

**LAUGH
LEARN
LIVE**

**STUDENT
HANDBOOK**

Contacts

Emergency numbers,
addresses, emails

School Info

Lesson times,
places and more

Safety

Valuables, health &
general safety tips

school information

Opening times

From 8:45 to 13:30 (until 18:15 in case of afternoon classes)

Class times (morning)

From 9:15 to 12:30 (break from 10:45 to 11:00)

Class times (afternoon)

From 14:30 to 17:45 (break from 16:15 to 16:30)

Student services

From 8:45 to 13:30 (until 18:15 in case of afternoon classes)

Wireless Internet

WIFI is available for the students, group leaders and coach drivers.
Please ask for the password on your first day.

School address

EFL SCC (A) - meeting point
Teenagers and adults
Station Approach, Hastings, TN34 1BA, UK

School address

EFL OV (C)
Teenagers and adults
42 Parker Road, Hastings TN34 3TT, UK

School address

EFL WRM (B)
Young Learners Centre
(8-12 years)
9 White Rock Rd, Hastings, TN34 1LE, UK



School locations in Hastings

Contacts

www.eflworld.com

EMERGENCY NUMBER: +44 (0) 7 858 172 464

people you will meet

Frederique	School Director Student Welfare and Child Protection Officer (lead) Director of Studies, Activities
Steve	Student Welfare, Child Protection Officer, Activities, First Aider
Gaby Teachers	Accommodation and Relationship Manager Check your school documents for more information about your teacher
Activity Leaders	Check your school documents for more information

problems

If you have problems you can speak confidentially with:

Lessons - Talk to your teacher or Frederique

Accommodation - Talk to Gaby or Steve

Social activities - Talk to Steve or your Activity Leader

Personal problems - Talk to your teacher, Steve or Frederique

Not happy - talk to:

- Your group leader or host family
- Your teacher
- Steve / Frederique
- Childline free telephone number: 0800 1111

Emergencies

Call: +44 (0) 7 858 172 464 (Emergency Number)
999 (Fire, ambulance, police)

description of junior course

In the junior English classes, you will develop your English level through a wide range of activities. These activities have been designed specifically to cater to the interests of younger students, to ensure that you are taught English in a fun and interesting way!

The class activities include functional grammar, vocabulary input, the opportunity to build your confidence and fluency in the English language.

Attendance and punctuality

- You must attend all of your classes. If you are ill, please tell us
- If you are more than 15 minutes late, you will need to wait in the school until the break time to join your class.

keeping safe

Your safety is the most important during your stay, so please:

- Always let us and your group leaders know where you are
- Come to all your lessons. Contact us if you are late from the lesson
- Go back to your residence after the English classes and activities
- Tell your group leader if you want to do something with your friends. Ask permission from your group leaders/host family if you would like to leave the accommodation when you have no organised activities.

Free time and curfew

- Students aged 12 or under cannot leave the accommodation without adult supervision.
- Students aged 13 or over: If you want to leave the residence/host family, you must ask for permission from your group leader and you must inform the residence staff/host family as well that you are out. However, you must be back home by 21:00 if you are 13-14 years old and by 22:00 if you are 15-17 years old.

Transport and safety

- If you are not on a residential programme, your host family will show you to the school on your first day. Most of our accommodation options are within 5-10 minutes walking distance or 15-20 minutes bus from the school.
- Always cross main roads at a pedestrian crossing and wait for the green light!
On other roads look right, look left, and look right again; when you are sure the road is clear, you can cross
- **Remember:** in England people drive on the left side of the road
- Do not walk alone at night: walk with your friends or share a taxi to get home
- If you have any problem, the best thing to do is to walk into a shop and ask the people who work there for help. They can also call our emergency contact number for you

Money and personal belongings

Valuables and identity cards

- Do not leave any valuables (CD players, cameras, mobile phones, etc.) in your classroom during breaks
- Keep your student card with you at all times
- Do not carry your passport with you: leave it in a safe place in your room or with your group leader
- If you lose your student card, please ask us for a replacement

fire instructions

All groups and leaders will be required to attend a short 'welcome and introduction meeting' on arrival where the Fire Evacuation procedure will be explained along with other important information.

If you hear the alarm you must leave the building

If you are in class: follow your teacher's instructions

If you are not in class: leave the building and go to the meeting point



if you see a fire

- Please report it to your teacher, group leader, Director of Studies, School Director or the nearest adult around you.
- Break the nearest fire alarm box

Keep your bags under the table or by the wall to make sure that you can leave the classroom quickly in case of an emergency.

feeling sick?

- If you feel ill, you must tell your group leader, host family or a member of staff immediately.
- If you have a cold or minor illness, we will arrange for you to go to the pharmacy for advice and medicine.
- For more serious illnesses or where advised by the pharmacy, we will arrange for you to visit the doctor.
- If you have an accident or you are seriously ill, we will arrange for you to go to the hospital.
- If you are feeling unwell mentally, please talk to us and we can arrange a friendly professional to meet you.

IMPORTANT

- If you have a medical condition such as asthma or an allergy, please inform us in writing at the time of booking (you should also bring a note with details of your illness with you). Please also make a note on the Parental Consent Form about your illness.
- If you require a particular medicine, please ensure that you bring that medicine with you at all times
- Please notify the college in writing in advance and please ensure that the you bring a note with details of your medication and that you informs our staff
- Students from Europe should bring an up-to-date EHIC card with them

at your accommodation

General advice

- Talk to other students at your accommodation – this is the best way to improve your English
- Always be polite and friendly
- Don't be nervous about asking for help

Accommodation house rules

Download the accommodation house rules from our website (<http://www.eflworld.com/downloads/>).

Looking after your bedroom

- Your room and bed sheets are cleaned by the residence, but you must keep your bedroom tidy and make your bed each morning.
This helps the cleaning staff to clean your room. If your room is messy, they can't Hoover and clean as they will not touch your things in the bedroom. Help them by putting your things from the floor onto the bed and it will help the cleaning staff to keep your room clean.
- Do not put up posters in your room; it can damage the paint/wallpaper

- Please be careful with nail varnish, shoe polish and anything that could stain
- Remember if you break or damage anything, you must tell your residence and you may need to pay for a repair!
- Please do not keep your bedroom light on all night
- If you feel cold, just ask the residence for another blanket

In the bathroom

You will share the bathroom with other students in your room or you will share a bathroom with other students and/or family members if you are staying with host families. You can take as many showers as you would like, but please think of the other students in the room. Make sure you leave the bathroom clean and tidy after you have used it. You must provide your own toiletries, such as shampoo and soap. Please ask the residence staff to explain how the shower, etc. works if you are not sure.

Laundry

Residence: We can arrange laundry for an additional fee.

Host family: The host will wash your clothes once a week.

free time

There is plenty to do in Hastings when you have some free time. Check out your Hastings map for suggestions. 😊

Have a great time in Hastings!

BAC Accreditation complaints procedure

We would like to make sure that issues and problems are followed up and dealt with properly. However, if you are not satisfied with the outcome of your complaint, you have the right to inform our accreditation body about the issues. Please find their contact details below. You must submit your complaint to BAC in writing. Email: info@the-bac.org Tel: +44 (0) 300 330 1400



/eflschools

copy of your contract

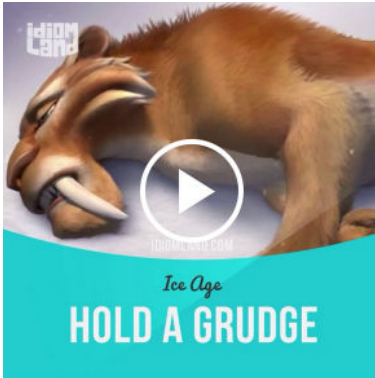
At EFL we all want you to learn something new every day, improve your English and have a great time while you are here. We would like to make sure that every student with us is happy, so here are some rules to help all of us achieving this.

Some important rules you must follow


1. Please speak English only during workshops and class time.
2. Try to speak English while you are on activities as well.
3. Any form of bullying will not be tolerated under any circumstances.
4. Please respect the accommodation house rules.
5. Please do not break anything at the accommodation and at the school. You may need to pay for any damage caused.
6. You need your group leaders'/teachers' permission to leave the accommodation after activities.
7. Home time from activities that are not arranged by EFL Hastings or by your group leader/teacher:
 - 13-14 years old → 21:00.
 - 15-17 years old → 22:00.
 - 12 years or younger, → you are not allowed leave the accommodation without your teacher.
8. Do not steal anything
9. If you are under 18, you cannot buy alcohol or cigarette.
10. Smoking, alcohol and drugs are not allowed.
11. Knives and sharp objects are not allowed.
12. You must attend activities and classes if they are included in your programme. We need your parents' agreement if you would like to cancel your activities.
13. You must use the EFL backpack (if it is provided) during the activities. It makes it easier for your Activity Leader to spot you during excursions and activities.
14. If you require a visa to enter the United Kingdom, you should not miss more than 20% of your classes (due to illness or other reasons). If your attendance falls below 80%, we will need to inform the UKVI (Home Office).

Breaking rule 8, 9, 10 and 11 may result in police action.

brush up your English



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English idioms every day with video and picture explanations. Just follow or like Idiom Land for daily updates.




Great channel for beginners with real people and real life situations. It is worth checking it out.


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Another Instagram account. Improve your vocabulary. Learn current slang words and fun expressions. Great for all ages.


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← Royal Victoria Hotel

Need more info? Visit the link below.
www.eflworld.com/hello

- Kingfisher Restaurant
- Bella Napoli
- The Italian Way
- EATTO
- Mazzio's
- WHITE ROCK MANSION
- EFL WRM

Coach pickup point for trips

SSC - Station Plaza
Class meeting point



TESCO



Shopping Centre



Old Town



ASTRAL LODGE



WHITE ROCK MANSION

Corner shop



Coach pickup point for trips



