



Student Handbook 2020 for Young Learners and Teenagers



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

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Information for Parents

This information and the Young Learners' Declaration should be read by parents/guardians whose son/daughter is enrolled on Courses C-1.20, C-2.20, C-2.20FB and C-3.30. Please ensure that the contents of both documents have been explained to your son/daughter before departure for England.



Checklists

**Remember to
complete and return
the "Young Learners
Declaration Form"**

Before and on Departure

Have you:

- ☐ got the air tickets and all necessary travel documents?
- ☐ checked that the travel documents are valid for your son/daughter's journey to/from England?
- ☐ got the passport (complete with any necessary visas) and photocopies of these?
- ☐ sent a scan of your son/daughter's visa to us to check (if your son/daughter requires a visa)?
- ☐ given your son/daughter the confirmation of enrolment and accommodation letter?
- ☐ completed the Parental Travel Authorisation Form (if your son/daughter is under 16 and will be travelling alone) and given it to your son/daughter to carry with them. If required, please pay in advance for your child to be accompanied by airline staff on both arrival and departure flights.
- ☐ checked with the airline whether there are any luggage restrictions?
- ☐ on the Young Learners Declaration, notified us of:
 - ☐ a. your address and mobile telephone number in case we need to contact you?
 - ☐ b. your son/daughter's travel arrangements to and from England?
 - ☐ c. your wishes regarding arrangements for your son/daughter to leave the school/homestay accommodation without supervision?
 - ☐ d. any friend or relative you will allow to take your son/daughter out during their stay?
 - ☐ e. any relevant medical history, allergies, dietary difficulties or medicine which your son/daughter must take?
 - ☐ f. your son/daughter's address in England (if you have arranged private accommodation - please note that accommodation for 28 nights or more must be with a close family relative or a registered Private Foster family)?
 - ☐ g. explained to your son/daughter the importance of the school rules, as outlined in this document?
- ☐ attached one passport photograph to the completed Declaration?
- ☐ arranged all the necessary insurance cover including medical insurance?
- ☐ got a European Health Insurance Card? (Students from EU countries only)
- ☐ marked all clothing and property with your son/daughter's name?
- ☐ ensured that your son/daughter has adequate supplies of any medicine he/she must take?
- ☐ informed your son/daughter where to find our staff at the airport?
- ☐ made the necessary transfer of pocket money to Anglo-Continental?
- ☐ given your son/daughter copies of receipts for pocket money paid in advance?
- ☐ paid the fees to Anglo-Continental or its Agent, and given your son/daughter proof of payment?
- ☐ given your son/daughter the Anglo-Continental emergency telephone number in case of a problem?

**Emergency Telephone
+44 (0)7831613193
(outside of office hours)**

Travel Documents

Your son/daughter's entry to England

Citizens of most West European countries require only a valid passport or identity card to enter England. An identity card can be used for up to 6 months in England. Your son/daughter should keep their passport or identity card in a safe place. We advise you to give them a photocopy of it to keep with them at all times while they are in the United Kingdom.

If you do not know whether your son/daughter needs a visa, please consult the nearest British Consulate or your Travel Agent. You can also find information on the Home Office website at: <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

It is your responsibility to check that your son/daughter has been issued with the correct visa to allow them to follow the course at Anglo-Continental in the United Kingdom. Please email us a scanned copy of the 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.

The Confirmation of Enrolment letter from Anglo-Continental, including details of your son/daughter's accommodation address in Bournemouth, must be shown to the UK Border Force on arrival. It is essential that you give your son/daughter evidence of payments made to Anglo-Continental or its Agent, as UK Border Force may also enquire if payment of the course and accommodation fees has been made.

In some countries, airlines may require a notarised authority from you before allowing your son/daughter onto a flight unaccompanied by an adult.

Your son/daughter must give his or her passport and tickets to Anglo-Continental staff on the first day of school, to enable scanning and for safe-keeping until the end of his/her course.

Liability and Insurance

Neither the Anglo-Continental Educational Group nor the Anglo-Continental School for Young Learners can accept responsibility if any service cannot be provided for reasons outside of its control, or for any loss, damage or injury to students or their property however caused. Parents are advised to take out comprehensive travel insurance to cover these risks 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.



Travel Information

Travel Information

The flight details and time and place of arrival must be provided not less than 10 days before the Sunday of course commencement, and reconfirmed to us in the event of any change. For this purpose, we provide you with a detailed Young Learners Declaration (see Prospectus) for completion and return to us, stating:

- Name and address
- Date of arrival
- Flight number
- Airport of departure
- Details of connecting flight, if applicable.
- Student reference number
- Time of arrival
- Airline
- Airport of arrival

Car and coach transfers - Luggage size/weight

Your son/daughter's car/coach transfer entitles them 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 son/daughter's 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 your son/daughter and you may incur additional costs.

Accompanying Parents

Parents or relatives who wish to accompany students during travel to the school may do so at an extra cost. For further details, please contact Anglo-Continental or our Agent in your country.

Airport Transfer Services - Security Procedure

Please advise your son/daughter that they will never be asked by our representative/driver to make any additional payments. You should ensure that they understand that they should not give their student reference number to anyone who is not identified as a representative or driver for Anglo-Continental (either by holding an Anglo-Continental board, wearing Anglo-Continental uniform or wearing an Anglo-Continental badge).

The student reference number is given in the Confirmation of Enrolment letter or the invoice for the course. If the driver or representative does not have the correct number, your son/daughter should call the emergency telephone number given on their confirmation of enrolment letter immediately. Please ensure that your son/ daughter understands that they should not accept an airport transfer from anyone except our authorised representative/driver who has quoted the student reference number.

Transfer Services - on Arrival

Arrival in England - Reception at London Heathrow Airport

(available on Sundays only 08.00 - 20.00 hours)

On the Sunday at the beginning of each course, all students who have requested and paid for a Young Learners Transfer, and for whom travel details have been received, are met by our staff on arrival at London Heathrow Airport and escorted by special Anglo-Continental transport to their homestay accommodation.

From 31 May to 9 August 2020, our staff will be at London Heathrow airport to meet your son/daughter and will escort them to Bournemouth.

To find our staff, your son/daughter should look for our representative holding the Anglo-Continental sign.



Meeting Points

The meeting points are immediately after the baggage collection and customs in the Arrivals Area as follows:

London Heathrow:	Terminal 2:	By "CAFFÉ NERO".
	Terminal 3:	By "WH SMITH".
	Terminals 4 and 5:	By "COSTA".
London Gatwick:	North Terminal:	"MARKS AND SPENCER".
	South Terminal:	"WH SMITH".

Other Meeting Points: The Arrivals Area or Reception.

Arrival of Flights on Sundays before 08.00 hours or after 20.00 hours

If the flight arrives before 08.00 hours or after 20.00 hours, you should reserve a special car transfer at extra cost.

Alternative Dates and Places of Arrival

If your son/daughter arrives at a port of entry other than London Heathrow Airport, or on a day other than the Sunday of course commencement, we can provide a special transfer by car to meet your son/daughter. To enable this to be arranged, we require details of the flight or other travel arrangements not less than 10 days before your son/daughter's arrival.

Departure from England - Return Flights

Our staff will arrange confirmation of your son/daughter's air ticket for the return journey and revalidation if required. If the ticket has to be changed for any reason, an administrative charge will be levied for this service. If you have paid for your child to be escorted by the airline staff to the UK, please ensure that you have also paid for this service for the return journey. Your son/daughter will also have to pay for any additional charges imposed by the airline.

Transfer Services - on Departure

Escorted Return Transfers to the Airport

From 14 June to 23 August 2020, for all students who have requested and paid for a Young Learners transfer to London Heathrow Airport (LHR) on the Sunday at the end of the course, our staff will escort your son/daughter to the airport, assist with check-in and escort them to the Departure Area. This coach service departs from Anglo-Continental, Bournemouth at regular intervals between 05.00 and 16.00 hours. Your son/daughter should allow 5 hours for travel, check-in and security procedures. Unless we are otherwise notified, the check-in service will automatically be provided for Young Learners travelling alone. The check-in service is compulsory for students aged 13 years and under. This service will be automatically invoiced.

Departure of Flights on Sundays before 10.00 hours or after 20.00 hours

For flights departing before 10.00 hours or after 20.00 hours, an Anglo-Continental car transfer should be reserved.

Alternative Dates and Places of Departure

We can provide a special transfer by car if your son/daughter departs at a place other than London Heathrow Airport, or on a day other than the Sunday at the end of the course. To enable this to be arranged, we require details of the flight or other travel arrangements not less than 10 days before your son/daughter's departure.

Transfer Cancellation Policy

Notice of cancellation or change of a transfer must be received in writing by the school before 12.00 hours (British Time) on the Wednesday prior to the scheduled day of arrival or departure. If such notice is not received within the period stipulated, we incur obligations to the transport companies and therefore the full charge must be paid.

**London Heathrow
Terminal 2**



**London Heathrow
Terminal 3**



**London Heathrow
Terminals 4 and 5**



Payment of Fees

Evidence that you have paid your Fees

The fees must be received by Anglo-Continental not later than four weeks before course commencement in the currency specified on the invoice. Please indicate how you wish to pay the fees on the Payment of fees form in the Prospectus for Young Learners. The UK Border Force Officer may ask to see proof that the fees have been paid.

Payment can be made:

- a) to Anglo-Continental's Agents
If you enrol with the assistance of a Agent who collects fees on our behalf, you should pay your fees through the Agent's office, or
- b) direct to Anglo-Continental
 - by flywire (**preferred payment method**). Secure online bank transfer or credit card payment: <https://www.flywire.com/pay/anglo-continental>
 - by Bank Transfer.

We sometimes experience delays in the receipt of fees and it is, therefore, most important that evidence of payment is produced by your child on arrival. If payment is made directly through the banking system, please give your child a copy of the bank's advice to assist us in tracing it.



Pocket Money Facility



Pocket Money

Your son/daughter will require pocket money for personal needs. It is at your discretion how much pocket money you provide. £ 50 to £ 70 per week should be adequate. A member of staff will help your son/daughter to collect their pocket money each week. Withdrawals can be made on weekdays. Your son/daughter's pocket money balance will be

clearly stated on the school's records.

We recommend that you allow additional money for emergency items, plus any other money which may be needed on the return journey.

If you prefer to send your son/daughter's pocket money to us in advance, or if additional pocket money is required during the course, this can be sent to Anglo-Continental by either:

flywire

A secure online bank transfer or credit card payment via flywire to Anglo-Continental:

<https://www.flywire.com/pay/anglo-continental>

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

Please ensure that your son/daughter's 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.



General Information

Daily Transport between Homestay Accommodation and the Centre

Supervised door-to-door car service from homestay accommodation to the school is compulsory, and included in the accommodation fees, for students aged 10-13 years old (6 return journeys per week).

Our homestay accommodation is within easy reach of safe and convenient public transport routes and students aged 14-16 may make their own way to and from the school. The supervised door-to-door car service from homestay accommodation to the school is available for students aged 14-16 for a supplement of £78 per week.

If your son/daughter is not ready at the correct pick up time, and we need to book a second car, you will be charged for this additional service and the disciplinary procedure will be followed where necessary.

Passports, Identity Cards, Money and Valuables

It is not necessary to carry passports, identity cards or visitors' cards on a daily basis within Britain. All Young Learners are required to deposit their passports, identity cards and air tickets, together with any other articles of high value, with our staff on arrival at the school. Receipts are issued for all items accepted for safe-keeping.

We also recommend that your son/daughter has some secure way of carrying money. The Anglo-Continental School for Young Learners cannot accept responsibility for personal property and we recommend that you arrange comprehensive insurance cover (including for items handed in for safe-keeping).

Prolongations

Subject to places being available, arrangements can be made for your son/daughter's stay with us to be extended. We can only arrange this if we have your authorisation in writing along with the payment of fees.

Entry Test

All students take a short entry test on the first Monday of their course. This normally takes place at 08.45 hours. Please make sure that your son/daughter realises that being on time is essential and that he/she must bring the following items to the school:

- Confirmation of Enrolment letter
- Passport (we must check this before your son/daughter enters class)
- Return air or other tickets

School Attendance

All Anglo-Continental students are expected to attend school regularly and be punctual for lessons. If your son/daughter is unable to attend because of illness or any other reason, they must telephone the school or ask the host family telephone us. We may have to inform the Home Office of absence and your son/daughter's Certificate of Studies may be withheld if attendance is unsatisfactory.

Homestay Accommodation

Family Homes

Homestay families are carefully selected by experienced staff. Your son/daughter should allow some time to settle into their homestay family. If for any reason, your son/daughter feels uncomfortable in their accommodation, they should talk to a member of staff straight away. Your son/daughter will be living as a member of the family and can help to create a pleasant and friendly atmosphere in the English home. As your son/daughter will be sharing a bedroom, it is important to show consideration to his/her roommate by keeping their room tidy, making their bed and leaving the bathroom fit for other users. The homestay family will, of course, arrange for the room to be regularly cleaned.

Homestay accommodation is available from the Sunday before course commencement until the Sunday after its completion. There is an extra charge if your son/daughters arrives before or after these times. If you make independent accommodation arrangements, please let us know the address as early as possible and not less than 10 days before arrival. If you have arranged private accommodation please note that accommodation for 28 nights or more must be with a close family relative or a registered Private Foster family. We have a limited number of Private Foster families and occasionally bookings need to be split between two or three families.

Meals

When not eating at the school, your son/daughter will eat with the homestay family. Please ask your son/daughter to give the homestay family details of their timetable so that they can arrange meal times accordingly. Punctual attendance at meals is very important, and no refunds can be made for meals which are not taken. Please inform us of any allergies, medical conditions or special dietary requirements.

Parents' Visits

Parents are advised to make arrangements directly with the homestay family to visit during the evenings or on Sundays. Please contact the school when visiting, so that if you take your child on a visit anywhere, the school will know that he or she is safe.

Parents Accompanying Young Learners (under 14 years old)

Parents/guardians who wish to accompany their son/daughter (under 14 years of age) to or from the school must inform us in advance and complete the under 14's Declaration Form. Parents/guardians wishing to make a hotel reservation in the local area are advised to do so as early as possible. Tourist Information Centre: www.bournemouth.co.uk



Facilities and Services

Essential Personal Items

In addition to everyday clothing, it is important that your son/daughter brings toiletries, a waterproof coat, a warm jumper, swimwear and sports clothing (an umbrella may also be useful). All items of clothing and other property, such as tennis rackets, should be clearly and permanently marked with your son/daughter's name.

Laundry

The homestay family will provide a light laundry service once per week.



Telephones

If you wish to contact your son/daughter, you should telephone them at their homestay accommodation.

Please remember the difference in time between your country and Great Britain.

Calls should not be made before 07.30 or after 21.00 hours, British Time.



Mobile Telephones

If your son/daughter has a mobile telephone, please instruct them to switch it off during all course activities.

UK SIM cards can be purchased from the school.

Electricity

The electric current in England is 220/240 volts. Students wishing to use any electrical equipment should bring an adaptor for the British 3 flat-pin system and obtain the approval of an adult before it is first used. Adaptors can also be purchased from Student Services.

Letters

Please ensure that private correspondence is sent to your son/daughter c/o the homestay accommodation address.



Medical Services

Emergency out-patient hospital treatment is normally provided, at a reduced cost or sometimes 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 European Union should be in possession of a European Health Insurance card (EHIC) in order to receive emergency medical treatment by the British National Health Service at a reduced cost or sometimes free.

Students studying for less than 12 weeks from countries which do not have reciprocal medical agreements with England must expect to pay for any subsequent stay in hospital, or for any routine medical attention from a doctor.

Please ensure that your son/daughter has sufficient funds to cover emergency dental or medical treatment during their stay. We strongly recommend that Student Travel Insurance is arranged before your son/daughter arrives at the school so that you can make a claim for any emergency dental/medical treatment which your son/daughter has to pay for while in England. If you would like information about insurance available to book through Anglo-Continental, please contact us.

If your son/daughter needs to see a doctor, the consultation fees and cost of medicines will be deducted from their pocket money account. Your son/daughter will be given receipts from the doctor and, when they are back in their own country, you may make a travel insurance claim. In the event of any severe illness, the School will inform you immediately. For this purpose, it is essential that you notify the School of your Emergency Addresses and Telephone Numbers during the period of the course, as requested in the Young learners Declaration (see Prospectus).

Please advise us in the Declaration if your son/daughter suffers from any chronic illness, physical disability, allergy or dietary problems, or if they need medicine regularly. If regular medicine is necessary, please ensure that your son/daughter brings adequate supplies (and a legible prescription, preferably in English, from their doctor). To avoid the risk of loss, medicines should be carried in hand baggage, and not in luggage which is checked in for the flight. The School is not permitted to provide any medicine or to purchase over the counter pharmaceuticals for your son/daughter.

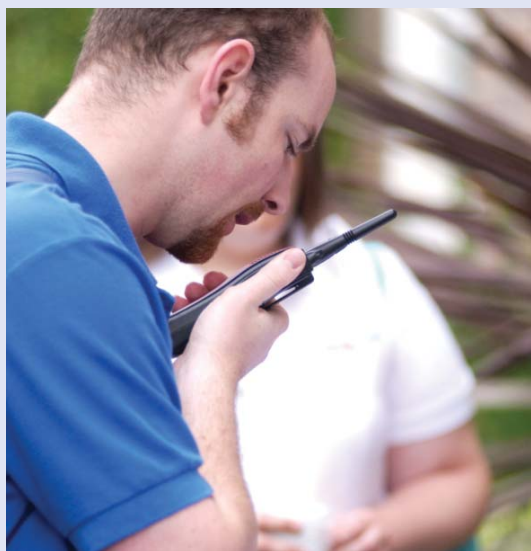
On arrival, students should advise the school of all medicines or prescriptions they are carrying.

Your son/daughter will be able to visit the family doctor. Should they experience problems of any kind while at school, they simply have to tell their teacher, who will then ensure that the appropriate steps are taken.

Permission to go out

Permission to go out without Supervision

Students under the age of 14 years may not leave the school or their homestay accommodation on their own at any time and must be so instructed by their parents or guardian. Students aged 14 - 16 years may not leave the school or homestay accommodation without supervision (except to travel to and from school) unless a parent or guardian has given authorisation in writing (Young Learners Declaration - see Prospectus).



A parent's authorisation only gives a Young Learner the right to ask for permission to go out unaccompanied. All Young Learners are expected to attend the complete programme (lessons, excursions and activities) and cannot leave the centre or homestay accommodation whenever they wish.

A Young Learner who has such authorisation must always request permission to go out unaccompanied and must state where they intend to go, with whom, and the expected time of return (which must be not later than 22.00 hours). Any student who fails to comply with these requirements is committing a very serious breach of the rules of conduct.

Permission for a friend or relative to take your son/daughter out

Although you may not have given your son/daughter permission to go out alone, you may have a friend or relative (over the age of 18) whom you would authorise to take your son/daughter out. If this is so, it is compulsory to complete the relevant section of the Young Learners Declaration (see Prospectus) so that we can make the necessary arrangements.

Changes in 'Permission'

If, for any reason, you wish to change the original arrangement for your son/daughter to go out (or not to go out) without supervision, we must have your written authority for the change. Permission can only be accepted in a letter (a signed letter which has been scanned and emailed is acceptable). Emails and telephone calls are not acceptable.

Courses for Adults

If you wish to accompany your son/daughter to England and attend a course at the same time, we shall be very pleased to welcome you to our main school. Please ask for our English for Adults Prospectus.

Conduct and Discipline

Rules and Regulations

It will help us greatly if you tell your son/daughter that they are expected to observe certain rules of conduct, based mainly on accepted standards of courtesy, safety and consideration for others.

Alcohol

Under English law, it is illegal for anyone under the age of 18 to buy alcohol. Alcoholic drinks are not permitted on campus. Young Learners are not permitted to purchase or be in possession of any alcohol.

No Smoking





Under English law, it is illegal 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 any of the School's buildings. Young Learners are not permitted to be in possession of any type of tobacco product or e-cigarettes.



Behaviour

We shall notify you of any serious contravention of discipline, including non-attendance or disturbance of classes. We may expel any student who continually disrupts the course or refuses to comply with acceptable standards of behaviour and in such cases course and accommodation fees will not be refunded.

Disciplinary Procedure

Caution	Verbal Warning	Written Warning	Expelled
 <p>Mark on record. Parents/guardian/ Group Leader/Agent informed that a caution has been issued.</p>	 <p>Mark on record. Parents/guardian/ Group Leader/Agent informed that a verbal warning has been issued.</p>	 <p>Mark on record. Letter to student. Letter to parent/ guardian. Letter to Group Leader/ Agent.</p>	 <p>Mark on record. Ticket changed. Student sent home. No refund. No return to Anglo- Continental in the future.</p>

Please note, the Managing Director reserves the right to immediately expel a student if the student's behaviour is considered gross misconduct.



**29-35 Wimborne Road, Bournemouth
BH2 6NA, England
Telephone: +44 (0)1202 55 74 14
Email: english@anglo-continental.com**

www.anglo-continental.com

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.