



Anglo-Continental **Information Guide**



YEARS OF TEACHING
ENGLISH IN ENGLAND



Accredited by the

for the teaching
of English in the UK



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Attendance and Certificate of Studies

If you complete your course successfully, you will receive an Anglo-Continental Certificate of Studies at the end of your final week. You should study hard throughout your course and go to all of your lessons. **You must attend a minimum of 80% of your lessons in order to receive a certificate.** If applicable, we will need to inform the Home Office if you miss a number of classes.



80% - 100% =



Less than 80% =



Important Information

Student Services

Our Student Services staff are here to help you during your stay and advise you on many aspects of life in England. They will help you with everything from arranging excursions, sports and leisure activities to booking coach tickets.

Bus Tickets and Passes

Timetables are available and bus passes can be purchased from Student Services.

Excursions

Throughout the year we offer an extensive choice of full-day and half-day guided excursions to interesting towns and cities, historic castles and English stately homes, safari parks and areas of outstanding natural beauty. Come to Student Services for further information and to book your excursion.

National Express Tickets

National Express coaches operate daily throughout the year from Central London, Heathrow Airport, Gatwick Airport, Stansted Airport, Luton Airport, London City Airport and many towns and cities throughout Great Britain. Timetables are available and tickets can be purchased in Student Services. Visit the National Express website for further information: www.nationalexpress.com



Things to do in Bournemouth

Please come and ask at Student Services for details of things to do in the local area. We have information on local sports and leisure clubs, museums, shopping centres, country walks, parks and gardens, cafés and restaurants, bars and night clubs, cinemas, theatres and concerts. Visit our website for 100 things to do in Bournemouth: www.anglo-continental.com/en/uk/thingstodo.html



Important Information



Extending Student Visas

If you need to extend your student visa, we can prepare the school letter for you.

Schengen or Tourist Visa

If you wish to travel to other countries, you may need to apply for a visa. We will provide you with information and prepare the school letter for you.

International Student Travel Insurance

Anglo-Continental is partnered with Endsleigh to offer a bespoke insurance policy that is specifically designed for you while you study on our courses. We recommend that you have insurance in place for the duration of your course to cover you to recoup your costs if you have to cancel or curtail your course for an insured reason such as illness or serious accident. Please speak to a member of staff if you would like us to arrange your insurance.

Opening a Bank Account

Long-term students may be eligible to open a bank account. Please ask for a school letter from Student Services. You will need to take your passport and the school letter to the bank.

Police Registration

If you have to register at the police station, we will prepare a school letter for you and give you all the details you need to complete the registration.

Scanning, Faxing and Photocopying

Documents can be scanned or photocopied at a cost of 10p per page. Scanning and photocopying services are available free of charge for Executive students.

Items for sale in Student Services

- Bournemouth and London maps.
- International Student Identity Card (ISIC) with local student discounts.
- SIM cards and top-ups.
- International phone cards.
- Stamps.
- Stationery such as pens and notepads.
- Grammar and vocabulary books.
- Travel adaptors.



Important Information

Registering with a Doctor

If you qualify for full National Health Service (NHS) treatment, you should register with your homestay family's doctor as soon as you arrive in the UK. It usually takes a few days for your application to be processed, so it is best not to leave it until you get ill. There may be a registration fee of approximately £50. The Student Services staff can prepare the relevant school letter for you. If you are from outside the EEA, and you plan to study for longer than 6 months then you may need to pay the Immigration Health Surcharge. For further details visit: <https://www.gov.uk/healthcare-immigration-application>. If your course lasts for less than 6 months you can still qualify for full NHS cover if the UK government is providing at least 35% of the funding for your course or if your country of residence has a reciprocal healthcare agreement with the UK. If you do not qualify for NHS treatment, you will have to pay for private treatment.



Emergency Medical Treatment through the British National Health Service (NHS)

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

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

Students from countries in the EU should have a European Health Insurance Card (EHIC) in order to receive the free Emergency medical treatment by the NHS. Please note the above information gives general guidance only and should not be treated as a complete and authoritative statement of law.

Accommodation

Our Accommodation team are here to help you with any queries you may have about your homestay accommodation.

Contact Details

It is very important that you keep us updated at all times with your current contact details.

- If you are staying in private accommodation arranged by yourself (not homestay accommodation, which has been arranged by the school), you must inform us of your address and mobile telephone number as soon as possible.
- If, during your course of study with us, you change your private accommodation address, you must inform the school immediately of your new contact details.

Student Support

If a personal problem arises during your stay, our Student Support staff will help you, offering you a professional and completely confidential service.



Important Information

Accounts

Our Accounts department can take payment for your course, accommodation and any prolongation. They can also help you arrange money transfers from your home country.

Our Accounts staff can give you information about opening a bank account, using credit/debit cards in the UK, where the nearest banks are, currency exchange and exchanging old withdrawn bank notes to new current notes.



Advice

- It is illegal to buy alcohol if you are under 18.
- Keep your money and other valuables with you at all times. Do not leave bags unattended.
- In England, cars drive on the left, so please be careful when crossing roads and remember to look both ways.
- If you cycle, remember to wear a helmet, use lights at night and do not cycle on the pavement unless there is a cycle path.
- Do not carry a lot of money around with you.
- Be careful when returning home late at night – take a taxi or go with a friend.
- If you are ill and under 18 years of age, let the school know you cannot come to class (01202 55 74 14).

Smoking

England is Smoke Free, which means that it is against the law to smoke on public premises. No one is allowed to smoke in or near (within 3 metres) any building or in public vehicles.



When at school, please:

- Read the Emergency Notices on the notice-boards.
- Do not smoke anywhere in the building or within 3 metres of the buildings.
- Do not take food or drink into the classrooms.
- Do not play ball games in the school garden or car park.

BE ON TIME FOR YOUR CLASS

If you arrive late you may not be allowed into the class



SWITCH OFF

Mobile telephones in the classroom



Education

Ways to help you learn English

In the Classroom

- Only use English in the classroom, not your own language.
- Listen carefully to instructions and explanations - ask the teacher if you do not understand.
- Write down new words in a notebook, so that you can look at them later and practise using the important ones.
- Get an English-English dictionary and use it in class and at home; this is much better for learning English than a translation dictionary.
- Remember that you do not always have to understand every word in a reading or listening exercise.
- Work together with other students, and if another student has a problem try to help him/her (in English!).
- Listen when another student is speaking - try not to interrupt.
- Please show each other respect - everyone in the class is important.
- Enjoy your lessons - do not worry about making mistakes - it is a normal part of learning a language.

Outside the Classroom

- Socialise in English - go out and enjoy yourself with other students, join the Social Activities Programme, speak with your host family.
- Do your homework regularly - the exercises in your workbook will help you to remember what you have done in class.
- Use the Multi Media Learning Centre to improve your English - you can ask your teacher for advice about what to do there (please note that the MMLC is not available to students on the Vacation Programme).
- Listen to the radio, watch television, use internet resources and read books and magazines.

Questions

If you have a question about your level or your progress, please speak to your **teacher**. If you have a question about your course or taking an Examination, please speak to a **Course Coordinator**.

Multi-Media Learning Centre (MMLC)

(Not available to Vacation Students)

What can you use?



Computers and CD-ROMs



Audio materials



Books



Internet

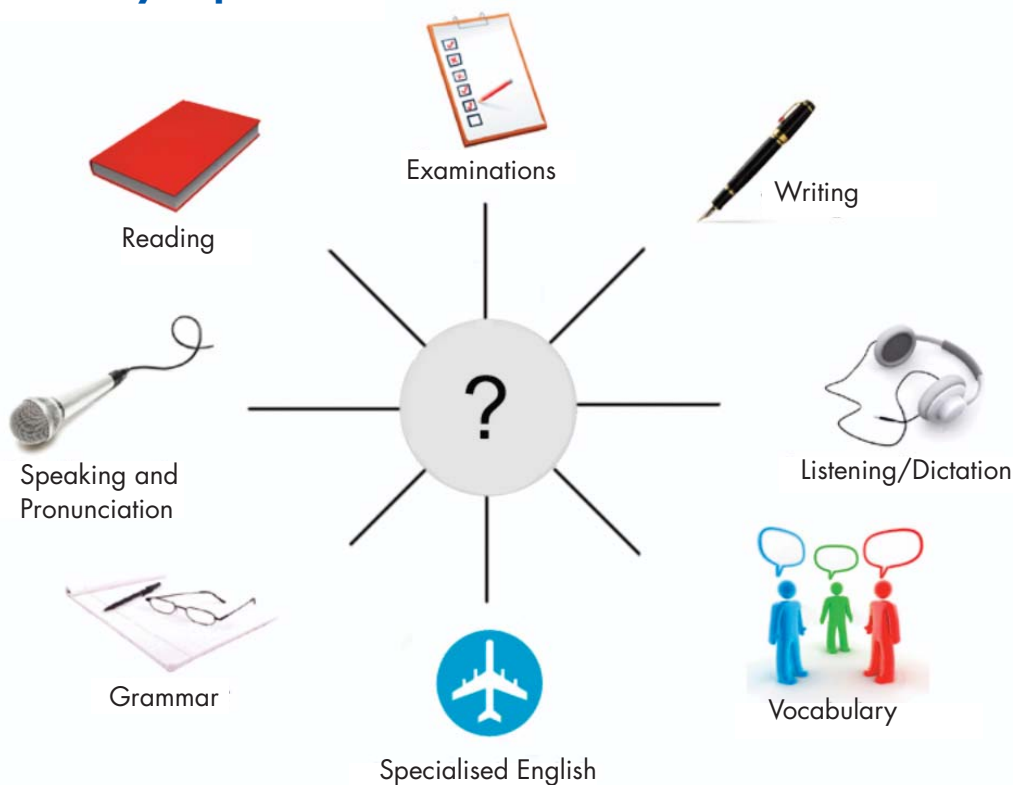


Study Room



DVDs and videos

What can you practise?



Who can help me?

You can ask your class teacher and there is a member of staff available in the MMLC to provide advice and guidance if you need help.

What level are you?

If you're not sure, ask your teacher to tell you.

How much does it cost?

To borrow material from the MMLC, please go to Student Services and pay a deposit of £ 20 for a Multi-Media card. During the last week of your course, providing you have returned everything you have borrowed, go to Student Services and collect your £ 20 deposit.

General Guide to Levels and Ability

Level	Grade	Ability in English	CEFR Level
1	Beginner (1)	I can use a few set phrases and know isolated words. I have no real functional communicative ability.	A1
	Elementary Stage 1 (2)	I can use simple phrases and sentences to describe where I live and people I know. I can ask and answer questions in areas of immediate need or very familiar topics.	
	Elementary Stage 2 (3)	I can read simple informational texts and short simple descriptions. I can write a short postcard and fill-in forms with personal details.	
2	Pre-Intermediate Stage 1 (4)	I can communicate in simple and routine tasks requiring a direct exchange of information on familiar topics. I can talk in simple terms about my family, other people, my educational background, living conditions, and my work. I can read short texts and find specific information in everyday material. I can write a simple personal letter, or notes and messages.	A2
	Pre-Intermediate Stage 2 (5)		
3	Intermediate Stage 1 (6)	I can connect phrases in a simple way to describe experiences and events, my dreams, hopes and ambitions. I can enter unprepared into conversations on topics that are familiar or of personal interest. I can understand the main point of many TV or radio programmes. I can read texts with high frequency everyday or job-related language. I can write personal letters describing experiences and impressions.	B1
	Intermediate Stage 2 (7)		

General Guide to Levels and Ability

Level	Grade	Ability in English	CEFR Level
4	High Intermediate Stage 1 (8)	I can interact with a degree of fluency that makes regular interaction with native speakers quite possible. I can present clear, detailed descriptions on a wide range of subjects related to my field of interest. I can understand extended speech and follow even complex lines of argument. I can read contemporary literary prose. I can write clear, detailed text on a wide range of subjects related to my interests.	B2
	High Intermediate Stage 2 (9)		
5	Advanced Stage 1 (10)	I can express myself fluently and spontaneously without much obvious searching for expressions. I can understand extended speech even when it is not clearly structured. I can present clear, detailed descriptions of complex subjects. I can read long, complex factual and literary texts. I can express myself in clear, well-structured text, expressing my point of view at some length. I can select style appropriate to the reader.	C1
	Advanced Stage 2 (11)		
6	Proficiency Stage 1 (12)	I can take part effortlessly in any conversation or discussion, and have a good familiarity with idiomatic language. I can present a clear, smoothly flowing description or argument in a style appropriate to the context. I have no difficulty in understanding any kind of spoken language. I can read with ease virtually all forms of the written language, including abstract, structurally or linguistically complex texts. I can write clear, smooth flowing text in an appropriate style.	C2
	Proficiency Stage 2 (13)		

School Regulations



Anglo-Continental's programmes are designed to provide the best possible tuition and facilities for our students. It is important that you comply with the following rules so that we can maintain these standards.

Student Cards

On your first day, you will receive a Student Card, which you must sign. You should keep your Student Card with you at all times when you are on the school campus. You should not lend it or give it to anyone else. Students who do not have their Student Cards with them may not be allowed entry to lectures, the MMLC and other school activities. If you lose the card, you must buy a new one from Student Services.

Notice-boards

Please read all notices and information on the notice-boards in the classrooms and in the main corridors. You will find important information on them about educational programmes, lectures, examinations, excursions and other school activities.

Attendance and Punctuality

It is very important that you attend all of your classes. We keep a daily record of your attendance. If you do not attend your lessons regularly, you will not receive a Certificate of Studies. If you are under 18 and you are going to miss a lesson, please tell your teachers, a course coordinator or telephone the school. Your teacher may exclude you from lessons if you are late or if your behaviour in class is unacceptable. If applicable, we will need to inform the Home Office if you miss a number of classes.

Conduct

All students are subject to the authority of Anglo-Continental when on the school campus or taking part in any organised educational or recreational activity. A student who, in the opinion of the Academic Head(s), has a persistently bad record of attendance or who has been guilty of serious misconduct during the period of his/her course, whether on the school campus or outside, may be expelled immediately and without prior warning. If this happens, no tuition fees will be refunded. Any accommodation fees due will be refunded as specified in the Conditions of Enrolment.

Harassment and Bullying

Anglo-Continental regards any form of harassment or bullying as unacceptable. You have a right to be treated with dignity and respect. You have a personal and legal responsibility not to behave in a manner which could be offensive to others. If you have a problem of a personal nature, or feel that you may have been subjected to harassment or bullying, or discrimination in any other form, you must seek help or advice from one of the school's Student Support staff. Their names are displayed on the school notice-board.

Safeguarding – Care of Under-18s

We are committed to the safety and protection of all our students and to the promotion of a positive student experience. While you are here, you will be in classes with students from different cultures and some students will be under the age of 18. In England, we need to have very clear rules regarding acceptable and unacceptable behaviour between adult students and under-18 students. If you are under 18 and you are made to feel uncomfortable or at risk because of the behaviour of an older student, please speak to your teacher or a member of the Student Support Team as soon as possible. All students aged under 18 will have a meeting on their first day of school to explain these important guidelines and procedures.

Students over 18 should never allow inappropriate social interaction between themselves and younger students. Members of the Student Support Team are available to help older students understand these risks.

Anglo-Continental has a PREVENT (Protecting Children from Radicalisation) policy which is published on: www.anglocontinental.com

Safety Regulations

The safety of our students and staff is extremely important, and therefore everyone must observe the rules for

School Regulations



fire prevention and know what to do if there is a fire. Information about this can be found on all classroom and main notice-boards. Please read the school's Health and Safety Regulations, which are on the student notice-board. It is an offence to interfere with fire prevention equipment, such as fire extinguishers, smoke detectors and emergency exits, and any student guilty of such serious misconduct will be dealt with in accordance with the disciplinary procedure detailed in 'Conduct' on page 12.

Accidents

Please report any accidents immediately to Student Services or to the nearest member of staff so that first aid or medical attention can be provided without delay. Please note that staff qualified to give first aid assistance are not allowed to give medication of any kind. For non-emergencies, you should go to a pharmacy or to your homestay family's doctor.

Inside and Outside the School

Classrooms and lecture rooms may not be used for social activities and recreation. You may eat and drink only in the Student Centre or on the terrace. Lessons continue throughout the day, and we therefore ask you to be as quiet as possible in the corridors and grounds. Mobile phones must be turned off during lessons, excursions and activities. Skateboards, rollerblades, frisbees, ball games and similar activities are not permitted on the campus.

Smoking/Vaping

It is illegal in England for anyone under the age of 18 to purchase or smoke tobacco or vaping products. It is also against the law to smoke on public premises in England. Smoking and vaping is not permitted in or near to any of the school's buildings or in public vehicles.

At Anglo-Continental you can only smoke or vape on the lawns or the lower terrace outside the Student Centre.

Alcohol and drugs

Being in possession of illegal drugs, or misusing alcohol is strictly prohibited and will result in expulsion from the school with immediate effect.

Security

The campus is monitored by CCTV. The buildings and grounds are usually open between 08.00 and 18.00 hours Monday to Friday. Unless there are organised activities in progress, students are asked to leave the school campus by 18.00 hours.

Damage to Property

Any damage done to school property must be reported immediately to Student Services. Damage caused deliberately or by carelessness must be paid for by the person or persons responsible.

Cars, Motorbikes and Bicycles

You are not allowed to park a car in the school grounds at any time. Motorbikes and bicycles must be parked in the special areas provided behind buildings 33 and 35 Wimborne Road. Please ride them carefully in the grounds and do not exceed the 5 mph speed limit.

Liability and Responsibility

Anglo-Continental cannot accept any liability for loss, damage, illness or injury to persons or their property, including personal property or articles of clothing left in the school buildings. This also applies to any vehicle, motorbike or bicycle, including its fittings or contents, which is left on the school campus. We

recommend that you take out personal insurance against all such risks, including cover for your personal belongings against theft, loss or damage. You should never, in any circumstances, leave money or valuables unattended in any part of the school premises.

These School Regulations must be read in conjunction with the Anglo-Continental 'Prospectus', together with the 'Conditions of Enrolment' and the 'Student Handbook for Adults'.

Conditions of enrolment 2020



All enrolments are subject to these conditions, which become legally binding on confirmation of acceptance by Anglo-Continental, and to the age limitations and arrangements specified in Anglo-Continental's official publications.

The enrolled student intends and is able to follow and complete the course of study at Anglo-Continental and declares that he/she shall abide by all current UK laws and leave the United Kingdom at the end of his/her studies.

Anglo-Continental reserves the right to withhold confirmation of an enrolment, at its discretion, if such action is deemed necessary in the interests of the student or the school or if an incorrect declaration has been made.

Fees

The fees for courses and accommodation are valid from 1 January to 31 December each year. The fees for the following year are normally published in July/August.

The fees must be received in full by Anglo-Continental no later than four weeks before course commencement, otherwise Anglo-Continental reserves the right to cancel, without notice, the course, accommodation and all other services. Course fees are calculated in complete weeks, and any part of a week is counted as a full week.

No compensation, fee reductions, refunds, credit, additional lessons or extension of the course can be given for:

- services or facilities included in the fees and not used;
- late entry to or absence or early departure from a course without formal curtailment;
- lessons replaced by testing, class allocation procedures or the sightseeing tour on course entry dates;
- days when schools are closed because of official holidays;
- cashless cards.

Any refunds which are approved can only be made by the office or Agent to whom the fees were originally paid. Anglo-Continental reserves the right to make fee adjustments as a result of changes to statutory taxes without prior notice.

Visas

If you require a visa, **it is your responsibility to ensure that you apply for the correct type of visa** to allow you to study at Anglo-Continental for the entire period of your course(s). You must ensure that all details on your confirmation documents (including the visa letter or the Confirmation of Acceptance for Studies) issued by Anglo-Continental are correct before you apply for your visa. Anglo-Continental cannot be held liable for any errors that occur during the visa application process. It is also your responsibility to continue to maintain the correct immigration status to study at Anglo-Continental for the duration of your course(s). Failure to do so may lead to termination of your studies without refund or compensation.

School regulations

Anglo-Continental publishes regulations to ensure that the courses operate smoothly. Acceptance of and compliance with these regulations, and with English law, are contractual obligations on the part of the student or the parent/guardian or other person arranging the student's enrolment with Anglo-Continental where the student is under 18. The school regulations are published on pages 12 and 13 of this guide.

Cancellation or postponement of a course

A course is not transferable but may be cancelled or postponed and full course fees will be refunded (except for bank charges), provided that written notice is received by Anglo-Continental not less than four weeks before the scheduled date of course commencement. In the absence of such notice, or if less than four weeks' notice is received:

- in the case of cancellation, a fee of £ 500 is payable in lieu of notice;
- in the case of postponement, Anglo-Continental reserves the right to levy a charge to cover administration and accommodation costs incurred on the student's behalf;
- should the application for a visa be refused, we will refund any published fees paid in advance (after deduction of an administration charge of £ 100) provided that you send us a copy of the letter of refusal before the intended start date of the course.

Any additional charges for services provided by a third party (such as Home Office CAS charges, hotel accommodation, flat rental and courier services) are not refundable.

Curtailed of a course

(Excluding courses with reduced fees)

If a course of more than eight weeks' duration is curtailed by the student, four weeks' notice must be given to the school. If no notice or insufficient notice is given, course fees must be paid in lieu of notice together with any accommodation charges due. In all cases, course fees must be paid for a minimum of eight weeks.

If a course of eight weeks' duration or less is curtailed, no refund of course fees can be given. Students must have personal insurance against inability to attend or continue a course for medical or compassionate reasons (see 'liability and insurance').

Change of course

(Excluding courses with reduced fees)

If, after commencement of a course, the student wishes to change to a course of a lower specification, two weeks' notice must be given to the school. If approved, the change must be made on a scheduled entry date for the new course.

Any refund due will be in the form of a credit towards any required extension of the amended course or towards any subsequent course with Anglo-Continental during the twelve months following the end of the amended course. The credit is not transferable to any other person and no cash refund can be given.

Incorrect declaration

Anglo-Continental reserves the right to withdraw a student from the course if an incorrect declaration has been made or if information regarding a student's ability to participate in the course has not been disclosed to us before course commencement. In this case, no refund can be made.

English language level

Any information about your level received prior to your arrival will act as a guide only. Your English language level will be determined by our entry test on your first day. If you are not at the required level for your course, you will be transferred to a suitable alternative course.

Conditions of enrolment 2020 continued

Accommodation

The fee for the first week in homestay accommodation includes a non-refundable administration charge to cover the cost of selection, reservation and administration.

Any request to change or leave accommodation, either separately or in conjunction with the curtailment of a course, must be made to Anglo-Continental at least two weeks before the date of the proposed move and approved before the change is made. Failing this, accommodation fees are payable in lieu of notice. An administrative charge of £25 will be made for each request to change homestay family accommodation. Accommodation fees continue to be payable for any periods of absence during the course.

Photography, film, sound recordings and written work

During our courses we sometimes take photographs, film footage and sound recordings, some of which may be incorporated into items such as, but not limited to, future publicity material, social media sites, tests and educational materials. We may also wish to use examples of your written work. If you do not wish to participate in any of these items, please advise Anglo-Continental in writing before the start of the course.

Liability and insurance

Anglo-Continental will not be liable for any loss, damage, illness or injury to persons or property, however caused, except where such liability is imposed by statute. Anglo-Continental will also not be held responsible for any delay in scheduled services of third party companies or if any service cannot be provided as specified. Any complaints, liabilities, losses or damages arising should be submitted to the third party company concerned. It is the student's responsibility to take out personal insurance against all such risks, including inability to attend or continue a course and for the payment of medical expenses.

Anglo-Continental is partnered with Endsleigh to offer a bespoke insurance policy that is specifically designed for you while partaking on our courses. Please check the website for the latest prices: www.anglo-continental.com/enrolment. Please note, Anglo-Continental reserves the right to revise these prices if Endsleigh increase their premiums.

Transfer fuel surcharge

If a transportation company levies a surcharge because of an increase in the price of fuel, the additional cost will be charged to you. Please check the website for the latest charges: www.anglo-continental.com/more-info/transfer-services

Force majeure

It shall be a fundamental condition of the contract between the student and Anglo-Continental or its Agents that neither Anglo-Continental nor its Agents shall be in any way liable to the student in the event of any service contracted to be supplied by them becoming impossible to supply by reason of industrial dispute or other cause outside their control.

Data protection

To ensure that your course at Anglo-Continental meets your requirements we and, if appropriate, the Anglo-Continental Agent in your own country will need to use the information you provide (such as your personal data and details of any special requirements) in order to process your enrolment.

We must pass your information on to those involved in providing you with services relating to your stay at Anglo-Continental such as, but not limited to, your reservation of accommodation and

transfer services. The information may also be provided, if required, to security or credit-checking organisations, customs and the Home Office as required by UK law.

Please note that where your information is held by an Anglo-Continental Agent, it will be subject to your Agent's own data protection policy and their country's national law.

Declaration form for students 16 and 17 years of age enrolled on Adult Courses

If your son/daughter will be 16 or 17 years of age at the time of the course, Anglo-Continental must receive a completed declaration form before course commencement. This form provides essential emergency contact information. In the absence of this form, if an emergency situation arises, Anglo-Continental will make the best judgement on any action which needs to be taken based on professional advice available at the time of the emergency.

Validity of conditions

These Conditions of enrolment and Additional conditions for long-term courses are valid from 1 January 2020 and are subject to English law. The English language version is legally binding in all cases. Anglo-Continental reserves the right to waive or adjust the specifications of a course, which may include age limits, without prior notification.

Additional conditions for long-term courses

Additional conditions apply to:

- Long-Term General Programme
Courses: G-1.20L/G-1.25L/G-1.30L
- Academic Study Programme
Course: A-1.30

Curtailment of a course

If a long-term course is curtailed after its commencement, no refund of course fees can be given. It is the student's responsibility to take out personal insurance against inability to attend or continue a course for medical or compassionate reasons (see 'liability and insurance').

Change of course

An enrolment for a long-term course may not be changed after course commencement except where the student wishes to prolong or include a course of a higher specification with the approval of the school.

School holidays

Students following long-term courses may apply to take holidays, in complete weeks from Monday to Friday, at times convenient to the programme and with the approval of the Academic Head. Holidays are allowed on the basis of a maximum of two weeks per twelve weeks of the programme and application must be made to the school not less than two weeks in advance. In each case the total course duration will be extended to compensate for the number of weeks' holiday taken. Holidays may not be taken when following intensive IELTS or FCE preparation, Examination Practice or Business and Specialised options.

Anglo-Continental has a legal duty of care for students under 18 years of age. A holiday or break in stay can only be authorised once written permission has been received from the student's parent/guardian.

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.