Founded in 1990

Burlington School

Excellence in English

English Language School in London

Young Learner Programme Handbook

11 - 17 year olds



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 message from George, our Managing Director

Thank you for choosing our Young Learner Programme at Burlington School London.

Burlington School has been providing English courses for students from all over the world for over 30 years. Our aim is to provide Young Learners (aged 11-17) with a safe, fun, and happy environment in which they can improve their English language skills and meet new people.

This handbook gives you some important information about what you need to do before you come to London, and what to expect when you arrive.

See you soon!

George Barnbrooke

George Barnbrooke
Managing Director


Image source: Canva

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Young Learner Programme Handbook

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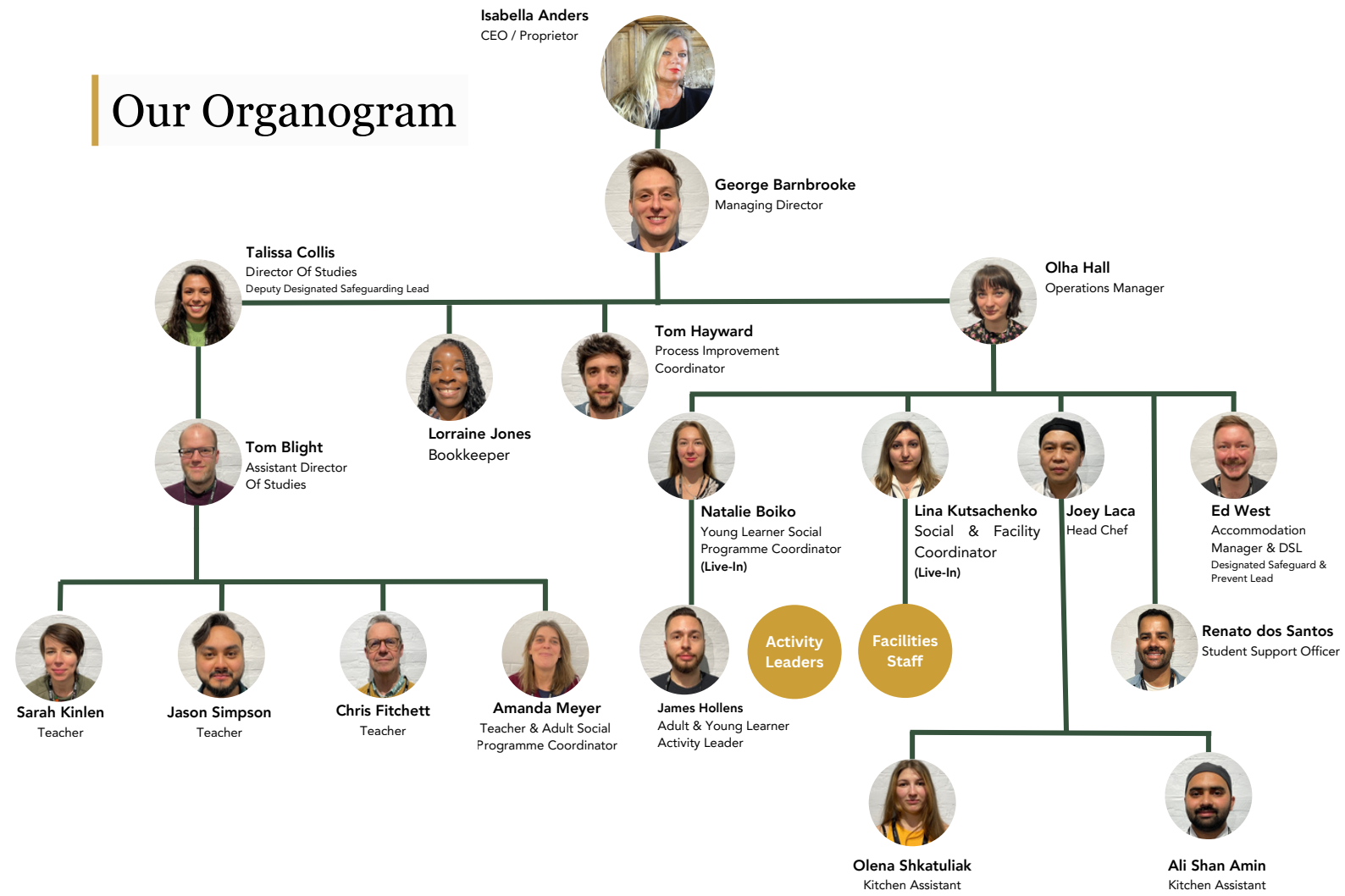
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YOUNG LEARNERS ENGLISH UK

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

Programmes

Young Learner Programmes

Whilst in London you will practise your English via classroom sessions, visits to UK landmarks and walking tours around London and the surrounding areas. You will enjoy an exciting and varied social programme which gives you the opportunity to use your new English language skills in real life.

Seasonal Programmes

We invite individual learners and groups to study with us for four seasonal programmes. Closed groups are also welcome outside of these periods. Each season in London offers something different and unique.

AUTUMN (mid-October to mid-November)
- Halloween
- Bonfire/Guy Fawkes Night
- Remembrance Day

WINTER (early January to early February)
- Christmas lights and markets
- New Year's Day parade
- Twelfth Night

SPRING (mid March to end of April)
- Easter period
- London in bloom
- Spring festivals

SUMMER (early June to end of August)
- King Charles official Birthday
- Various big summer festivals
- London in the sunshine!

Packages

The services offered by the school vary depending on the package you have chosen.

	DAY PROGRAMME (NO ACCOMMODATION)	ONSITE RESIDENCE PACKAGE DORM 3-8 PER ROOM (BUNK BED - SHARED BATHROOM)	HOMESTAY PACKAGE (14+) SINGLE OR TWIN ROOM (SHARED BATHROOM)
Course - 15 Lessons • 11hrs 15min/wk	✓	✓	✓
Full Board	Lunch only (Mon-Fri)	✓	✓
5x Half Day Excursions • Mon - Fri	✓	✓	✓
1x Full Day Excursion • Saturday	Additional Fee	✓	✓
Evening Activities	✗	✓	✗

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, Balham is in Zone 3. We are well connected to Central London by train (15 minutes), underground (20 minutes) and buses. You can buy a travel card from the school for £55 per week. This card gives you unlimited travel by bus, train, tram and on the underground through zones 1-3.

You can also use a contactless card to easily pay for transport.



INFORMATION & RULES



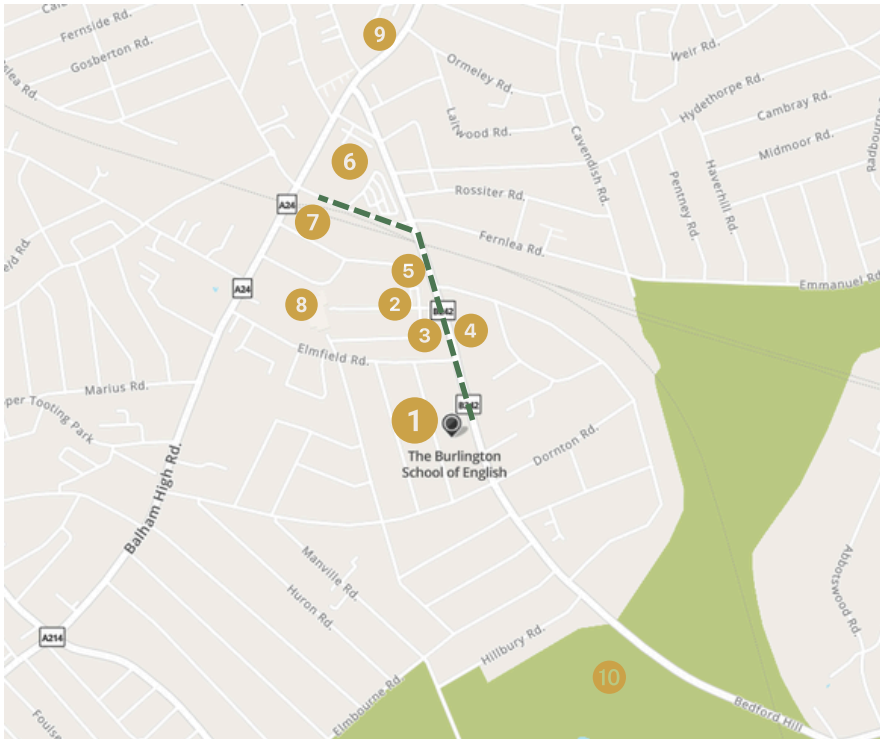






Local area

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

Location

Cities/places in the UK

Oxford holds the title of having the oldest university in the English speaking world. The city is famous for its spires which you may have a chance to see!

The dining hall at Christ Church College in Oxford is famous for being the inspiration for the Great Hall in Harry Potter.


Image source: Canva



London, in the south-east of England, is the capital of the UK and the country's biggest city but it's not the only important one. London is just one of the many places you'll learn about when you come to the UK!


Image source: Canva

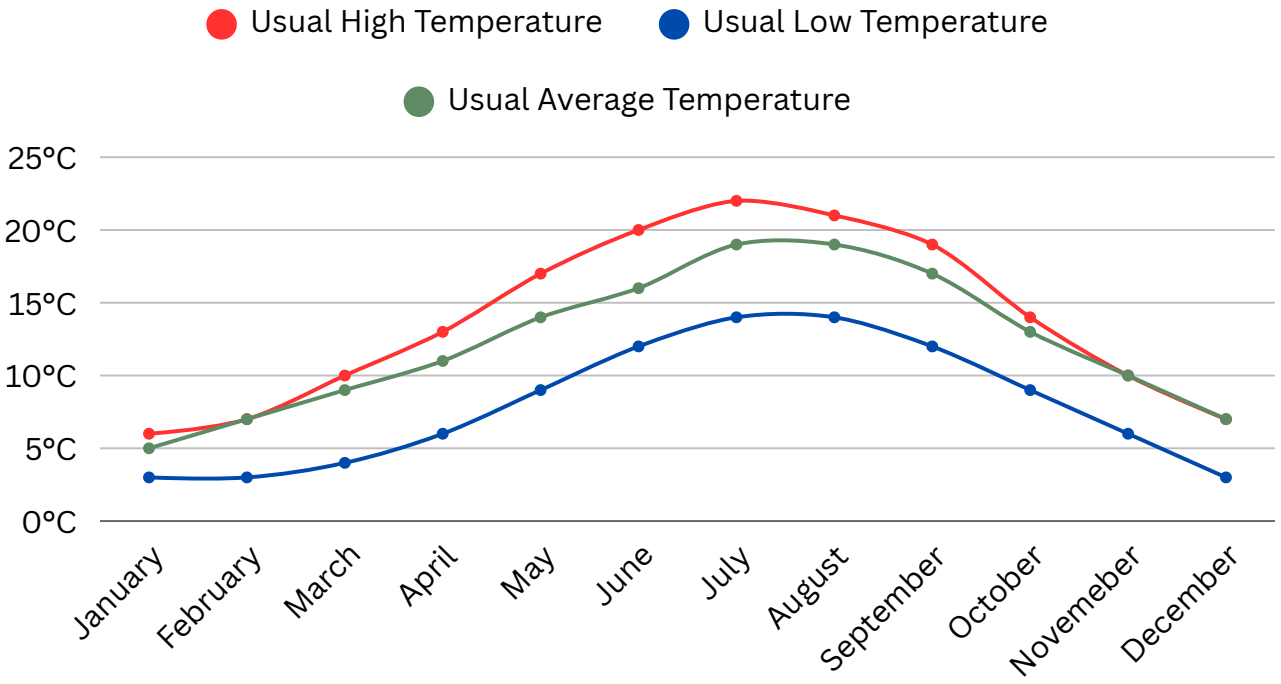
Brighton is famous for its beach, the stunning observation tower and iconic Palace Pier. It is a favourite city for many people because of its bohemian, open-minded lifestyle and friendliness.


Image source: Canva

Weather

What is the weather like in the UK?

Britain is famous for its weather. It doesn't rain as much as people think it does, but it's always safe to have an umbrella.



	Usual High Temperature °C	Usual Low Temperature °C	Usual Average Temperature °C
January	6	3	5
February	7	3	7
March	10	4	9
April	13	6	11
May	17	9	14
June	20	12	16
July	22	14	19
August	21	14	19
September	19	12	17
October	14	9	13
Novemeber	10	6	10
December	7	3	7

What is the weather like in the UK?

We organise a variety of activities at the school, so you need to bring a range of clothes.

See our useful checklist (packing list) at the end of the handbook.


Image source: Canva

Money & payment cards

We suggest you have a prepaid contactless debit card to use at shops or take money out at an ATM. A contactless Visa or MasterCard is highly recommended. Many places do not take cash anymore.

Google Pay

1. Open the Google Wallet app .
2. Follow the setup instructions.
   - If you're new to Google Wallet, you're asked to add a card the first time you open the app. You can use your camera to scan a debit or credit card or enter the details manually.
   - If you previously added cards, tickets, or passes to your wallet with Google Pay, they should appear in your Google Wallet.
   - You may be asked to set up a screen lock on your Android device.
3. To make contactless payments, make sure your phone meets software standards, has NFC, NFC is turned on, and Google Pay is set as the default payment app.

Apple Pay

Apple Pay on iPhones allow you to set up Apple Card Family

The family organiser can invite one eligible member of their Family Sharing group who is 18 years or older to co-own Apple Card. Members of the Family Sharing group who are 13 years or older can be added as participants.

In Wallet tap Apple Card.

2. Tap , tap Share My Card, then follow the onscreen instructions.

If you have not requested a prearranged travel card from the school, it's important to have approximately £55 per week extra to cover travel expenses around London. Alternatively you can use your contactless Visa or MasterCard for travel around London. Make sure you use the same card every day or you will get charged extra. Ask us for help with this if needed.

Most things are included within your programme: accommodation, food, entrance tickets on excursions, so you don't have to bring a lot of money with you. £10 per day is enough for snacks or small gifts.

London is known for its shopping areas and some activities give students free time to explore these. Bring some extra money if you want to buy something for yourself or gifts for your friends and family.

Many places do not take cash anymore. However, if you bring foreign currencies (preferably Euros or dollars), you can exchange it at various currency exchange offices in Balham or in central London. However we recommend a prepaid debit card for the best exchange rates.


Image source: Canva

Valuables

Please do not bring a lot of valuables with you. Your mobile phone and charger is all you will need (don't forget the adaptor). If you wish to bring a tablet or small computer, we recommend leaving this in your room during the day. We do not provide lockers but we recommend bringing a padlock for your suitcase to act as a safe keep.

The onsite residence has a luggage room and a safe that only staff can access if you wish to store any valuables. However, you will not have access to this all of the time.

Wifi and phones

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.

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.

There is free WiFi for all students at the school, in the residence and in your homestay.

Burlington Residence Wifi

User: Studentwifi
Password: BS2019!!!



Step 1: Go to your wifi connection setting on phone or laptop.

Step 2: Select "Studentwifi"

Step 3: Enter password: **BS2019!!!**

You should now be connected to the internet


Image source: Canva

Travelling to the UK

Before you come to the UK, it is important that you have all the necessary paperwork.

Below is a helpful guide on what paperwork you need to have:

Travelling to the UK	Check (Tick)
Passport (You cannot travel to the UK on an EU identity card – you need a passport with at least 6 months remaining before it expires. In the UK you do not need to carry your passport or ID with you as the police cannot stop you to ask for your ID. So, please leave your passport in your room.	
Visa within your passport or Visa letter or Certificate of Enrolment	
Your accommodation confirmation letter (If you have booked our residential or homestay package).	
Your airport transfer confirmation (If you have booked an airport transfer with us)	
A copy of your consent form (signed by a parent or guardian) Letter of Consent to travel	



Image source: Canva

Airport transfer

London has six major airports. We recommend arriving at London Gatwick or London Heathrow because these are the closest to us.

If you are using the school's private transfer service, you will be met by one of the school's drivers, who will take you to your accommodation. All our drivers have an enhanced DBS check.

If you have arranged your own transfer from the airport, it is important to still let us know your flight details or estimated arrival time to your accommodation. We also need to know the name and relationship of the person accompanying you. These details can be completed on the school's consent form, which you receive by email when you enrol. **It is important to let us know these details before you arrive.**

When you arrive in London you must go directly to your onsite residence or to your homestay.

Arriving at your homestay

Your homestay will show you around the house, the bathrooms and where you can store your clothes. Your homestay will also show you where you can put any food you may have brought in the kitchen and tell you about any house rules.

Please ask your host for the wifi password.

Dinner in the UK is usually served around 18:00 or 19:00.



Arriving at the onsite residence

Check-in is on Sundays at 14:00. When you arrive at the onsite residence, you will be met by Burlington school staff. They will assist you with your check-in and complete your registration. You will need to show your passport and then you will receive your Student ID. The staff will show you around the school and residence, and then take you to your room.

When you arrive you will have free time to relax and unpack in your room. There may be other students living in your shared room, so this is a good opportunity to get to know them.

Please connect to the wifi and message your parent or guardian to tell them that you have arrived safely. We don't want them to worry.

If you are staying in the onsite residence, a member of the Burlington School staff will take you on a tour of the local area in the afternoon for you to get to know Balham.

On your first day, only the evening meal (dinner) is served. Dinner is at 18:00 in the Coffee Bar. If you arrive earlier, we can provide extra meals such as breakfast or lunch for an extra charge. If you arrive later than 19:00, we will provide a packed meal for you.

At 19:00, you and other new students attend an induction presentation, which will give you more information about the school, your accommodation, your programme and most importantly the rules you must follow. We will also show you the fire escapes and fire meeting point and will tell you who to speak to if you have a problem.

After dinner and the induction there will be games, so you will get to meet other students. Between 21:00 -22:00 it is time to have a shower and get ready for bed.

At 22:00 you must be in your room. You can still talk to your roommates or read a book but you must be quiet. Remember that there are a lot of students in the residence and everyone should get some rest. Please respect your roommates if they want to turn off the lights after 22:00 and go to sleep.

You will need to sign your name on a list at reception before 22:00 everyday. The school staff will show you this during the induction.

INFORMATION & RULES



Meals

If you have booked to live onsite or in a homestay, you will get three meals a day; breakfast, lunch and dinner.

If you have booked to live onsite, breakfast, lunch and dinner will be served in the school coffee bar.

Breakfast 08:00 – 09:00
Lunch 13:00 – 14:00
Dinner 18:00 – 19:00

If you have booked to live in a homestay, breakfast and dinner will be provided by the homestay and lunch by the school.

If you have booked the day programme, lunch is provided.

Packed lunches are provided when you have full-day excursions.

On your last day, only breakfast is provided.

You can buy sweets, crisps, fruit, drinks and snacks in the coffee bar.

If you have any dietary requirements, it is important that you or your parents tell us before you arrive, so we can inform your homestay or the school kitchen. If you stay in the onsite residence, please check your name on the list and the dietary requirements noted against your name.

There is FREE drinking water available in the coffee bar.







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 + (V)	DINNER + (V)	DESSERT
MON	French Toast with Mixed Berries --- English Breakfast	Potato & Dill Leek Soup	Pork Adobo served with Rice --- Tofu Chop Suey (V)	Chicken Afritada with Mash Potatoes --- Veggie Quesadillas (V)	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 (V)	Cajun Chicken Stew --- Pasta Puttanesca (V)	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 (V)	Honey Garlic Chicken --- Pizza Margaretta (V)	Carrot Cake with Cream Cheese Frosting
THU	Full Continental Breakfast --- Avocado on Toast	Green Borscht	Greek Chicken Souvlaki with Homemade Tzatziki --- Homemade Falafel (V)	Steamed Fish with Ginger Soy Sauce --- Mushrooms and Leek Pie (V)	Peach Cobbler --- Apple Crumble
FRI	Scrambled Eggs Bagels & Smoked Salmon	Creamy Vegetable Country Soup	Chinese Braised Beef Over Rice --- Vegetable Sacha with Chami Noodles (V)	Indian Lamb Curry --- Veggie Quesadillas (V)	Meringue Roulade --- Fruit Salad in Kafirr Lime Syrup & Chia Seeds
SAT	Full Continental Breakfast --- Avocado on Toast	Bean Soup with Bread Rolls	Packed Lunch	Sun Dried Tomatoes Margaretta Pizza --- Chick Pea Stew served with Herbed Couscous (V)	Dulce de Leche Flan
SUN	Scrambled Eggs Bagels & Smoked Salmon	Potato and Leek Soup	Packed Lunch	Tuna Sweetcorn Mac and Cheese --- Eggplant Parmigiana (V)	Peach Cobbler









INFORMATION & RULES

Monday procedure

If you live in the onsite residence, please come for your breakfast between 08:00-09:00. Please come for a registration check at 09:00.

If you live in a homestay or are attending a Day Programme, please make sure that you have your breakfast and arrive at the school by 08:30 for your registration check.

The Social Programme will start straight after registration. Please check your group number and head to your group's meeting point where your activity leaders will be waiting for you. Please ensure you are wearing appropriate clothing for the weather and that you have your Travel/Oyster card, if it hasn't been arranged with the school. We recommend wearing comfortable shoes and taking a bottle of water. Don't forget your lanyard.

TIME	WHAT	WHERE
08:00 - 09:00	Breakfast / Registration Check	
09:00 - 13:00	Young Learner Social Programme	Meeting Point
13:00 - 14:00	Young Learner Lunch Break	
14:30 - 14:45	Assembly	Coffee Bar
14:45 - 15:30	Lesson 1 / Academic Induction and Testing	Classrooms
15:30 - 15.45	Break	
15:45 - 16:30	Lesson 2	Classrooms
16:30 - 16:45	Break	
16:45 - 17:30	Lesson 3	Classrooms
18:00 - 19:00	Dinner	
19:00 - 21:00	Young Learner Evening Programme (Onsite Residence Students Only)	Meeting Point

EXCURSIONS & ACTIVITIES



How many excursions are there every week?

We organise half-day excursions Monday—Friday from 09:00 - 13:00. There is also a full-day excursion on Saturday 09:00 - 18:00. If you have booked the day programme, Saturdays' excursions can be booked as an additional extra for £75.

Sunday is when students check in and check out, so you will be saying goodbye to old friends and welcoming new ones. There will be an opportunity to go to the shops or the park with a Burlington school staff member.



Who will go with us on excursions?

Burlington School's activity leaders or teachers will go with you on every trip. They will show you around and tell you about the places you are visiting.

You will have the school's emergency number on your phone and on your Student ID card in case you get lost. A member of the staff will give you further instructions on how to find the group.



Half-day excursions

You will see some of the most famous sites around London, visit museums and exhibitions such as the Science Museum or Natural History Museum, and go shopping.

There is at least one paid activity per week (included within the package) such as the London Eye or Madame Tussauds.



Full-day excursions

On Saturdays, we organise full-day trips to places outside of London such as Oxford, Cambridge or Brighton. Depending on the number of students and city, we may either travel by coach or train.

We provide a packed lunch and stop somewhere scenic to eat your lunch.

EXCURSIONS & ACTIVITIES



Evening activities

If you have booked the homestay package, you will return home to them for dinner after your afternoon lessons and have free time with them.

If you have booked the onsite residence we offer a great mix of evening activities, which include games, movie nights, disco or themed parties, and arts & crafts.

We also organise off-site evening activities such as sports, playground fun, group team building games at local parks, London night walks and evening shopping trips.



Image source: Canva

Meeting points for excursions & social activities

Please make sure you check which group you are in for the excursions. It is really important that you know the meeting times and places and that you are on time, otherwise you might make everyone else late.

Group lists for excursions can be found on the young learner notice board. Please check this notice board every week as the groups can sometimes change.

When you are at the meeting point, your activity leader will tell you the details you need to know about the trip e.g. where we are going, the route we are taking, when and where we will stop to give you an opportunity to take photos and regroup.



Image source: Canva

For excursions you will need:

- Your Burlington School Student ID lanyard. You will not be able to participate in the programme unless you are wearing it. This is so we can identify you easily and you have the school emergency numbers with you. If you lose your card, please go to the reception for a replacement.
- Pocket money or a debit card. Do not take a lot of cash with you.
- Your mobile phone. Please make sure it is fully charged and you have the Burlington School emergency number saved on your phone.
- Weather-appropriate clothing and shoes.
- A backpack for your water bottle and packed lunch

EXCURSIONS & ACTIVITIES



Free time on excursions

On some social activities organised by the School, students are allowed free time.

If you are aged 13 years or younger, you must spend this free time with a member of the School staff or a designated Group Leader.

If you are aged 14 years or older, you can spend this free time unaccompanied, however you must stay with your 'buddy' and meet at the designated meeting point on time.



Image source: Canva

What do you do if you get lost?

Go to a safe place such as inside a shop or a museum. Call the emergency number on your Student ID card and stay where you are. A member of school staff will provide you with further instructions. If you do not have your phone or you cannot make a call, ask a person of authority.

A typical timetable:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8:00 – 8:55	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
8:55 – 13:00	 Iconic Westminster	 Shakespere's Globe	 National Gallery	 Theatreland Walking Tour	 West End Shopping	Brighton trip   Free Time	
13:00 – 14:00	Lunch	Lunch	Lunch	Lunch	Lunch		
14:30 – 17:30	English Test & Lessons	English Lessons	English Lessons	English Lessons	English Lessons	Packed Lunch	
18:00 – 19:00	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner
19:00 – 21:00	Evening Activity	Free Time	Evening Activity	Free Time	Evening Activity	Free Time	Evening Activity
22:00	Lights out	Lights out	Lights out	Lights out	Lights out	Lights out	Lights out



What to bring to class

Please bring a notebook and pen to class. It is also helpful to bring a mobile phone or a tablet for some tasks. You can also bring a bottle of water. We will provide everything else.

Don't forget, you must always wear your lanyard.



Testing and induction

On the first day of your course, you will receive information about the school, the classes, and the projects. You will also learn about our classroom rules and consequences.

Also on the first day of your course, you will take a grammar, vocabulary and speaking placement test, and be introduced to the project of the week.

On the next day, you will be grouped according to your age and level and placed in your class for the remainder of the week. We have new students arriving and departing every week therefore your groups may change the following week. It's important to listen to your teachers carefully in assembly for any changes in your groups.

Assembly

Classes start at 21:30 every weekday (Monday - Friday) with an assembly in the Coffee Bar/Canteen, where you sit with the whole school. In assembly, we make important announcements, and you may also do speaking activities, learn important presentation skills, and do group mindset exercises.

You must attend every assembly.

Your Course



Course Content

Our Young Learner Programme classes offer a truly unique learning adventure! Unlike regular school, you won't be preparing for a final exam at the end of the course. Our focus will not be moving from A2 to B1 levels, for example. Instead, you are here to explore and learn in a relaxed and enjoyable way. Your journey with us will be full of exciting experiences and new discoveries.

Every one or two weeks we start a different project, and include a wide variety of topics.

Each project has three main goals:

- To practise speaking English
- To practise working in teams
- To learn how to do a presentation



Image source: Canva

Projects may also include:

- designing a music festival
- creating a country
- performing in a poetry slam
- writing and performing a play
- performing a TV news reporter roleplay
- taking part in a variety performance show
- creating a time capsule
- creating a country



Image source: Canva

In lessons, you will learn the language and skills you need to complete each project successfully. You will present your projects to other students on Friday afternoon.

You have three forty-five minute lessons every day from Monday - Friday. The content of your classes helps you with your project, and your teachers will use a variety of materials including worksheets, games, videos, internet resources and music.

Contents include:

- vocabulary, structures and skills of the day
- revision activities
- practical language for ordering food, going shopping, travelling in London etc
- project design, planning, preparation and presentation



Here is what your Young Learner Programme timetable looks like:

TIME	WHAT	WHERE
08:00 - 09:00	Breakfast	
09:00 - 13:00	Young Learner Social Programme	Meeting Point
13:00 - 14:00	Young Learner Lunch Break	
14:30 - 14:45	Assembly	Coffee Bar
14:45 - 15:30	Lesson 1	Classrooms
15:30 - 15.45	Break	
15:45 - 16:30	Lesson 2	Classrooms
16:30 - 16:45	Break	
16:45 - 17:30	Lesson 3	Classrooms
18:00 - 19:00	Dinner	
19:00 - 21:00	Young Learner Evening Programme (Onsite Residence Students Only)	Meeting Point

Rules to follow in class

To help everyone learn something, we have three simple rules for class:

- Listen and follow directions.
- Respect each other.
- Ask to use your phone.

If you don't follow these rules, we have a consequence system.

- 1st consequence: informal verbal warning
- 2nd consequence: formal written warning
- 3rd consequence: letter to your group leader or parent

If you break any serious rule, or if you persistently refuse to follow the above rules, you will be referred to our Traffic Light System.

Please see the Discipline and Exclusion Policy for more details.

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 residence list before 22:00



Academic office/Teachers' room

You can come here if you need help with anything academic related including:

- classes
- lessons
- materials
- special requirements

This is where you can find:

- The Director of Studies
- The Assistant Director of Studies
- The Young Learner Programme Coordinator.



Administrative office/Main office

This is where you can find:

- The Accommodation Manager & Designated Safeguarding Lead (DSL) to help you with any problems with regards to the onsite residence or your homestay or your welfare
- The Young Learner Social Programme Coordinator to help you with your schedule and activities
- The Operations Manager and the Managing Director to help you with any other problems

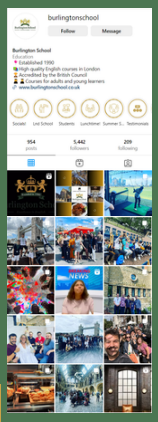


Notice Boards

On your first day, we will show you around the school and you will see our notice boards. The notice boards have important information. Make sure you keep an eye on the notice board as it can often change.

SCHOOL FACILITIES

Have you seen our Instagram?



Scan to follow us!

Internet access

We have free Wi-Fi in the school and residence. Your homestay will also have Wi-Fi. The internet at the school and residence 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. If we catch you viewing illegal sites or ones that are not appropriate for your age, we will start our warning procedure.

Note to parents:

- While we try to control internet access for students aged under 18, this is not always possible whilst students have access to roaming data. For that reason, we strongly advise all parents/guardians of Burlington school students to install parental controls, including content and privacy restrictions, on your children's devices.



Image source: Canva

Photographs and videos

From time to time, photographs or videos may be taken of the students enjoying the course. Burlington School reserves the right, to use these photographs or video clips as part of future promotional material unless we are advised on the contrary by the parent/guardian in writing.

SCHOOL FACILITIES


Image source: Canva

Culture and faith

At Burlington School, our staff and students celebrate international diversity. If you have a specific request or need more information, please go to reception and ask for assistance.

Students are more than welcome to use the study rooms on the first floor as prayer rooms.


Image source: Canva

Lost property

Any unclaimed lost property will be kept for 1 month, then given to charity. If you lose anything around the school or residence please ask at reception.


Image source: Canva

CCTV

There is CCTV in use around the school and residence.

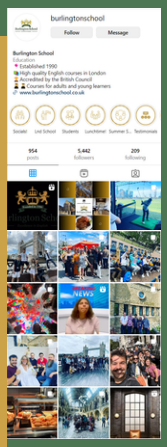
SCHOOL FACILITIES



Student ID cards

All students are provided with a Student ID card during registration. You must wear this at all times; on social programmes, for meals, for lessons and for evening activities. If you lose your Student ID card, you will need to buy a new one from reception for £5.

Have you seen our Instagram?



Scan to follow us!

Social Media

Follow our Instagram page (@burlingtonschool) for all our news. Tag Burlington School to your posts, so we can share them.

While we encourage the use of social media as a means of communication and self-expression, it is important to remember that your online presence can impact your reputation, relationships, and future opportunities.

Our Code of Conduct applies to social media interactions.



Signing in and out

You can find the sign in and sign out list at reception.

- Day programme – if you are on the day programme, you must sign out when you leave after classes.
- Homestay programme – if you are on the homestay programme, you must sign out when you leave after class to go back to your homestay.
- Residence programme – if you are on the residence programme, you must sign in before 22:00.

SCHOOL FACILITIES



Quality assurance and feedback

You will be asked to complete arrival and departure feedback questionnaires. Please complete these in as much detail as possible so we can monitor your stay with us and make improvements. Please speak to us or write us a message in our suggestion box if you need anything. We respond positively to feedback and love to hear what our students think. At the end of each project there is also an opportunity to complete our project review questionnaire.



Dealing with complaints

We believe any problems can be solved. If you are not happy or find an issue, please tell a staff member or your homestay. This helps us find a solution quickly. Your well-being is our priority, and we want you to enjoy your stay. Don't worry about your English, we can always assist you.

If in doubt, please follow our complaint procedure:

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

What happens if I am ill in the UK?

Health and Safety, Fire & First Aid

- In your homestay, please tell a member of your homestay.
- At school, please tell your teacher.
- On social programme activities, please tell your activity leader.
- In the residence, please tell the live-in staff.

Many of our staff are first aid trained, and if you need to go to a doctor or the hospital, there will be someone to take you.

The NHS (England Healthcare) is our healthcare system for UK residents. This means visitors to England may have to pay for NHS healthcare, depending on their circumstances.

Some services, such as Accident and Emergency (A&E) and visits to a doctor (called a General Practitioner (GP) in the UK) are free to everyone. Urgent treatment or treatment that cannot safely wait until you leave the country and return home will always be provided, and payment will be dealt with later.

Please note: The school's insurance policy does not cover your personal belongings or healthcare anywhere in the school, residence or homestay. You should take out travel and health insurance, plus insurance against theft or loss.

- Please tell us 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.

Dental care

Some dentists give dental treatment on the NHS. 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.

Health and safety

We take your safety and that of your fellow students and school staff very seriously at Burlington school. We assess all excursions and activities for risk before anyone is allowed to take part and our staff are briefed in advance. It is important to arrive on time at your social program meeting point.

We have designated health and safety officers in the school.

Fire

We have regular fire drills, and the alarms are tested regularly. During inductions, we will show you what to do if there is a fire.

Emergency numbers:

If there is an emergency beyond the capabilities of our team, you can reach the police, fire brigade, or ambulance service by dialling 999. The common European emergency number, 112, is also operational in the UK, giving you the option to use either number.

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 and Adult Social Programme Coordinator

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



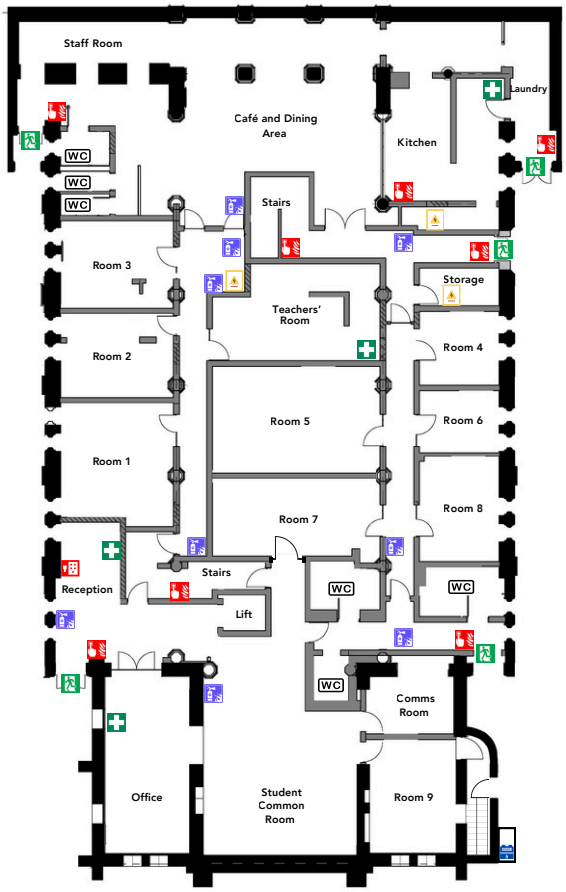
3 Do what the Fire Marshals tell you



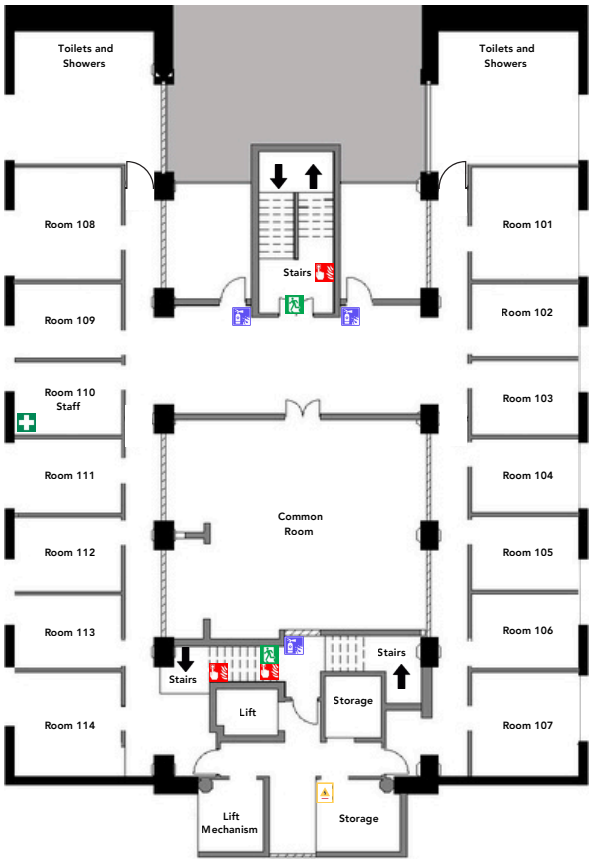
4 Go to the assembly point at Balham Health Centre

First Aid, Fire and Health & Safety Staff

Ground Floor - School

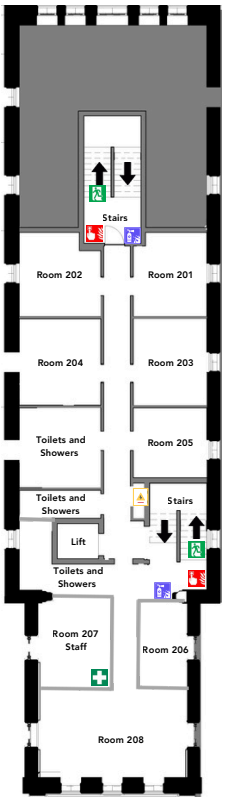


First Floor - Residence



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

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.

STAYING SAFE IN THE UK

When you are out on excursions, remember to take care. Here are a few tips to help you stay safe:

Crossing the road



- Make sure you cross at designated crossings.
- Remember - we drive on the left in the UK. Look right then left before crossing.
- At a pedestrian crossing, always wait for the green man before crossing.

Keeping your belongings safe

- Do not leave bags, phones or money unattended.
- Keep an eye on your belongings in public.
- Do not carry a lot of money with you.

There are some very important customs to be aware of when in the UK.

- It is important to queue in shops, cafes and other places - do not push in. Do not forget to queue in our Coffee Bar!
- Put toilet paper in the toilet - do not put it in the bin.
- Say please and thank you. British people say please, thank you and sorry a lot and it is polite if you do the same.

In the UK, it is the law to treat individuals equally. You should not treat people differently based on factors such as gender, nationality, religion, sexuality, skin colour, and so on.

Remember - if you have any questions, just ask somebody



Image source: Canva

SCHOOL GUIDELINES

Our aim is to ensure that all participants on the program, including students and staff, have an enjoyable experience. To facilitate this, we have established a set of rules to guarantee that everyone benefits fully from their time with us. It is crucial to adhere to these rules. Upon arrival at the school, you will participate in an induction as a reminder of these rules. Should you have any queries or uncertainties, please seek assistance from a staff member for clarification.

What you should do:
➔ Keep your money and valuables safe by leaving them at home or using our secure storage.
➔ Be careful with your phone when using it in public areas.
➔ Be punctual for all classes, meals, and activities.
➔ Treat fellow students and staff with respect.
➔ Be quiet in your room after bedtime.
➔ Keep your living space tidy.
➔ Always display your Burlington School Student ID lanyard.

What you should not do

You must uphold the safety and well-being of all students by adhering to rules and regulations.

Here are some things you should **not do.**

- Bully other students or disrespect staff members
- Go out on your own without permission.
- Drink alcohol, take drugs, smoke, and do other illegal activities.
- Bring or purchase knives, weapons, or toy guns, which are prohibited.
- Use offensive language, physical violence or fight.
- Access illegal or inappropriate content online.
- Damage school property.
- Use fire escapes except in emergency situations, as directed by staff.

Breaching these may lead to disciplinary measures. In conclusion, adhering to these guidelines ensures a positive experience for everyone involved in the program. Your safety, well-being, and personal development are our top priorities.

If you break these rules see our warning system on the opposite page

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.

SAFEGUARDING GUIDELINES

	Young Learner Programme (Day Programme - No Accommodation) 11-17 years old	Young Learner Programme (Residence Package) 11-17 years old	Young Learner Programme (Homestay Package) 14-17 years old
Course	• You will attend 15 lessons, totalling 11hrs 15min/wk, from 14:45 – 17:30 (Breaks 15:30 - 15:45, 16:30 - 14:45). • You must attend the assembly every day between 14:30 - 14:45. • 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.		
Accommodation	**Travel to and from School** • If you are traveling to and from independent accommodation, we recommend that your parent/guardian draw up a risk assessment for the journey to and from school. The school is happy to assist with that. • If you are aged 11, you must be accompanied by an adult to and from the school. If you are aged 12 or older, you can travel to and from the school alone, or the school can organise a chaperone. • How you will be travelling to and from the School must be stated on our Consent Form.	• You will be accommodated in our onsite residence, so there is no travel required between your accommodation and school. • You will share a room with other students aged under 18 of the same gender. • Some rooms have private bathrooms and others are shared, separated by gender. • You will be housed in bunk bed dorm rooms of 3-8 people per room.	• 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. • The average journey time to and from a homestay is 30mins. • All our hosts and over 18s in the household are DBS checked. • A risk assessment will be drawn up for your journey to and from the homestay.
Airport transfer	n/a	**16 and 17 year-olds:** You are advised to book airport transfers to avoid any problems upon arrival or departure. **14 and 15 year-olds:** According to UK law, students under the age of 16 entering the UK must have a return airport transfer booked, unless they are traveling with a named relative. We must receive information about the person you are traveling with in advance on our consent form. **Under 14s:** As above, you must have a return airport transfer booked unless you are traveling with a named relative. We provide designated staff to meet students on arrival at the airport and deliver to the appropriate airline staff on departure. If you would like to arrange a transfer with us, we charge a compulsory unaccompanied minor fee under 14 year-olds. If you are travelling with a named relative, we need to be provided with this information in advance in the school consent form.	
Meals	A hot lunch is provided at the school Monday to Friday.	• Breakfast, lunch and dinner will be provided every day. Dinner is only provided on your arrival day and breakfast on your departure day. • You should ensure that you have enough money to pay for drinks and snacks. • If you have dietary restrictions, check your name is on the list at the coffee bar.	• The host will provide you with breakfast (continental) and dinner. Where possible, you will eat dinner together with the host. You cannot use the kitchen to cook, as meals are provided. Snacks are not included, but you can buy these and hosts usually provide some storage space if requested. • Lunch will be provided by the school Monday to Saturday and a packed lunch will be provided by the host on Sunday.
Social Programme	• You will be supervised on prearranged morning activities Monday to Friday and also a full day excursion on Saturday (extra fee for Saturday excursions applies to Day Programme students). • Prior to each excursion, you will receive clear instructions from your Activity Leaders. You must pay close attention to what they say and follow their instructions. • On some social activities organised by the School, such as museum visits and full-day excursions, you will be allowed some free time. ◦ If you are aged 14-17 and given permission on your consent form, you can spend this free time unsupervised. ◦ If you are aged 11-13, you must spend this free time with a member of the School staff or a designated Group Leader. • You must wear your lanyard all the time during social activities, even in your free time.		
Authorised unsupervised times	You must return back to your independent accommodation after your lessons at 17:30.	**16 and 17 year-olds:** If given permission on your consent form, you are allowed to leave the premises unsupervised, but must be back in the residence by 22:00 and sign your name at Reception. **14 and 15 year-olds:** If given permission on your consent form, you are allowed to leave the premises unsupervised, but must be back in the residence by 18:00. **Under 14s:** You cannot leave the premises unaccompanied. If no consent is given, you cannot leave the premises unaccompanied. The Live-In Residence Supervisor will check you are back in the onsite residence on time and if not you will be contacted via our emergency phone number. If no contact can be made, your parent/guardian will be contacted.	**16 and 17 year-olds:** If given permission on your consent form, you are allowed to leave the homestay unsupervised, but must be back by 22:00. Please inform your homestay if you are going out. **14 and 15 year-olds:** If given permission on your consent form, you are allowed to leave the homestay unsupervised, but must be back by 18:00. Please inform your homestay if you are going out. **Under 14s:** You cannot book a homestay. If no consent is given, you cannot leave the homestay unaccompanied. If you are far away and need to travel back to the homestay, please ensure you allow plenty of time for travelling as if you are late the homestay will call the school and report this.
	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

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

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

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

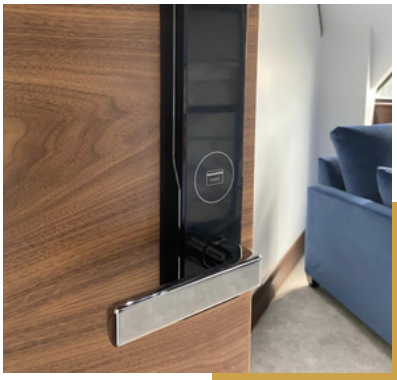
Further information can be found in our Prevent Duty Policy

ONSITE RESIDENCE INFORMATION



ONSITE RESIDENCE INFORMATION

Arrival



When you arrive at the residence, you will meet the live-in staff who will show you around the residence and give you a keycard to your room. This key works on the front gate and entrance door to the school so please do not lose or break this keycard or give it to anyone else. Lost keycards cost £5 to replace.

If you have any problems at any time, speak to the Residence Supervisor or to the Accommodation Manager at the school.



Natalie Boiko
Young Learner Social Manager
(Live-In)
social@burlingtonschool.co.uk
+44 (0)7539 156567

Message me on WhatsApp

My name is Natalie. I live in Room 207. I am available in case of emergency after 18:00.



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

Message me on WhatsApp

My name is Lina. I live in Room 110. I am available in case of emergency after 18:00.



Beds and Bathrooms

Some rooms have private bathrooms whilst other students share the communal bathroom. Students must always leave the bathroom clean and tidy after using it. Please be considerate of other students when using the bathroom.

Male and female students are always housed in separate rooms and, where possible, on different floors.

There are always live-in members of staff onsite.

You must be in your room by 22:00. Quiet time from 22:00 – 07:00.

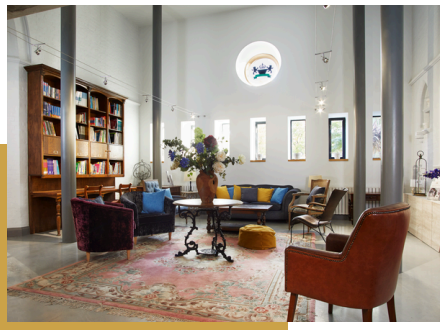
Strictly no boys and girls in each others rooms.

ONSITE RESIDENCE INFORMATION



Bed linen and blankets

The Residence Supervisor will give you bed sheets to use during your stay. If you are cold at night, ask the Residence Supervisor for more blankets - don't be shy! They are always happy to help.



Cleaning

Mandatory cleaning will take place every day between 09:00 and 14:00 in the Residence.

Your Room Cleaning Schedule is on the notice boards.

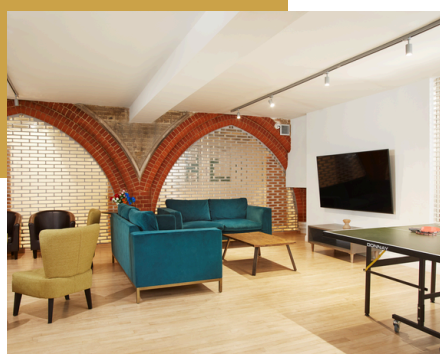
Please only request bed linen on the day your room is being cleaned. You need to change your own bedsheets.

Communal bathrooms including bath mats and common areas are cleaned daily.

Rooms are checked every day and rubbish is collected daily from every room.

When asked, students must provide access to their rooms to an authorised representative of the school. The school reserves the right to enter without permission or to break into any room in case of emergency. If repairs must be carried out, you must also vacate your room; where possible, repairs will be carried out during normal working hours.

If there is a problem with the cleaning service, students are asked to report to the Residence supervisor directly and not to engage in discussion with the cleaner.



Damage

If you break or damage anything in the residence, you must tell the Residence Supervisor. You will have to pay to fix or replace anything you have broken.

ONSITE RESIDENCE INFORMATION


Image source: Canva

Laundry

We offer a laundry service at Burlington School.

It costs £10 to wash and dry per load.

Please come to the office to pay and receive a laundry bag.

Please separate whites from darks; if washing both, two loads need to be paid for. Please request laundry service Mon-Fri 09:00 – 18:00.

Burlington Residence is not responsible for any loss or damage to clothes.


Image source: Canva

Heating, lighting and electrical devices

Please switch off the lights when you are not in your room. The residence is always kept at a comfortable temperature throughout. If you have any problems with the lighting and heating, please speak to the Residence Supervisor, or the Accommodation Manager. Make sure that all the electrical devices are used safely.



Study spaces

There are several study spaces for you to use. Please keep these areas clean and tidy and respect other people who may be using these rooms at the same time.

ONSITE RESIDENCE INFORMATION


Image source: Canva

Onsite residence self service facilities

If you are staying in the onsite residence, there is a student fridge to put your own food in. Please put a label with your name on all your food. There is also a microwave to heat up food and **free drinking water.**

When eating, please only use the coffee bar. Do not eat food in your bedrooms or in other communal spaces.

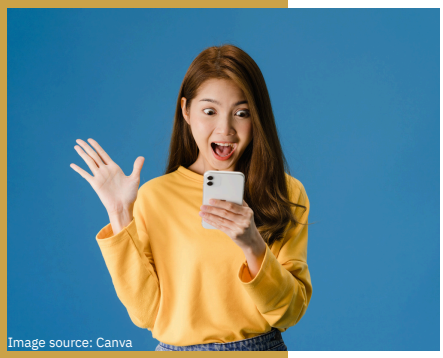
Tidy up after eating so that the canteen can be enjoyed by everyone.

In the Coffee Bar you can make hot beverages during the day and access free drinking water. Please make sure you keep this area clean and tidy.


Image source: Canva

Towels

Towels are not provided but can be rented from the office for £2. Please leave them in your room after you check out


Image source: Canva

Telephone

Please make sure your family and friends telephone you at appropriate times. Your roommates and Residence Supervisor do not want to be woken up at night by late telephone calls.


Image source: Canva

Valuables

Students are responsible for their own valuables. The school's insurance policy does not cover your personal belongings anywhere in the residence. We therefore recommend you purchase suitable insurance to cover this.

ONSITE RESIDENCE INFORMATION

Visitors

Guests and visitors are not permitted in the onsite residence.



Image source: Canva

Unsupervised time

Depending on your age, your parent or guardian can authorise you to spend some time unsupervised on excursions, after class, in the evenings and at the weekend.

We encourage all students to join our evening programme. However, if you feel tired you can relax in the residence.

When you go to your room in the evening, please sign your name at the reception (no later than 22:00) so we know you have gone to bed. The residence supervisor will check this every day and make sure you are in your room by 22:00.

If you have not signed in by 22:00, the Residence Supervisor will try to contact you to ask where you are. If no contact can be made, we will contact your parent/guardian. If you break this curfew, we will take disciplinary action.

Under 14 years olds:
If you are under 14 years old, you cannot leave the residence or school without a designated staff member or group leader. There will be opportunities throughout the day and evening to go to the shops with a Burlington school staff member.

14-15 year olds:
If you are aged 14 or 15, you are allowed to leave the residence or school if we have permission from your parent or guardian. However you must be back by 18:00. Please inform the live-in staff if you are going out.

16-17 year olds:
If you are aged 16 or 17 you are allowed to leave the residence or school if we have permission from your parent or guardian. However, you must be back by 22:00. Please inform the live in staff if you are going out.

The residence supervisor will check this every day. If you are far away and need to take a train or bus to get back to the residence, please ensure you allow plenty of time for travelling to avoid being late.

ONSITE RESIDENCE INFORMATION



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!



Deliveries

You may order deliveries to the school. Please ensure you use the correct school address. It is important that you place an "A" after 146 in the school's address.

The school's address is:
Burlington School
146A Bedford Hill
London
SW12 9HW
United Kingdom


Image source: Canva

Checking out procedure

Please check out by 10am. We inspect your room upon your departure, and any damage or loss of property will be charged. Any belongings left in the room will be removed. Please give your key to the Residence Supervisor. We can store your luggage if you have a later flight/pick up time and you can use the common spaces to relax in.

HOMESTAY INFORMATION

AGES 14+



HOMESTAY INFORMATION



Arrival

Take some time to rest, and then ask your homestay provider about the rules of the house. If you have any problems at any time, speak to your homestay provider or to the Accommodation Manager at the school.



Image source: Canva

Bathroom and toilet

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 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.

HOMESTAY INFORMATION



Changing your homestay

if you want to change your homestay you must tell the Accommodation Manager.
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
- lack of cleanliness in the house
- disagreements with the homestay (but if there is a small problem, we will try to resolve it before taking further action)

Reasons for NOT changing homestay include:

- feeling homesick
- wanting to be nearer your friends
- not liking other students in the house
- not liking the food
- being too far from the school
- members of the homestay being too old or too young



Cleaning

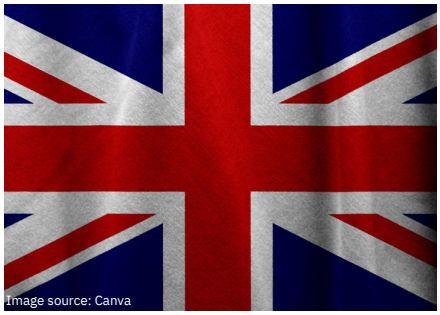
Your homestay provider should keep the house clean and tidy. Your homestay provider will vacuum your room and wash your bed sheets and bath towel but you must keep your room tidy.



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.

HOMESTAY INFORMATION


Image source: Canva

Culture

The 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.


Image source: Canva

Food

Half-board accommodation (breakfast and dinner) is provided by the homestay.

Lunch is provided by the school Monday to Friday.

Packed lunches on Saturday will be provided by the school and on Sunday provided by the homestay.

You must:

- remind your homestay provider if you have special dietary requirements
- be on time for meals. Do not make your homestay provider wait for you

Also, you will have limited or no use of the kitchen.

If you have any allergies or dietary requirements (eg a Halal, Kosher, vegetarian or vegan 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 breakfast and dinner 7 days a week.
- 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 INFORMATION


Image source: Canva

Heating

People do not always keep the heating on all day. 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

Students under the age of 16 are not given a key to the house as a member of the household will always be present to welcome you home.

Students who are 16-17 years old will be given 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.

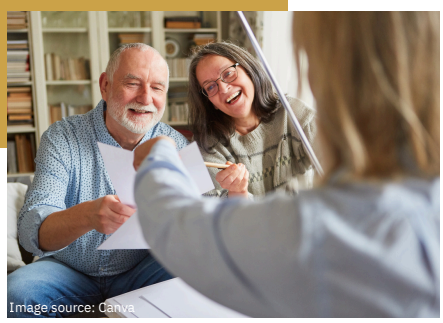

Image source: Canva

Laundry

Your homestay provider will wash your bed sheets and bath towel.

If you are 16-17 years old, you may be asked to wash your own clothes. Ask your homestay provider when you can use their washing machine.

If you are under 16, your homestay will wash your clothes for you. Ask your homestay provider when they are able to wash your clothes.


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.

HOMESTAY INFORMATION


Image source: Canva

Rules

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

- 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.


Image source: Canva

Unsupervised time

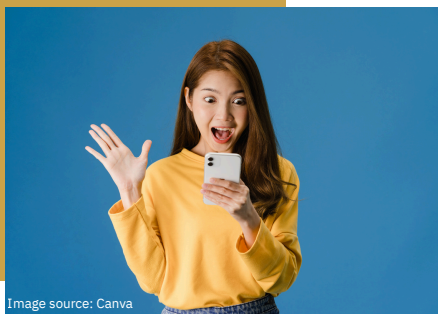
Depending on your age, your parent or guardian can authorise you to spend some time unsupervised on excursions, after class, in the evenings and at the weekend.

14-15 year olds
If you are aged 14 or 15, you are allowed to leave the homestay if we have parent or guardian permission, however you must be back by 18:00.

16-17 year olds
If you are aged 16 or 17 you are allowed to leave the homestay if we have parent or guardian permission. You must be back by 22:00. Please inform the homestay if you are going out.

If you do not come back on time, the homestay will call the school to report this.

If you are far away and need to take a train or bus to get back to the homestay, please ensure you allow plenty of time for travelling to avoid being late.


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).

HOMESTAY INFORMATION



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 famil. There are subtitles for programmes, which will help you understand more easily.



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.



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.

SAYING GOODBYE





SAYING GOODBYE



Departure Transfer

If you have a departure transfer booked with the school, please speak to the Accommodation Manager at least three days before you are due to depart so you can be informed about the details of the transfer. Information about the transfer will also be emailed to you. In some cases, for under 18s, certain airlines require special documentation at the time of check in. If this is the case, please inform the Accommodation Manager in advance about this. On the day of your return transfer please ensure that you are ready with all your belongings packed at least 15 minutes before your transfer is due to arrive.



Image source: Canva

Saying goodbye

If you have attended 100% of your lessons at the end of your course, you will receive a certificate from the school, showing you attended a young learner programme and what level you studied at.

More importantly, upon completing your course, you'll carry away unforgettable memories. As you bid farewell, your English skills will have improved, and the sights of London will remain with you. In addition, you will have made lots of new friends, with hopes of reuniting either during vacations or at next year's Burlington School Young Learner Programmes.

We wish you the very best of luck for your future and hope you return year after year so we can help you as you continue studying English.

Packing Checklist

We want all our students to get the most from their stay with us, so we've prepared this checklist to help you ensure you have all the important items with you when you arrive at Burlington School.

Clothes and accessories

- ☐ Underwear and socks
- ☐ Casual clothes for everyday wear
- ☐ Sportswear
- ☐ Tracksuit
- ☐ Nightwear / pyjamas
- ☐ Warm sweaters
- ☐ Warm coat / jacket (preferably waterproof)
- ☐ Waterproof walking shoes
- ☐ Suitable shoes for walking in town
- ☐ Flip flops / slippers
- ☐ Small umbrella
- ☐ Suitable shoes for walking in town
- ☐ Hat or baseball cap for sunny days
- ☐ Party clothes
- ☐ Sunglasses
- ☐ Backpack

Toiletries

- ☐ Soap / shower gel
- ☐ Toothbrush and toothpaste
- ☐ Comb / hairbrush
- ☐ Deodorant / body spray
- ☐ Sanitary products
- ☐ Sun cream
- ☐ Towel (can be rented from the school)

Other important things

- ☐ Notebook
- ☐ Pen / pencils
- ☐ Electrical adaptor for UK plug sockets
- ☐ Padlock for suitcase
- ☐ Pocket money in pounds sterling (check notes are still in use)/ debit or other prepaid card
- ☐ Passport with visa / visa letter/ letter of enrolment
- ☐ Tickets / boarding passes / flight confirmation
- ☐ Completed parental consent form
- ☐ Documents from school: accommodation / transfer confirmation if applicable
- ☐ Medication (school should be informed of any medication you bring)
- ☐ Mobile phone and charger

Valuable items (such as mobile phones, laptops, or jewellery) are the responsibility of the student. Avoid new clothing or expensive brands, and ensure you have comfortable clothes and shoes (not flip-flops) for social programmes. The school cannot be held responsible in case of lost or stolen items.

If you are going to stay in Homestay, towels will be provided by host families. If you are staying in the School Residence you will need to bring a towel.

Students can book laundry service for an additional fee of £8 per load, a laundry bag for £2 must be bought.

The above list is a recommendation from Burlington School. You can use it as a guide, however feel free to amend it according to your needs and preferences.

WHO'S WHO AT BURLINGTON SCHOOL & RESIDENCE

Office Staff



Isabella Anders
CEO / Proprietor
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+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
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+44 (0)7494 691715

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

Message me on WhatsApp



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

Message me on WhatsApp



Ed West
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See me about
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See me about
Young Learner Social Programme

Message me on WhatsApp



Lina Kutsachenko
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See me about
your accommodation, maintenance, cleaning & social

Message me on WhatsApp



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See me about
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Student Support Officer
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See me about
any questions you have

Message me on WhatsApp

WHO'S WHO AT BURLINGTON SCHOOL & RESIDENCE

Academic Staff



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Deputy Designated Safeguarding Lead
dos@burlingtonschool.co.uk

See me about
the school, your course & welfare



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

See me about
the school & your course & welfare



Amanda Meyer
Teacher and Adult Social Programme Coordinator

See me about
the school, your course & welfare



Sarah Kinlen
Teacher

See me about
your classes



Chris Fitchett
Teacher

See me about
your classes



Jason Simpson
Teacher

See me about
your classes

WHO'S WHO AT BURLINGTON SCHOOL & RESIDENCE

Facilities Staff



Joey Laca

Head Chef



Olena Skatuliak

Kitchen Assistant/Cleaner



Ali Shan Amin

Kitchen Assistant

Activity Staff



James Hollens

Activity Leader



Lina Kutsachenko

Activity Leader



Raphael NG

Activity Leader



Melih Celik

Activity Leader



English Language School in London

Burlington School

Excellence in English

Website
www.burlingtonschool.co.uk

Instagram
@burlingtonschool

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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