



# **Student Handbook**

*Summer Junior Programme*

*Last updated 31<sup>st</sup> May 2024*

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## Welcome to WLES!

Get ready for an awesome summer filled with learning, fun, and making new friends! This handbook has all the information you need for a super exciting time – let's start the adventure!

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## Important Information

### **School Information**

West London English School (*between 3<sup>rd</sup> June and 28<sup>th</sup> June 2024*)

Address: [Shaftesbury House, 49-51 Uxbridge Road, Ealing, London, W5 5SA](#)

Phone number: +44(0)20 3198 1888

Opening times: Monday to Friday: 09:00 - 18:30

Saturday: 09:00 - 13:00

Ealing Green College (*between 1<sup>st</sup> July and 30<sup>th</sup> August courses*)

Address: [The Grn, London W5 5EW](#)

Phone number: 020 8741 1688

Opening times: Monday to Friday: 08:30 - 16:30

### **24h Emergency Contact**

Managing Director - Asif Musa: +447990865232



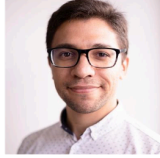







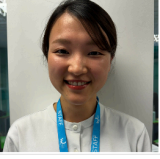







### **UK Emergency numbers:**

- 112      Emergency services
  - 999      Emergency services
  - 101      Police non-emergency
  - 111      Health non-emergency
-


## Our team and how we can help you

Your welfare is our priority. We are here to help you.

Please talk to us if you have any problems.

<p>Key:</p>  Trained in First Aid  Safeguarding Team	  David Ellul  Director of Studies dos@wles.net
  Lizzie Millard  Welfare Officer welfare@wles.net	  Oussama Moussaif Office Assistant oussama@wles.net
  Chise Kozaki Office Assistant chise@wles.net	  Amy Cho  Marketing Officer amy@wles.net
  Donna Garrard Accommodation Officer accommodation@wles.net	 Becca Fryer Social Programme Coordinator becca@wles.net

### **First Aid**

At WLES, some of our staff members are trained in first aid. If you get injured, one of them will help you. You can see the names of our first aiders in the table above. 

### **Welfare and Safeguarding Team**

Our welfare and safeguarding team are here to listen if you have a problem. You can talk to them about any problem, and conversations are confidential. Every Thursday afternoon, our Welfare Officer will be available to meet with any student who needs help, so if you need to talk about anything that is bothering you, please email [welfare@wles.net](mailto:welfare@wles.net).

## Travelling to the UK

### How to get to WLES

Our school is in [Ealing Broadway](#). From Heathrow to WLES, it takes less than 40 minutes by public transport. We are a 10-minute walk from the station.

### Travelling to WLES by Public Transport:

Airport	By	Time
Heathrow Airport	Elizabeth Line	32 minutes
Gatwick Airport	Gatwick Express & District Line	1 hour 30 minutes
Stansted Airport	Stansted Express & Victoria Line & Central Line	1 hour 41 minutes
Luton Airport	Train & Bus	1 hour 40 minutes

### Travelling by Eurostar

If you are travelling to the UK by Eurostar, you will arrive at [St. Pancras Station](#). From St. Pancras Station, take the Piccadilly Line to South Ealing and change to a bus going towards Ealing Broadway, stopping at [Ealing Christchurch](#).

### Entering the UK

If you are visiting the UK by yourself, you will need to prepare the following documents:

- Valid passport
- School acceptance letter/registration letter

- Visa (if applicable)
- Written consent from your parents allowing you to travel alone
- Accommodation and contact details in the UK

You can find more information on the UK government's website:

<https://www.gov.uk/uk-border-control>

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## **Arriving on your First Day & Course Information**

### **Arriving at your homestay**

When you arrive, you'll stay with a carefully chosen host family.

Here's what you need to know:

### **Homestay Details**

- Address: We will send this to you before you arrive in the UK.
- Contact details: We will send these to you before you arrive in the UK. You are welcome to send an email to introduce yourself to your host family before you arrive!

### **House Rules**

- Respect: Be respectful of the host family's home, privacy, and belongings.
- Communication: Keep open communication with your host family throughout your time in London.
- Always return to your homestay before curfew time. If you're not sure what this is, check with your homestay host, who has decided this information with your parents/guardians. The homestay host has the final say in curfew times.
- Exchange numbers with your homestay when you arrive.
- Always let your homestay know if you are not going to be home for dinner.

- You will need the school's, homestay host's and your parents' permission to stay out after curfew time.
- Save your homestay hosts address in [Google Maps](#) and on the [CityMapper app](#). It can be very easy to get lost in London and you need to know where you live.

The best way to improve your English during your stay with us is to spend time with your host family and immerse yourself in British culture and experience the English way of life.

If you have any problems with your accommodation, please contact our Accommodation Officer (Donna) by emailing [accommodation@wles.net](mailto:accommodation@wles.net). You can also contact our Welfare Officer (Lizzie) by emailing [welfare@wles.net](mailto:welfare@wles.net).

### **First Day**

You will need to arrive at the school at 08:45 on the first day of your course, and wait until one of our members of staff tells you who your teacher is and where your classroom is.

Please make sure to send a WhatsApp text with your name to +447949491132. This is so that we know where we can contact you.

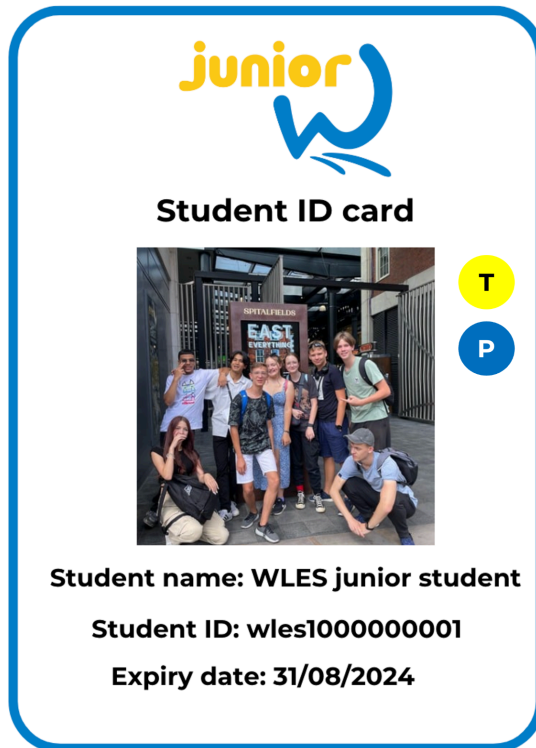
To save time, you can do this before arriving.

- June Programme: Lessons at [WLES, Shaftesbury House, 49-51 Uxbridge Road, Ealing, London W5 5SA](#)
- July and August Programme: Lessons at [Ealing Green College, The Grn, London W5 5EW](#)

On your first day, you will be given your student card and a lanyard. Please always wear the lanyard while at school or during social

programme activities. If you forget to bring your ID, please speak to the reception as soon as you arrive at the school in the morning.

Your student card will look like this:



On your student card, this sticker means you can travel home directly from the social programme



On your student card, this sticker means you can appear in group photos

On some student cards, there are small round stickers. These are there to help our staff know what permissions your parents/guardians have given to us for travelling unaccompanied and appearing in photos.

**If a parent/guardian wishes to change their level of consent/permission, they should email [welfare@wles.net](mailto:welfare@wles.net) as soon as possible.**

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## Course Timetable

	Monday	Tuesday	Wednesday	Thursday	Friday
08:45 - 09:00	Meet and greet	-	-	-	-
09:00 - 09:50	English lesson	English lesson	English lesson	English lesson	English lesson
09:50 - 10:00	Break	Break	Break	Break	Break
10:00 - 10:50	English lesson	English lesson	English lesson	English lesson	English lesson
10:50 - 11:00	Break	Break	Break	Break	Break
11:00 - 12:00	English lesson	English lesson	English lesson	English lesson	English lesson
12:00 - 12:55	Lunchtime for students who join afternoon activities				
13:00 - 17:00	Social programme	Social programme	Social programme	Social programme	Social programme

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## Attendance Policy

You should always be on time for your lessons. If you are unable to join the lesson, please call us on +44(0)20 3198 1888 or email [info@wles.net](mailto:info@wles.net). If you are late by more than 15 minutes without contacting us, we will contact your host family or your parents / guardian.

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## Lunch at School

Students who are joining both morning and afternoon sessions, will have 55 minutes for lunch.

### Lunch Options:

1. Packed Lunch: Prepared by your host family or relative. You will have access to the kitchen/cafeteria to enjoy your packed lunch.
  2. Local Restaurants and Cafés: If you don't bring a packed lunch, your parents can give permission for you to get lunch from nearby restaurants or food stalls, which you can find within a few minutes' walking distance from the school. Depending on where you go, lunch can cost between £5 and £15.
  3. Canteen at the school, which includes vending machines: (Only available in July and August)
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## **Social Programme (Afternoon activities)**

We offer a number of activities throughout the summer, including Exploring London, Business English Skills, Football English lessons, STEM programme, and Drama Class. Please speak to our staff if you are not sure which activity you will be attending. Always make sure you have some money or a valid payment card with you.

### **Afternoon Timetable**

- 12:00-13:00: Lunch time
  - 13:00-17:00: Football English (Wednesday only)
  - 13:00-17:00: Explore London
  - 13:00-15:00: Junior Business English Skills (Thursday only)
  - 13:00-15:00: STEM (Science, Technology, Engineering, Maths)
  - 13:00-15:00: Drama workshop
-

## Travelling Around London

You can use an [Oyster card](#) on public transport, including Underground (Tube), buses, trains, trams, Thames Clippers (boats), and Emirates Airline (cable cars). You can purchase an Oyster card at any Tube station or London visitor centre.

If you don't have an Oyster card, you can also use a credit card, debit card, or Travelcard. A 7-day travel card costs £47.90 and can be purchased at visitor centres.

We recommend downloading the following free applications to find directions in London:

- Citymapper: [citymapper.com](http://citymapper.com)
- TFL Go: [tfl.gov.uk/maps\\_/tfl-go](http://tfl.gov.uk/maps_/tfl-go)

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## School Rules

### **Behaviour Expectations**

- Attend classes every day and arrive on time.
- Inform the school if you are unable to attend class due to illness or other reasons as soon as possible.
- Notify the school promptly of any changes to your address or contact details.
- Show politeness and respect when interacting with fellow students, staff, and accommodation providers.
- Understand that bullying or harassment, whether online or in person, is not acceptable and can result in dismissal.

- Respect important British values such as democracy, rule of law, individual liberty, and respect for others' faiths and beliefs.
- Wear your lanyard at all times.
- Try to communicate in English as much as possible.
- During class, mobile devices must be set to silent mode and stored away. Their use is permitted only when directly contributing to your learning as allowed by your teacher.

### **Digital Behaviour**

- Do not add strangers on social media.
- Do not share your personal information online.
- Speak to your teacher or any staff at the school if you receive any text or pictures that make you uncomfortable.
- Check [CEOP](#) for more information about online safety.

### **Things You Shouldn't Do**

- No smoking, drinking alcohol, using drugs, stealing, or shoplifting.
- Do not use offensive language or engage in fights.
- Do not use your mobile phone or any handheld equipment during lessons or activities.
- Do not break any laws.
- Do not chew gum in class.

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## **Health and Safety**

1. Emergency Procedures
  - Familiarise yourself with emergency exit routes and assembly points in case of fire or other emergencies.

- Report any safety hazards immediately to a staff member. Everyone's responsible for our safety.
- Follow instructions from school staff or emergency services during drills and real emergencies.

## 2. First Aid

- Report any injuries or illnesses to a staff member as soon as possible.
- Trained staff members are available to provide first aid assistance.
- Familiarise yourself with the location of first aid kits on the school premises.

## Healthcare Services

- In case of a medical emergency, dial 112 or 999 for an ambulance or seek help from a staff member.

## 3. Personal Safety

- Be aware of your surroundings and avoid risky situations.
- Travel with a friend or in groups, especially at night.
- Trust your instincts and report any concerns to school staff or authorities.
- Keep your personal belongings, such as your wallet, phone, and passport, in sight. If your phone gets stolen, call 101 or 0870 1123 123. You will need your IMEI number, a 15-digit serial number, to report a stolen mobile phone. You can find this number by dialling #06# on most mobile phones or in the Settings section under About. If you need assistance, our safeguarding team is here to help you. Remember to keep your IMEI number written down somewhere safe, just in case you need it.
- Avoid talking to strangers on the street.

#### 4. Accommodation Safety

- Keep your living space tidy and free of hazards.
- Report any safety concerns in your accommodation to your homestay family or our accommodation host.

#### 5. General Safety Precautions

- Follow all safety instructions during school activities and excursions.
- Wear appropriate safety gear when participating in sports or outdoor activities.
- Treat others with respect and kindness and report any instances of bullying or harassment.
- Wearing facemasks is your choice. COVID restrictions don't currently apply in the UK.

### **Smoking**

Do not smoke anywhere on the school premises, including electronic cigarettes. Smoking is prohibited indoors in the UK.

### **Drugs and Alcohol**

Using drugs is illegal in the UK and drinking alcohol is not permitted for people under the age of 18. Students can not be under the influence of drugs or alcohol at any point during their stay in the UK. It's important to know [UK drug laws](#) while you are here.

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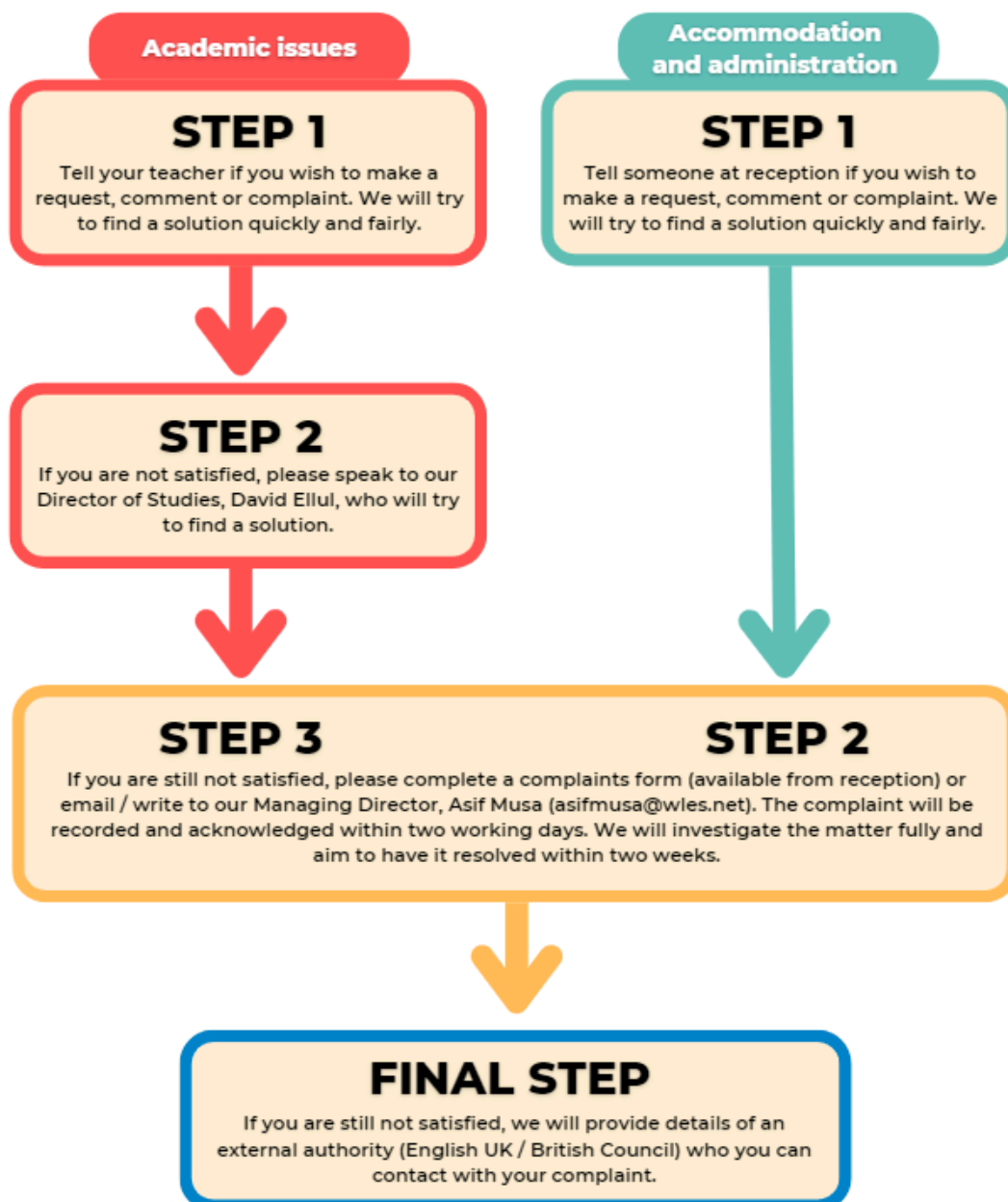
## Complaints Procedure

If you have any complaints, please follow our complaints procedure.

### Complaints Policy



We are committed to providing a high quality service at all times, but if you are unsatisfied with our service, please follow the procedure below.



## Other Useful Information

### Post Office:

The nearest post office can be found at WH Smith.

Telephone number: 0345 722 3344

Address: [39-42, Ealing Broadway Centre, The Broadway, London W5 5JY](#)

Alternatively go to:

West Ealing Post Office:

Telephone number: 02088401846

Address: [187 Uxbridge Road, London W139AJ](#)

Website: [postoffice.co.uk](#)

### Police Station:

The nearest Police Station is at Acton Police Station.

Address: [250 High Street, W3 9BH](#)

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# CODE OF CONDUCT 2024

## West London English School Code of Conduct for Under 18 Students

### 1. **Be Kind and Respectful:**

- Be kind to everyone, including teachers, staff, and other students.
- Follow the school's rules, actively listen, and treat everyone with respect.

### 2. **Follow the Rules:**

- Arrive on time to all scheduled classes and social activities.
- Attend classes regularly and engage in learning activities.

### 3. **Safety and Civility:**

- Keep yourself and others safe.
- Be courteous and have a considerate manner towards all individuals.

### 4. **Academic Integrity:**

- Come to class prepared to learn.
- Do your own work and tell the truth.
- Do not engage in any form of academic dishonesty, including plagiarism and cheating.

### 5. **Conduct in and out of Class:**

- Maintain appropriate behaviour both within the classroom, and outside the classroom.
- Use electronic devices responsibly and in accordance with teacher instructions.

#### **6. Personal Responsibility:**

- Show professionalism by following the dress code and keeping good personal hygiene.
- Take care of your belongings and keep the school clean.

#### **7. Recognising Consequences:**

- Understand that breaking school rules may lead to disciplinary actions.
- Work with school staff and accept responsibility for any misconduct.

#### **8. Promoting Positivity:**

- Uphold a positive image of the school in all interactions, both within and beyond the school community.
- Show kindness and respect towards others in all settings.

#### **Consequences for Not Following the Rules:**

If you do not follow these rules, you could face disciplinary action and be removed from your study and/or social programme.

By enrolling at West London English School, you agree to follow the Code of Conduct.

## **Finally**

We really hope that you enjoy your time at West London English School, and you make memories and build relationships that can last a lifetime!