

Student Handbook

University of Essex,
Colchester
2016



**St. Andrew's
College**

LANGUAGE SCHOOLS

Live the Language



www.standrewscollege.com



ENGLISH **UK** member

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Colchester Castle

01 Introduction

St Andrew's College Language Schools welcomes students from all cultures and backgrounds and we take pride in our efforts to create an educational and social atmosphere which is inclusive of everyone, regardless of race, religion, gender or sexual orientation. St Andrew's College Language Schools promote good race relations and support practices which ensure equal opportunities for students. Our overall aim is to fully understand and meet the needs of all students. Please take time to read this handbook and we hope that you will have an enjoyable experience 'Living the Language' at St Andrew's College Language Schools.



"Our promise is to enable all students who study with St Andrew's College Language Schools Ltd to "Live the Language" during their stay in the friendly, cultural and beautiful places of Britain and to ensure a safe and quality learning experience that will be remembered for a lifetime."

**John H Corcoran MBE,
Chairman & Managing Director**

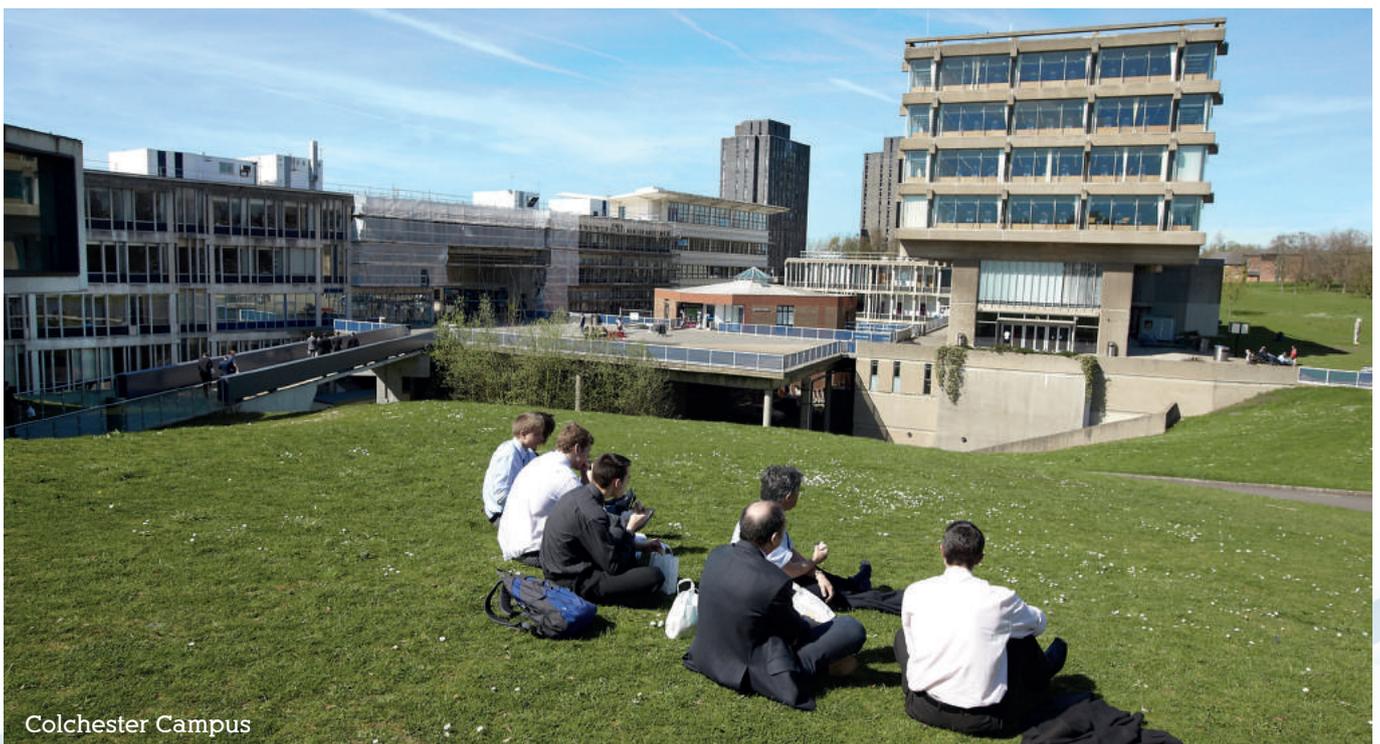
02 University of Essex - Colchester Campus

Our Summer School is based at Essex University which is located in 200 acres of beautiful parkland just outside the historic centre of Colchester - famous as Britain's oldest recorded town and former Roman capital. The campus is just one hour from London and Stansted Airport.

The campus has excellent sports facilities and offers a variety of catering options. The University is located two miles from the historic Colchester city centre and most of Colchester's main tourist attractions, which include Colchester Castle and Zoo.

The campus offers:

- Classrooms are light and airy and conducive to learning
- Modern dining room offering high quality British and European food
- En-suite bedroom accommodation of an excellent standard
- Beautiful and modern buildings
- Excellent recreation areas
- Safe and secure environment
- 24hour CCTV surveillance
- Within easy reach of Colchester city centre



Colchester Campus

Safety Information

03 Welfare and Activity Staff

The key personnel whom you will meet and work with on a daily basis are listed below

Elena Bueno Galan	Centre Coordinator
Kirsty Macaulay	Centre Manager
Amy Christison	Activity Manager
Katie Murray	Welfare Officer

They are here to ensure that your stay at St Andrew's College Language Schools is a very safe and enjoyable one!



Kirsty Macaulay



Elena Bueno Galan



Amy Christison



Katie Murray

04 Care and Welfare

The Centre Coordinator, Centre Manager and Welfare Officer are responsible for the welfare, safety and security of students studying at St Andrew's College Language Schools. They are available to offer support, advice and guidance to all students and are contactable 24 hours a day. All St Andrew's College Language Schools staff have a duty of pastoral care and carry out this duty in accordance with the Pastoral Care Policy.

Every member of staff is on hand to ensure that you are happy in your studies and in your everyday life at St Andrew's College Language Schools.

05 24 Hr Emergency Contact Numbers

Simon McMillan	07701022664
Elena Bueno Galan	07885465905
Kirsty Macaulay	07709952252
Amy Christison	07745527204
Katie Murray	07709952264

06 Centre Manager

Elena Bueno Galan is the Centre Coordinator and **Kirsty Macaulay** is the Centre Manager. Together they are responsible for the smooth running of all aspects of the centre, establishing procedures and solving problems quickly and efficiently.

The Centre Manager is aware of everything that is happening at the centre and communicates with the company Directors on a daily basis. The Centre Manager guides and supports the activity staff in implementing the activity programme and provides the necessary resources.

The role of a Centre Manager incorporates the following:

- Overall management of the centre to ensure that a high-quality programme is delivered, following St. Andrew's College Language Schools guidelines closely
- Coordination of the academic and activities programmes and ensuring that they are effectively linked.
- Overseeing the Centre Management Team to ensure effective management of all staff.
- Maintaining a professional working relationship with staff, clients and venue staff.
- Safety and welfare of all students.
- Quality control and customer satisfaction.

07 Rules and Regulations

- 01 Show respect; be polite and courteous to all St Andrew's College Language Schools Staff, Colchester Staff, Group leaders and fellow students
- 02 Be on time for the start of all classes and activities
- 03 Please respect the fixtures and fittings of the building and all facilities used
- 04 Recreation and Kitchen areas in the Halls of Residence should be kept clean and tidy at all times
- 05 Report any personal accident, damage or fault immediately to the Director of Operations
- 06 **No Smoking** - smoking is not permitted within the Residences, University Facilities or Grounds. You can only smoke in designated areas on the campus
- 07 Any person caught taking any illegal drugs will be asked to leave St Andrew's College Language School immediately
- 08 **Theft / Loss of Property** - This must be reported immediately to the Director of Operations
- 09 **Alcohol** - This is not permitted on campus by anyone under the age of 18. Anyone caught with or intoxicated with alcohol will be disciplined in line with the St Andrew's College Language Schools behaviour policy
- 10 During meal times, dining room trays must be used at all times and should be cleared away after use
- 11 Please respect Colchester neighbours and members of Staff who live on Campus
- 12 Noise in the evening should be kept to a minimum; Lights out will be 12.00am
- 13 CCTV will be in operation within the Halls of Residence and grounds

Upon departure students are kindly asked to remove their rubbish and leave their room / flat in a good condition as often the accommodation staff has to work to tight timescales to prepare the accommodation for the next set of group arrivals.

08 Fire Procedures

On Discovering a Fire

- 01 Operate the nearest fire alarm (break glass call point) and dial 999.
- 02 Give the precise location of the fire.
- 03 Do not attempt to tackle the fire.
- 04 Proceed to the assembly point.

On Hearing the Fire Alarm

- 01 Leave the Residence by the nearest exit and proceed to your assembly point. (These will be highlighted at induction).
- 02 Close the doors behind you as you leave and if possible close windows too.
- 03 If you are a wheelchair user or have mobility difficulties which prevent you from using the stairs make your way to the nearest refuge area.
- 04 Use the telephone to let the Control room know where you are, wait in the refuge area for further instructions.

Know...

- 01 Your means of escape routes, primary and secondary.
- 02 Your nearest Fire Alarm point.
- 03 **WHERE YOUR ASSEMBLY POINT IS.**
- 04 Know who the Fire Marshalls are for your Residence / Campus Building.

In the Event of Fire

- 01 Remain Calm.
- 02 Leave quietly without stopping to collect your belongings, without rushing and without attempting to pass others.
- 03 On arriving at the assembly point report to the Senior Fire Marshall and let them know which floor or area you have come from and whether or not it has been cleared.
- 04 Remain at the designated Assembly point until you receive further instructions.
- 05 DO NOT re-enter the building until you are told it is safe to do so by the Fire Brigade.



09 Accidents and Emergency Procedures

Accidents:

A Code of Practice

- 01 When an injury or accident takes place within campus, contact a member of staff for First Aid assistance. The member of staff will explain the location of and nature of the injury and whether an ambulance is definitely required.
- 02 St Andrew's College Language School First Aider or member of staff will remain with the casualty and await first aid assistance.
- 03 The First Aider on reaching the candidate will assess the situation and make a decision as to any medical treatment and/or requirement for an ambulance (if not previously called). It is St Andrew's College Language Schools responsibility to contact the Emergency Services.
- 04 It is important that the ambulances are directed to the correct locations.
- 05 Following the treatment of the injured person(s) an Accident Report Form is completed.

Where a student is required to visit Hospital e.g. Accident & Emergency by taxi (organised by St Andrew's College Language Schools), it is good practice for a member of staff to attend in cases where the injured party requests it or the Director of Operations advises so.

Emergency Services

The **emergency services** are the police, ambulance service and fire service. In an emergency where there is danger to life or a crime is in progress you can telephone **999** and ask for the appropriate service. Calling 999 is free of charge.

The person taking your call will ask you questions to try to assess the situation. Try to answer the questions as calmly and fully as possible. Please do not be afraid to call the police if you feel you are in danger.

10 Safety

Scotland is a safe environment and you should feel able to go out and about without fear. However, as in most countries, you must use your common sense and be aware of your surroundings, particularly at night.

The British Council booklet *Safety First, A Personal Guide for International Students* can be downloaded from <https://www.britishcouncil.org/sites/default/files/safety-first.pdf>

Here are some helpful extracts from it;

- 01 Walk on the pavement, facing oncoming traffic. When crossing the road, remember that vehicles drive on the left in the UK so they will be coming towards you from the right.
- 02 If you are returning home late at night, walk in a group or use public transport. Avoid putting yourself at risk by taking shortcuts, for example, through dark paths or parks.
- 03 Don't carry lots of cash with you when you are out.
- 04 Always keep your bag and jacket with you and not on the back of a chair or out of sight.
- 05 Always carry enough change and/or a telephone or telephone card to make a telephone call, or to get a taxi, should you need one.
- 06 Be alert and brief when using a mobile phone and try to conceal it.
- 07 When using a public telephone stand, face outwards, so that you can see what's going on around you.
- 08 If you feel you are being followed, cross the street (more than once if necessary), and if you are still unhappy move as quickly as possible to a public area.
- 09 Avoid confrontation - it's better and safer to walk away if you are being provoked or hassled.
- 10 Always memorise your PIN (personal identification number) to access your money from a cash machine. Never write down your PIN or give it to anyone else.
- 11 Carry your bag close to you with the clasp facing inwards or strap it over your shoulder. If someone grabs your bag, let it go. Your safety is more important.
- 12 When returning to the halls of residence, make sure no strangers follow you when you walk through the main entrance.

Accredited by the





11 NHS, Doctors, Dentists and Prescriptions

Students will only be entitled to limited NHS treatment. These students are entitled to free emergency hospital treatment, but only treatment given in an NHS Accident and Emergency department is free of charge. Once the patient is admitted onto a ward or given an outpatient appointment, charges will apply. GPs may agree to treat short-stay students for free, but this will usually be limited to urgent treatment that cannot be delayed until the student returns home.

What NHS services are provide free of charge?

If you are entitled to NHS treatment, the following services should be free of charge:

- Consulting a GP (e.g. visiting a clinic)
- Emergency and non-emergency treatment in a hospital

What NHS services might I need to pay for?

Even if you are entitled to NHS treatment there are some services you might still be required to pay for:

- Medicines prescribed by GP
- Dental treatment
- Optical treatment

Out of Hours Medical Advice

If you are ill and cannot wait until your GP surgery re-opens, contact **NHS 24**: 00 44 (0) 131 536 4800 or www.nhs24.com

Doctor

NHS Walk in Centre
Turner Road, Colchester.
Telephone: 01206 314015

Dentist

Wivenhoe Dentist
Telephone: 01206 825541

Colchester Dentist
Telephone: 01206 760153

Nearest Hospital (Accident And Emergency)

A&E Colchester General
Hospital, Turner Road, Colchester
Telephone: 01206 747474



12 British Laws

- 01 The laws in the UK may be different from those in your home country. This especially applies to the use of tobacco, alcohol and self-defence sprays.
- 02 You must not carry drugs with you of any kind (unless prescribed by a doctor), or use any illegal drugs.
- 03 It is illegal to carry any sort of weapon.
- 04 You must be 18 and over to buy tobacco.
- 05 You must be 18 and over to buy alcohol.
- 06 Never buy items that you think might be stolen, no matter how tempting the bargain.
- 07 It is an offence to falsely report the theft of property.

Teaching

13 Director of Studies

The Director of Studies is responsible for the implementation and administration of all aspects of the academic programme, including the management of the teaching team and their performance.

Any student who has any questions or queries about academic matters can discuss them with the Director of Studies. If the Director of Studies is not available please see the Senior Teacher.

The role of Director of Studies incorporates the following:

- Ensuring that a high quality programme is delivered, following St Andrew's College Language Schools guidelines closely
- Overall management of the academic programme and the teaching team, ensuring that it is of the highest possible standard so that the students derive the maximum benefit from their course
- Ensuring that lessons and activities are integrated, following our syllabus and guidelines
- Safety and welfare of all students at all times

14 Our Teachers and The English Language Course

The English language course is for young learners who want to practise and improve their English in an English speaking country with qualified and dedicated native teachers. The English lessons will be fun, lively interactive and always educational. Students will work hard, meet new people and always speak in English.

How many weeks?

1-4 Weeks. You DO NOT need to register for 4 weeks.

How many hours?

15 hours per week

Where and When?

The Teaching Block.

9:00am-12:30pm (Mon-Fri)

Class 1: 9.00-10.30 am, Class 2: 11.00-12.30 pm

What Class /Level will I be in?

You will take a level test to place you in the correct class

What will I learn?

- Speaking: Take part in class discussions, group work, short talks and useful practise for the real world.
- Pronunciation: Practise difficult phonemic sounds, word stress and intonation.
- Writing: Practise planning, organising, and editing different styles of written English.
- Reading: Read real texts with interesting topics and practise reading strategies to help you understand better and read faster.
- Listening: Practise listening for different situations through a variety of audio & visual material.
- Grammar: Learn and practise the rules of the English language and when to use them.
- Vocabulary: Practise new words and phrases through fun interactive activities.
- Study Skills: Practise correcting mistakes, using a dictionary, taking notes and organising your work.
- Scotland: Learn about Scotland and the interesting places you will visit.

How will I learn?

- Group work
- Pair work
- Interactive class tasks
- Web research
- Interactive resources
- Homework tasks

How will I be assessed?

- Weekly self- assessment with personal teacher feedback

Will I get a certificate?

Yes. You will get certificate before you leave Britain.

All of our teachers are motivated and enthusiastic. Your classes will be interesting and enjoyable. These are the teachers who you will be working with during your time studying at St Andrew's College Language Schools.

Laurie Miller	Director of Studies
Rhiannon Smith	Senior Teacher
Lee Robson	Teacher
Dave Shilton	Teacher
Chris Mann	Teacher
Emma Corcoran	Teacher
Melissa Shales	Teacher
Paluca Papuk	Teacher
Robert Dean	Teacher
Stuart Fitch	Teacher

University of Essex - Colchester Campus

15 Accommodation

The University halls of residence offers modern en-suite accommodation in a 'Village Campus'. Furnished to a high standard the halls have contemporary fully-equipped kitchens, free Wi-Fi. Comfy communal areas provide a relaxing environment to socialise. The residence has 24hr security presence, CCTV and secure access entry systems, ensuring our student's safety and security.



16 Damage Deposit

On arrival, every student is required to pay a deposit of £40 against possible damage or loss of keys. This deposit will be refunded on departure providing that no damage or loss of keys has taken place.

17 Laundry Services

Students wash, dry and iron their own clothes, and towels. There are a number of washing machines on campus.

The launderette on campus is open 24 hours a day and can be found on the causeway between Square 5 and the North Campus Accommodation and in the South Courts accommodation. The launderette takes £1 coins, 50, 20 and 10p's, a wash costs £2.60. The driers cost £1.40 for 40 minutes. There are currently 2 coin operated machines in the Launderettes. Alternatively, pre-loaded laundry cards can be purchased from the South Courts Accommodation Office (located in Harwich Court). They are open from 09:00 to 17:00, Monday to Thursday and from 09:00 to 16:45 on a Friday.

18 Catering Outlets

Breakfast: 08.15-09.15

Full traditional English Breakfast, Continental Breakfast, Fresh Orange, Tea and Coffee.

Lunch: 12.30-13.30

Soup, Salad Bar, Main course, vegetables, fruit, dessert, water, tea and coffee.

Dinner: 18.00-19.15

Salad Bar, Main course, vegetables, fruit, dessert, water, tea and coffee.

The Dining Room is modern and well-appointed with in-house catering. High quality Scottish and European food is provided to satisfy all tastes. The dining hall is self service. There is staff on hand to assist you on your choices. Students should collect food on trays provided and return trays to collection point when they are finished. Please tidy up any mess before you exit the dining hall.

There will be at least three catering outlets open.

The Canteen is a more traditional dining room with wholesome freshly-cooked favourite dishes from around the world.

Happy Days is an American-style diner complete with its own free-play Wurlitzer jukebox. It offers a range of favourites including burgers, fries, Southern fried chicken, veggie options, freshly made salads and tasty wraps.

The Blues bar provides a salad bar, jacket potatoes, soups and stews, including vegetarian options. We also have a noodle/rice offer available at lunch times in Food on the Square.

The Catering halls are self service.

19 Campus Facilities

Check weekly programme for details of activities on offer and the location where the activity is taking place.

20 The 2 Week Programme

- 30 hours of English lessons with native teachers
- Placement test and Certificate of Achievement
- 5 levels of English (CEFR A1-C1)
- Full culture and activity programme
- 2 Full day excursions to London
- 1 full day excursion to Cambridge
- 2 half day excursions to local attractions
- Evening activity programme
- First class welfare services
- Conversation, Drama, Street Dance & Musical Theatre Workshops

21 Evening Activities

Evening activities are organised and implemented by the Activity leaders and commence every night at 19.30 and go on until 22.00. Evening Activities allow students the opportunity to relax, meet friends from different cultures and of course practise their English.

Evening Activities include:

- Film presentations
- Quiz Nights and Bingo.
- Discos and Karaoke.
- Treasure Hunts
- Fancy dress competitions



22 Excursions

2 half day excursions to local attractions

3 full day excursions (London & Cambridge)

A very important part of a visit to Britain is enjoying the history and atmosphere of our nation. St Andrew's College Language Schools Ltd, through years of experience, ensure that our visitors see as much as is possible of the culture and mystery of Britain. All students will receive a welcome pack in class that will contain information and guides about the excursion destinations. The teachers and activity leaders will ensure that you are provided with facts and information to help you get the maximum benefit from your visits.

The safety and security of our visitors is of critical importance and please rest assured that the safety and happiness of our students is our priority during their stay with us in Britain. It is essential that all students wear a seat belt and remain seated while the coach is in motion.

Please listen carefully for all departure times.





23 Library

University of Essex Library is not available to St Andrew's College Language School Students.

24 Computing Services and Internet Access

Wifi is available for all students. As it would be expected, a strict filtering policy is in force for all Internet use.



25 Smoking

The English Government introduced a ban on smoking in public places in 1st July 2007. This includes the work place, public transport, pubs and restaurants. This complete ban means that it is forbidden to smoke in these areas and if you wish to smoke you will have to do this outside.

The Colchester Campus has a **NO SMOKING** policy, you are only permitted to smoke in designated places in the Campus. It is illegal to buy or consume any tobacco products if you are under 18 years old.

Anyone caught smoking in unauthorized areas on the Campus will be disciplined in line with the St Andrew's College Language Schools Procedures and Policies. This **NO SMOKING POLICY** extends to Vaping which is also prohibited in unauthorised areas.

Policies

26 Positive Behaviour Policy

The St Andrew's College Language Schools Directors accept this principle and seek to create an environment on campus which encourages and reinforces good behaviour and effective learning environment.

Aims

- To create an environment which encourages and reinforces good behaviour.
- To define acceptable standards of behaviour.
- To encourage consistency of response to both positive and negative behaviour.
- To promote self-esteem, self-discipline and positive relationships.
- To ensure that the St Andrew's College Language School's expectations and strategies are widely known and understood by staff, students and group leaders.
- To encourage the involvement of all parties in the implementation of this policy.

STANDARDS OF BEHAVIOUR

St Andrew's College Language School staff must work towards standards of behaviour based on the basic principles of honesty, respect, consideration and responsibility. It follows that acceptable standards of behaviour are those which reflect these principles.

27 Complaints Procedure

St Andrew's College Language Schools defines a complaint as any specific concern about teaching-related or service-related provision. Students are advised to use the informal mechanisms for resolving such concerns before they invoke the formal complaints procedure.

Some examples of the kinds of teaching-related or service-related problems that might arise are:

- Problems with delivery of teaching. This might include inadequate teaching, undue delay in the return of homework, unhelpful feedback.

- Problems with staff/student relations. This might include harassment or inconsistent treatment of students.
- Problems with service delivery. This might include failure to meet promised service levels for example in catering, heating or computing.
- Problems with the provision of resources. This might include overcrowding in teaching rooms.

Stage 1 (Informal)

We try to resolve any complaint informally at the point at which the problem arose. Many apparent concerns arise from misunderstandings that can quickly be resolved by talking through the matter. If possible you should firstly:

- call in and see the appropriate member of staff. The Welfare co-ordinator is on hand on a daily basis and will be able to help you.

If you would rather talk informally with senior member of staff within the School, you can contact the Centre Manager where your request will be dealt with as soon as possible.

Stage 2 (Formal)

If you feel unable to approach the School or Service directly involved in your complaint, or you consider that the matter has not been satisfactorily resolved, you should complete a Complaints Form available from the Centre Managers Office.

The Welfare co-ordinator will be pleased to offer you advice in completing the form.

The completed complaints form should then be forwarded to the Director of Operations who will investigate your complaint with the appropriate employee.

A response will normally be sent to you within 3 days. If you are unhappy with the response to your complaint, you will have the opportunity to request an informal meeting with the Managing Director (or nominee).

(For full policy contact the Director of Operations)

28 Abusive Behaviour Policy

What is Abusive Behaviour?

Abusive Behaviour is when people deliberately hurt, harass or intimidate someone else.

- being called names
- being teased
- being punched, pushed or attacked
- being forced to hand over money, mobiles or other possessions
- getting abusive or threatening text messages or emails
- having rumours spread about them
- being ignored or left out
- being attacked because of their religion, gender, sexuality, disability, appearance, ethnicity or race.

If you are a victim of Abusive Behaviour

You shouldn't feel ashamed. It's not your fault - but it is important that you get help. If you're being bullied at St Andrew's College Language School, ask someone (such as a teacher, Welfare Coordinator or Group Leader) to tell you about the school's guidelines on Abusive Behaviour.

St Andrew's College Language Schools Ltd has a written policy on Abusive Behaviour, and this is in place to ensure the health and safety of all students studying with us.

Every member of staff is on hand to ensure that you are happy in your studies and in your everyday life at St Andrew's College Language Schools.

People you can talk to:

Elena Bueno Galan	Centre Coordinator
Kirsty Macaulay	Centre Manager
Amy Christison	Activity Manager
Katie Murray	Welfare Officer

If you do not think you can talk to any of these people talk to a friend or your group leader and they can discuss the matter with St Andrew's College Language School Staff, who will ensure that the problem is resolved quickly.

Your happiness, enjoyment and safety is very important to us all. We will do our best to make your stay with us very memorable.



Student Information

29 Colchester

- Located only 1 hour from London, the historic town of Colchester is famous as Britain's oldest recorded town and former Roman capital.
- It is an exciting and modern town with a thriving cultural, arts and entertainment scene including music venues, theatres, a cinema and art galleries. It attracts over 4 million visitors each year.
- It is popular for shopping, with a mixture of large department stores and smaller individual shops. There is also a huge range of restaurants, cafes and coffee houses.

30 Religion and Religious Services

There are a large variety of religions and faiths represented in Britain. As well as many Protestant denominations, there are Roman Catholic and Episcopal churches, and Colchester has a Synagogue and Mosque, as well as Hindu and Sikh centres of worship. A prayer room can also be provided on campus for Muslim students.

The Church of England

- St. Marys Wivenhoe High St, Wivenhoe, CO7 9BD
- **Church services:**
Sunday: 10.30 am

Saint John Payne

- 21 Blackthorn Avenue, Colchester CO4 3QD
- **Mass Times:**
Monday: 8.30 am
Tuesday & Thursday: 9.15 am
Wednesday: 9.45 am
Friday: 7.30 pm
Saturday: 12.00 pm & 6.30 pm
Sunday: 8.50 am & 10.45 pm

31 Money

Britain's decimal currency is based on the pound sterling (£) which is divided into one hundred pence (100p). Coins are issued up to and including the value of £2.00 (1p, 2p, 5p, 10p, 20p, 50p, £1.00, £2.00). In Scotland, you may also still find a few £1 notes but most have now been replaced by the £1 coin. There are also £5, £10, £20, £50, and £100 notes.

32 Weather

While the weather in Britain is variable, we rarely suffer extremes of heat or cold. Between May and September the climate is generally warm and sunny, though rainfall can occur throughout the year. A Waterproof jacket is advisable. There are many shops in Colchester which sell clothes at reasonable prices.

33 English Language

The language spoken throughout Britain is English. Some people speak with quite a strong English accent, which you will get used to after a little time. Never be afraid to ask if you do not understand what someone is saying to you and try to use your spoken English as much as possible. People are usually more than happy to help and you will soon learn new phrases and expressions and even begin to use them yourself.



34 Local Customs

Britain is an informal country and there are very few customs which you need to be aware of. The best way to adapt to your new environment is to talk with other international students having the same experiences. A few of the customs worth mentioning are:

- forming a queue when waiting for a bus or for service in banks or shops and
- using the words “please” and “thank you” when you ask for or receive goods or help.
- it is considered good manners to be on time for appointments or when meeting people. If you find you are going to be late, try and let them know.
- you should also let someone know if you are unable to attend a class or keep an appointment.

35 Shopping and Working Hours

Shops are usually open from Monday to Saturday, 09.00 to 17.30, although many shops also open on Sundays. Most supermarkets are open every day, usually until 20.00 or 21.00 on weekdays and Saturday evenings, and many other shops open late on Thursday evenings.

36 Postal Services

Stamps can be bought at post offices and at most newsagents. To send a standard letter within Europe, a stamp would cost approx. £1.50. If you wanted to send a letter anywhere else in the world it would cost a bit more. Post Offices will be able to advise you on the exact cost of sending letters and parcels overseas. Post boxes are bright red and have 2 to 3 collection times a day, which are clearly marked on the box. There is a post box in reception.

37 Telephones

Mobile phones are the most convenient way to communicate, though they can be expensive. Use of prepaid phone cards (bought at newsagent shops) for international calls charges your mobile at a local rate and this may be cheaper than making the international call directly on your mobile.

Calls to the following numbers can be made if you need help

- 100 for the Operator (if you are having problems getting through to the number you have dialled)
 - 999 Emergency (for fire, police or ambulance)
- Telephone rates within the UK are cheaper when made between 18.00 hours and 06.00 hours during Weekdays and throughout the weekend. Cheap rates for international calls vary by country.

38 Electricity

The British electricity supply works on 240 volts / 50 cycles so if you are bringing any electrical goods with you, please make sure you can use them safely on this voltage or use a transformer. Most buildings have sockets for 13 amp square pin fused plugs. A 3 amp fuse (red) is needed for stereo equipment, clocks etc and a 13 amp fuse (brown) for heavier domestic equipment such as hairdryers. Adaptors for plugs are sold at most electricity shops and large department stores.

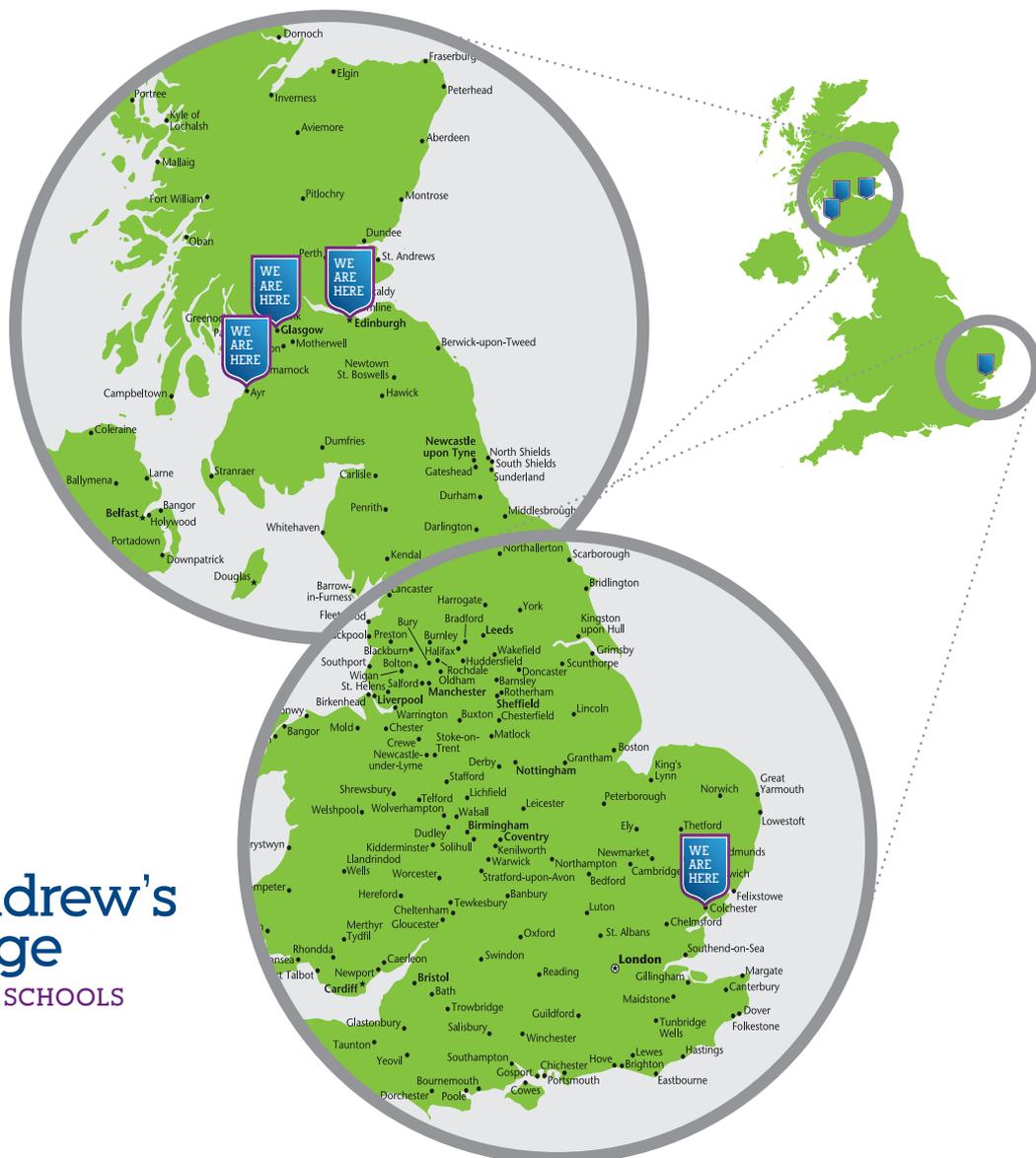
39 Travel by Bus

From outside the University to Colchester

The cheapest way to get round the city is by bus. The main bus company serving the Colchester Campus is First Bus, numbers 62, 76 and 87.

- Buses operate an “exact fare only” policy and you will need to have the exact fare ready as you will not be given change.
- The fare from the University campus to Colchester City Centre is about £1.50.
- Tell the driver where you want to go and he will issue you with the correct ticket.
- Keep the ticket with you until you leave the bus as inspectors often check for a valid ticket.
- If you want to use the bus several times in one day, buy a Daysaver ticket. You can use it as many times as you want, on the same day.

Public transport in the Colchester area is reliable, inexpensive and convenient to use.



St. Andrew's College
LANGUAGE SCHOOLS

Contact Us

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