

Student Handbook for Adults including Vacation Students



Accredited by the



for the teaching
of English in the UK

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Checklists

Before and on departure

Have you:

- ☐ got your air tickets and all necessary travel documents?
- ☐ checked that the travel documents are valid for your journey to/from England?
- ☐ got your passport (complete with any necessary visas) and photocopies of these?
- ☐ sent a scan of your visa to us to check (if you require a visa)?
- ☐ checked with the airline whether there are any luggage restrictions?
- ☐ arranged all the necessary insurance cover?
- ☐ got a European Health Insurance Card? (Students from EU countries only)
- ☐ confirmed your flight details to Anglo-Continental?
- ☐ received your confirmation of enrolment and accommodation letter?
- ☐ informed your homestay family of your arrival time?
- ☐ got Anglo-Continental's emergency telephone number in case of a problem? See page 11.
- ☐ 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 packed it in your hand luggage?
- ☐ got a Schengen visa if you intend to travel within Europe during your stay (if applicable)?
- ☐ informed us of any special dietary requirements, medical conditions or allergies?
- ☐ paid the fees to Anglo-Continental or its Agent and have proof of payment?

Home Office 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. You must bring your passport to school on the first day for us to check and scan.



Visas

Unless you are a citizen of 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 Home Office website at <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

It is your responsibility to check that you have been issued with the correct visa to allow you to follow 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 Force 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 Agent.

The UK Border Force may ask to see proof that your fees have been paid.

Payment can be made:

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

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

b) **direct to Anglo-Continental**

- **Preferred payment method** - secure online bank transfer or credit card payment via flywire: <https://www.flywire.com/pay/anglo-continental>
- or by bank transfer directly to Anglo-Continental.

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 an introduction letter.

Preparation for your trip

Clothes

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

Money

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.

Student Travel Insurance

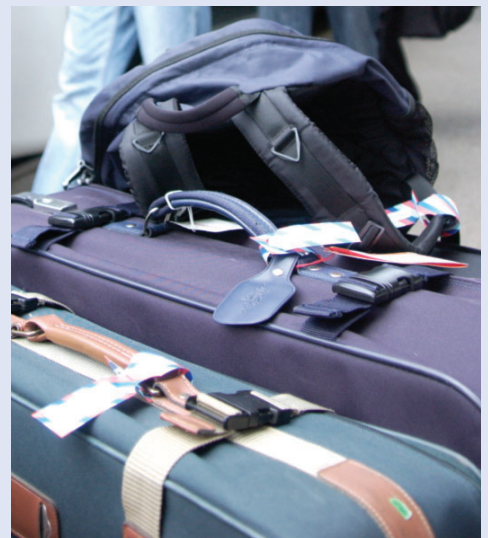
For your protection, you should have comprehensive travel insurance which should include any possible cancellation or curtailment charges. If you would like to book insurance through Anglo-Continental, please contact us.

Transfer Services from London Airports

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

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.

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.



Preparation for your trip

Medical Services

We highly recommend that you arrange medical insurance cover for the duration of your course before you arrive in the UK. If you would like to book International Student Travel Insurance through Anglo Continental please contact us. If you are an 'overseas visitor' and are not in one of the groups who are exempt from paying fees, you will be charged a higher rate for any hospital treatment you receive, (150% of the usual 'tariff').

The National Health Service (Charges to Overseas Visitors) Regulations 2015 and government guidance on overseas visitors hospital charging regulations outline the NHS services that are currently free of charge irrespective of an overseas visitor's country of normal residence (as long as the person has not travelled to the UK for the purpose of seeking that treatment). These are for accident and emergency services, such as those provided at an A&E department, walk-in centre, minor injuries unit or urgent care centre (not including emergency services provided after being admitted as an inpatient, or at a follow-up outpatient appointment, for which charges must be levied unless the overseas visitor is exempt).

There are no changes to the healthcare entitlements of short-term visitors who are covered by bilateral healthcare agreements between the UK and countries outside the EU, including Norway, Iceland, Liechtenstein and Switzerland.

For more information on changes after the Brexit transition period go to:
<https://www.gov.uk/guidance/nhs-entitlements-migrant-health-guide>

Since 6 April 2015, non-EEA nationals have had to pay the (IHS) when applying for a visa to stay in the UK for over 6 months. The surcharge is £470 per year for students and will be paid upfront for the duration of your visa.

The immigration health surcharge also needs to be paid by EEA and Swiss nationals coming to the UK for stays of more than 6 months. People who have paid the immigration health surcharge can use the NHS in a similar way to an ordinarily resident person while their visa remains valid. They will still need to pay for some treatments including prescriptions, dental treatment and assisted conception services. You will need to provide your passport and Biometric Residence Permit if you have one, or prove your status online using a share code if you have a digital immigration status.

Speak to a member of staff in the Student Services Department for advice on registering with a doctor's surgery as this should be done at the beginning of your stay in UK.

For further detailed information go to: <https://www.ukcisa.org.uk/Information-Advice/Studying-living-in-the-UK/Health-and-healthcare>

Preparation for your trip

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 luggage to avoid the risk of loss during your journey.

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: Look for the Anglo-Continental representative in the Arrivals Area/ Reception.

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. Your student reference number is given in your Confirmation of Enrolment letter or your invoice for the course. If the number quoted 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 contact your homestay family to make sure that they will be at home to welcome you on your arrival.

**London Heathrow
Terminal 2**



**London Heathrow
Terminal 3**



**London Heathrow
Terminals 4 and 5**



Your first day at school

Your Way to School

Your homestay family will make sure that you know how to find the school on your first morning and the Anglo-Continental staff will be waiting to help you when you arrive. Allow plenty of time to make sure you are not late.

What to bring with you on your first day

On your first day you **MUST** bring:

- Confirmation of Enrolment letter.
- Passport (or identity card for EU countries). We must check this before you enter class.
- Written evidence that your course fees have been paid.

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.

Passport

It is important that you bring your passport (or identity card for EU Countries) to school on the first day so that it can be checked and scanned by Student Services. Your passport will be retained for a few days during this process and will be available for you to collect from Student Services by the end of your first week.

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 unable to be present at the time of the entry test, you should report to Student Services immediately on arrival.

Sightseeing Tour

On your first day Anglo-Continental organises a free sightseeing tour of the area. You are advised to go on this tour, 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 the Executive Programme start their study sessions immediately after the entry test.

Cars, Motor Cycles and Bicycles

Should you wish to bring your own car or motorcycle to England, we advise you to enquire about the regulations, particularly relating to licences and insurance. Parking on the school grounds is not available to students, however, free long-term parking is available on adjacent roads.

Bicycles are available to rent locally. Our Student Services staff can provide details.

Class Allocation

Class Allocation

In the afternoon, you will meet your Course Coordinator for notification of the class to which you have been allocated. During class allocation, you will receive information about your course and your timetable will be explained to you. Provided that you have handed your passport/identity card in to the school, you will also receive your Student Card at allocation. We cannot give you your class information until we have received your passport/identity card. Your questions will be answered at class allocation and you will then be ready for the beginning of your lessons on the following day. It is helpful if you check where your classroom is so you know where to go the following morning.

Afternoon





If you do not have afternoon lessons on your first day, you may wish to explore the campus, pay a brief visit to the town centre, or attend the social activities.

Students Under 18 Years of Age

If you are under 18, the Student Support Counsellor will hold a meeting with you during allocation to ensure that you are aware of the Anglo-Continental Guidelines for students under 18. You will also be asked to sign a statement to confirm that you understand and will follow these guidelines.

Disciplinary Procedure

If a student fails to follow the guidelines for students under 18, misbehaves or breaks the school regulations, whether on the school campus or outside, Anglo-Continental will take disciplinary action which may result in removing him/her from the course. Please note, that the disciplinary procedure is strictly enforced.

| 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> |

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

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. However, at certain times of the year, 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 be punctual for lessons. If you are unable to attend because of illness or for any other reason, you must telephone the school yourself or ask your host family to do it for you. We may have to inform the Home Office 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 on campus, Monday to Friday between 08.00 - 17.00 hours (excluding public holidays). Students are also encouraged to spend time practicing their spoken English with other students in the Student Centre.

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/train travel, shows, sporting events and other entertainment;
- Issuing cashless cards which can be used in the Student Centre;
- Financial services such as payment of fees;
- Arranging excursions, sports and leisure activities;
- Arranging hotel reservations;
- 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

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 or near to any of the school's buildings. At Anglo-Continental, you can only smoke on the lawns or the lower terrace outside the Student Restaurant.

Alcohol

Under English law, it is illegal for anyone under the age of 18 to buy alcohol. Alcoholic drinks are not permitted on campus.

During your stay

Mobile Phones

Mobile phones must be switched off during lessons, lectures and in the Multi-Media Learning Centre, the language laboratories and during 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 First Aid Team and Student Support Officers will also be available to help.

Need to talk?

If you need help with a personal problem, please ask at Student Services for a member of the Student Support Team or email: help@anglo-continental.com.

Emergency Telephone

The emergency telephone number should only be called for serious safeguarding issues or emergencies that must be dealt with immediately. Tel: GB Code + 44(0)7831613193.

Money and Valuables

Please take care 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 charges for issuing funds to students. If additional funds are required, you can arrange a secure online bank transfer or credit card payment via flywire to Anglo-Continental:

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

or

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 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.

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 be other reasons beyond our control for such a change.

If, because of late enrolment, 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; alternatively you can call the emergency telephone number (outside office hours) 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 16-17 years old and wish to go out for the evening, you must 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 must 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. You must 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.



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. Vacation students are provided with lunch at school throughout the week.

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 have. If you go on a full-day excursion during the weekend, your homestay family will prepare a packed lunch for you on request.



Baths/Towels

The homestay family will provide towels, but you should bring your own toiletries. It is normal 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, but you should ask permission before you do so.

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.

Homestay Accommodation

Telephone

Do not use your homestay family's telephone without first asking their permission.

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

Curtailment of Accommodation

If you have to curtail your stay in homestay accommodation for any reason, you are required to give no less than two calendar weeks' notice to the Accommodation Department 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 £70.

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 Accommodation Department as soon as you can. A room retainer fee of £80 per week for standard/standard plus homestay and £160 for Executive homestay is payable. Please note, it is not possible to offer this service during the high season (16 June - 3 August 2024).

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 Accommodation 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 Accommodation 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, you should not normally be required to make any payments direct to your homestay family.



Cost of Living in Bournemouth

Guide to cost of living in Bournemouth

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 hot meal in Anglo-Continental's student restaurant from £ 8.00
- A meal in a fast food restaurant e.g. McDonald's from £ 6.00
- A cup of coffee/tea £ 3.00 - £ 4.00
- A weekly bus pass £ 16.00
- A monthly bus pass £ 61.00
- A newspaper £ 1.10 - £ 3.50
- A cinema ticket £ 5.00 - £ 14.00
- Local laundrette (per load) £ 5.00 - £ 8.00

Tourist information

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





**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.