



Anglo-Continental
School of English

ENGLISH **UK** 
member

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BUSINESS
ENGLISH **UK**

Information for Adults 2012

(including Vacation Students)

Your quick reference guide to getting started at Anglo-Continental and what to expect from life in Bournemouth, England.

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Checklists

Before Departure

Have you:

- Obtained the correct travel documents and checked that they are valid for your journey to England, and for the return journey?
- Checked with the airline whether there are any luggage restrictions?
Arranged all the necessary insurance cover?
- Obtained a European Health Insurance Card? (Students from EU countries only)
- Confirmed your flight details to Anglo-Continental if you have requested a transfer?
Informed your homestay family of your arrival time?
- Got proof of payment, either to the school or Anglo-Continental's representative?
- Got the school's emergency telephone number in case of a problem?
(see your confirmation letter)
- Got some money in £-sterling for your first few days in England?
- Ensured that you have adequate supplies of any medicine that you need and pack it in your hand baggage?

On Departure

Have you got:

1. Your passport (complete with any necessary visas) and photocopies of these?
2. Air tickets and all the necessary travel documents?
3. The confirmation of enrolment and accommodation letter?
4. Copies of receipts for fees paid?
5. The Anglo-Continental emergency telephone number?
6. European Health Insurance Card? (Students from EU countries only)

**Emergency
Telephone
Number
07831613193**

UK Border Agency Requirements

Your Passport or Identity Card

Citizens of most West European countries, including all members of the European Union (EU), may use their Identity Cards for visits to England of less than six months. Citizens of all other countries, and all visitors staying for six months or more, must have passports to enter England.

Keep your passport or identity card in a safe place, we advise you to keep a photocopy of it with you at all times while you are in the United Kingdom.



Visas

Unless you come from a West European country, you may also need a visa for the period of your stay. If you are in doubt about the documents you require, you should consult the nearest Embassy or British Consulate. You can also find information on the UK Border Agency website at www.ukba.homeoffice.gov.uk

It is your responsibility to check that you have been issued with the correct visa to allow you to study upon your course at Anglo-Continental in the United Kingdom. Please email us a scanned copy of your visa to enable us to check that it is correct. Anglo-Continental cannot be held responsible for any errors made during the visa application process.

Your Confirmation of Enrolment and Accommodation

Your confirmation documents should be shown to the UK Border Agency at the airport or port of entry. If they do not reach you before your departure for England, you should bring copies of any other communications received from Anglo-Continental or our Representative. The UK Border Agency may ask to see proof that your fees have been paid.

Payment can be made:

a) **to Anglo-Continental's Representatives**

If you have enrolled with the assistance of a Representative who collects fees on our behalf, you should pay your fees through the Representative's office, or

b) **direct to Anglo-Continental**

- by Bank Cheque, drawn on a UK Bank, in favour of Anglo-Continental, or
- by Bank Transfer, or
- by Credit Card.

Full details of payment procedures are included in our Prospectus.

Police Registration

If the conditions of your visa require you to register with the police, you must do so within 7 days of your arrival. Student Services can provide you with the relevant documentation.

Preparation for your trip

Medical Services

We recommend that you arrange medical insurance cover for the period of your course before you arrive in the UK.

Emergency out-patient hospital treatment is normally provided, free of charge, by the British National Health Service to students from countries which have reciprocal medical agreements with England.

Students from countries in the EU should be in possession of a European Health Insurance card (EHIC), in order to receive free emergency medical treatment by the British National Health Service.



Please speak to Student Services for advice on registering with a Doctors' surgery.

Student Travel Insurance

For your protection and peace of mind you should have comprehensive travel insurance which should include any possible cancellation or curtailment charges. Such insurance may be obtained through your own travel adviser. If, however, you would like further advice, please contact us.

Regular Medication

If you need to take medicine regularly, we recommend that you bring sufficient supplies for the duration of your stay. Alternatively, you should bring a prescription from your doctor, preferably in English, to ensure that there will be no difficulty in obtaining it locally. We suggest that you carry any medicines in your hand-baggage to avoid the risk of loss during your journey.



Money

Due to the time needed for clearance, our students sometimes experience delays in cashing cheques drawn on personal bank accounts which are maintained at foreign branches. We would therefore advise you to bring Travellers' Cheques either in Sterling or US-Dollars.

Students on short-term courses may find it difficult to open a bank account in England. We suggest you take advantage of our Transfer of Funds facility as detailed on page 11. Alternatively, before you travel, ensure that your personal bank account and/or credit card offers you the facility of cash withdrawals in the UK.

Clothes

We advise you to bring clothes for both warm and cool days as the weather in England is very changeable.

Preparation for your trip

Cars, Motor-Cycles and Bicycles

Should you wish to bring your own car or motor-cycle to England, we advise you to enquire about the necessary formalities, particularly those relating to licences and insurance, at an Automobile Club in your own country before you leave. A private car may normally be brought into England for up to one year without payment of customs duty. Campus parking is not available to students. However, free long-term parking is available on adjacent roads.

Bicycles are available for rental locally. Our Student Services staff can provide details if required.

Transfer Services from London Airports

Public transport between London Heathrow, London Gatwick, London Luton, London Stansted, Southampton Airport and Bournemouth operates throughout the day and evening. For Anglo-Continental coach and car transfer services, please refer to the current Prospectus.

Airlines - Luggage Allowance



Please note that airlines apply different luggage restrictions (i.e. size, weight, contents and number of items). We advise you to check with the airline before you travel.

Car and Coach Transfers - Luggage size/weight

Your car/coach transfer entitles you to bring one piece of luggage of a standard size and shape weighing not more than 23kg, plus one item of hand luggage of not more than 10kg. If your luggage does not conform with the above (i.e. oversized luggage or sports equipment), it is important to advise us well in advance or you may find that the excess luggage cannot travel with you and you may incur additional costs.

Airport Transfer Services - Security Procedure

If you have requested a transfer service, when you leave the Customs Hall on arrival at the Airport, look for our Representative carrying a sign with the name of the school. Do not leave the arrivals area.

BOURNEMOUTH



If you do not see our Representative, go to the INFORMATION desk in London Gatwick Airport terminals North and South, and in London Heathrow Airport terminals 1, 2, 3 and 4 or the meeting point in front of COSTA in terminal 5, and ask the staff to call the Representative of Anglo-Continental over the public address system.

Preparation for your trip

If you are using the Anglo-Continental transfer service, do not accept an airport transfer from anyone except our authorised representative/driver who must quote your student reference number - please make sure this is correct before accepting the transfer. The student reference number is given in the Confirmation of Enrolment letter or the invoice for the course. If it is not correct, call the Anglo-Continental emergency telephone number immediately. You will never be asked by our representative/driver to make any additional payments.

Notification of your Time of Arrival

If you have reserved an Anglo-Continental transfer please inform us of your flight details as soon as possible so that we can inform your homestay family of your expected time of arrival. If you are making your own transfer arrangements please telephone or email your homestay family to make sure that they will be at home to welcome you on your arrival.



Your first day at school

For all students commencing courses on official entry dates (except those attending Executive or specially arranged programmes who commence lessons after the entry test).

Your Way to School

Your homestay family will make sure that you know how to find the school on your first morning, and your teachers will be waiting to help you when you arrive. Allow plenty of time to make sure you are not late for the first activity of the day.

Your Entry Test

All students take a short entry test on the first Monday of their course. This normally takes place at 08.45 hours. This enables us to establish your level of English. It is important that you are at the school by the time specified in your Confirmation of Enrolment. When you come for your test, please bring your Confirmation of Enrolment and passport (or Identity Card for EU Countries) and written evidence that your course fees have been paid - either to Anglo-Continental or its Representative.

Late Arrival

It is important that you arrive for the beginning of your course in order to avoid delay in placing you in a class appropriate to your level of English. If you are delayed and unable to be present at the time of the entry test, you should report to Student Services immediately on arrival.

Sightseeing Tour

Anglo-Continental organises a sightseeing tour of the area, usually after the entry test. You are advised to go on this tour, which is free of charge, as it will help to familiarise you with your new surroundings. You will be shown the most important landmarks, shops and places of entertainment in the area.

Students attending programmes for Executives or Teacher Training start their study sessions immediately after the test.

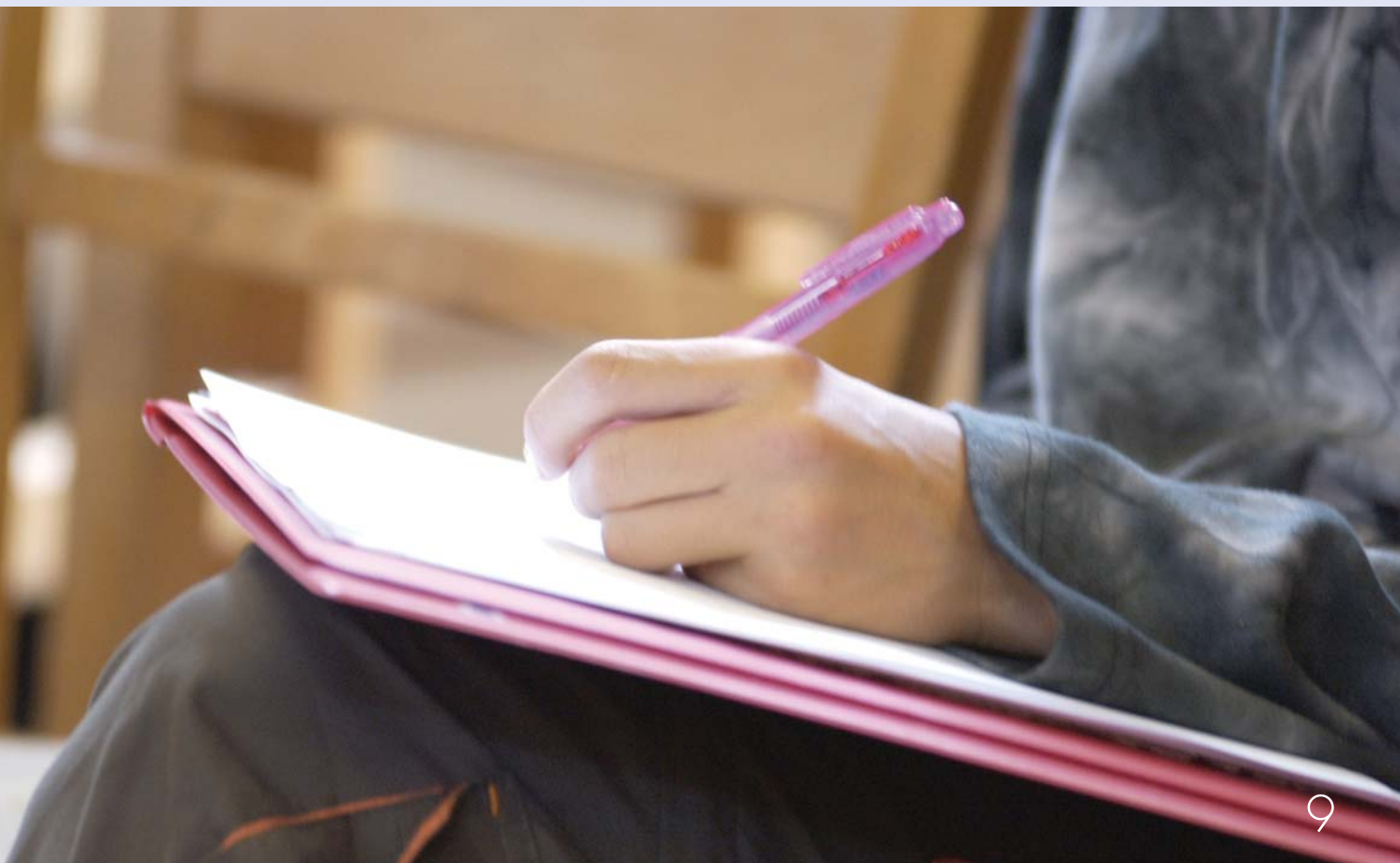
Afternoon

After lunch, you will be free until later in the afternoon, by which time your test will have been evaluated. You may wish to explore the campus, pay a brief visit to the town centre, or perhaps watch a film in one of the school's lecture rooms.

Class Allocation

Class Allocation

In the afternoon, you will meet your Course Coordinator for notification of the class to which you have been allocated. You must bring your passport or identity card (if you have been issued with one) to class allocation. The UK Border Agency obligates us to check these documents. Once you have handed in your passport/identity card, you will receive your Student Card. You will also be given instructions as to when and where you can collect your passport/identity card. During class allocation, you will receive your personal file of information about your course, and your timetable will be explained to you. Your questions will be answered, and you will then be ready for the beginning of your lessons on the following day. All you have to do is to check the location of your classroom to ensure that you will know where to go.



During your stay

Lesson Times

You will be given your personal timetable on the first day of your course. Depending on the course you have selected, your lessons are normally scheduled between 08.45 and 16.30 hours. Your lessons will usually commence in the morning. At certain times of the year, however, depending on the course you are following and the level of your class, your lessons may alternate between mornings and afternoons on a weekly basis.

School Attendance

All Anglo-Continental students are expected to attend school regularly and punctually. If you are unable to attend because of illness or for any other reason, you must telephone the school yourself or ask your hostess to do it for you. We may have to inform the UK Border Agency of your absence and your Certificate of Studies may be withheld if your attendance is unsatisfactory.

Free Wireless Internet Access

Free Wireless Internet Access is available in the Student Restaurant, Monday to Friday between 08.00 - 17.00 hours (excluding public holidays). Simply open Internet Explorer on your laptop and it will automatically connect to the Internet.

Student Services

The Student Services staff will help you in many ways:

- arranging your accommodation and all matters concerning homestay accommodation
- providing tickets for coach travel, shows, sporting events and other entertainments
- issuing Multi-Media Learning Centre access cards for a refundable deposit of £ 20 (not available for Vacation Students)
- financial services such as payment of fees
- arranging excursions, sports and leisure activities
- revalidation and re-confirmation of flight and ferry tickets
- arranging hotel reservations
- assistance with visa extensions and re-entry visas
- information, advice and help in personal matters
- opening a bank account
- advising you on many other aspects of your life in England

The opening times of Student Services are displayed at the entrance.



No Smoking

It is illegal in England for anyone under the age of 18 to purchase or smoke tobacco products. It is also against the law to smoke in public places in England, therefore smoking is not permitted in or near to any of the school's buildings or in public vehicles. At Anglo-Continental, you can only smoke on the lawns or the lower terrace outside the Student Restaurant.

During your stay

Telephone Calls

The school cannot accept telephone calls or messages for students. Due to the size of the campus and the variety of activities in progress, it is not possible for the staff to call you to the telephone. Please advise your family and friends to telephone you outside school hours on your mobile telephone or at your accommodation address.

Mobile Telephones

Mobile telephones must be switched off during lessons, lectures, use of the Multi-Media Learning Centre, use of the language laboratories and any other educational activities. UK SIM cards can be purchased from Student Services.

Sickness or Accident

If you need medical attention during your stay, you should ask your homestay family to make arrangements for you to see the family doctor. Our Welfare Officer will also be available to help.

Money and Valuables

Please take care, both in your home and in the school, to keep money and valuables with you at all times. No liability can be accepted for the loss of or damage to your personal property, and insurance to cover these risks is recommended.

Transfer of Funds for Personal Use

Anglo-Continental makes no charge for issuing funds to students. If additional funds are required, you can send these to Anglo-Continental by:

Bank transfer in GBP-£ to:

Lloyds TSB Bank PLC

45 Old Christchurch Road,

Bournemouth BH1 1ED, England

Account Name: Anglo-Continental

Account Number: 01 91 75 58

IBAN: GB05 LOYD 3091 0801 9175 58

BIC: LOYDGB21045

Sort Code: 30-91-08

In US-\$ to:

Lloyds TSB Bank PLC

45 Old Christchurch Road,

Bournemouth BH1 1ED, England

Account Name: Anglo-Continental

Account Number: 11 09 48 15 (US Dollars)

IBAN: GB81 LOYD 3091 0811 0948 15

BIC: LOYDGB21045

Sort Code: 30-91-08

Please ensure that your name and student reference number are clearly stated on the bank transfer. You may need to allow for a delay of up to 10 days from the transfer date to the date of receipt. Please inform your bank that you will pay all bank transfer charges both in your own country and in England.

We also accept most major credit cards and will send you an Authorisation Form for completion. The credit card company will levy a charge of 3.5 to 5%. These charges will be passed on to you.

Homestay Accommodation

Our staff will select a suitable homestay family for you, and you will be notified of the address as soon as the arrangements are made. You should allow some time to settle into your homestay family.

Occasionally, it may be necessary to change an address if the student already in that accommodation wishes to prolong the course. Sometimes there may, of course, be other reasons beyond our control for such a change.

If, because of late enrolment or postal delay, the notification of the accommodation address does not reach you before your departure for England, there is no cause for concern. The Student Services staff will inform you of the address when you arrive; or alternatively you can call the 24-hour emergency telephone number which is given on your confirmation of enrolment letter.

Life with a Homestay Family

When you live with a homestay family, it is important that you help to create a pleasant and friendly atmosphere by adjusting to the family's daily routine and way of life. Your room will be cleaned regularly and you should keep it tidy.

Special consideration should be shown to your homestay family in such matters as smoking, watching television or inviting your friends into the home. It is usual to obtain permission before you do so.

Students Under 18 Years Old

If you are under 18 years old and wish to go out for the evening, you should inform your homestay family of where you are going and what time you are expecting to return home. If you are going to be late home, you should telephone your homestay family to let them know. If you arrange to stay with a friend or book a weekend excursion, please inform your homestay family. We recommend that you return to your homestay family by 23.00 hours.

Your Room

Your bedroom, which will have been inspected and approved by our Student Services Staff, will be appropriately furnished. It will be maintained at a comfortable temperature, and you will not be asked to pay any additional charges for heating.



Homestay Accommodation

Meals

In standard homestay accommodation, you will receive breakfast and an evening meal throughout the week. In addition, you will be given a light lunch on Saturdays and Sundays. Please ensure that you have informed us if you have any allergies or special dietary requirements. Please give your homestay family details of your timetable so that appropriate meal-times can be arranged. Please let your homestay



family know in advance if you are not planning to have a meal. No refund can be made for any meals which you do not take. If you go on a full-day excursion during the weekend, however, your homestay family will prepare a packed lunch for you on request.

Baths/Towels

The accommodation arrangements made by the school entitle you to a daily bath or shower. The homestay family will provide towels, but you should bring your own toiletries. Please remember that not every household has a shower, and that it is usual to share one bathroom per house.

Laundry

Your homestay family will wash one small load of laundry per week free of charge. They may charge you for washing additional loads. You must agree the charge with your host family. Alternatively, you may use a local launderette. Your homestay family will normally allow you to wash and iron small articles yourself.

Keys

Your homestay family will give you your own house key to allow you free access to the home. Please show special consideration to the family if you return home late in the evening, so that you do not disturb them.

Electrical Appliances

The electricity supply in England is 220/240 volts. If you bring any electrical appliances with you, you should bring an adaptor for the British 3 flat-pin system and obtain the approval of your homestay family before you use them in your home. Adaptors can also be purchased from Student Services.

Kitchen Equipment

You may only use kitchen facilities in the homestay accommodation if you have permission from the homestay family due to Health and Safety regulations.

Homestay Accommodation

Telephone

Due to the high cost of calls, it is important that you should not use your homestay family's telephone without first asking their permission. With your homestay family's agreement, you may be able to make international calls on a "Reverse Charge" (collect) basis, or by asking the operator to advise you of the cost of the call so that you may pay for it.

Phone cards can be purchased from Student Services to the value of £5. Instructions for use are printed on the back of the cards.

Please inform the school and your homestay family of your UK mobile telephone number.

Curtailement of Accommodation

If you have to curtail your stay in homestay accommodation for any reason, you are required to give not less than two calendar weeks' notice to the Student Services Departments at the school, and to vacate your room on the Sunday at the end of the notice period.

Request to Change Accommodation

If you request to change homestay family accommodation, you are required to give two weeks' notice and to pay an administrative charge of £25.

Retention of Rooms during Absence

If you wish your homestay family to keep your room for you during any period of absence of one week or more during your course (for example, during the school's annual recess), please inform the Student Services Department as soon as you can. A room retainer fee of £75 per week is payable.

Late Departure

The school normally makes payment to the homestay family for the exact period of your reservation. If, because of travel arrangements, you need to depart later than the agreed date, please notify the Student Services Department as soon as you are aware of this, so that any necessary arrangements can be made to help you. If you make any such arrangements without consulting the Student Services Department, you will be responsible for making any additional payment to the homestay family yourself.

Direct Payments to your Homestay Family

Apart from any additional charges agreed between you and your homestay family for laundry, telephone calls or additional meals, you should not normally be required to make any payments direct to your homestay family.



Cost of Living in Bournemouth

Guide of costings

As a guide to the costs of various goods and services in England, typical items that students may purchase are listed below. Please note that these prices are only meant to be used as a guide, and may vary.

- A 2 course meal in Anglo-Continental's student restaurant from £ 6.00
- A meal in a fast food restaurant e.g. McDonald's from £ 5.00
- A cup of coffee/tea £ 1.00 - £ 3.00
- A weekly bus pass £ 15.00
- A monthly bus pass £ 55.00
- A newspaper £ 0.45 - £ 1.60
- Mailing a letter to Europe from £ 1.00
- Mailing a letter to the rest of the world from £ 1.65
- A 3 minute local phone call £ 0.40
- Cinema ticket £ 5.00 - £ 7.50
- Local laundrette (per load) £ 5.00

Tourist information

Information about Bournemouth can be obtained from the official tourist information website: www.bournemouth.co.uk





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BH2 6NA, England**

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The information in this guide is given in good faith and has been carefully checked. Anglo-Continental, however, accepts no legal responsibility for its accuracy.