelcard**

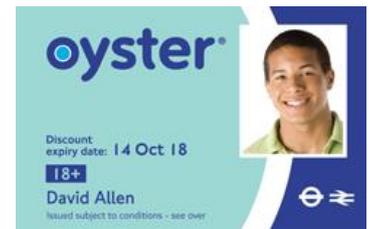
You pay for unlimited travel for 1 day, 1 week or 1 month. London is split into 9 "[fare zones](#)" - Zone 1 is Central London, Zone 2 is the area around Central London etc. If you live in Zone 3 (Wimbledon, for example) and want to go to Central London a lot, you should buy a Zone 1 - 3 Travelcard.

This is the best option if you use public transport a lot.

Discounted Travel

If you are **18 years or older**, you can get a 18+ Student Oyster Photocard if you are:

- from an EEA country or Switzerland
- studying for at least 15 hours per week (20 lessons)
- studying for 14 weeks or longer



This will give you **30%** off the price of adult-rate Travelcards and Bus & Tram Pass season tickets.

To apply online, or to find out more information, visit <https://tfl.gov.uk/fares-and-payments/adult-discounts-and-concessions/18-student?intcmp=1768>

If you are **under 18**, you can get free and discounted travel with a Zip Oyster Photocard.

- If you are **16 or 17 years old**, you can get a 16+ Zip Oyster Photocard
Get child-rate 7 Day, Monthly or longer period Travelcard and Bus & Tram Passes; get Pay as you Go at half adult rate on bus, Tube, tram, DLR, London Overground, TfL Rail and most National Rail services in London
- If you are **11 - 15 years old**, you can get an 11-15 Zip Oyster Photocard
Travel free on buses and trams, and at child rate on Tube, DLR, London Overground, TfL Rail, Emirates Air Line and most National Rail services in London.
- If you are **5 - 10 years old**, you can get a 5-10 Zip Oyster Photocard
Travel free on Tube, DLR, London Overground, TfL Rail and most National Rail services where pay as you go is accepted.



See <https://tfl.gov.uk/fares-and-payments/travel-for-under-18s/zip-oyster-photocards?intcmp=25258> for more information.

For a video explaining how to apply for a Zip Oyster Photocard, see https://www.youtube.com/watch?v=YCR_4P0cpWk

Please note: your parent or guardian must make this application.

Things to Do in London

There are a lot of things to do in London - and not just the famous tourist attractions.

While you are here, try and see as much of the city as you can.



Museums

Most of the big museums in London are free to enter, and you can get discounted tickets for some of the others from Reception.

Parks

Although more than 8,000,000 live in London, nearly half the space is green - from the Royal Parks to woods and wildlife sanctuaries, it's easy to get away from the noise and relax.



Shops

From world-famous department stores like Harrods and Fortnum and Mason, to the boutiques and designers of Carnaby Street and Camden, London has shops for everybody

Cultures from around the world

There are people of over 270 nationalities living in London, so it's a great chance to find out about the different cultures - and to try their food. Try the Arabic food on Edgware Road, curries on Brick Lane, or street food at Borough Market - there is something for every taste.



To find out more, visit these websites:

Time Out Magazine's London website: <http://www.timeout.com/london>

Londonist: famous, and not-so-famous, things to do in London: <https://londonist.com/>

London's official visitor guide: <http://www.visitlondon.com/>

[Return to Table of Contents](#)

The School Social Programme

The school runs a full social programme for all our students. activities include:

- A trip to the top of The Shard, the tallest building in the European Union.



- Trips to see West End Musicals, including *Wicked* and *The Lion King*.

- Visits to The Science Museum.
- Visits to Camden Lock and Camden Market.



We also organise trips to other cities in the UK, like Oxford and Brighton, and visits to attractions like the Harry Potter Studio Tour.

Ask at Reception for more information.



*Harry Potter
Studio Tour*



*Westminster
walking tour*

Day trip to Oxford



London Eye

Registering with the Police

If your student visa is for more than 6 months and you are aged 16 or over, you might need to register with the police in the UK if you are from one of these countries:



- Afghanistan
- Algeria
- Argentina
- Armenia
- Azerbaijan
- Bahrain
- Belarus
- Bolivia
- Brazil
- China
- Colombia
- Cuba
- Egypt
- Georgia
- Iran
- Iraq
- Israel
- Jordan
- Kazakhstan
- Kuwait
- Kyrgyzstan
- Lebanon
- Libya
- Moldova
- Morocco
- North Korea
- Oman
- Palestine
- Peru
- Qatar
- Russia
- Saudi Arabia
- Sudan
- Syria
- Tajikistan
- Tunisia
- Turkey
- Turkmenistan
- United Arab Emirates
- Ukraine
- Uzbekistan
- Yemen

If you have to register with the police, it will tell you on your entry clearance visa (in your passport), your Biometric Residence Permit (BRP), or your Home Office Letter (your decision letter OR the letter accompanying your BRP).

If you need to register, you will need to do it within **7 days** of arriving in the UK.

You will need to go to a Post Office - it will tell you which Post Office on your letter, but it is usually the Post Office at:

254 North End Road
Fulham
London
SW6 1NJ



This is about 15 minutes' walk from Burlington School.

After this, you might need to go a **police station** or to the **Overseas Visitors Records Office** at

Overseas Visitors Records Office (OVRO)
323 Borough High Street
London
SE1 1JL



The closest stations are Borough and London Bridge.

Please note - the OVRO is closed on Thursdays.

- For more information, visit <https://www.gov.uk/register-with-the-police>
- This video tells you more about registering:
https://www.youtube.com/watch?time_continue=13&v=EBZ4InDRHiw
- If you have any more questions, email us at info@burlingtonschool.co.uk.

Healthcare

Most students will be allowed to use the National Health Service (NHS). The NHS gives free health care.

These NHS treatments are free:

- some emergency treatment (but not follow-up treatment)
- family planning services
- treatment of certain communicable diseases
- compulsory psychiatric treatment



- If you come from a European Economic Area (EEA) country, you can get **full NHS treatment**. You need to get a European Health Insurance Card (EHIC) **before you come to the UK**. This entitles you to treatment. The EHIC card may be called something different in your country. For example:

Spain: *La Tarjeta Sanitaria Europea (TSE)*

France: *la carte européenne d'assurance maladie (CEAM)*

Italy: *La tessera europea di assicurazione malattia*

Germany: *Die Europäische Krankenversicherungskarte*

Visit <http://ec.europa.eu> for more information.

- If you are not from an EEA country and your course lasts **6 months or more**, you can get **full NHS treatment**.
- If you are not from an EEA country and your course is **less than 6 months** you should take out medical insurance as you will have to pay NHS charges for all treatment except the treatment listed at the top of this page.

See <https://goo.gl/Wnq3F8> for more information on using the NHS.

Getting healthcare in the UK

It is a good idea to register with a doctor as soon as you arrive in the UK (in the UK we call them General Practitioners or GPs). You will need:

- a letter from the school (ask for this in the school office)
- your passport
- any other immigration documents.



Ask to be added to the list of National Health Service (NHS) patients.

- Most doctors' surgeries have female as well as male doctors, and if you prefer you can ask to be put on a woman doctor's list. If you only want to be seen by a woman doctor, you may need to say so when you make an appointment.
- You should choose a GP that is close to your accommodation. You can find one by visiting <https://www.nhs.uk/Service-Search/GP/LocationSearch/4> and entering your postcode (eg SW6 5AA).

Getting advice and treatment

- If you want advice about minor illnesses or injuries, speak to a pharmacist - there are 2 pharmacists very close to the school.



Pharmacy



- If you have a minor illness or injury, visit an NHS Walk-in Centre. There is one 5 minutes' walk from the school. See <https://www.nhs.uk/Services/clinics/Overview/DefaultView.aspx?id=96536> for more information.

- If you (or somebody else) are ill or injured, but your life is not at risk, call 111.
- If you (or somebody else) are very ill or injured, and their life is at risk, call 999.



Dental care



Some dentists give dental treatment on the NHS. You might need to pay some charges though.

If you do not use an NHS dentist, you will have to pay the full price for your treatment.

You can find an NHS dentist by visiting <https://www.nhs.uk/Service-Search/Dentists/LocationSearch/3> and entering your postcode (eg SW6 5AA).

See [Appendix 7](#): Important telephone numbers: Emergencies for more information.

Money



Although London can be an expensive place to live, you can live quite cheaply if you are careful.

After accommodation and tuition, you will need between **£100** and **£150** per week for food, bills and social life

If you are not sure how much money you will need, visit

www.international.studentcalculator.org

Tips for saving money in London:

- Eat at home - don't eat at restaurants or takeaways
- Ask for student discounts
- Get an International Student Identity (ISIC) Card (see <http://www.myisic.co.uk/> for more information)
- Make a budget - and stick to it
- Visit the free museums and parks
- Go to free events (see the social board for more information)




 Burlington School




English UK has partnered with Loot to offer international students an easy, free solution to access and manage their money while studying in the UK.

Loot has been built by recent graduates and international students - it was created to allow students to quickly and easily sign up for a UK sort code and account number as well as contactless MasterCard card simply by scanning their passport/ID. It is app based and available on smartphones (iOS and Android).

International students who sign up to Loot can benefit from:

- Signing up in under two minutes
- No queues at banks and no need to wait for an appointment
- A UK Sort Code and Account Number
- Contactless MasterCard card
- No fees to sign up or make payments
- Budgeting and finance management app
- Send payments to friends or to pay for bills
- Individual Savings Goals

If you are a student and need instant access to funds upon arrival in the UK then you can sign up to Loot within minutes via goo.gl/Y2Jl5h

Opening a bank account

It is a good idea to open a UK bank account. English UK, our accrediting body, have partnered with Loot, a provider of UK bank accounts to international students. Students can sign up to receive a UK sort code and account number, contactless card, and banking app in under two minutes online.

Ask in the office for more information about opening a bank account.

Get a UK SIM card

We can give you a SIM card to make calls in the UK - ask at Reception for more information.



[Return to Table of Contents](#)

Staying safe in London

London is a safe place but like any big city, you need to be careful. Here are a few tips to help you stay safe:



Crossing the road.

- Make sure you cross at designated crossings.
- Remember - we drive on the **left** in the UK.

Keeping your belongings safe

- Do not leave bags, phones, money unattended.
- Keep an eye on your belongings in public.



- Do not carry a lot of money with you - use a credit card or pre-paid debit card



Going out at night

- Try to walk with friends, and not alone.
- If you use a taxi, make sure it has a licence (on the back of the car)



Using the tube

- Be careful when you get on and off the train - mind the gap.

See our website for more information about staying safe in London -

www.burlingtonschool.co.uk/downloads

[Return to Table of Contents](#)

Accommodation

Your accommodation is very important, and we want you to be happy where you are staying. Burlington School offers:

- Homestay accommodation
- Residential accommodation
- Hotel accommodation

Here is some advice and information about the accommodation options.

Homestay Accommodation

Most students are very happy with their homestay accommodation. To help you enjoy your homestay, remember these points:

- Be friendly and show that you appreciate the homestay.
Some students bring their homestays a gift from their country when they arrive. It is a good way to show your appreciation.
- Bring house shoes or slippers
Many homestays ask you not to wear outdoor shoes inside the house.
- Spend time with them. Communicate with them. Get to know their family
It is a good opportunity to practice your English, and to learn about other people and cultures - and your homestay provider will want to find out about you and your culture as well.
- Follow the rules of the house.
The rules are there to make the experience good for everyone.
- Accept and respect any differences between you - they will do the same
A home in the UK may be different from what you are used to in your country. Living in a homestay is a good way to learn about different cultures.
- Be honest - if you have a problem in your homestay, tell them. If you don't want to speak to them yourself, speak to the school's Accommodation Officers
We want you and your homestay to be happy - talking to each other solves most problems.



Organising your own Accommodation

Many students book their accommodation through the school. However, you may prefer to find somewhere to live independently. We strongly advise you to book accommodation through the school for your first few weeks in the UK. This will give you a chance to look around and find somewhere to live.



If you are thinking about finding your own accommodation, please read this advice:

1. When you go to see a property, find out the address of the property, and **tell someone** where (and when) you're going - or better still, take a friend with you.
2. If you're dealing with an agent **check out** the agency online and call their main number to **make sure** everything is ok



3. **Never** transfer money to a landlord, landlady or agent if you haven't seen the property, or if you haven't met the landlord, landlady or agent .
4. If you are looking for a shared house, make sure you **meet** the other people in the house before you sign a contract.
5. **Always** ask for a receipt for any money you pay (deposit, rent etc).
6. Before you sign your contract, find out about **extra costs** - these can include Council Tax, Internet or other bills (electricity, water, gas). Find out if you will need to pay for any of these, or if they are included in your rent.
7. Make sure you get a signed **contract** for your accommodation (and sign it yourself). If you need help understanding your contract, bring it to the school and speak to the Accommodation Officers.
8. Make sure you have an **inventory**. An inventory is a list of the furniture and other things in your accommodation. Check it and sign it. It is a good idea to take photos as well. This will help if your landlord, landlady or agent tries to make you pay for any damages.
9. If you are having trouble paying your rent, **talk** to your landlord, landlady or agent - they may be able to help you.

If you want to look online, these websites are good for finding accommodation:

<https://www.spareroom.co.uk/>

<https://uk.easyroommate.com/>

<https://www.gumtree.com/london>



[Return to Table of Contents](#)

Change of Details

Please tell us if any of your details change, including:



- Do you have a new phone number?



- Have you changed your address?



- Do you have a new passport or visa?

- Have you changed your name?
- Have you started to take new medication?
- Has your emergency contact changed their address?
- Anything else?

You must tell us if your details change.

Come and speak to us at Reception or in the office, and complete a Change of Details Form:

UK Law and Customs

Coming to a new country is quite strange - there are lots of laws and customs that are different from your country.

Here are a few things you need to know about living in London and the UK.



- You cannot buy alcohol or tobacco until you are 18 years old. Shops and pubs might ask you for ID.
- You cannot smoke in any public buildings, including stations.
- You cannot drink alcohol in most public spaces, including buses and underground trains.



- You cannot have any weapons with you.

- London (and all the UK) has people of many nationalities, cultures and ethnicities.

It is important that we all respect each other, and it is against school rules (and against the law) to discriminate against people because of their:

- race including colour, nationality, ethnic or national origin
- religion
- sex
- sexual orientation
- gender identity
- marital status
- age
- disability



Students who are guilty of any of these or any other criminal offences in the UK may be asked to leave the school and/or their accommodation with no refund.



- It is a good idea to keep your passport and visa with you when you go out

- Do not drop rubbish in the street (including cigarette ends) - always use a bin. You may be fined if you are caught dropping rubbish



[Return to Table of Contents](#)

Some other customs we have in this country include...

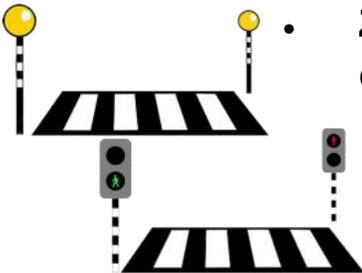


- **Stand on the right**
On the underground and at stations, stand on the right on escalators.
If you want to walk up or down the escalator, walk on the left.

- **Driving on the left**
Cars drive on the left in the UK, so make sure you look both ways before you cross the road



It is best to use pedestrian crossings when you cross the road:

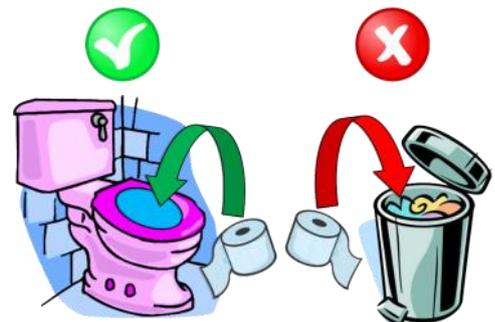


- **Zebra Crossings** - pedestrians have right of way, but be careful of traffic driving fast.
- **Pelican Crossings** - push the button and cross the road when you see the green man.



- **Queuing**
It is very important to queue in shops, cafes, bus stops and other places - do not push in.

- **Put toilet paper in the toilet**
Put toilet paper in the toilet, and flush the toilet - do not put toilet paper in the bin.



- **Please and thank you**
British people say please, thank you and sorry a lot. It is polite if you do the same.

Remember - if you have any questions, just ask somebody

British culture

There are many aspects to living in London and the UK. Here are some of them - what do you think they mean?



Appendix 1: Code of Conduct

We want all our students to have a positive and rewarding time in London and at Burlington School. We ask all our students to follow this Code of Conduct, which is based on mutual respect and tolerance, and on UK law.

Punctuality and Attendance

- I will not be late for my classes. I understand that if I am more than 10 minutes late to class I will not be allowed in.
- I will attend at least 70% of my classes, and I will inform the school of any holidays or illness.

If you are going to be late or absent, please call the school on 020 7736 9621 or 0777 8547 722 to let us know.

See [Attendance Code of Conduct](#) for more information.

Classes

- I will buy the coursebook for all of my classes, and bring it to school every day.
- I will speak only English in class.
- I will take part in all activities in class.
- I will only use my mobile phone or tablet in class if my teacher has given me permission, and if it is part of my learning (eg looking up a word in a dictionary).

Respect

- I will treat all other students, my teachers, and all staff and representatives of Burlington School with respect.
- I will not use bad language or abusive language in the school, and I will not make jokes about people's race, religion etc.
- All staff and students at Burlington School are equal. I will not discriminate against anybody based on any criteria, including, but not restricted to:
 - ⇒ Sex
 - ⇒ Gender identity
 - ⇒ Sexual orientation
 - ⇒ Race
 - ⇒ Religion
 - ⇒ Nationality
 - ⇒ Disability
 - ⇒ Age

Burlington School has a zero-tolerance attitude to discrimination. Students who discriminate against anybody will be excluded from the school.

If you are suffering discrimination or know of someone who is suffering discrimination, whether in or out of school, please speak to the Welfare Officer.

Burlington School is a "Telling School". This means that anyone who knows that bullying is happening is expected to tell staff. In our school, bullying of any kind is unacceptable, including via the use of communication technology. If bullying happens, it will be dealt with quickly and effectively.

Smoking, Alcohol and Drugs

- In the UK it is illegal to smoke in any public building or enclosed area, including this school.
- If I smoke, I will only smoke in the designated smoking areas (outside the school or in the school courtyard).

Students caught smoking inside the school will be excluded from the school.

Do not drop cigarette butts (or any litter) on the street - you can be fined £80 if you are seen. Always put litter in a bin or an ashtray.

- I will not drink or bring alcohol in the school, or in the school residence.

Students drinking alcohol on school premises will be excluded.

Students coming to school while drunk will be excluded from the school.

- I will not use or bring illegal drugs in the school.

Students caught possessing, supplying and/or using drugs will be excluded from the school and reported to the police.

Students coming to school while under the influence of drugs will be excluded from the school and reported to the police.

If you are worried about your own, or somebody else's, use of drugs or alcohol, please speak to the Welfare Officer.

Health and Safety

- I will think about my own and other people's health and safety at all times.
- I will not interfere with or damage any fire equipment in the school.
- I will not leave anything where it can cause an obstruction to fire escapes, or can cause a trip hazard
- I will not plug in electronic devices in the school without the permission of the Health and Safety Officer
- I will not enter areas of the school that are private or off-limits

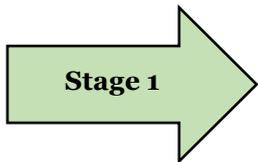
It is illegal to carry weapons such as guns and knives in the UK.

Any students carrying weapons will be excluded from the school and reported to the police.

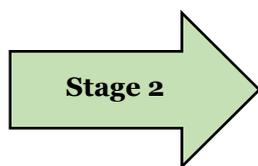
If you do not follow this Code of Conduct you might be asked to leave the school and/or your accommodation, and you might not be given a refund.

Appendix 2: Attendance Code of Conduct

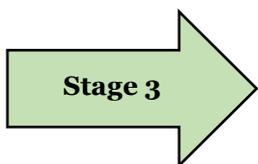
At Burlington School, we want our students to learn English in the best way. If students are absent from class, this is disruptive to their learning, and makes it harder for the teachers and other students. Therefore, we ask all our students to follow this code of conduct.



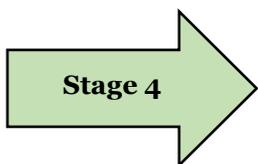
- If I miss 5 consecutive days of class without informing the school, I will be called to a meeting with the Director of Studies to explain my absence. This is my **first warning**.
- If my attendance falls below 70% for two consecutive weeks, I will be called to a meeting with the Director of Studies to explain my absence. This is my **first warning**.



- If I miss another 3 consecutive days of class (8 consecutive days in total) without informing the school, I will have another meeting with the Deputy Principal. This is my **final warning**.
- If my attendance is below 70% for another week (3 consecutive weeks in total), I will have another meeting with the Deputy Principal. This is my **final warning**.



- If I miss another 2 consecutive days of class (10 consecutive days in total) without informing the school, I will be suspended from the school, and my name will be taken off the class list.
- If my attendance is below 70% for another week (4 consecutive weeks in total), I will be suspended from the school, and my name will be taken off the class list.



- I will only be allowed back into class after a meeting with the Director of Studies.
- Continued poor attendance will result in my permanent exclusion from the school
- I am not entitled to a refund for any classes I miss as a result of my exclusion.

For students under the age of 18:

- You must inform us if you are going to be more than **10 minutes late**.
- You must inform us if you are going to be absent
- We will inform your parent/guardian if you are late or absent **3 or more times in a week**.
- If you have a meeting with the school about your attendance, you must be accompanied by an adult.

Appendix 3: Evacuation Procedures

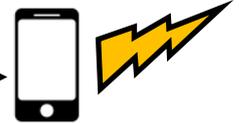
→ If you discover a fire in the school – – – – – →



→ Sound the alarm using the nearest call point – – – – – →



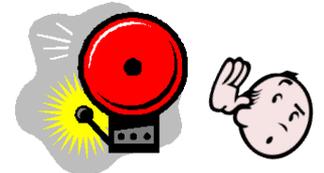
→ Call the fire brigade - the number is 999– – – – – →



→ Leave the school by the nearest fire exit– – – – – →



→ If you hear the fire alarm – – – – – →



→ Leave the school by the nearest fire exit– – – – – →



→ If you are in class, go with your teacher – – – – – →



→ Do what the Fire Marshals tell you – – – – – →

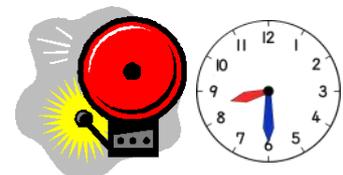


→ Go to the assembly point opposite the school



→ Every Thursday morning at 08:30, the fire alarms are tested.

→ The alarms will sound several times for 2 - 3 seconds.
It is safe to ignore this.



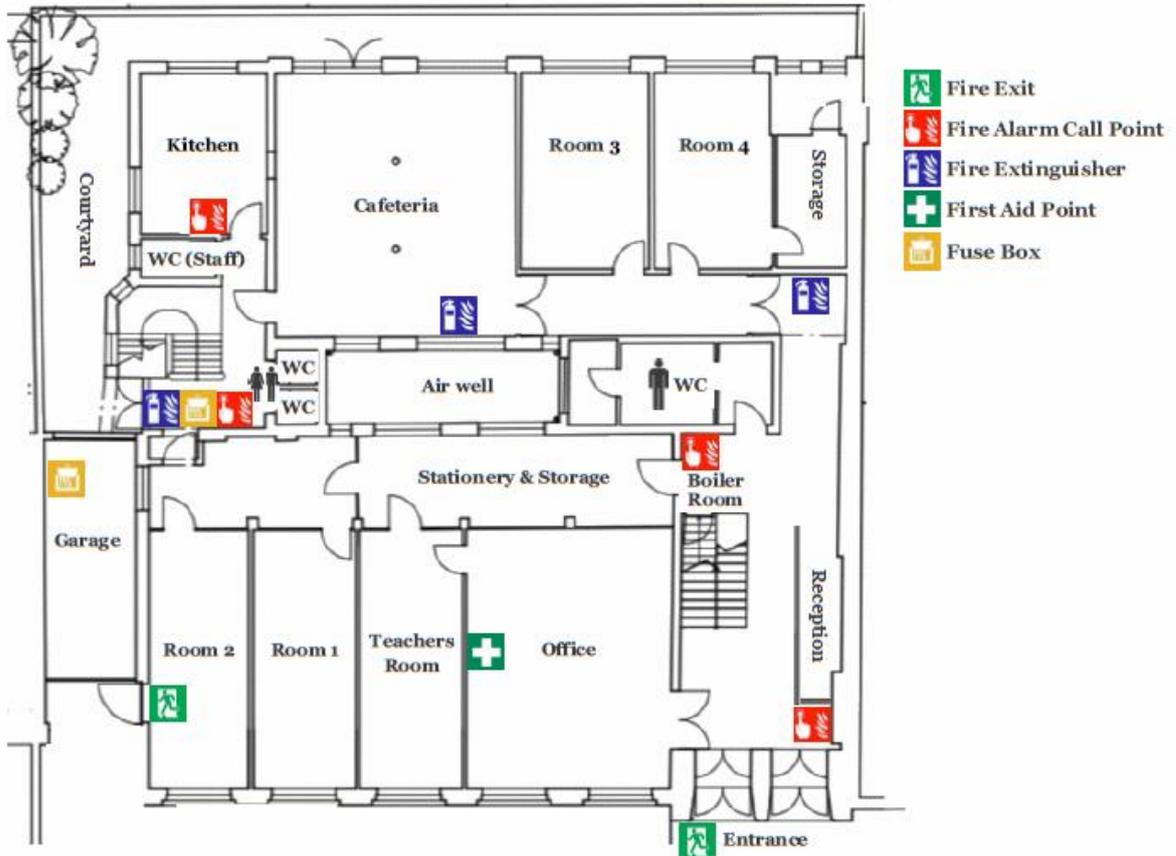
→ If the alarm continues to sound, it is not a test.

Do not ignore it.

[Return to Table of Contents](#)

Appendix 4: School Floorplan

Ground Floor



Chesilton Road

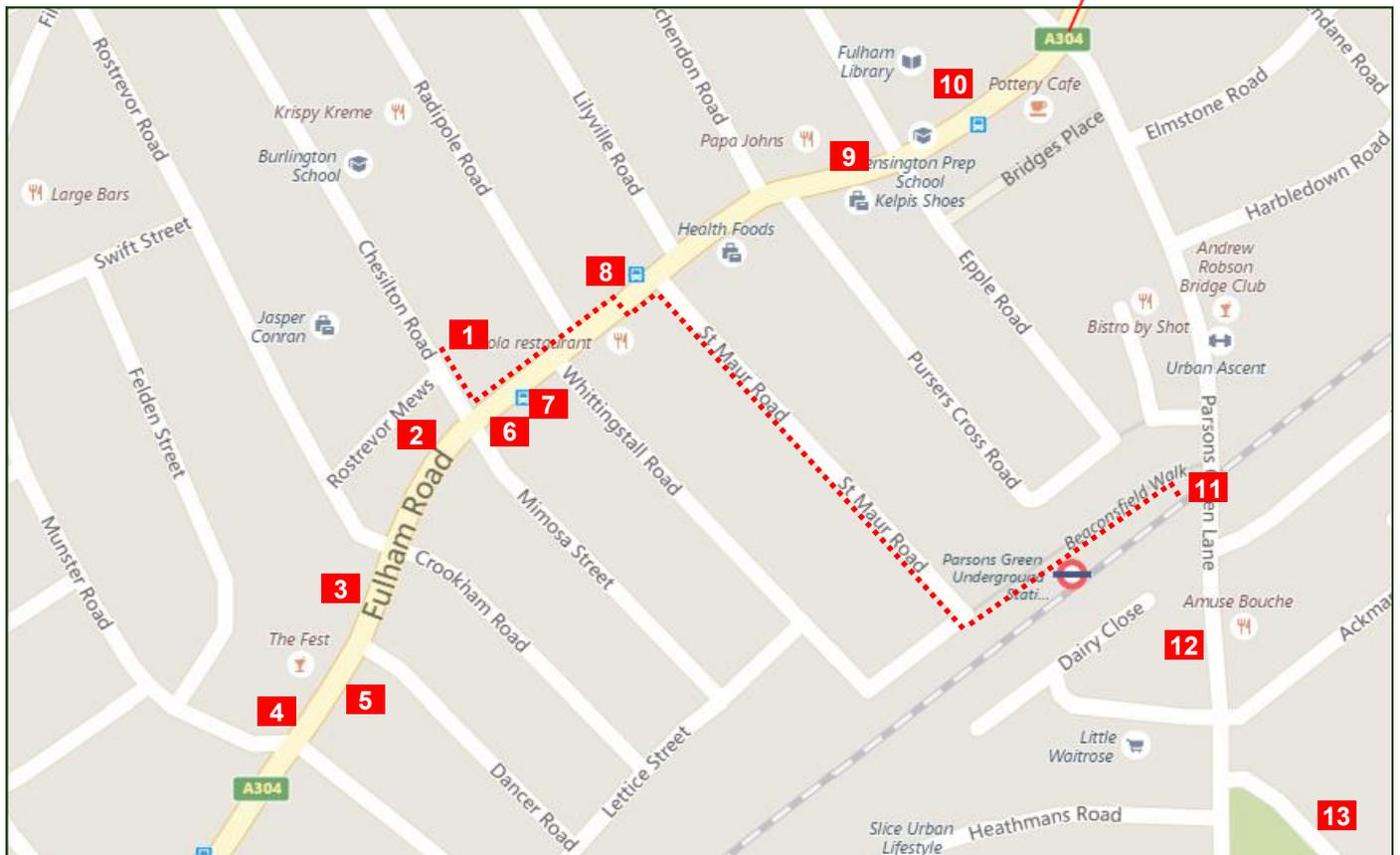
First Floor



Chesilton Road

Appendix 5: The Local Area

To Fulham Broadway (10 minutes )



1 Burlington School

2 Western Union

3 Pharmacy

4 Supermarket (Tesco)

5 Post Office

6 Newsagent/Oyster Top-Up

7 Bus Stop (towards Putney)

8 Bus Stop (towards Central London)

9 Pharmacy

10 Fulham Library

11 Parsons Green Tube Station

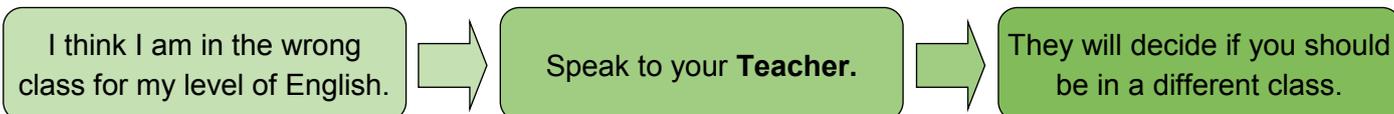
12 Supermarket (Co-Op)

13 NHS Drop-In Centre

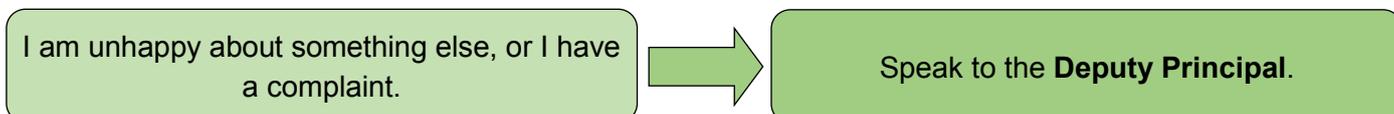
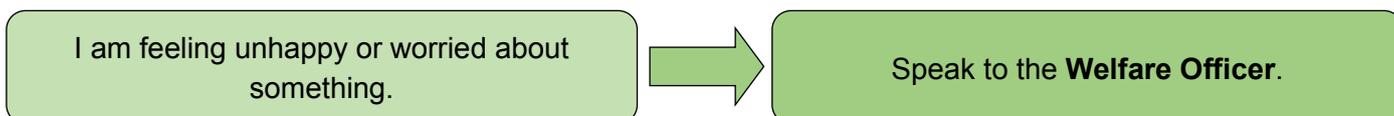
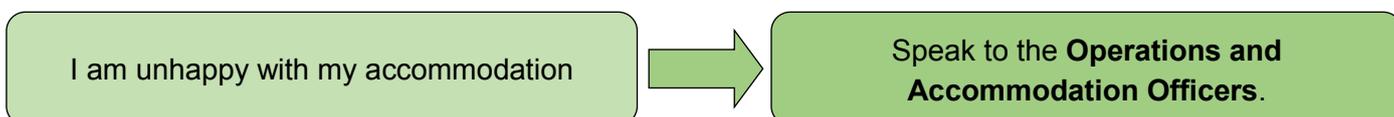
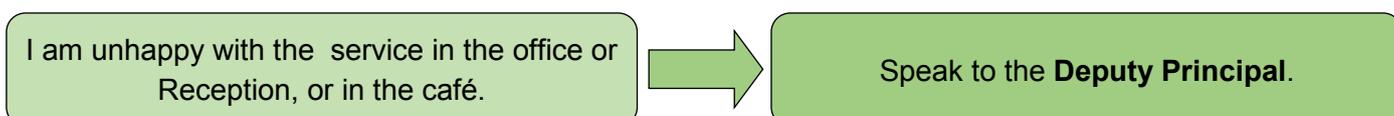
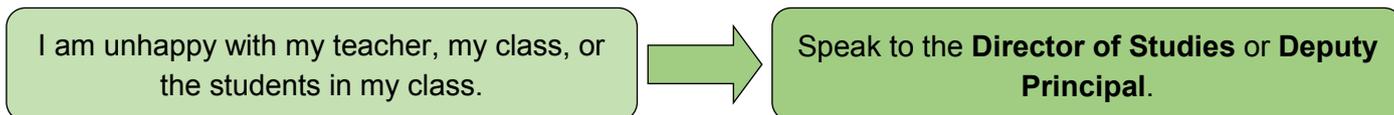
..... Walking Route - Parsons Green Station to Burlington School

Appendix 6: Questions and Problems

We want you to have the best time possible at Burlington School. If you have any problems while you are here, please talk to us, and we will try and help you.



*If you are not happy with the decision, speak to the **Director of Studies** or **Deputy Principal** - they are the only people who can make this decision.*



If we cannot solve your problem in this way, you can write to the Deputy Principal, Phil Bloomfield. He will investigate your problem and reply within 5 working days.

You can contact him at pbloomfield@burlingtonschool.co.uk



If this does not solve your problem, you can write to the Proprietor, Isabella Anders, within 5 working days of receiving the above reply. She will investigate your problem and reply within 15 working days.

You can contact her at principal@burlingtonschool.co.uk



If you are not satisfied with our response, or if you feel that you are unable to raise your concerns with us directly, you may contact our accrediting body English UK at:

219 St John Street

London

EC1V 4LY

UK

enquiries@englishuk.com

Appendix 7: Important Telephone Numbers: Emergencies

The following telephone numbers are important in case of emergencies.

Calls to these numbers are free from UK phones:

Service	When to call	Contact
Medical help: Non-Emergency*	You should use this service if you need urgent medical help or advice but it is not a life-threatening situation.	Telephone: 111
Police: Non-Emergency	You should call 101 to report crimes and other concerns that do not require an emergency response, including (but not limited to): <ul style="list-style-type: none"> • Your property has been stolen • Your property has been damaged in a crime • You want to give the police information about crime in your area • You want to speak to the police about a general enquiry 	Telephone: 101
Ambulance: Emergency*	Always call this number if someone is seriously ill or injured, and their life is at risk, including (but not limited to): <ul style="list-style-type: none"> • chest pain • difficulty in breathing • unconsciousness • severe loss of blood • severe burns or scalds 	Telephone: 999
Police: Emergency	Always call this number if: <ul style="list-style-type: none"> • there is a danger to life or risk of injury, including serious road accidents or assaults. • a crime is in progress. • police attendance is required immediately, including someone acting suspiciously or someone about to commit an offence. 	Telephone: 999
Fire: Emergency	Always call this number if you require the fire service, even if you're not sure if you have a real emergency. It is better to be safe.	Telephone: 999

*It is important to make sure you are covered if you need medical treatment in the UK. To find out what you need to do, please visit <http://www.nhs.uk/NHSEngland/AboutNHSservices/uk-visitors/Pages/access-services-in-England.aspx>.

Appendix 8: Important Telephone Numbers: Health and Welfare

The following telephone numbers and websites can be important if you need help or support with specific issues. All the services are confidential, supportive and non-judgemental.

Organisation	Help offered	Contact
Alcoholics Anonymous	Helps people with alcohol problems.	Telephone: 0845 769 7555 help@alcoholics-anonymous.org.uk http://www.alcoholics-anonymous.org.uk/
FRANK	Helps people with drug addiction problems	Telephone: 0800 77 66 00 http://www.talktofrank.com/
Smokefree	Helps people to stop smoking	Telephone: 0800 022 4332 http://www.nhs.uk/smokefree
ChildLine	Helps children and young people who want to talk about any type of problem.	Telephone: 0800 1111 http://www.childline.org.uk/
UK National Domestic Violence helpline	Helps people who are experiencing domestic violence.	Telephone: 0808 2000 247 http://www.nationaldomesticviolencehelpline.org.uk/
Rape Crisis	Helps women and girls who have been raped or experienced another form of sexual violence.	Telephone: 0808 802 999 www.rapecrisis.org.uk
SurvivorsUK	Helps men and boys who have been raped or experienced another form of sexual violence.	Telephone: 020 3598 3898 https://www.survivorsuk.org/
Switchboard LGBT+	Helps and advises lesbians, gay men and bisexual and trans-people - and anyone considering issues around their sexuality and/or gender identity.	Telephone: 0300 330 0630 chris@switchboard.lgbt http://switchboard.lgbt/
Sexual Health Line	Information and advice on HIV, AIDS, sexual health, sexually transmitted infections, clinics and support services	Telephone: 0800 567 123
Family Planning Association	Information and advice on sexual health, contraception, pregnancy and abortion	Telephone: 0845 122 8690 http://www.fpa.org.uk/
Samaritans	24-hour help for people who are depressed or suicidal	Telephone: 084 5790 9090 jo@samaritans.org http://www.samaritans.org/

Appendix 9: Important Telephone Numbers: School Staff

The telephone numbers and email addresses on the next pages are extremely important. They tell you who to contact about different things connected to health, safety and welfare. Please keep these numbers safe.

24-hour emergency number

If you need help at any time, please call the school's 24-hour emergency phone:

- **From UK Phones:** • **0777 8547 722**
- **From non-UK Phones:** • **+44 777 8547 722**

Welfare and the Prevent Duty

If you are worried about anything or unhappy, please speak to a member of the Safeguarding and Welfare Team

If you are worried about anything regarding the Government's Prevent Duty (<https://goo.gl/MNLe3Y>), please speak to the Prevent Lead Person.

Safeguarding & Welfare Team

Who?



Mary

- Designated Safeguarding Lead
- Safeguarding & Welfare Officer

See this person when...

- you are feeling unhappy about something
- you are feeling worried about something
- you are being bullied
- you are worried about somebody else



Email: dos@burlingtonschool.co.uk



Phil

- Designated Safeguarding Lead
- Prevent Lead Person

- you are feeling unhappy about something
- you are feeling worried about something
- you are being bullied
- you are worried about somebody else
- you have some questions about British culture and values



Email: pbloomfield@burlingtonschool.co.uk



Sergio

- Safeguarding & Welfare Team Member

- you are feeling unhappy about something
- you are feeling worried about something
- you are being bullied
- you are worried about somebody else



Email: sborges@burlingtonschool.co.uk



Ed

- Safeguarding & Welfare Team Member

- you are feeling unhappy about something
- you are feeling worried about something
- you are being bullied
- you are worried about somebody else



Email: ewest@burlingtonschool.co.uk

[Return to Table of Contents](#)

Health and Safety, First Aid and Fire Officers

- If you discover anything dangerous in the school (eg a broken window), please inform the Health and Safety Officer.
- If there is a fire alarm, please do what the Fire Marshalls tell you to do.
- The Fire Alarms are tested every week at approximately 08:30 on Thursday.
- If you get ill or injured in the school, please contact a First Aider (or ask somebody to find a First Aider), who will help you.
- If you find somebody who is ill or injured in the school, please contact a First Aider, who will help you.

Who?



Sergio

- Health and Safety Officer
- First Aider
- Fire Marshall

See this person when...

- you find something broken or dangerous in the school.
- you are worried about your safety in the school
- you feel ill
- you get injured
- you hear the fire alarm



Email: sborges@burlingtonschool.co.uk



Phil

- First Aider
- Fire Marshall

- you feel ill
- you get injured
- you hear the fire alarm



Email: pbloomfield@burlingtonschool.co.uk



Renata

- First Aider
- Fire Marshall

- you feel ill
- you get injured
- you hear the fire alarm



Email: accommodation@burlingtonschool.co.uk



Valentina

- First Aider
- Fire Marshall

- you feel ill
- you get injured
- you hear the fire alarm



Email: vananyeva@burlingtonschool.co.uk



Mary

- First Aider

- you feel ill
- you get injured



Email: dos@burlingtonschool.co.uk



James

- First Aider

- you feel ill
- you get injured



Email: social@burlingtonschool.co.uk



Ed

- First Aider

- you feel ill
- you get injured



Email: ewest@burlingtonschool.co.uk

Remember:

The School's 24-hour Emergency Number is **07778 547 722** (from UK phones)
+44 777 8547 722 (from non-UK phones)

The School's Landline Number is **020 7736 9621** (from UK phones)
+44 20 7736 9621 (from non-UK phones)

If you need non-emergency medical help, call **111**

If you need the Police (non-emergency), call **101**

If there is an emergency, call **999** for :

- **The Police**
- **An Ambulance**
- **The Fire Brigade**





Burlington School

Excellence in English

Burlington School

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