Founded in 1990

Burlington School

Excellence in English

English Language School in London

Student Handbook

Adult Programme 16+



Accredited by the BRITISH COUNCIL for the teaching of English in the UK

MEMBER ENGLISH UK

TRINITY COLLEGE LONDON

YOUNG LEARNERS ENGLISH UK

Founded **1990**

Burlington School
Excellence in English



Welcome from the Managing Director

Welcome to London and to Burlington School.

Burlington School opened in 1990, and I have had the pleasure of working for the school since 2010. Burlington school has welcomed thousands of students from all over the world. We have helped people improve their English for work, study and 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. We will do our best to help you.

Best wishes,

George Barnbrooke

George Barnbrooke
Managing Director


Image source: Canva

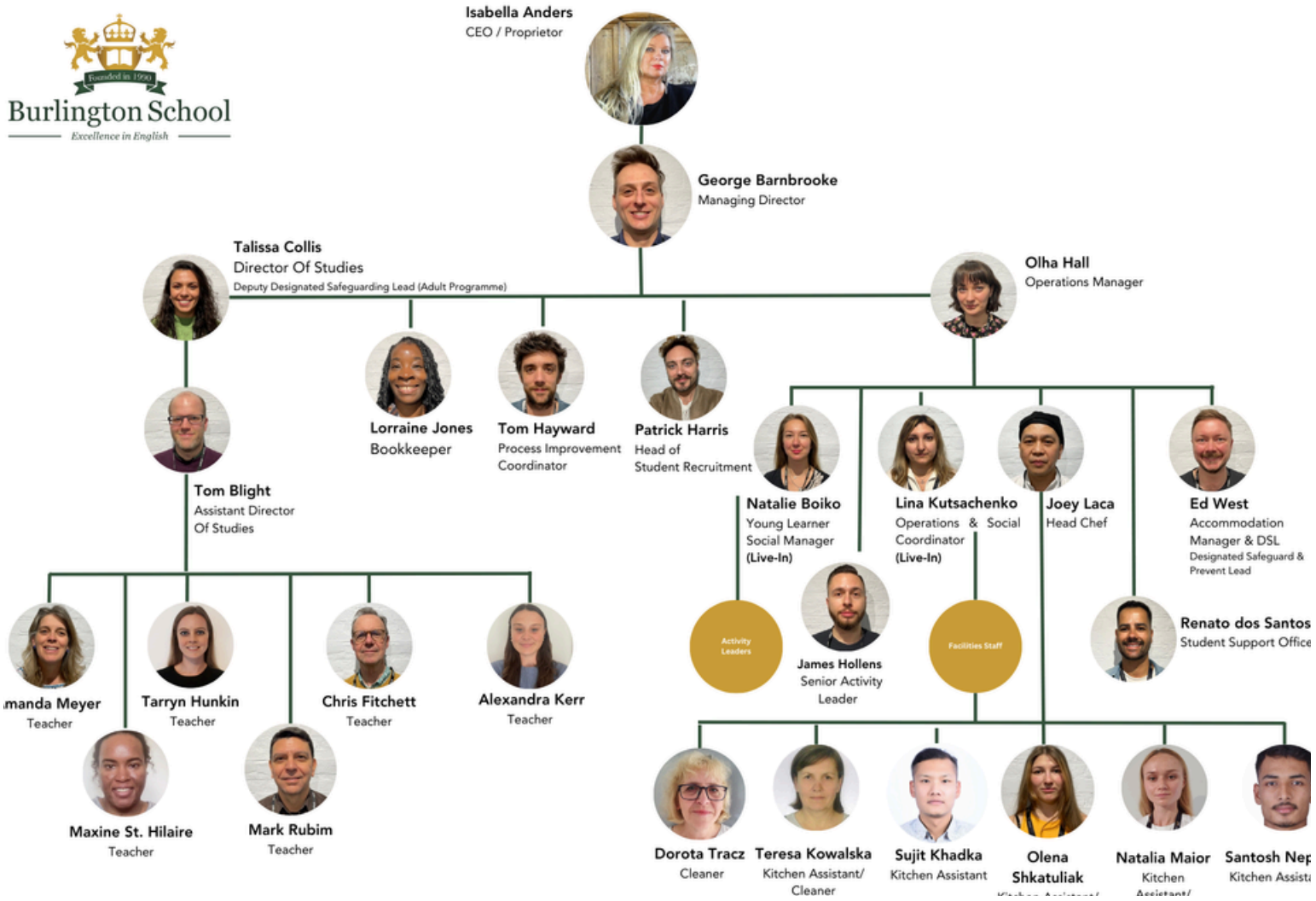
Contents

Student Handbook

Welcome to Burlington School 1
Contents 2
Our Organogram 3
Our Mission, Our Vision, Our Values 3
Quick Facts 4
Location 5
Local Area 6
Code of conduct 7
Traffic Light System 8
Reception 9
Administrative office/Main office 9
Acedemic office/Teachers' room 9
Front Courtyard 9
Library & study areas 10
Prayer rooms 10
Internet access and social media 10
Food & Coffee Bar ..... 11 - 12
Timetable 13
Your first day 14
Materials 15
Daily and weekly plans 15
Monitoring progress & moving up level 16
Attendance 17
Academic Support 17
Attendance Code of Conduct 18
The Social Programme 19
Health & Safety, Fire & First Aid ..... 20 - 21
Evacuation Procedures 22
Floor Plan 23
Safeguarding 24
Safeguarding Guidelines 25
Safeguarding & Welfare Team ..... 26 - 27
Listening to students / Feedback 28
Complaints 28
Questions and Problems 29
Travelling in London 30
Oyster Card 30
Discounted Travel 31
Change of Details 31
Other payment methods for travel 31
Student ID cards 31
Getting healthcare in the UK 32
Dental care 32
Local Walk-In & Hospital Directions 33
Accommodation 34
Organising your own Accommodation 34
Money 35
Opening a bank account 35
Getting a UK SIM card 35
Useful Apps 35
Staying safe in London 36
Crossing the road 36
Bicycles 36
Keeping your belongings safe 36
Going out at night 36
UK Law and Customs 37
Our commitment 37
Emergency Action Plan 38
Emergency Telephone Numbers 39
Health & Welfare Telephone Numbers 40
The Prevent Duty 41
Who's Who ..... 42 - 44

Accredited by the BRITISH COUNCIL for the teaching of English in the UK
MEMBER ENGLISH UK
TRINITY COLLEGE LONDON
YOUNG LEARNERS ENGLISH UK
FOUNDED IN 1990

Burlington School
Excellence in English



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

LOCATION

Burlington School of English Location & transport

School Address
Lord Anally House
146a Bedford Hill
London
SW12 9HW
United Kingdom

Burlington School of English is in Balham, a residential area in South London. London is made up of 6 transport zones, and Balham is in Zone 3. We are well connected to Central London by train (15 minutes), underground (20 minutes) and buses.



INFORMATION & RULES



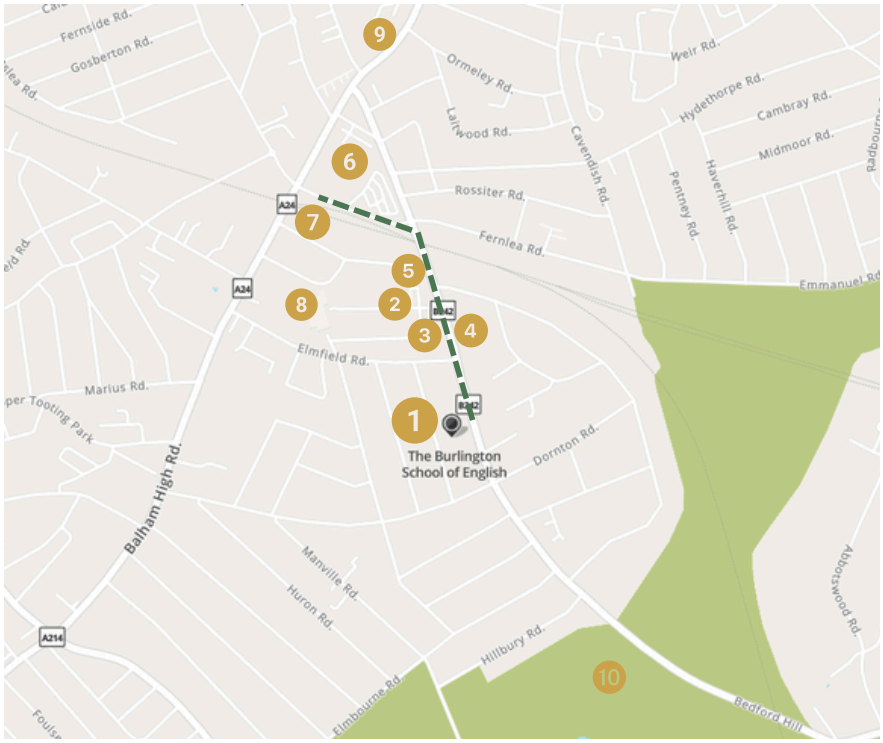






Local area

The local area of Balham has many shops within walking distance such as TK Maxx, McDonald's and Subway. There are also a range of supermarkets, and dry cleaners.
There are many places to eat and drink, including traditional English pubs, cafés, restaurants and coffee shops.
There is also a local leisure centre, including a gym and swimming pool.
For more information about the local area, feel free to talk to the Residence Supervisor or the Accommodation Manager, we are always happy to help and give advice!



1. **Burlington School**
2. **Balham Health Centre**
3. **Bus Stop (Towards Balham Station)**
4. **Bus Stop (Towards Streatham and West Norwood)**
5. **Pharmacy**
6. **Supermarket**
7. **Balham Station**
8. **Balham Leisure Centre**
9. **Post Office**
10. **Park (Tooting Common)**

-- **Walking Route - Balham Stations to Burlington School**

CODE OF CONDUCT

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

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.

Punctuality and Attendance

- I will not be late for my classes.
- If I am over 18 and 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 tell the school if I am ill or on holiday.

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 (e.g., looking up a word in a dictionary).

Respect

- I will treat all students, teachers, staff and representatives of Burlington School with respect.
- I will not use bad or abusive language in the school or online.
- I will not discriminate against anybody based on factors such as sex, gender identity, sexual orientation, race, religion, nationality, disability or age. All staff and students at Burlington School are equal.

Smoking, Alcohol and Drugs

- I will not drink or bring alcohol into the school, or in the school residence.
- I will not use or bring illegal drugs into the school.
  In the UK it is illegal to smoke in any public building or enclosed area, including this school.

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 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.

Please note. There are additional rules for students aged under 18.

TRAFFIC LIGHT SYSTEM

We have a warning system in place for misconduct. If your conduct is bad, you will receive a warning as follows:



You will receive an **Informal Warning** for misconduct including:

- Repeated use of mobile phones in class for purposes other than learning as sanctioned by the teacher



You will receive a **Green Warning** for misconduct including:

- Showing disrespect to teachers or other members of Burlington School staff
- Persistent lateness



You will receive a **Yellow Warning** for misconduct including:

- Repeated instances of the above
- Breaking curfews in homestay or residences
- Causing accidental damage to school property, residential property or property of staff, representatives, or other members of the school through careless behaviour



You will receive a **Red Warning** for misconduct including:

- Repeated instances of the above
- Conduct that brings the name of Burlington School into disrepute
- Use of racist, sexist, homophobic or otherwise discriminatory language

You may be **temporarily or permanently excluded** from the school and/or your accommodation for the following:

- Repeated instances of the above
- Violence (or threatened violence) against members of school staff or representatives
- Violence (or threatened violence) against other students
- Deliberate damage to school property, residential property or property of staff, representatives, or other members of the school
- Possession of drugs on school premises, accommodation organised through Burlington School, or activities organised by Burlington School

In these cases, you might not receive a refund for any classes or accommodation you lose.

See the school's Discipline and Exclusion Policy for more information.

SCHOOL FACILITIES



Reception

This is the first place to come if you need:

- letters or other paperwork from the school
- to extend your course
- to report absences and sickness
- to sign the sign in and out list if you are under 18



Administrative office/Main office

This is where you can find:

- the Accommodation Manager & Designated Safeguard & Prevent Lead (DSL) to help you with any problems with regards to the onsite residence, your homestay or your welfare
- the Operations Manager and the Managing Director to help you with any other problems



Academic office/Teachers' room

You can come here if you need help with anything academic related.
This is where you can find:

- the Director of Studies
- the Assistant Director of Studies
- the Young Learner Programme Coordinator
- the Adult Social Programme Coordinator
- the teachers



Front Courtyard

There is a garden outside to sit, eat, drink and relax in. It is also the meeting point for the social programme.

SCHOOL FACILITIES



Library & study areas

Library
We have a lending service where you can borrow books from the student library. Ask the Director of Studies or Assistant Director of Studies to help you choose one appropriate to your level of English. There is a £5 cash deposit which you will get back when you return the books.

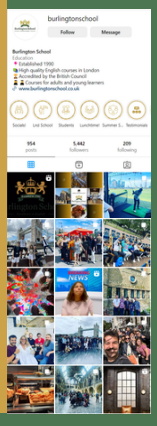
Study areas
We have a study area in the lounge on the ground floor and two private study rooms on the first floor with extra learning materials.



Prayer rooms

At Burlington School, our staff and students celebrate international diversity. You are more than welcome to use the study rooms on the first floor as prayer rooms. If you have a specific request or need more information, please go to reception and ask for assistance.

Have you seen our Instagram?



Scan to follow us!

Internet access and social media

Internet access

We have free Wi-Fi in the school and the residence. The internet has blocks on certain websites that you will not be able to access here. Accessing illegal or age-restricted websites is against the school rules.
Network: BS Student
Password: BS2019!!!

Social media

Follow our Instagram page (@burlingtonschool) for all our news. Tag Burlington School to your posts, so we can share them.
We might want to message you using WhatsApp, so please install it on your phone. You can contact staff via WhatsApp if you need assistance and it is free to use.

SCHOOL FACILITIES



Food & Coffee Bar

The Coffee Bar is open for breakfast, lunch (08:00 - 16:00) and dinner (subject to demand).

Snacks are also available during the day.

From morning till evening, our chef and the kitchen team know how to keep you full and happy with delicious and nutritious food, drinks and snacks for all your dietary requirements.

Our homemade food is cooked daily, showcasing the best Burlington has to offer of local cuisine and added international flavours.

You'll love speaking English with your new friends, staff and visitors over a 3-course meal or coffee and cake – and listening to music (in English).

All our chicken, beef and lamb is Halal and so are most of our other products.

You'll also love our vegetarian, vegan and other options







FOOD

COFFEE BAR MENU

EXAMPLE

(V) - VEGETARIAN
PLEASE LET US KNOW
IF YOU HAVE ANY FOOD ALLERGIES
MENUS ARE SUBJECT TO CHANGE DUE TO
SEASONALITY AND PRODUCT AVAILABILITY

	BREAKFAST	SOUP	LUNCH	LUNCH (V)	DESSERT
MON	French Toast with Mixed Berries English Breakfast	Potatoe & Leeks Soup	Pork Adobo served with Rice	Tofu Chop Suey	School Jam & Coconut Sponge Loaf Cakes --- Fruit Salad in Lemon Grass Syrup & Chia Seeds
TUE	Full Continental Breakfast Eggs Benedict	Sweet Potato Soup with Harissa Chickpeas	Jamaican Jerk Chicken with Rice & Peas	Jamaican Vegetarian Patties	Blueberry Jam & Cream Cheese Frosting Cake
WED	Waffles & Berries English Breakfast	Tomato & Bean Soup with Bread Rolls	Beef Tikka Masala	Butter Cauliflower with Garlic Coriander Naan	Carrot Cake with Cream Cheese Frosting
THU	Full Continental Breakfast Avocado on Toast	Green Borscht	Greek Chicken Souvlaki with Homemade Tzatziki	Traditional Greek Roasted Vegetables Briam with Greek Style Bread	Peach Cobbler Apple Crumble
FRI	Scrambled Eggs, Bagels & Smoked Salmon	Creamy Vegetable Country Soup	Chinese Braised Beef over Rice	Vegetable Sacha with Chami Noodles	Fruit Salad in Kafirr Lime Syrup & Chia Seeds











The School Timetable - 2023 - 2024

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

Adult Programmes:

TIME	CLASS
08:45 - 11:15	Main Session (General English, IELTS Test Preparation or Cambridge Exam Preparation)
11:30 - 12:15	Listening & Speaking Workshop
12:15 - 13:00	Adult Lunch Break
13:00 - 13.45	Reading & Writing Workshop
13:50 - 14.35	Grammar & Vocabulary Workshop
14:45 - Onwards	Adult Social Programme (see calendar)
Throughout the day	One-to-One and Specialist Courses

All classes are subject to availability, and the above programme may change according to the needs and level of students, or other factors outside our control.

Holidays 2023:

The school is closed for programmes on the following public holidays:

- Monday 2nd January - New Year's Day (substitute day)
- Friday 7th April - Good Friday
- Monday 10th April - Easter Monday
- Monday 1st May - Early May bank holiday
- Monday 8th May - Bank holiday for the coronation of King Charles III
- Monday 29th May - Spring bank holiday
- Monday 28th August - Summer bank holiday
- Monday 25th December - Christmas Day
- Tuesday 26th December - Boxing Day
- Monday 25th December to Monday 1st January Inclusive - Holiday

The school reopens on Tuesday 2nd January 2024

Holidays 2024:

The school is closed for programmes on the following public holidays:

- Monday 1st January - New Year's Day
- Friday 29th March - Good Friday
- Monday 1st April - Easter Monday
- Monday 6th May - Early May bank holiday
- Monday 27th May - Spring bank holiday
- Monday 26th August - Summer bank holiday
- Wednesday 25th December - Christmas Day
- Thursday 26th December - Boxing Day
- Monday 23rd December to Friday 3rd January Inclusive - Holiday

The school reopens on Monday 6th January 2025

Your Course



Your first day

Your first day
You will start your first day with an induction, where we will tell you more about the school and the area.

Following this, we will give you a test to find out your level of English to ensure that you will be in the right class for you. The test involves a multiple choice grammar and vocabulary test, a writing test and an interview with a member of the Academic Department.

After your test, you will then register at reception, where you will need your passport, and visa (if applicable) and contact details and will have your photo taken for your school ID card.

Students do not normally attend the main session on their first day, but can join the workshops.

Your classes
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
General English Workshops: Listening & Speaking, Reading & Writing, Grammar & Vocabulary							
				Cambridge Exam Preparation Specialist Courses (1-1 or closed groups)			
					IELTS Preparation (1-1 or closed groups)		

We want you to express yourself successfully and confidently in English. To help you with this, our teachers use a 'communicative' teaching style, which means that the focus of the classes is on you. To get the most from the classes, try to join in with all the activities, do the homework and do not miss too many lessons.



Materials

Our General English and IELTS classes use a set coursebook. If you are here for more than 2 weeks, you must buy the coursebook (they are available from the Reception). You will need to bring your coursebook to class every day - and remember to bring pens and paper as well!

Your teachers will also supplement the coursebook with extra resources including videos, games, worksheets and other authentic materials. This helps make the lessons more varied and engaging.

Daily and Weekly Plans

General English Main Sessions have a Daily Plan and IELTS classes have a Weekly Plan. These can be found on the classroom noticeboards and they inform you what you will be studying each day or week. They also tell you when each test will be and if there are any bank holidays.

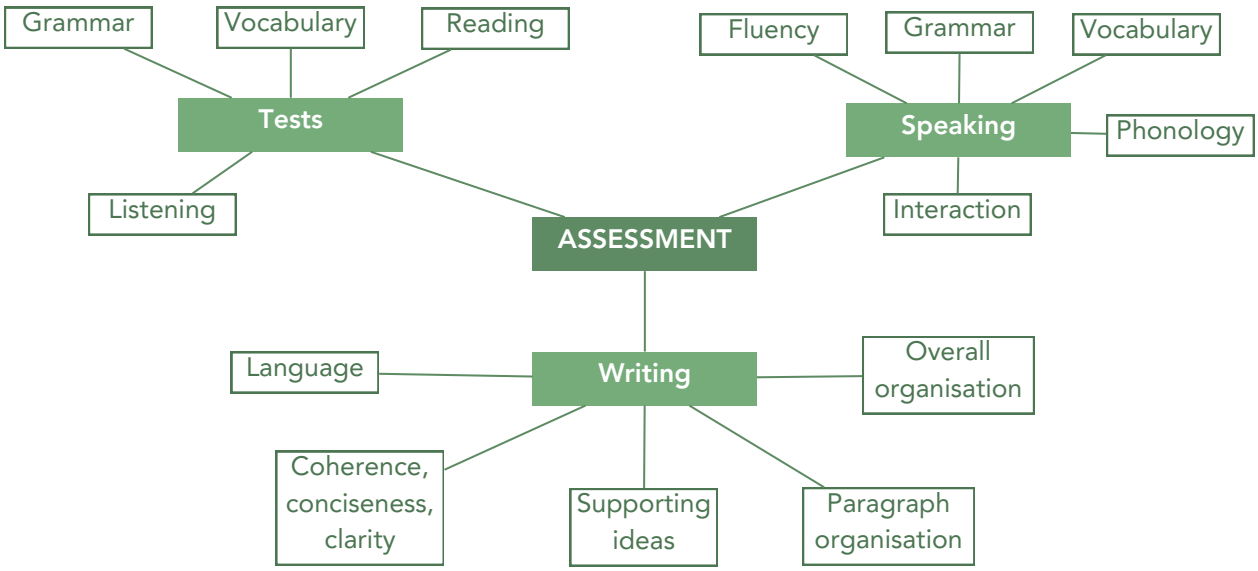
You and your teacher will decide what you will be studying each day in the workshops, so you will complete a Weekly Plan together. This will give you the chance to have a say in what will be covered, making the lessons more personalised and relevant to your needs and interests.

Monitoring your progress

Your teachers are always checking your progress. They do this by:

- Monitoring your performance 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, which is checked in class. This includes some writing, which they will correct and give you feedback on.
- Progress Tests
  - You will have a progress test every three or four Fridays to check that you can use the language you have studied in class.
- Report Cards (General English classes)
  - After every progress test, you will receive a report card containing a speaking score, a writing score and your test score. This helps you to have a better idea of your own progress.
- Tutorials
  - Depending on your report card scores, you will have a one-to-one tutorial with your teacher to discuss your progress and to set goals to help you improve.

Your teachers will use the criteria below in order to assess you. This means that your speaking, writing and test scores are equally important. So having a high test score but a low speaking score, for example, means that you have not yet made enough progress at that level.



Moving up a level

It is possible for students to move up a level in three situations:

1. At the beginning of every new term if they have an overall score of 70% in the previous level.
2. After a progress test if all the scores (speaking, writing and test) are 80% or over.
3. Under special circumstances, if the student requests to take another placement test and the results show they are at a higher level than their current class.

If you would like to move up a level before the beginning of a new term, please speak to the Director of Studies. She will then speak to your teachers and they will make a joint decision about your request. Your teacher alone cannot decide whether or not you should move up.

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



Attendance

Students aged 18 or over
If you are more than 10 minutes late, you cannot go into class. If you are late for the first half of a main session, you will have to wait until after the break to join it. If you are late for a workshop or the second half of a main session, you will not be able to enter that day and you will be marked absent.

Students aged 16 or 17
If you are more than 10 minutes late, your teacher will inform the Director of Studies, who will then make arrangements to contact you, your guardian or your emergency contact. If they cannot make any contact, the police will be called. If you arrive at the school more than 10 minutes late, your teacher will allow you in. In order to avoid unnecessary phone calls, please inform the school if you are going to be late or absent.

All students
Try not to miss too many lessons. Only students with 70% + attendance can receive the end-of-course certificate.

Academic Support

You can speak to the Director or Assistant Director of Studies about:

- changing your class: if you feel your class is too easy or too difficult
- English language examinations: if you want to take an exam in English (for example, IELTS or Cambridge exams)
- 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
- learning resources: if you need help using the school's learning resources, or want advice for libraries or buying materials
- academic reports: if you need an academic report for your employer or school
- special educational needs: if you have any special educational needs (like dyslexia). Don't worry, the conversation will be private, and we will only tell people who need to know (such as your teachers).
- anything else: if you have any other questions, or if you need any other academic support

Read carefully the Burlington School Attendance Code of Conduct below. It contains very important information about the measures we have to take if you are often absent.

Burlington School 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.

Stage 1

- If I miss 5 consecutive days of any class without informing the school, I will be emailed or telephoned by the Director of Studies or Assistant Director of Studies. This is my **first warning.**
- If my attendance falls below 70% for two consecutive weeks, I will be emailed by the (Assistant) Director of Studies. This is my **first warning.**

Stage 2

- If I miss another 5 consecutive days of any class (10 consecutive days in total) without informing the school, I will be sent a second email or telephone call by the (Assistant) Director of Studies. This is my **final warning.**
- If my attendance is below 70% for another week (3 consecutive weeks in total), I will be sent another email or telephone call by the (Assistant) Director of Studies.
- If I don't attend next week, my name will be taken off the class register.
- This is my **final warning.**

Stage 3

- I will only be allowed back into class after a meeting with the Director of Studies and Managing Director.
- 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.

Please note. There are additional rules for students aged under 18.

If you are going to be late, let us know. Please call the school on 020 7736 9621 or +44 (0) 7539156567. If you need to be absent for a longer period, please speak to an Academic or Office staff member.

THE SOCIAL PROGRAMME

Burlington School runs a social programme, where students are taken to different places around London a few times a week. Social programme activities may include:

- A trip to the top of The Shard, the tallest building in the UK
- Trips to see West End Musicals
- Visits to museums
- Visits to Camden Lock and Camden Market
- Visits to pubs and restaurants
- We also organise trips to other cities in the UK, like Oxford and Brighton, and visits to attractions like the Harry Potter Studio Tour. These are sometimes organised by third party's.

You can get informed about our upcoming social activities in the following ways:

- The Social Programme noticeboard in the Coffee Bar
- Our Social Programme presentation every Friday at 11.15 at the Coffee Bar
- The Social Programme WhatsApp group (find information on how to join it on the Social Programme noticeboard in the Coffee Bar)

Please bear in mind that some activities are age-restricted. Many activities are free, apart from travel or food. Others may require payment.

Join the Adult Social Programme WhatsApp group

Scan to join!

Updates | Tickets | Times | Places | Photos

WhatsApp Code Of Conduct

Students should adhere to the following guidelines when using this WhatsApp group: (Please note your number will be visible to all in the group)

- **The group should never be used as a platform to air views/grievances regarding a teacher or student in the school**
- **The group is not a political platform for airing opinions on current affairs**
- **The group should not be used for private conversations with anyone else using the group**
- **The group should be sensitive to cultural differences and respect everybody**
- **Bullying is not to be tolerated and should be reported**
- **People who are not directly related to the school should not be invited to the group**

Please note, the school considers the following online activities inappropriate:

- **Abusive or personal comments about staff or students**
- **Bringing the school into disrepute**
- **Posting defamatory or libellous comments**

The school takes safeguarding responsibilities seriously and will deal with any reported incidents appropriately. The above inappropriate activity can and will be considered for further action by the school.



Health and Safety, Fire & First Aid

Fire

If you discover a fire
Set off the fire alarm using the nearest call point – they are at the top and bottom of all the stairs, and at the end of 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 (Elmfield Road opposite the Health Centre (turn left out of the school) – a Fire Marshal will be there
- do not go back into the building until a Fire Marshal tells you it is safe.

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 for you.

Medical conditions

Please tell the office staff 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.
07539156567 (from UK phones)
+44 (0) 7539156567 (from non-UK phones)

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

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



First Aid, Fire and Health & Safety Staff

Office Staff



George Barnbrooke
Managing Director and Health & Safety Officer



Olha Hall
Operations Manager



Ed West
Accommodation Manager & DSL

Academic Staff



Talissa Collis
Director Of Studies



Tom Blight
Assistant Director Of Studies



Amanda Meyer
Teacher

Live-In Staff



Natalie Boiko
Young Learner Social Programme Coordinator **(Live-In)**



Lina Kutsachenko
Social & Facility Coordinator **(Live-In)**

Facilities Staff



Joey Laca
Head Chef

First Aid

Fire Marshall

Health & Safety

First Aid, Fire and Health & Safety Staff

Evacuation Procedures

If you discover a fire in the school



1 Sound the alarm using the nearest call point



2 Call the fire brigade - the number is 999



3 Leave the school by the nearest fire exit

If you hear the fire alarm



1 Leave the school by the nearest fire exit



2 If you are in class, go with your teacher



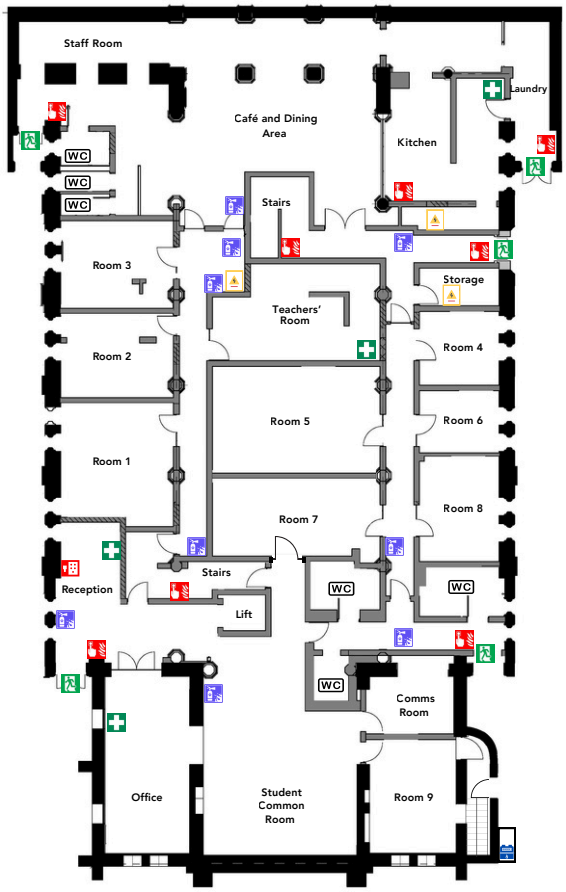
3 Do what the Fire Marshals tell you



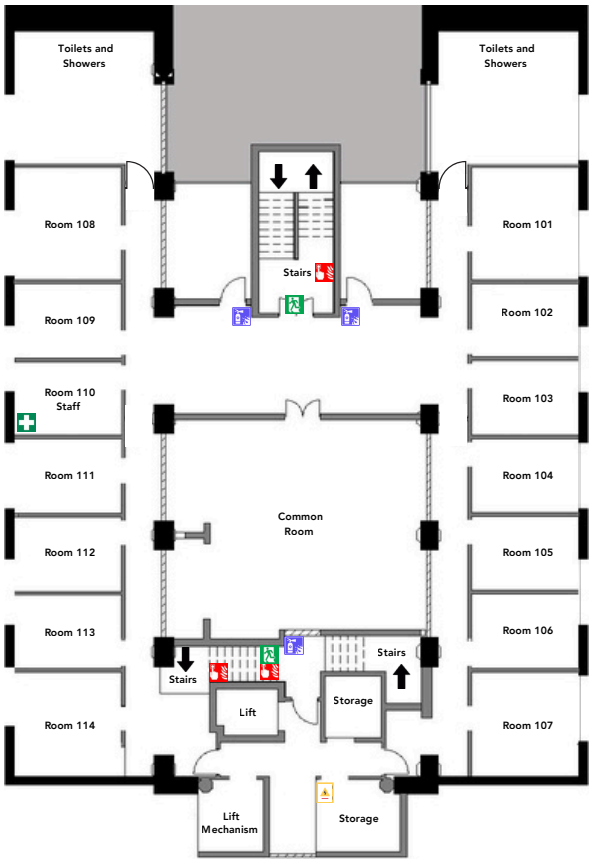
4 Go to the assembly point at Balham Health Centre

First Aid, Fire and Health & Safety Staff

Ground Floor - School

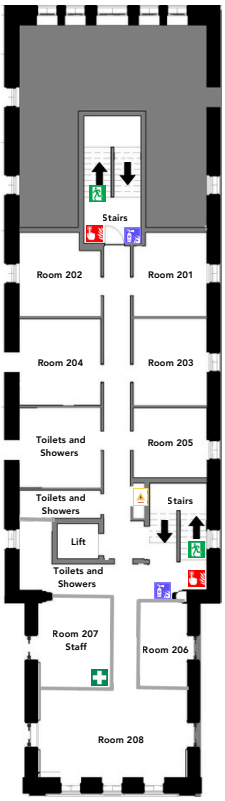


First Floor - Residence



Burlington School Floor Plan

Second Floor Residence



Third Floor Residence



- WC Toilet
- Fuse Box
- Fire Extinguisher
- Fire Exit
- Fire Alarm Call Point
- First Aid Point
- Fire Alarm Switchboard
- Gas Meter

SAFEGUARDING

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 Safeguarding Team

Burlington School has a dedicated Safeguarding Team who can try to help you with any problems you have. You can talk to our Designated Safeguarding Lead in private, or to one of our other trained safeguarding staff.

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

- Don't just study - you are in one of the most diverse and exciting cities in the world - 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.

Safeguarding for students under the age of 18

Under UK law, anybody who is under the age of 18 is a child. For students under 18, there are a few extra rules and procedures to make sure you are safe:

- If you are using the school onsite residence, you must sign the sign in/out list by 22:00 every day. If you are not using our accommodation, you must sign the list every day when you leave the school. The sign in/out list can be found at Reception.
- You cannot join social activities 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.
- 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.

16-17 year old weekly meetings

You and other under 18s will meet with our Designated Safeguarding Lead once a week to make sure that you are happy and there are no problems. This meeting normally happens every Thursday at 11.15 and last no longer than 15 minutes. We will let you know if there are any changes. You must attend these meetings.

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!



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.



SAFEGUARDING & WELFARE TEAM

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



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

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
Deputy Designated Safeguarding Lead
ados@burlingtonschool.co.uk

See me about
the school & your course

Deputy Designated Safeguarding 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

24-hour emergency number

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

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

SAFEGUARDING



Listening to students / Feedback

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

- during your first week
- at regular intervals throughout the courses through focus groups and our suggestions box.
- at the end of your last week.

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



Complaints

We believe any problems can be solved. If you are not happy or find an issue, please tell a staff member. This helps us find a solution quickly. The sooner you tell us, the sooner we can take action. Your well-being is our priority, and we want you to enjoy your stay.

If in doubt, please follow our complaint procedure (questions & problems).



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 Wright, 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

LIVING IN LONDON AND THE UK



Travelling in London

In London, the main ways of travelling are:

- The London Underground (The Tube) https://tfl.gov.uk/modes/tube/
- The London Overground: https://tfl.gov.uk/modes/london-overground/
- Docklands Light Railway (DLR): https://tfl.gov.uk/modes/dlr/
- Buses: https://tfl.gov.uk/modes/buses/
- Trams: https://tfl.gov.uk/modes/trams/
- Local train services: https://www.nationalrail.co.uk/

Other ways of travelling in London include:

- Taxis: These can be quite expensive, so only use them if you need to.
  - https://tfl.gov.uk/modes/taxis-and-minicabs/
- Cycling: A good way to keep fit while saving money.
  - https://tfl.gov.uk/modes/cycling/
- Riverboats: See a different side of London while you travel.
  - 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.
  - https://tfl.gov.uk/modes/walking/



Oyster Card

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 two ways of paying for your Oyster Card:
1. 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.

2. 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. For example, if you live in Balham, which is in Zone 3, 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.

LIVING IN LONDON AND THE UK

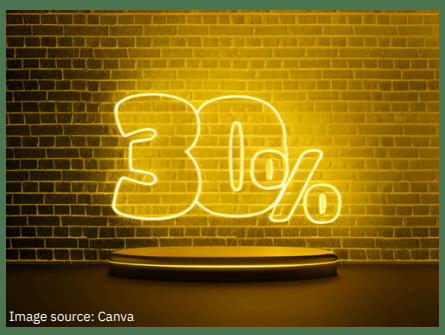


Image source: Canva

Discounted Travel

If you are 18 years or older and studying for 14 weeks or longer, you can get an 18+ Student Oyster Photocard. 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

If you are 16 or 17, you can get free and discounted travel with a Zip Oyster Photocard. See https://tfl.gov.uk for more information.

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



Change of Details

For your own safety, you must come to Reception and tell us if your details change. These include:

- new phone number
- new address
- new passport or visa
- name change
- new medication
- change in emergency contact details


Image source: Canva

Other payment methods for travel

You can also use your own contactless bank card or mobile payment app to pay for transport in London. Just bear in mind that you do not have any discounts and have to pay the full fare if you use these. Find out more about it here:

www.tfl.gov.uk

Remember to use the same payment method when you tap in and out of the stations to avoid paying extra charges!



Student ID cards

Everyone at Burlington School must wear their ID card all the time while they are at school or the residence. This is for everyone's safety. Take good care of your card, card holder and lanyard. If you need a replacement because you have lost or damaged it, you need to pay a £5 fee.

LIVING IN LONDON AND THE UK


Image source: Canva

Getting healthcare in the UK

The type of healthcare you are entitled to in the UK depends on how long you will be in the country:

- If your course lasts 6 months or more, you can get full NHS treatment.
- If your course is less than 6 months you should take out private health insurance as you will have to pay NHS charges for most treatments.

If you are entitled to use the NHS, it is a good idea to register with a doctor or a GP (General Practitioner), as we call them in the UK. You will need:

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

Some other important information:

- 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.
- 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.
- If you want advice about minor illnesses or injuries, speak to a pharmacist - there are three pharmacies very close to the school.
- If you have a minor illness or injury, visit an NHS Walk-in Centre. There is one at Arches 5-8 Clapham Junction Station (10 minutes from Balham Station). See https://www.practiceplusjunctionhealthcentre.nhs.uk/ 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 your life is at risk, call 999.


Image source: Canva

Dental care

Some dentists give dental treatment on the NHS. However, you might need to pay some charges. 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.

Local Walk-In & Hospital Directions

Parsons Green Walk-In Service

Address: 5-7 Parsons Green, London, SW6 4UL
(Walk to Balham Rail Station, Southern to West Brompton, District line to Parsons Green, 6 minute walk from tube)
Opening times:
Monday - Friday: 08:15 - 18:00
Saturday/Sunday: Closed
Bank holidays: 09:00 - 17:00
Contact Number: 0208 102 4000

The service is available for patients needing to access care for all minor injuries and illnesses and will provide same day care without an appointment. The walk-in centre is unable to see pregnant women or children under 12 years old.

The Richmond Urgent Treatment Centre
Teddington Memorial Hospital

Directions: (Walk to Balham Rail Station, Southern to Clapham Junction, South Western Railway to Kingston, SL7 Superloop bus to Teddington / Broad Street, 6 minute walk from bus stop)
Address: Hampton Road, Teddington, London, TW11 0JL
Opening times:
8am - 8pm, 7 days a week
Contact Number: 0208 714 4000

When you need **urgent medical attention,** but it's not a life-threatening situation. You may be referred to the urgent treatment centre by NHS 111 or by a GP. You can also just turn up and walk in.

CHELSEA WESTMINSTER HOSPITAL - URGENT CARE CENTRE

Address: 369 Fulham Road, London, SW10 9NH
Opening times: OPEN 24 Hours
Contact Number: 020 3315 8000

Directions: (Walk to Balham Rail Station, Southern to Clapham Junction, London Overground to Imperial Wharf Rail Station, C3 bus to Fulham Road (SW10), 6 minute walk fro bus stop)

ST GEORGE'S HOSPITAL - URGENT CARE (A&E)

Address: Blackshaw Road, Tooting, London, SW17 0QT
Opening times: OPEN 24 Hours
Contact Number: 0208 672 1255

Directions: (Walk to Du Cane Court, 155 bus to Cranmer Terrace, 4 minute walk from bus stop)

Registering with a GP

www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/

LIVING IN LONDON AND THE UK



Accommodation

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

- Homestay accommodation (See Homestay Handbook)
- Onsite residential accommodation (See Onsite Residence Handbook)
- Apartments (Wandsworth Apartment)



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 as 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:

- When you go to see a property, find out the address of the property, and tell someone where and when you are going. If you can, take a friend with you.
- If you are dealing with an agent, check out the agency online and call their main number to make sure everything is ok.
- 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.
- If you are looking for a shared house, make sure you meet the other people in the house before you sign a contract.
- Always ask for a receipt for any money you pay (deposit, rent etc).
- 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.
- 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 Manager.
- 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.
- 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: www.booking.com / www.airbnb.co.uk

LIVING IN LONDON AND THE UK


Image source: Canva

Money

London can be an expensive place to live, so you have to be careful with your money. After accommodation and tuition, you will need to consider the cost of food, bills (if applicable) and social life. Tips for saving money in London:

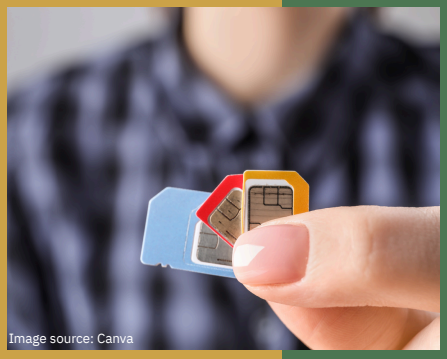
- Eat at home - don't eat at restaurants or get takeaways
- Ask for student discounts
- Make a budget - and stick to it
- Visit free museums and parks
- Go to free events (see the Social Programme noticeboard for more information)



Image source: Canva

Opening a bank account

If you are here for a long time, it is a good idea to open a UK bank account. If you want to open an account here, we recommend online bank such as Monzo or Revolut. Ask in the office for more information about opening a bank account.


Image source: Canva

Getting a UK SIM card

Your phone should work in the UK. However, it can be very expensive to make calls from here. If your phone is not locked to a network, you can get a UK sim card for your phone from the reception.

Useful Apps

Revolut
Banking App

City Mapper
Map App

Google Maps
Map App

Uber
Taxi App

WhatsApp
Messaging App

Just Eat
Food App

LIVING IN LONDON AND THE UK

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.



Image source: Canva

Crossing the road

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. There are two types:

- 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.


Image source: Canva

Bicycles

Look out for people on bikes - there are a lot of cyclists in London.

Riding a bike is a good way of travelling around London but make sure you always wear a helmet and lock your bike to avoid it being stolen.


Image source: Canva

Keeping your belongings safe

- Do not leave bags, phones and money unattended.
- Keep an eye on your belongings in public.
- Do not carry a lot of money with you – if you can, use a card.


Image source: Canva

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)

LIVING IN LONDON AND THE UK


Image source: Canva

UK Law and Customs

Coming to a new country is quite strange - there are lots of laws and customs that might be different from your country.
Here are a few things you need to know about living in London and the UK.

- You cannot buy alcohol, tobacco or e-cigs 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.
- Do not drop rubbish in the street (including cigarette ends) - always use a bin. You may be fined if you are caught dropping rubbish.

London and 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
- sexual orientation or 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.

Some other customs we have in this country include:

- standing 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.
- queuing. It is very important to queue in shops, cafes and other places - do not push in.
- putting toilet paper in the toilet. Discard toilet paper in the toilet - do not put toilet paper in the bin. Put anything else in the bin.


Image source: Canva

Our commitment:

Burlington School is committed to eliminating discrimination and encouraging diversity amongst our staff and students. We want Burlington School to be a place where:

- 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 in 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.

Emergency Action Plan

In the unlikely event of a serious incident taking place in London or the UK, the school will contact all students. Students in the school or the onsite residence will be spoken to in person. Students not in the school will be contacted by telephone and/or email. Students under 18 will be prioritised for communication.

The following advice will be given:

- Students in the school should remain in the school pending further advice or instructions
- Students in their accommodation should remain in their accommodation pending further advice or instructions
- Students away from the school or accommodation should follow the advice of the emergency services, which the school will pass on to them
- Students should contact family at once to reassure them of their safety
- Mobile networks may be temporarily disabled during serious incidents. You will still be able to contact the school by landline or email.
- The school will send out a statement to parents, agents and others outlining our policies and procedures.
- An email is also sent out to all staff (in addition to any verbal communication) outlining what the school has done, and what it will continue to do.
- During activities, a text message/WhatsApp message is sent out to all students and staff on the activity to tell them what they should do.
- If in doubt, or if you are in any danger, follow the police advice of **Run, Hide, Tell.**



IN THE RARE EVENT OF a firearms or weapons attack

RUN - to a place of safety. This is a better option than to surrender or negotiate. If there's nowhere to go, then...

HIDE - Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can.

TELL - the police by calling 999 when it is safe to do so.

Important Telephone Numbers: Emergencies

The following telephone numbers are important in case of emergencies. Calls to these numbers are free from UK phones:

Services	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, when (but not limited to): • 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): • chest pain • difficulty in breathing • unconsciousness • severe loss of blood • severe burns or scalds	Telephone: 999
Police: Emergency	**Always** call this number if: • 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.

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 www.alcoholics-anonymous.org.uk
FRANK	Helps people with drug addiction problems	Telephone: 0800 77 66 00 www.talktofrank.com
Smokefree	Helps people to stop smoking	Telephone: 0800 022 4332 www.nhs.uk/smokefree
ChildLine	Helps children and young people who want to talk about any type of problem.	Telephone: 0800 1111 www.childline.org.uk
UK National Domestic Violence helpline	Helps people who are experiencing domestic violence.	Telephone: 0808 2000 247 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 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 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 www.fpa.org.uk
Samaritans	24-hour help for people who are depressed or suicidal	Telephone: 084 5790 9090 jo@samaritans.org www.samaritans.org

Burlington School Statement of Aspiration: The Prevent Duty

Under our responsibility to the Prevent Duty, Burlington School and its staff, representatives and subcontractors aspire to:

	promote a safe and supportive international environment with clear and explicit expectations of acceptable behaviour, such as respect, tolerance and non-discrimination.
	promote a safe and supportive international environment with clear and explicit expectations of unacceptable behaviour, such as discrimination, expression of extremist views or bullying.
	promote Core British Values at all times within the school, by • conducting ourselves professionally at all times and leading by example. • promoting the values with notices throughout the school. • incorporating British culture and values into our teaching. • encouraging an atmosphere of respect and understanding. • encouraging students to engage with democracy through the student council.
	challenge radical or extremist views in any context in an appropriate way, countering arguments with Core British Values.
	protect our students, staff and representatives by filtering IT equipment and internet access, with clear rules on accessing extremist or terrorist websites and use of social media to exchange extremist views or material.
	protect our students, staff and representatives by monitoring noticeboards and leaflets in the school to ensure there is no material promoting extremist or terrorist thinking.
	protect our students, staff and representatives by checking representatives and sub-contractors to ensure that no extremist speakers or organisations use the school to distribute material or expound their views.
	develop critical awareness and thinking among students, staff and representatives to counter extremist beliefs, especially those expressed online.
	take an interest in students' background, home circumstances and friendship groups, as such interest will make it easier to spot changes in behaviour.
	support any students identified as vulnerable.
	be vigilant in noticing any signs of radical or extremist behaviour, and reporting such concerns to a Prevent Lead Person immediately.
	be ready to react when world or local events cause upset and the likelihood of conflicting feelings being expressed.



Ed West

Accommodation Manager & DSL

Designated Safeguard & Prevent Lead

accommodation@burlingtonschool.co.uk

+44 (0)7539 156567

See me about

your accommodation & welfare

Further information can be found in our Prevent Duty Policy

WHO'S WHO AT BURLINGTON SCHOOL & RESIDENCE

Office Staff



Isabella Anders
CEO / Proprietor
info@burlingtonschool.co.uk
+44 (0)20 7736 9621

"Since 1990 we have been welcoming students from all over the world, we wish you an enjoyable, memorable and educational experience"



George Barnbrooke
Managing Director
marketing@burlingtonschool.co.uk
+44 (0)7494 691715

See me about
the school, your accommodation, course & payments

Message me on WhatsApp



Olha Hall
Operations Manager
operations@burlingtonschool.co.uk
+44 (0)7494 428797

See me about
the school, your course & your group schedule

Message me on WhatsApp



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



Natalie Boiko
Young Learner Social Manager **(Live-In)**
social@burlingtonschool.co.uk
+44 (0)7377 449538

See me about
Young Learner Social Programme

Message me on WhatsApp



Lina Kutsachenko
Operations & Social Coordinator **(Live-In)**
+44 (0)7539 156567

See me about
your accommodation, maintenance, cleaning & social

Message me on WhatsApp



Tom Hayward
Process Improvement Coordinator
projects@burlingtonschool.co.uk
+44 (0)20 7736 9621

See me about
feedback & suggestions



Lorraine Jones
Bookkeeper
accounts@burlingtonschool.co.uk
+44 (0)20 7736 9621

See me about
your payments



Renato dos Santos
Student Support Officer
reception@burlingtonschool.co.uk
+44 (0)7300 206910

See me about
any questions you have

Message me on WhatsApp

WHO'S WHO AT BURLINGTON SCHOOL & RESIDENCE

Academic Staff



Talissa Collis
Director Of Studies
Deputy Designated Safeguarding Lead
dos@burlingtonschool.co.uk

See me about
the school, your course & welfare



Tom Blight
Assistant Director Of Studies
Deputy Designated Safeguarding Lead
ados@burlingtonschool.co.uk

See me about
the school & your course



Amanda Meyer
Teacher and Adult Social Programme Coordinator

See me about
the school, your course & welfare



Chris Fitchett
Teacher

See me about
your classes



Mark Rubim
Teacher

See me about
your classes



Alexandra Kerr
Teacher

See me about
your classes



Maxine St. Hilaire
Teacher

See me about
your classes



Tarryn Hunkin
Teacher

See me about
your classes

WHO'S WHO AT BURLINGTON SCHOOL & RESIDENCE

Facilities Staff



Joey Laca

Head Chef



Sujit Khadka

Kitchen Assistant



Santosh Nepali

Kitchen Assistant



Natalia Maior

Housekeeper/
Kitchen Assistant



Olena Shkatuliak

Kitchen Assistant/
Cleaner



Teresa Kowalska

Cleaner/
Kitchen Assistant



Dorota Tracz

Cleaner/
Kitchen Assistant

Activity Staff



James Hollens

Activity Leader



Lina Kutsachenko

Activity Leader



Churchil Singh

Activity Leader



Melih Celik

Activity Leader



English Language School in London

Burlington School

Excellence in English

Website
www.burlingtonschool.co.uk

Instagram
@burlingtonschool

Lord Annaly House
146a Bedford Hill
London SW12 9HW
United Kingdom

+44 (0)20 7736 9621

info@burlingtonschool.co.uk

Proprietor: Isabella Anders

Accredited by the BRITISH COUNCIL for the teaching of English in the UK

MEMBER ENGLISH UK

TRINITY COLLEGE LONDON

YOUNG LEARNERS ENGLISH UK