Founded in 1990

Burlington School

Excellence in English

English Language School in London

Homestay Handbook

Adult Programme 16+



Founded
1990

Burlington School
Excellence in English



Welcome to Burlington School

This handbook gives you important information about living in one of our homestays. It will help make your stay with Burlington School more enjoyable

This handbook has information about your accommodation. If you have any problems or questions about your accommodation, please speak to us.

Staying in a homestay is an excellent way to improve your English. Make the most of this opportunity. Don't be shy! Talk to your homestay provider and make sure you always ask questions when you don't understand something.

The way people live in London might be different from how they live in your country. You and your homestay provider should show each other respect, and try to understand each other's differences. Please think about your homestay provider, housemates and neighbours, and treat them as you would like to be treated yourself.

We hope you and your homestay provider have a wonderful experience!

Ed West

Ed West
Accommodation Manager and Designated Safeguarding & Prevent Lead
accommodation@burlingtonschool.co.uk


Image source: Canva

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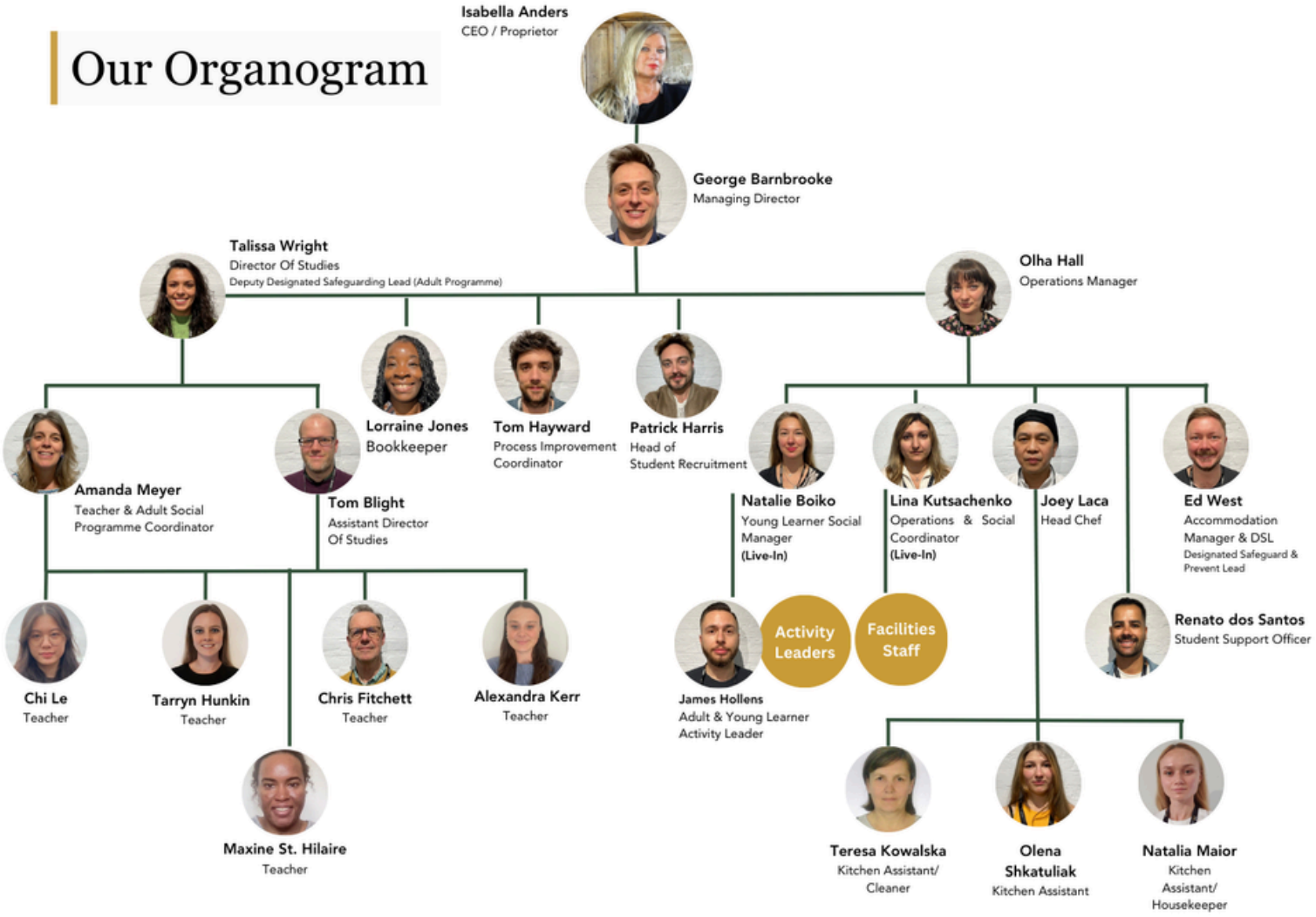
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YOUNG LEARNERS ENGLISH UK

FOUNDED IN 1990

Our Organogram



Our Mission, Our Vision, Our Values

Our Mission

All staff strive to provide every student with a meaningful experience of the diverse British culture and English language as a global means of communication.

We continue to invest in training, resources and our premises to **give you the best opportunities for your future.**

In all we do, we aim to:

- offer **good value English courses** and an enjoyable learning experience in London.
- provide courses which **promote communication and understanding** between students from all backgrounds and cultures.
- equip our students with the language and skills needed to communicate **outside the classroom.**
- develop all staff by providing ongoing training opportunities.

Our Vision

Our vision is to provide our students with an accessible, all-inclusive, affordable English language education programme.

We aim to ensure that your access to a UK education is smooth and trouble-free, so you can focus on your studies and achieve your goals.

Our Values

Belonging
Passionate about our community

Supportive
…to staff and students

Excellence
…in English

Quick Facts

School Address:	Lord Annaly House 146A Bedford Hill London SW12 9HW United Kingdom
Residence Address:	Lord Annaly House 146A Bedford Hill London SW12 9HW United Kingdom
School and Residence Telephone Number:	+44 (0)20 7736 9621
24-hour emergency telephone:	+44 (0)7539 156 567

INFORMATION & RULES



Arrival

Take some time to rest, and then ask your homestay provider about the rules of the house.



Image source: Canva

Bathrooms and Toilets

You should be allowed to have a bath or shower every day. Bathrooms can be very busy in the morning so please be considerate of the amount of time you spend in there, and check when the other members of the household use the bathroom. Always leave the bathroom clean and tidy after you use it.



Image source: Canva

Bed linen, blankets & towels

Your homestay provider will give you bed sheets and towels to use during your stay. The homestay provider will wash these for you each week. If you are cold at night, ask your homestay provider for more blankets - don't be shy! Your homestay provider will be happy to help.

INFORMATION & RULES

Changing your homestay

If you want to change your homestay you must tell the Accommodation Manager. Usually there is a four-week notice period required. However, if you have a serious problem with your homestay, we can move you immediately.

We work very hard to match students with the best homestay providers, and it is rare that a student is not happy with their placement. However, if this is the case, we will look for another homestay provider for you if there is a valid reason for the homestay change.

Valid reasons include:

- pet allergies
- lack of adequate space and/or facilities
- cleanliness of the house
- disagreement with the homestay family (but if there is a small problem, we will try to resolve it before taking further action)

Reasons for NOT changing a homestay family include:

- feeling homesick
- to be placed closer to friends
- not liking other students in the house
- not liking the food
- too far from the school
- family members being too old or too young

Please be aware that the months of July and August are very busy and London receives a high number of international students. Therefore, it is very difficult to find a spare bed. If you decide to change your homestay, please be patient.



Leaving your homestay

If you want to leave your homestay you must tell the Accommodation Manager. Cancellations to a homestay will receive a full refund, minus the 4 weeks' rent (or the full rent if the accommodation is booked for fewer than 4 weeks). You can use the extra balance to pay for additional classes or for new accommodation.

INFORMATION & RULES


Image source: Canva

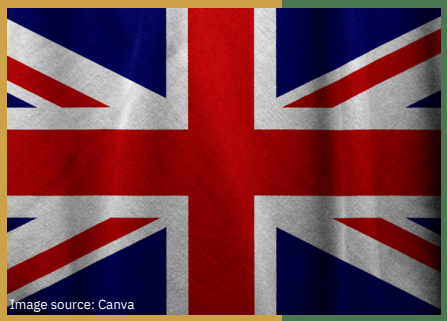
Cleaning

Your homestay provider should keep the house clean and tidy. They will vacuum your room and wash your bed sheets and bath towels but you must keep your room tidy.


Image source: Canva

Conversation

Talking with your homestay provider is a great way to practise your English, so don't feel uncomfortable about chatting with them. Your homestay provider will be happy to talk to you, but remember that they will sometimes be tired or want some privacy.


Image source: Canva

Culture

British climate, food and culture can be very different from what you are used to. Be patient. It may take a while to adjust. Your homestay provider will be interested in your culture - tell them about life in your country, share your experiences with them.

If you have problems adjusting to life in England, talk to a member of the school's Safeguarding and Welfare team.


Image source: Canva

Damage

If you break or damage anything in the house you must tell your homestay provider. You will have to pay to repair or replace anything you have broken.

INFORMATION & RULES

Food

Self-Catering

If you have booked self-catering accommodation, you must:
ask your homestay provider when you can use the kitchen. You may have to wait until your homestay has finished cooking their food buy your own food. Do not use your homestay provider's food, herbs and spices, cooking oil, etc be tidy. Clean up after yourself be careful not to damage your homestay provider's cooking utensils

Your homestay provider must let you:
use the kitchen and utensils every day use the kitchen at reasonable times keep the food in a suitable area (please do not eat in your bedroom)

Bed & Breakfast/Half board

If you have booked half-board accommodation (breakfast and dinner) or breakfast only accommodation you must:

- tell your homestay providers if you have special dietary requirements
- be on time for meals. Do not make your homestay provider wait for you
- tell your homestay provider if you are going to miss a meal (otherwise they waste food and time cooking for you)
- you will have limited or no use of the kitchen.

If you have any allergies or dietary requirements (eg a halal or vegetarian diet), let the school know and we will inform your homestay provider. It is always good to remind your homestay provider of any intolerance or allergies you have when you arrive at your new home.

Your homestay provider must:

- provide you with meals seven days a week. Lunch is not included
- give you a variety of different food
- eat the meals with you. Your homestay provider should not ask you to eat in your bedroom

Homestay

(Self-Catering, Bed & Breakfast, Half Board)

Homestay accommodation is an alternative option for staying in London, and gives you the chance to experience life in a British home.

Homestay providers treat the student as a full member of the household, eating together and sharing the common living areas. No more than four students stay in a homestay at any given time. Burlington School's homestay providers may be organised by the school directly or by a third-party accommodation agency.

SELF-CATERING

You will be given access to the host's kitchen to store your own food and cook your own meals (in accordance with household rules and times). For that reason, the host will not provide you with food.

Meals provided: None
Use of kitchen: Full use

BED & BREAKFAST

A continental breakfast will be provided (but not served) by your host. This usually includes toast, jam, cereal, tea, coffee and fruit juice. You are not generally allowed to use the kitchen to cook or store your own food. However, some hosts permit light cooking if specifically arranged when booking.

Meals provided: Breakfast (provided, not served)
Use of kitchen: None or light use

HALF BOARD

The host will provide you with breakfast (continental) and dinner. Where possible, you will usually eat dinner together with the host. You are not allowed to use the kitchen to cook, as meals are provided. Snacks are not included, but you can buy these and hosts usually can provide some storage space if requested.

Meals provided: Breakfast (provided, not served) and Evening Meal (served)
Use of kitchen: No use

INFORMATION & RULES


Image source: Canva

Heating

People do not always keep the heating on all day. This may be something new for you. You may need to wear more clothes than you are used to. If you are very cold in your homestay accommodation, please tell your homestay provider. Ask for extra blankets if you are cold at night and ask for a heater for your room if the heating is not turned on.


Image source: Canva

Keys

Your homestay provider will give you a key to the house. DO NOT LOSE IT! Some keys can be difficult and expensive to replace. If you lose it, you may have to pay to replace it. Ask your homestay provider to explain to you how to lock and unlock the house. Tell your homestay provider if you do not understand it. Some homestays have alarm systems, so it is very important that you pay attention to instructions.


Image source: Canva

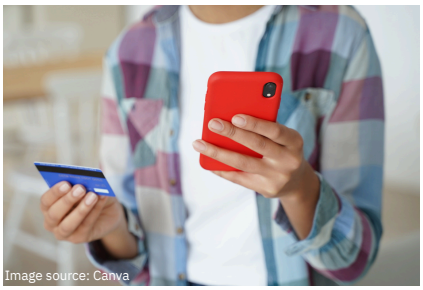
Laundry

If your host has a washing machine they will either allow you to use it once a week or do your laundry for you on a weekly basis, free of charge. It is a good idea to check laundry facilities with your host soon after your arrival as some hosts do the weekly wash on a specific day each week. Hosts do not normally do ironing for you but can usually lend you an iron and ironing board.

You should offer to buy washing powder for your laundry if you are doing it yourself. If you need to use the washing machine or have your washing done more than once a week, you should ask your host if this would be possible. Some hosts may make a small charge for additional loads of laundry.

If doing your own laundry, you should ask your host where you can hang your clothes to dry. Clothes should not be dried in bedrooms or bathrooms

INFORMATION & RULES


Image source: Canva

Payment

Do not pay your homestay provider. This is a school rule - always pay the school for your accommodation. The school takes care of the payments to the homestay providers. This rule is to protect our students: if you pay the homestay provider directly we cannot help you if you have problems with the them during your stay.


Image source: Canva

Problems

If you have any problems with the homestay during your stay, first speak to your homestay provider. Alternatively, please see the Accommodation Manager. It is very important that you tell us if you are unhappy.


Image source: Canva

Rules

Ask your homestay provider about the house rules. For example, you may need to know if:

- you can smoke in the house
- you can use the telephone
- you can use the washing machine
- you can bring your friends home
- there are any rooms in the house that you cannot go into (for example, the homestay provider's bedroom)

Find out the house rules when you arrive. Your homestay provider will be pleased that you asked about it and it will help avoid problems later on.



Extending your stay

If you want to stay longer in your homestay, you must inform the Accommodation Manager. Do not pay the homestay provider for extending your stay. You must pay in the Office.

INFORMATION & RULES


Image source: Canva

Staying out late

You will have your own key but if you are going to be back home late please tell your homestay provider. They will worry about you if they don't know where you are. If you are aged 16 or 17 you must be back in your homestay by 22:00.


Image source: Canva

Study space

Your room should have a desk with a lamp. If it does not, then please let the school know.


Image source: Canva

Telephone

Please make sure your family and friends call you at appropriate times. Your homestay provider doesn't want to be woken up at night by late telephone calls. Never advertise your homestay provider's telephone number - for example, if you are looking for a job.

Your homestay provider might allow you to make outgoing calls. Remember that all calls - even local calls - cost money. Always ask your homestay provider before you use the telephone. you can use Skype or WhatsApp (the internet is provided throughout the school).


Image source: Canva

Television

Watching television can be a good way to improve your English. Your homestay provider should let you watch television with the rest of the family. There are written subtitles for programmes, which will help you understand more easily.

INFORMATION & RULES



Transport

Ask your homestay provider to show you the way to the nearest bus stop or tube station. They will be happy to give you advice on the best way to travel. Make sure you leave enough time to arrive for your classes promptly. Please ask in the office about student discounts for transport in London.



Visitors

Always ask before you bring friends home. Please do not expect your homestay provider to provide accommodation for your relatives if they visit England.



SAFEGUARDING GUIDELINES

	16 and 17-year-olds on the Adult Course
Course	• The lessons will take place with students over 18 years old. • If you are more than 10 mins late for your lessons, you will be contacted via our emergency phone number. If no contact can be made, your parent/guardian will be contacted. • You will not be supervised between lessons, during lunchtime and after your lessons. • You will also not be supervised while returning to your homestay or independently arranged accommodation.
Accommodation	**Onsite Residence** You must be back in the onsite residence by 22:00 and sign your name at reception. The Live-In Residence Supervisor will check you are back in the onsite residence by 22:00 every evening. If you have not returned by 22:00, you will be contacted via our emergency phone number. If no contact can be made, your parent/guardian will be contacted. If you are planning to stay the night outside of the onsite residence, you must inform the Live-in Residence Supervisor or Accommodation Manager 24 hours in advance with full details of where you are staying. The school has the right to refuse overnight stay requests that are deemed unnecessary or unsafe. Please note, the onsite residence is shared with students aged 18 and over, where possible on separate floors. Students will share a room with other students under 18 and of the same gender. If you have not booked an en-suite room, you will use the shared bathroom facilities with other under 18s of the same gender. **Homestay** You must book Half Board. You can go out on your own but you must be home by 22:00. This is non-negotiable, so please do not ask your homestay if you can come back any later. If you arrive home late, the school will be informed and action will be taken. If you need to take public transport to get back to your homestay or onsite residence, please allow plenty of time for travelling to avoid being late.
Airport transfer	You are advised to book airport transfers to avoid any problems upon arrival or departure. If you are travelling with a named relative, we need to be provided with this information in advance in the school Consent Form.
Meals	Meal plans depend on the type of accommodation you have booked. If you are using the onsite residence, breakfast and lunch or dinner (occasionally packed) will be provided Mondays to Fridays. Only breakfast is provided on Saturdays and Sundays. If you have booked Homestay Half Board, breakfast and dinner will be provided. You should ensure that you have sufficient pocket money to pay for additional meals, as required.
Social Programme	The school's Social Programme is not compulsory on the Adult Programme. Burlington School runs weekly Social Programme activities in the afternoons or weekends (occasionally by third party companies with additional costs). Some Social Programme activities will be for over 18s only, so you will not be allowed to join. All school activities are supervised by school staff. However, it should be understood that students attending evening social events are expected to arrange their own travel home. We strongly advise you to return to your accommodation with a friend, or preferably take a taxi when it is dark.
Authorised unsupervised times	If given permission on your Consent Form, you are allowed to leave the premises or accommodation unsupervised, but you must be back in the onsite residence by 22:00. Whilst we welcome students aged 16-17 on our Adult Courses, it should be understood that we do not provide 24 hour supervision and therefore it is very important that your parents and guardians consider whether you are sufficiently emotionally mature to act responsibly during your stay on our Adult Programme. Burlington School endeavours to liaise with parents, guardians and registered ETO's (agents) whenever there are concerns about a student under 18.

SAFEGUARDING

At Burlington School, the welfare of our students is paramount. Our Safeguarding Policy aims to:

- ensure that all students aged under 18, and all students classed as "vulnerable", are protected from potential abuse by staff, representatives, sub-contractors and fellow students of Burlington School;
- inform Burlington School staff, representatives and sub-contractors of their responsibilities when working with children and vulnerable adults;
- highlight our commitment to safe recruitment, selection and vetting of staff, accommodation providers and other suppliers;
- ensure that all staff, representatives and sub-contractors are aware if any student is under 18 and that there may be special procedures which are applicable;
- ensure that all relevant staff, representatives and sub-contractors are aware of any students classed as "vulnerable", and that there may be special procedures which are applicable.

Full details of our Safeguarding procedures can be found in The Schools Safeguarding and Welfare Policy.



INFORMATION & RULES

Safeguarding Team

Burlington School offers full support to all students when it is needed. We are always here to talk about any situation and more than happy to help. If you are concerned about anything serious then you can talk to the Designated Safeguarding Lead or any support staff at the School. There are also external agencies around the local area that can assist you in confidence with any matters worrying you.

Please see below the list of Safeguarding Staff:



Ed West
Accommodation Manager & DSL
Designated Safeguard & Prevent Lead
accommodation@burlingtonschool.co.uk
+44 (0)7539 156567
See me about
your accommodation & welfare
Message me on WhatsApp

Designated Safeguarding & Prevent Lead

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
- you have some questions about British culture and values



Talissa Collis
Director Of Studies
Deputy Designated Safeguarding Lead
dos@burlingtonschool.co.uk
See me about
the school, your course & welfare

Deputy Designated Safeguarding Lead (Adult Programme)

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



Tom Blight
Assistant Director Of Studies
ados@burlingtonschool.co.uk
See me about
the school & your course

Deputy Designated Safeguarding Lead (Young Learner Programme)

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

24-hour emergency number

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

- From UK Phones: 07539156567
- From non-UK Phones: +44(0)7539156567

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.

I think I am in the wrong class for my level of English. → Speak to your Teacher. → They will inform the Academic Management team.

If you are not happy with the decision, speak to the Director of Studies, Assistant Director of Studies or Young Learner Programme Coordinator.

I am unhappy with my teacher, my class, or the students in my class.	Speak to	 Talissa Collis, Director of Studies Tom Blight, Assistant Director of Studies 
I am unhappy with the service in the office or Reception, or in the coffee bar.	Speak to	 Olha Hall, Operations Manager
I am unhappy with my accommodation.	**Speak to**	 Ed West, Accommodation Manager & Designated Safeguarding & Prevent Lead
I am feeling unhappy or worried about something.	**Speak to**	 Ed West, Accommodation Manager & Designated Safeguarding & Prevent Lead
I am unhappy with the social activities.	**Speak to**	 Amanda Meyer, Adult Social Programme Coordinator Natalie Boiko, YL Social Programme Coordinator 

If we cannot solve your problem in this way, you can complete a complaints form which is available on our website or write to the Managing Director, George Barnbrooke.
He will investigate your problem and reply within 5 working days.
You can contact him at marketing@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, you should contact our accrediting body English UK at:
47 Brunswick Court
Tanner Street
London
SE1 3LH
UK
enquiries@englishuk.com

MEMBER ENGLISH UK

INFORMATION & RULES

Finally...

If you have any problems at any time, speak to your homestay provider.

You may also speak with an Accommodation Manager at the school office or call the 24-hour emergency number. These numbers should be saved in your phone contacts. Remember, if any issues arise, reach out to the Accommodation Manager for assistance.

Additionally, the school is available 24/7 and can be contacted at 07539 156 567 (for UK phones) or +44 7539156 567 (for non-UK phones) if you need to get in touch with us after hours or on weekends.





English Language School in London

Burlington School

Excellence in English

Website
www.burlingtonschool.co.uk

Instagram
@burlingtonschool

Lord Annaly House
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Proprietor: Isabella Anders

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