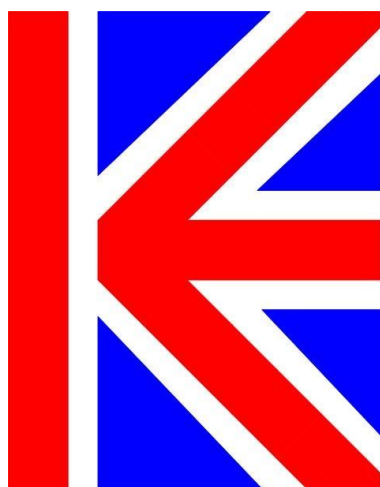


INTERACTIVE ENGLISH LANGUAGE SCHOOL



Students' Guide

March 2016

TABLE

Useful numbers	2
THE SCHOOL	3
Attendance	4
Course descriptions	5
Elementary	5
Pre-Intermediate	5
Intermediate	6
Upper-Intermediate	6
IELTS	6
FCE	7
CAE	7
HOMESTAY	10
Alternative accommodation	11
SCHOOL'S FIRE PROCEDURE	12
MEDICAL CARE	13
THE LAW	13
Visas	14
Police Registration	14
Personal safety	15
OTHER INFORMATION	15
Public transport	15
Post/Banks	16
Student card ISIC	16
TERMS & CONDITIONS	18

Useful numbers:**EMERGENCY SERVICES**

Police, Fire Service, Ambulance, Coastguard 999, (112 from a mobile phone)

Brighton Police Station, 0845 6070999 or 101

ACCIDENT AND EMERGENCY: Royal Sussex County Hospital, Eastern Road, 01273 696955

Brighton Station Health Centre, Aspect House, 84-87 Queens Road, 0333 321 0946

SCHOOL NUMBER: Tel: 01273 202081

Emergency school number: 0777 451 3151

Thank you for choosing to study with Interactive English Language School. We are sure you will enjoy your studies and find them very rewarding. Here is some information to help you adjust to studying in England with us. If you have any further questions, please do not hesitate to ask us.

THE SCHOOL

Classes:

Lesson times are 9.15 to 12.30 (with a fifteen minute break about half way through the morning, at a time decided by the teacher) or 1.15 to 4.30 (with a fifteen minute break about half way through the afternoon, at a time decided by the teacher). Your lessons will be with a qualified English teacher who has experience of teaching foreign students. The types of activities within the class range from whole class study, group work, pair work and working alone. If you feel a bit shy, you should try to push yourself. You can only get better if you try and no one will mind if you make mistakes.

Your Teacher:

All teachers at Interactive English Language School have special ELT teaching qualifications. We employ teachers who enjoy teaching and care about students as individuals. They will be happy to answer your questions and help in anything to do with studying English Language.

Teaching Methods:

Our teachers use a variety of methods to teach you English. Sometimes these may seem different from the way you were taught in your country. Please ask if you have any questions about what/how your teacher is teaching.

Teaching materials:

The cost of the first course book is included in the registration fee. This course book will be valid only until the end of the term, after this you will need to buy a new book for the new term. If you change to another class you will have to pay for new course book. Please ask about all the details at reception. It is important that you buy a course book because it is illegal for the teacher to give you photocopies instead.

Homework:

To improve quickly you will need to study more than just during the class. Your teacher will give you extra work to do at home and you should do this whenever possible as the teacher will be planning to use the homework in the next lesson. If you think you can't do homework one day, please tell your teacher and explain why.

Extending or changing your course:

It may be possible to change or extend your course, if you wish to do so please ask at reception. Please note that if you decide to change your course before it is finished, you will need to buy a book for your new course. Also, if you join a course that is very near the end, we will not give you a book until the new course starts. (We can lend you a book for that time however).

At the end of your course:

When you finish your course you will receive a certificate of attendance of the school and a personal report from your teacher detailing your progress and achievements. However, you will receive this certificate only if your attendance is 80% or higher. It is important for us to know

how we can improve the school so we will ask you to fill in a questionnaire about the school, your teacher and your stay in Brighton & Hove.

School buildings:

Interactive English operates from two sites, some 300 meters away from one another. Both are located on a main bus route, near the centre of the city (20 minutes on foot). Both schools have a large cosy lounge with computers and access to the internet all day as well as refreshments including fresh coffee and tea for our students for free. We have 4 classrooms on each site, fully equipped with media systems. Both schools are located in old Victorian buildings and have four floors, and no lift. Please note that our school is not equipped for people with disabilities.

School accreditations and legal properties:

Interactive English Language School Ltd is accredited by the British Council and operates according to the standards laid down by the British Council in respect of school premises and facilities, teacher qualifications, teaching quality, administration and welfare. Interactive English is a member of English UK, the national association of accredited English language centres.

Interactive English Language School Ltd is accredited by ISI (the Independent School's Inspectorate) in order to have the necessary educational oversight. Interactive English was inspected in March 2012. The report stated that the schools 'exceed expectations' in all categories. See our report here www.educationaloversight.co.uk/schools/8366/

Registered in England No: 7147035, Registered Office: 85 Church Road, Hove, BN3 2BB
Proprietors:

Attendance:

- Students should come to all lessons, on time and ready for learning.
 - Students must come to at least 80% of the course.
 - If a student does not come to at least 80% of the course, he/she won't receive a certificate of attendance.
1. The teacher will mark who is in class and who is not at the beginning of the lesson. If you are not in class 15 minutes after the start of the lesson, you will be marked 'absent'.
 2. On the day of your absence, your teacher will inform the administration staff of your absence, and they will contact you to find out the reason for your absence. If they cannot contact you, they may contact your host family or next of kin.
 3. If you are marked 'absent' (unless absence is authorised) for more than 20% of the total number of hours in your course, we will tell you that this has happened. We will also inform you that you will not receive certificate of attendance, unless your attendance improves.

This table shows the number of days and hours in full-time 12 week and 24 week courses.

Weeks in course	Total days/hours in course	10% (days/hours)	15% (days/hours)	20% (days/hours)
12	60/180	6/18	9/27	12/36
24	120/360	12/36	18/54	24/72

A student might miss lessons because they are sick or for another good reason. If possible, the student needs to inform teacher or the school if they are going to be absent and why.

Course descriptions:

Please note that not all courses are available all year round. Please check with the school before making a booking.

Elementary: the course is 15 hours of lessons a week. This course is for students who have a very low, basic knowledge of the English language. The course focuses on grammar, reading, as well as speaking and writing about everyday topics.

This course is for students who don't have fluency in English, problems with basic grammar and little or no confidence in using English.

By the end of the course, you will be able to:

- understand and respond to simple questions about yourself and your life
- understand simple conversations
- understand English spoken by native speakers at slower than normal speed
- read and understand simple articles and public notices
- speak clearly but slowly so that others understand you
- ask for help when you don't understand
- write simple instructions or messages with few errors in grammar.

We would expect a student to take about 12 weeks to complete this level.

Pre-Intermediate: the course is 15 hours of lessons a week. It is for students who have a basic knowledge of the English language. The course focuses on grammar, reading, as well as speaking and writing about everyday topics.

This course is for students who have some fluency in English, but who still have problems with basic grammar and little confidence in using English.

By the end of the course, you will be able to:

- understand and respond to questions about yourself and your life
- understand and respond to the main points of general conversations
- understand standard speech spoken at near normal speed
- read and understand basic public notices
- understand simple articles and messages about everyday life
- speak clearly about yourself so that others usually understand you
- show that you understand others or ask them for explanations
- maintain a basic conversation with only a little difficulty
- write basic messages to others with correct grammar.

We would expect a student to take about 12 weeks to complete this level.

Intermediate: this is for students who have a good knowledge of the English language. The course focuses on grammar, reading, speaking, writing and helping students to speak with more confidence.

This course is for students whose English allows them to communicate with others quite well much of the time, but who still make frequent mistakes so that there are regular misunderstandings.

By the end of the course, you will be able to:

- talk easily with others in common social situations
- speak clearly enough to be easily understood by others
- exchange opinions with others and justify your point of view
- read and understand the main points of authentic written material
- summarise texts using English that is easily understood by others
- write in simple correct English in a variety of formats
- understand and use with confidence the vocabulary of daily social life.

Upper Intermediate: the course is 15 hours of lessons a week, and is aimed at students who have a very good knowledge of the English language. The course focuses on grammar, reading, speaking, writing and helping students to speak with more confidence.

By the end of the course, you will be able to:

- write various text types
- read, understand and answer questions on the content of various text types
- answer different types of grammar questions with confidence
- handle the various sections of the oral test with confidence
- understand English spoken by native speakers at natural speed and answer questions as required by the examination

We would expect a student to take about 12 weeks to complete this level.

IELTS: this course leads to the Cambridge International English Level Testing System examination. IELTS is often required for those who wish to attend a course in tertiary education in Britain, Australia, New Zealand, the USA, Canada and some institutions in Singapore.

The course is for students with a higher level of English who are preparing for the academic IELTS examination.

The course consists of 15 hours of lessons a week. It is taught in the context of the four exam papers- Reading, Writing, Listening and Speaking. Ideally students would be at Advanced level but, as IELTS is a multi-level exam, students can join if they are Upper Intermediate level and are committed to working towards the exam.

By the end of the course you will be able to:

- learn how to interpret and describe graphs in writing
- learn how to write a discursive or opinion essay
- learn how to read and interpret academic texts

- answer comprehension questions on written texts as found in the IELTS examination
- learn how to identify specific information and infer point of view in written texts
- take part in discussions and practise the speaking skills required in the IELTS examination
- perform with confidence in the oral component of the examination
- learn how to take accurate notes from a spoken text or dialogue
- listen to a variety of spoken text types of the kind used in IELTS examination.

FCE: the course is 15 hours of lessons a week. Leading to the Cambridge First Certificate in English, this course teaches and practises English in the context of the five exam papers- Reading, Writing, Use of English, Listening and Speaking.

Students need to be at Upper-intermediate level

This is for students who are preparing for the Cambridge First Certificate in English (FCE) examination.

This course is for adult students who are at an upper–intermediate level. They now wish to focus on increasing their accuracy and general competence in English and to prepare for an externally validated examination – the Cambridge First Certificate in English.

By the end of the course you will be able to:

- write various text types appropriate for the examination
- read, understand and answer questions on the content of various text types
- answer different types of grammar questions with confidence
- handle the various sections of the oral test with confidence
- understand English spoken by native speakers at natural speed and answer questions as required by the examination.

BEC: the course is 15 hours of lessons a week. This course focuses on the skills as well as grammar and vocabulary-building while concentrating on work-related themes. It is aimed at upper intermediate level students, leading to the BEC examination.

This course is for people who already have good English skills, but who still have some problems with accuracy, fluency and vocabulary.

By the end of the course you will be able to:

- discuss business topics with ease
- express opinions and give appropriate reasons
- understand and comment on the opinions of others
- describe and comment on topics such as branding, globalisation, advertising, and travel
- take part in meetings, negotiations, socialise in a work setting, and give presentations
- speak clearly and naturally so that people understand you
- understand the main points and details of authentic written business texts
- summarise texts in speech and writing
- recognize and use the appropriate format and language for different written text types.

CAE: the course is 15 hours of lessons a week. Leading to the Cambridge Certificate in Advanced English, this course teaches and practises English in the context of the five exam papers- Reading, Writing, Use of English, Listening and Speaking.

Students need to be at Advanced level.

This course is for adult students who are at advanced level. They now wish to focus on increasing their accuracy and general competence in English and to prepare for an externally validated examination – the Cambridge Certificate in Advanced English.

By the end of the course you will be able to:

- write various text types appropriate for the examination
- read, understand and answer questions on the content of various text types
- answer different types of grammar questions with confidence
- handle the various sections of the oral test with confidence
- understand English spoken by native speakers at natural speed and answer questions as required by the examination.

CEFR level	Interactive English level	IELTS (International English Language Testing System)	Cambridge exam	Business English Certificate (BEC)	ALTE Levels	BULATS (Score)	TOEFL iBT Total
C2- Mastery	Proficiency/ Advanced	IELTS 9.0 IELTS 8.5	CPE		Level 5	90-100	
C1- Effective Operational Proficiency	Advanced/ Upper Intermediate	IELTS 8.0 IELTS 7.5 IELTS 7.0	CAE	BEC Higher	Level 4	75-89	110-120
B2- Vantage	Upper Intermediate/ Intermediate	IELTS 6.5 IELTS 6.0	FCE	BEC Vantage	Level 3	60-74	87-109
B1-Threshold	Intermediate/ Pre Intermediate	IELTS 5.5 IELTS 5.0 IELTS 4.5	PET	BEC Preliminary	Level 2	40-59	57-86
A2- Waystage	Pre Intermediate/ Elementary	IELTS 4.0 IELTS 3.5	KET		Level 1	20-39	
A1- Breakthrough level	Elementary/ Beginner	IELTS 3.0 IELTS 2.0 IELTS 1.0	-		ALTE Breakthrough	0-19	

A1: Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. Can introduce him/herself and others and can ask and answer questions about personal details such as where he/she lives, people he/she knows and things he/she has. Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.

A2: Can understand sentences and frequently used expressions related to areas of most immediate relevance. Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. Can describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate need.

B1: Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. Can deal with most situations likely to arise while travelling in an area where the language is spoken. Can produce simple connected text on topics which are familiar or of personal interest. Can describe experiences and events, dreams, hopes and ambitions and briefly give reasons and explanations for opinions and plans.

B2: Can understand the main ideas of complex texts on both concrete and abstract topics, including technical discussions in his/her field of specialisation. Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party. Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.

C1: Can understand a wide range of demanding, longer texts, and recognise implicit meaning. Can express him/herself fluently and spontaneously without much obvious searching for expressions. Can use language flexibly and effectively for social, academic and professional purposes. Can produce clear, well-structured, detailed text on complex subjects, showing controlled use of organisational patterns, connectors and cohesive devices.

C2: Can understand with ease virtually everything heard or read. Can summarise information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation. Can express him/herself spontaneously, very fluently and precisely, differentiating finer shades of meaning even in more complex situations.

HOMESTAY

Your homestay has been chosen specially by us and we have checked the accommodation personally.

Home and room:

Your host will keep the house and room clean but you should keep your room tidy. Please remember that you are in someone else's house and that it is not a hotel. You will be treated as part of the family. Your host will help you with any questions you might have. If you have a problem with the homestay, first tell the host politely, it might be a misunderstanding. If this doesn't help, tell us.

Meals:

English meals are sometimes served much earlier than in the other parts of the world. Your host will tell you when meal times are, if you can't be there, please tell them in plenty of time by telephone. You may also ask them to save your dinner for later if the time is not convenient for you, but please try to eat with the host as this is a good chance to practise your English. English food might be different from what you eat in your country, but please try it; you might find some things that you really like. When you book your course, please tell us if there are things you cannot eat and we will tell your host.

Keys:

Your host will give you a key for the house. You must take very good care of it and you can not give it to someone else or copy it. If you lose it, tell the host immediately. You might have to pay for a new one.

Telephone:

You can only use the telephone with your host's permission. Please ask them if it is ok to make calls with the phone card. Please remember that the phone belongs to the host, and do not stay on the phone for too long.

Laundry:

The host will do laundry but if you have a lot, you should go to a launderette. If you have something that needs to be cleaned in a special way, it is best to go to a dry cleaner's (there is one near the school). You will have to do your own ironing but the host will lend you the iron and the board.

Visits by friends:

Please ask your host for permission to have visits from friends, they will probably say 'yes' but please do not allow friends to stay longer than your host has agreed, especially no overnight stays.

In the evening:

Please remember that you came here to learn English and about England and English people. You cannot do this if you sit in your room alone every evening. Spend some time with your host and talk.

Behaviour:

Remember that you are an 'ambassador' for your country, what people think about you is what they will think about your country. Try to learn how people do things here, ask your teacher and

host. British people always say 'please' and 'thank you', even to bus drivers, and queues are very important to British people.

Alternative accommodation:

If you wish to arrange accommodation by yourself, please ask at the reception for an advice.

You can find a room to rent, a flat to rent or even bed and breakfast or a hostel.

Please visit below websites for more help:

www.latesthomes.co.uk

www.accommodate.me

www.friday-ad.com

www.gumtree.co.uk

www.hovequesthouse.com

www.visitbrighton.com

www.brightonholidayhomes.co.uk

Please see some advice below on renting a room or a flat (even if you will be sharing it with your friends):

HOLDING DEPOSIT: If you are paying a 'reservation' or 'holding' deposit whilst your application for a tenancy is processed, make sure you get a receipt and a Holding Deposit Agreement from the Agent that sets out the terms of this initial deposit and any circumstances under which you may or may not get your money back.

RENT: Rent is usually paid a calendar month in advance. Because of money laundering regulations most Agents are only able to accept a maximum of £500 in cash. Subsequent payments are normally made by standing order or the Agent or Landlord. If the payment of rent is late, interest is payable as shown in the Tenancy Agreement.

DEPOSIT & INVENTORY: A deposit equivalent to approximately 6 weeks rent will normally be required to settle any claim for dilapidations, or any other breach of the tenancy agreement, which may arise, during the tenancy or at the termination of the tenancy. The deposit will be held by the Agents or the Landlord under the terms of a designated Tenancy Deposit Scheme. Make sure that you are present to check the inventory when you move in and out of the property so that you can agree to any amendments. We recommend that you keep a signed copy of both the checking in and checking out inventory. This document will form the basis of any compensations claimed against you by the landlord.

TENANCY AGREEMENT: Before you arrange a date and time to sign the tenancy agreement, make sure that you (all tenants) have seen a copy and read it through, so that everyone understands their obligations. Ask questions to clarify anything that you are unclear on. All tenants must sign the tenancy agreement before they can move in. **ONCE YOU HAVE SIGNED...** Keep all your documents (such as insurance policy, copy of tenancy agreement and inventory) together in a file. Keep this file in a safe place.

GAS- ELECTRICITY-TELEPHONE (SERVICES): It is normally a condition of the Tenancy that the services (i.e. electricity, gas and telephone) are transferred into the Tenant's name for the duration of the Tenancy. If you require the telephone service you will need to contact British Telecom or service provider direct. In some instances, a deposit may be requested from the relevant Companies.

COUNCIL TAX/WATER CHARGES/TV LICENSE: Tenants will normally be responsible for the payment of the Council Tax for the property they are renting and will pay this direct to the Local Authority. They must also advise the Local Authority when they move in/out of a rented property. Leaflets on Council Tax should be available from the Registration Officer at the Hove Town Hall (opposite the school). A 25% discount is usually available on Council Tax for single occupancy. It is the responsibility of the tenant to pay for a TV License in respect of the property they are renting. In most cases water charges are now paid for by Tenants in renting a property.

TENANTS CONTENTS INSURANCE: Tenants must insure their own possessions, as this is not the Landlords responsibility. You can also arrange this yourself on line by going to www.course-u-can.com or www.endsleigh.co.uk/international-students.html.

SAFETY CERTIFICATES: Make sure that you are provided with a Landlords Gas Safety certificate and if you are renting a furnished property that the furniture has fire safety labels on it (arm chairs, beds, cushions etc) and that a note is made on the inventory to that effect. The Landlord must also make sure that electrical wiring and appliances are safe.

SCHOOL'S FIRE PROCEDURE

Fire and emergency

1. If everyone must leave the school, you will hear a loud bell ring for at least 15 seconds.
2. If we are testing the bell, we will tell you and the bell will ring for a very short time.
3. If we are having a fire practice, we will tell you before it happens.

When the bell rings

When the bell rings everybody must leave the building by the nearest exit or signposted escape route. You must:

- NOT collect personal belongings.
- WALK NOT RUN.
- GET WELL CLEAR OF BUILDINGS AND ACCESS ROUTES.
- Not go back into the building until we tell you it is okay.
- Tell us if you think someone is still in the building.

If you see or smell a fire

1. If you see or smell a fire, or see smoke, shout 'Fire' and leave the building by the shortest and safest route. Close, but DO NOT lock, all doors behind you. If you pass an alarm point, press the alarm button.
2. DO NOT try to put out the fire.

After you leave the building

After you leave the building, get away from the building especially the exit. Everybody should stand across the road outside Cooperative (when attending classes at 94 Church Road) or on the corner of Church Road & Second Avenue (when attending classes at 40 Church Road) so that the teachers can count everybody and see if anybody is still in the school.

MEDICAL CARE

First Aid:

First Aid boxes are provided in each School, at the reception and these boxes are in the care of the receptionists.

At the moment there are three first aiders in schools.

The main first aider is Adela Johnston, located at the reception at 94 Church Road, Hove, BN3 2EB

The two other First Aiders are Graham Elton located at 40 Church Road, Hove, BN3 2FN and Roberta Gent located at 94 Church Road, Hove, BN3 2EB

Doctor:

You should register with your local GP (family doctor) if you are a full time student. We will help you to do this and help you to see a doctor if you have a problem. Health care is free for full time, long term students. In a medical emergency call 999 from a land line or 112 from a mobile phone. Also if you need help or advice you can call NHS Direct on 0845 46 47.

Dentist:

If you need to see dentist we will help you to find one. Dental care is not free. If you need help or advice you can call NHS Direct on 0845 46 47.

WELFARE

Welfare officers:

We have 2 Welfare officers here at the school: Gosia and Adela. They are here to help you if you have any personal or emotional problems. For example, if you feel homesick, lonely, or just need someone to talk to. They can give you support and confidential advice for a range of welfare issues, from personal safety to health problems. You can come to the office at 94 Church Road between 8.30 AM and 5 PM every working day, or contact them on info@interactive-english.com, or by phone 01273 202081. Sometimes you might need a more specialised help, and please see below where you can find it for a variety of issues:

Welfare services

- **Counselling:** The Dialogue Centre is a large Edwardian house in Brighton offering highly experienced, professional and confidential counseling for families, children, young people and adults across Brighton and Hove, East and West Sussex. They also offer school-based counseling to children and young people in both state and independent schools and colleges in East and West Sussex. The Dialogue Centre is part of Sussex Central YMCA, which is a registered charity operating on a not for profit basis. Telephone number: 01273 320500 Website: <http://www.dialoguecentre.org.uk> Email address: dialogue@sussexcentralymca.org.uk Address: 24 Windlesham Road, Brighton, East Sussex, BN1 3AG
- **Bereavement:** Offers information and support to anyone who has been affected by a death. Services include one-2-one counselling, drop-in, service information, social support and practical advice.

Brighton line opening hours: 9.00am-12.00 noon, Drop-in is on Wednesday mornings 10am to 12.15. The first hour is for newcomers. Telephone number: 01273 234007
 Day by Day help helpline 0844 477 9400 Website:
<http://www.crusebereavementcare.org.uk>, Email address: brighton@cruse.org.uk
 Address: Community Base, 113 Queens Road, BN1 3XG

- **Childcare:** If you are looking for childcare, you can find lots of useful information and advice on this website: <http://www.brighton-hove.gov.uk/sites/brighton-hove.gov.uk/files/Childcare%20Choices%20Booklet.pdf> . It tells you all about the different types of childcare that are available, how to make sure that your child is safe and it includes lots of useful tips from other parents about using childcare. You can search our online directory for details of all Ofsted registered childcare in Brighton&Hove on this website: <http://www.familyinfobrighton.org.uk/kb5/brighton/fsd/home.page>. If you need extra help to find childcare, or you can't find what you are looking for contact us and let us know what help you need and what requirements you have and we will get back to you within 7 days. If your request is urgent, you can call us on 01273 293545, or visit <http://www.brighton-hove.gov.uk/content/children-and-education/childcare-and-family-support/choosing-childcare>
- **Legal help:** The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems. Our advice is available to everyone regardless of race, gender, sexuality, age, nationality, disability or religion. Address: 1 Tisbury Road, HOVE, East Sussex BN3 4AH, Telephone: 01273 223951,; www.brightonhovecab.org.uk
- **Vulnerable adults:** Sussex Community NHS Trust is committed to ensuring that all its patients and users are safeguarded against abuse and harm. Sussex Community NHS Trust works with other agencies across West Sussex and Brighton and Hove who have responsibility for vulnerable people to agree how to respond if there is suspicion that a vulnerable person is at risk of harm or abuse. City Council Adult Social Care 01273 295555 or visit <http://www.brighton-hove.gov.uk/content/health-and-social-care/safeguarding-adults-risk>
- **Federation of disabled people:** The Fed is a user-led organisation led by disabled people offering advice and support to live independently. The Fed has a number of projects and services including: the Disability Advice Centre offering free, impartial advice on disability matters; It's Local Actually, a directory of local services, activities and more; a counselling service for disabled people, their friends, families and carers; an Advocacy Service, offering free, confidential and independent support to help with a variety of issues; Into Work, helping people overcome the barriers in the workplace; Direct Payments advice; Benefits advice and the PA jobs noticeboard. Telephone number: 01273 296747 Website: <http://www.thefedonline.org.uk> Email address: info@thefedonline.org.uk
 Address: Montague House, Montague Place, Somerset Street, Brighton BN2 1JE
- **Mental help and wellbeing service:** BHT's Mental Health and Wellbeing Service aims to assist men and women to improve and maintain their mental health and wellbeing. Their services include one to one sessions and wellbeing groups with trained

counsellors, peer support groups, life-skills workshops, one to one casework and a drop in. Women only sessions are also provided by Threshold Counselling on Mondays and Tuesdays.

How to get referred You can download a referral form from their website which can be sent via email or post. Telephone number: 01273 929471

Website: <http://www.bht.org.uk/services/mental-health-and-wellbeing/>

Email address: wellbeing@bht.org.uk Address: Second Floor, 27 – 29 North Street, Brighton, BN1 1EB

- **Brighton women's centre:** Resource centre for all women. Services include: info and advice, drop-in, internet access, counselling (due to a long waiting list, this service is sometimes unable to accept referrals, so it may worth checking the website or contacting them directly to confirm availability), personal development courses, low cost complementary therapy, Healthwalks, ToyBox pre-school, and the Inspire Project, which works with women at all stages of involvement in the Criminal Justice System.

Opening hours: DROP-IN:

Monday 12:30pm - 3:00pm (which includes a welfare benefits surgery - access only by prior appointment through Drop In, by phone or e-mail)

Tuesday 5:00pm - 7:00pm

Thursday 9:30am - 11:30am Telephone number: 01273 698036 Website: <http://www.womenscentre.org.uk> Email address: info@womenscentre.org.uk Address: 72 High Street, Brighton, BN2 1RP

THE LAW

Visas:

If you are not an ECC citizen you will need a visa to come here. If you are here on a student visa you must be a full time (15 hours per week), daytime student. If you leave school while still on a student visa you will be in a breach of your visa and you could be sent home.

If you would like to study with us you can apply for a Student Visitor Visa (SVV) or Extended Student Visitor Visa (ESVV).

The **Student Visitor and Extended Student Visitor** visas will have no entitlements (no right to work at all, nor to switch, extend or bring in dependants).

It will have a maximum duration of 6 months/11 months respectively and is intended for those who simply wish to come to the UK to take a short course and then return home. Applicants for the SVV & ESVV will be assessed particularly on their reasons for wishing to take the course, their finances, and their intent to return home at the end of it.

Police Registration

If you need a visa to come to the UK and will stay for more than 6 months, you will be asked to register with the police. You will need 2 passport size photographs, letter from the school and registration fee is £34. Once you are registered you will have to inform police if you change house, school or make any other relevant changes. See reception staff for details of how to register. You will need to go for an appointment at one of the two police stations in the region:

Hove Police Station

Hove Town Hall

Norton Road

Hove
BN3 4AH
tel: 101
<http://www.sussex.police.uk>

Brighton Police Station

John Street
Brighton
BN2 2LA
tel: 101
<http://www.sussex.police.uk>

Personal safety

- The police in the UK are friendly and helpful, have a duty to protect everyone and can always be safely approached. In an emergency where there is a danger to life or a crime is in progress you can contact the police, fire brigade or ambulance by dialling 999 from any telephone. This call is free of charge but should be used only in an emergency. To report a non-emergency minor crime, call local police station on 101
- Take care of your belongings, especially documents like passport, travel documents and tickets.
- Insure your belongings against theft and accidental damage. Please visit The British Insurance Brokers' Association at www.biba.org.uk for more information. If you wish to take insurance specifically designed for students please visit www.course-u-can.com
- Remember that although Brighton is a safe city there are a very small number of dangerous people here. Please be sensible when you are walking in the streets late at night, especially if you have been drinking alcohol. Try not to walk home alone and keep to well-lit areas especially if you are female.
- In the UK, if somebody shouts at you, especially if they insult you, it is always best to walk away. Do not confront them and do not run away.

The British council have produced an online safety guide for international students. The guide gives lots of practical advice on staying safe in the UK. Please visit http://www.educationuk.org/downloads/safety_1st.pdf

For a copy of this guide, please ask at the reception.

Also please visit www.brighton-hove.gov.uk/roadsafety for more information on road safety.

Racial and Sexual Discrimination and Harassment

There are students from many countries, cultures and religions in our school, and we hope that they all act in a friendly and polite way with each other. If another student, your host or a member of his/her family, or a member of staff treats you badly, please tell a member of the school management (Steve, Adela, Gosia or Jeff) as soon as you can. If this person treats you badly because of your skin colour, nationality, sex or religion, he or she is breaking the law and we may call the police.

Also, if another student, your host or member of his/her family, or a member of staff touches you or talks to you in a way that makes you feel uncomfortable, they may be breaking the law, so please tell us.

Please remember that these rules are the same for everyone, so please treat other people in the school and your accommodation the way you want them to treat you.

Any student who physically assaults, or racially or sexually harasses or abuses any other person on school premises, or any member of the student body or staff anywhere will be immediately and permanently excluded from the school.

ID

In the UK you don't have to carry ID with you, but it can be very useful. You must be 18 years old to buy cigarettes or alcohol, and to go into most pubs and clubs. If you look younger than 25, you must show ID to prove that you are over 18 (this must be a passport, police registration or International Student Card).

Drugs

It is against the law to buy, sell or use drugs in the UK. Please don't do it.

OTHER INFORMATION

Public transport

The easiest way of travelling throughout Brighton and Hove is by bus. You can buy a ticket for a single trip or a Saver for the whole day. Weekly or monthly tickets are also available and you can buy them at 1Stop Travel, 26 North Street, Brighton, or you can get an app for your mobile phone from www.buses.co.uk/app. For current prices of bus tickets please visit www.buses.co.uk

There are regular trains (visit www.nationalrail.co.uk) and coaches (visit www.nationalexpress.com) to London and other parts of the England.

Post

The post is very quick, cheap and reliable for letters and postcards. For up to date prices please visit: <http://www.royalmail.com/>

It is also possible to send parcels of all sizes at much higher prices.

Please find some addresses below:

Atkins, 153 Sackville Road, Hove, 738578

92 Blatchington Road, Hove, 732387

22 Western Road, 203708

142 Western Road, 206931

Banks

If you are here for a longer period you might want to open a bank account. The bank will let you do this only if you are a full time student of 6 months or more. With account you will receive a cheque book and a debit card which you can use to make payments or take money from ATM.

Student card ISIC

You can get an International Student Card if you are a full time student of 12 weeks or more. All you need is a letter from the school, 1 passport size photo and a payment (check the price at reception). This card is very useful and gives you good discounts on many travel fares. To get this card please visit STA Travel agency, 38-39 North Street, Brighton, East Sussex, BN1 1RX. For more information please ask at the reception.

Churches, Mosques, Temples etc.

Brighton and Hove is famous for its variety of people and religions. If you wish to find a place of worship please ask at the reception, but here are some addresses and telephone numbers:

Al Medina Mosque, 24 Bedford Place, 737721
Islamic Centre & Mosque, 150 Dyke Road, 505247

All Saints C of E Church, The Drive, Hove, 733331
Central United Reform Church, Blatchington Road, Hove, 734162
Holland Road Baptist Church, 71 Holland Road, Hove, 7321111
Holy Cross Church (Church of England), Tamworth Road, Hove, 777020
Hove Methodist Church, Portland Road, Hove, 324600
St Andrews Old Church, Church Road, 738785
Salvation Army, Conway Street, Hove, 323072
Southern Cross Evangelical Church, 103 Trafalgar Road, Portslade, 883211
Russian Orthodox Parish, 15 Barnet Road, 553230
Brighton & Hove Hebrew Congregation, 31 New Church Road, Hove, 888855
Brighton & Hove New Synagogue, Palmeira Avenue, Hove, 735343
Brighton Central Congregation of Jehovahs Witnesses, 2 Osmond Road, Hove, 329505

Pubs

These are very often a centre of social life. You can find pubs on almost every corner in Brighton and Hove and they may vary from wine bars, traditional pubs and others. It is forbidden to sell alcoholic drinks to persons below 18 years of age. Very often you will need to show proof of age before entering pubs and bars.

Theatres

You can find many theatres and places with live performances all year around. Please see below some addresses:

Brighton Centre, Kings Road, 290131, Box Office-0870 900 9100
Brighton Dome, 29 New Road, 700747, Box Office-709709
Brighton Little Theatre Company, Studio Theatre, 9 Clarence Gardens, 390004,
Concorde 2, Madeira Drive, BN2 1EN, 207241
Hove Centre, Hove Town Hall, Norton Road, 292910/292902
Komedia, 44-47 Gardner Street, Box Office-647100/647101
Pavilion Theatre, 29 New Road, Box Office-709709
Sanctuary Café, 51-55 Brunswick Street East (Off Western Rd), 770002
Sussex Arts Club, 7 Ship Street, BN1 7AD, 727371
The Old Market, 11a Upper Market Street, Hove, 736222, Box Office - 0800 0642622
Theatre Royal, New Road, Box Office-328488

Clubs

Brighton has many clubs varied from discotheques to jazz clubs. Open every day of the week and very often with theme nights. Some clubs do not accept people wearing jeans and trainers, and very often there is an entrance fee. Clubs may stay open until after 5am, depending on their location.

Restaurants

There are hundreds of different restaurants around with the most diverse variety of world cuisines.

Festivals

There are many festivals in Brighton, happening all year around. The Brighton Fringe Festival happens in May every year and is the biggest open access, mixed arts event in England. It includes classical music concerts, comedy acts, dance performances, live music gigs, the spectacular Fringe Festival May Ball and much, much more. For more details visit <http://www.brightonfestivalfringe.org.uk>

Brighton & Hove Food and Drink Festival celebrates the best of food and drink in Sussex; visitors will revel in the fine Sussex cheeses, local wines, ciders, beers, cakes, breads, chutneys; an organic café and a mouth-watering fresh food market with local fruit, vegetables, meat and fish. This festival happens in September and for more information please visit www.brightonfoodfestival.co.uk.

Brighton Festival is the biggest and brightest mixed arts festival in England. Each year there is a sensational program of theatre, dance, music, books & debate, children's and family shows and outdoor spectacle. It happens in May and for more information please visit www.brightonfestival.org

Pride festival in Brighton & Hove promotes equality and diversity, and advances education to eliminate discrimination against the Lesbian, Gay, Bisexual and Transgender (LGBT) community. It raises awareness of issues by promoting and staging a series of events including Winter Pride and the annual summer festival and making grants and/or donations to other charitable and voluntary organizations. It happens in June and for more information please visit www.brightonpride.org

Shopping

You can enjoy Brighton's unique shopping experience by wandering through the 17th century Brighton Lanes where you can find all sorts of jewellery, designer clothes, interior design, perfumes, hats and shoes or you can relax alfresco in Brighton Square, right in the heart of The Lanes. Brighton's North Laine has a laid-back bohemian charm and over 300 unique, individual and quirky shops. For a taste of high-street shopping, Brighton's Churchill Square has over 80 stores under one glass-domed roof. If bargain hunting is your thing visit the indoor and outdoor antique and flea markets across the city. Visit Brighton's only outlet shopping centre at Brighton Marina offering famous brands at genuine savings. Or explore Brighton's villages and discover individual flair, character and originality. And pick up an original piece of Brighton art from the beachfront's Artists Quarter. For more information please visit www.visitbrighton.co.uk

Tourist attractions

Since Regency times, Brighton has been a pleasure ground for visitors, with a wealth of attractions full of charm, style and eccentricity.

From the unique Royal Pavilion to the Victorian Brighton Pier, the Volks Railway to Brighton & Hove Museums, Brighton's attractions are a mix of heritage, seaside fun and cultural experiences. Whatever time of year you visit there is sure to be something that you want to see. You'll also find lots of parks, gardens and scenic countryside right on Brighton's doorstep. For more information please visit www.visitbrighton.co.uk

TERMS & CONDITIONS

Registration and confirmation

- When you book your course and accommodation you need to pay all agreed fees in full and in advance. You also need to pay a £50 registration fee + £20 if applying for visa.
- If you want to change the start of your course you must write and tell us at least 21 days before. If you don't tell us, our cancellation policy may apply.

Visas

- It is your responsibility to make your visa application in plenty of time. If your visa application is refused less than 3 weeks before the start of the course, our cancellation policy may apply.
- If your visa application is refused more than 3 weeks before the start of your course we will give you back all of the money you paid to us, except for the £70 registration charge, when you send us your refusal letter or, in special circumstances, the original letters we gave you to support your visa application.

Cancellation

- You must cancel your course in writing.
- If you cancel your course more than 3 weeks before the start of your course, we will give back all of the money you paid to us except for the registration fee. If you cancel your course between your start date and 3 weeks before the start of your course we will charge the cost of 1 week's tuition + 1 week's accommodation and a registration fee, the rest of the money will be refunded. If you cancel your course and accommodation after it started fees will not be refunded.
- If you book your course through an agent you need to contact the agent to get back the money you paid to him.
- In special circumstances it may be possible to cancel your course after you start studying. If we gave you documents to support your visa application we must tell the Home Office you have cancelled your course.
- Interactive English Language School reserves the right to cancel courses without notice and will offer students a full refund or alternative course at no extra cost.
- Interactive English Language School reserves the right to cancel courses of students who do not have acceptable conduct.
- No refund will be given for missed classes.

Student emergency support fund

- Interactive English Language School is a member of English UK, and our student have access to student emergency support fund, which aims to minimise the effects of closure when students have paid fees for language courses at English UK member centres. It ensures students can complete their learning and also covers money lost on accommodation fees.

Force Majeure

- Interactive English Language School is not liable for loss of tuition or other services due to factors outside our control. Refunds will not be made under these circumstances.

Courses

- Course times are from 9:15 to 12:30 AM and 1:15 to 4:30 PM. The time of your course depends on your level and will be confirmed once you have done a placement test in the school.
- If your English level is not suitable for the course you have booked, we reserve the right to move you onto a different course or to refuse you admission to the school.
- Courses have a maximum size of 15 (17 in peak times). Our average class number is 11.

Accommodation

- We will tell you your accommodation details at least 7 days before the start of your course.
- Interactive English will book accommodation from Sunday to Saturday, unless arranged otherwise.
- It may be possible to change/cancel your accommodation if complaint is reasonable, but these situations will be assessed individually. You must give 2 weeks notice if you want to change/cancel except in special circumstances. If alternative accommodation is not available we reserve right to cancel the accommodation and do the refund of the outstanding fees.
- Interactive English tries not to put students with the same mother tongue together unless requested but this is not always possible.
- It is possible to cancel your accommodation after you have arrived, but we would need at least 2 weeks notice. If you give less than 2 weeks' notice you will have to pay up to 2 weeks' accommodation fee.
- Interactive English reserves the right to change your host family accommodation on short notice due to unforeseen circumstances.
- Interactive English reserves the right not to find new accommodation for students that have been disruptive in their family.

Attendance

- Students will only receive a certificate of attendance if their attendance meets the minimum requirement of 80%. If a student does not come to at least 80% of the course, they may be reported to the UK Border Agency or refused further course. Students with attendance lower than 80% will not receive certificate of attendance at the end of their course.

Holidays

- If you wish to take holiday you must inform Interactive English 2 weeks before the start of your course or you will lose part of your course and will be marked 'absent'.
- Students can take a maximum of 3 weeks' holiday in a 24 week course. Holidays can be taken only for full weeks.
- Students on a course which is less than 8 weeks cannot take holidays.
- There is no refund for national holidays.

Insurance & Travel

- Interactive English advises students to take out health and travel insurance privately.
- You are also strongly advised to take out insurance against cancellation or curtailment of your course for any reason before you travel.
- Interactive English cannot be held liable for accidents that happen in the UK or while travelling.
- Transfers to and from airport must be paid in advance.
- It is student's responsibility to contact school if they are delayed. Refunds cannot be given if students miss the transfer.

Complaints

- We will try to deal with all complaints internally. Please talk to the management, who will try to help you. If you are still not happy, you should contact your agent, British Council, English UK or the Citizens' Advice Bureau

Contact details

- Students are obliged to give contact details, including mobile phone number and email address. These must be correct and up to date. If contact details change we must be informed.

Data protection

- The information stored by Interactive English Language School is in accordance with the data protection act. Information and may be shared with the British Home Office for visa purposes or accreditation bodies.

Promotional materials

We might take photographs or videos for use in our promotional marketing purposes. You must inform us in writing before the course starts if you do not allow us to use such images.

Discipline and exclusions

- All students are required to behave with respect for their classmates, the school staff, and school property. Any student who fails to do so in the eyes of the teacher may be excluded from the classroom and a complaint will be filed against him or her. Any complaints made against a student by any other student, member of staff, host family, or member of the public will be investigated; and if the school decides that action is necessary, the student may be permanently excluded from the school.
- Any student who physically assaults, or racially or sexually harasses or abuses any other person on school premises, or any member of the student body or staff anywhere will be immediately and permanently excluded from the school.