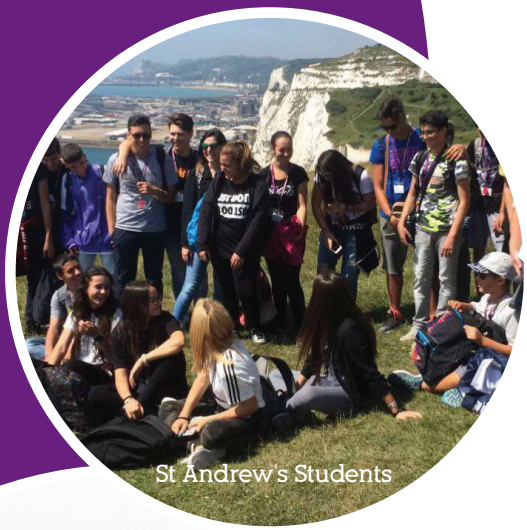
Student Handbook

University of Greenwich
Avery Hill Campus
2018


St Andrew's Students

Teaching Block

The Dome

St. Andrew's College
LANGUAGE SCHOOLS
Live the Language

Accredited by the BRITISH COUNCIL for the teaching of English in the UK

ENGLISHUK member

www.standrewscollege.com

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River Thames

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.

John H Corcoran MBE,
Founder (1938-2018)

"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."

London

- Capital city of England and one of the most famous and multi-cultural cities in the world.
- Over 15 million tourist visit London every year
- London has something for everyone.

Avery Hill Campus

The Avery Hill Campus, Southwood Site, is in the lovely Avery Hill Park in Eltham, south-east London. It has some excellent teaching, living and sporting facilities.

Avery Hill also has:

- Free WIFI
- Tennis courts
- A large park, perfect for playing sports
- 'The Dome' a food hall in the centre of the complex
- Modern accommodation with Single ensuite bedrooms.
- A safe and secure environment with a 24hr security presence, CCTV and secure access entry systems

Travel and Transport

- The campus is within easy reach of Eltham town centre.
- All journeys on the student excursion programme will be by private bus

Cambridge

Campus Staff

These are some of the important people you will meet and work with every day.

You can contact them 24 hours a day by telephone.

They want to make sure your stay at St. Andrew's College Language Schools is very safe and enjoyable!

Matthew Simpson	Centre Manager	+44 (0) 7738497656
Declan Dundas	Activity Manager	+44 (0) 7738497665
Lulu Iddi	Excursion Manager	+44 (0) 7738497670
Santiago Murrillo	Welfare Coordinator	+44 (0) 7738497677

Matthew Simpson

Declan Dundas

Lulu Iddi

Santiago Murrillo

Staff Roles

The Centre Manager looks after of all aspects of the campus, managing staff, planning and solving problems quickly and helpfully.

The Activity & Excursion Managers plan and organise the activity and excursion programme and manage the Activity Leaders.

The Welfare Coordinator is there to look after the 'welfare' of all our students including individual students (students without a group leader). They will be friendly and check that you are happy, healthy and safe.

Activity Leaders look after you during activities and excursions. They will be wearing purple T-shirts.

The Academic Managers will organize your English level test, English timetable, classes and certificates.

The English Language Teachers will teach you during your English classes.

All St. Andrew's College Language Schools staff will wear a white lanyard (ID) with their name on it.

All non-academic staff will also wear purple t-shirts.

University of Greenwich

Teaching Block

Senior Staff

In addition to the staff on your campus there are also Senior Managers.
You can contact the Senior Managers 24 hours a day. They are:

Simon McMillan	Director Of Operations	+44 (0) 7701022664
Elena Bueno Galán	General Manager	+44 (0) 7885465905
Raquel Boag	Welfare and Student Services Coordinator	+44 (0) 7738497351
Louise Sloan	Summer School Development Officer	+44 (0) 7738497346
Lauren Henderson	Academic Manager	+44 (0) 7707261755
Alasdair Connet	Summer School Support Officer	+44 (0) 7738497641
Olivia Varani	Summer School Support Officer	+44 (0) 7738497709

Please say hello if you see them on your campus!

Simon McMillan
Director of Operations

Elena Bueno Galán
General Manager

Raquel Boag
Welfare and Student Services Coordinator

Louise Sloan
Summer School Development Officer

Lauren Henderson
Academic Manager

Alasdair Connet
Summer School Support Officer

Olivia Varani
Summer School Support Officer

Our Hope

You should always be happy in your English classes, activities, excursions and free time at St. Andrew's College Language Schools. Our staff should help you!

All St. Andrew's College Language School's staff are responsible for the welfare, safety and security of all students staying with us. They can give support, advice and help to all students and can be contacted 24 hours a day.

All staff have a duty of pastoral care and carry out this duty as it is described in the pastoral care policy. There will be a copy in the staff office which you can read at any time.

Campus Information

Eating

Where and When?

Breakfast: 08.00 - 08.45

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 18.30 - 19.30

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

The Dining Room is modern and well-appointed with inhouse catering. High quality Scottish and European food is provided to satisfy all tastes.

There will be Activity Leaders helping at Breakfast, Lunch and Dinner.

- Students should carry their food on a tray
- Return trays to correct place when finished.
- Please tidy up before you leave!!

Accommodation

The student accommodation at Avery Hill is on campus. You will stay in small flats (4-9 students) which have single, en-suite bedrooms.

The flats have small kitchens, clean facilities and free Wi-Fi. Every flat has a shared sitting area where you can talk and relax with your friends.

Your safety is always very important. Avery Hill has a 24hr security presence, CCTV and secure access entry systems

Damage Deposit

When you arrive you must pay £40 because you might damage something or lose your room key.

You will get the money back, when you leave, if you do not break/ damage anything or lose your key..

The Dome

Campus Facilities

Your Campus has the following Facilities which you can use...

- Sports hall
- Dance Studio
- Campus shop
- Park

Laundry Services

The lanudry on campus is open 24 hours a day and can be found next to the village shop and the Dome.

The machines will be operated via an app, the instructions will be available on campus.

The price for a was is £2.60 and to dry it is £1.10.

Internet Access (WIFI)

Student.com WIFI network is on campus for you to use.

You can register/log-on online with your email address.

Choose "Student.com" network on your device. On starting a browser, you will be asked to register for an account with Student.com or use your existing account if you are already a user of this service.

Student.com internet service is secure and there is a strict filtering in force for all internet use.

In addition, free internet can be used in many public places such as cafes and shops.

All internet and computer use on campus should be safe for your age.

Sports Hall

Care & Welfare

We want you to be very safe and enjoy your visit to the UK.

From before your arrive to when you leave, your safety and happiness are very, very important.

Before you arrive:

You will get an email with an E-Student Handbook (The same as this handbook).

When you arrive:

Our staff will meet you and tell you about...

- The campus rules and good behaviour
- Fire procedures,
- Emergency numbers
- Helpful tips and ideas for staying safe in the UK

You'll meet:

- St. Andrew's College staff (our staff wear purple uniforms and ID tags) the 'named' Welfare Coordinator and First Aid staff.

We'll give you:

- Your room key for accommodation
- Your identity (ID) tags/lanyard, with 24-hour emergency numbers.

You must always wear this.

We'll show you the important places on your campus. Watch and Listen carefully!!

Accommodation

Laundry

Canteen

Staff Office

Classrooms

Meeting Points

Notice Boards

Lecture Theatres

Shops

ATM Cash Machine

When you are here:

All our staff will be watching you and looking after you.

- During the day: during English lessons classes, activities and excursions.
- During the evening: during evening activities.
- Sometimes your Group Leader will look after you too.

Welfare Coordinator

On every campus there is a Student Welfare Coordinator. This person will be friendly and trained to help all our students. They will check that you are happy, healthy and safe.

Individual students

- If you do not have a group/group leader you are an 'individual student'.
- The Welfare Coordinator will look after you and check that you are making friends and are happy, healthy and safe.

All students will have 24 hour, on campus, emergency assistance.

Additional Support

We can help you with:

- Medical matters
- Confidential counselling and support
- Advice on local religious and cultural organisations
- Communication with parents and group leaders
- Assistance with visa applications for our summer schools, and other things
- If you have any concerns speak to your Welfare Officer

If you need help, Talk to us!!

Remember!!! Our campus staff wear purple T-shirts and St Andrew's identity (ID) tags.

Staff Lanyard

Childline

If you have a problem and do not want to speak our staff, you can call Childline.

Childline is a charity (free company) in Britain. They can help all people aged under 19 in the UK with personal problems.

With big or small problems, they have trained counsellors who can support you. A counsellor is a person who can give advice on personal problems.

Childline is free, confidential (private) and 24 hours.

Childline Number +44 (0) 800 1111

childline

ONLINE, ON THE PHONE, ANYTIME

HELP! What should I do?

Need Help? Talk to us!

If you need help, please talk to a member of staff at St Andrew's College Language Schools.

We want to help you!

Your English Lessons

Your English language classes/lessons are for young people aged between **11** and **18**.

There are 5 levels of English: CEFR or A1-C1

First Lesson = Level Test

In the first lesson you will sit an English language level test. This will tell us which class will be best for you.

The English Lessons

- There are usually 10 lessons per week (Monday - Friday).
- You will have two lessons in the morning or two lessons in the after-noon.
- Each lesson is 1.5 hours long.*
- You will have a short break between lessons.
- There will be up to 15 students in your class.
- Classrooms will be modern with WIFI, projectors or smart boards.

*see campus programme

Final Lesson = Certificates

Before you go home, you will get a personal certificate. On the certificate will be:

- Your name
- Campus
- Dates of study
- CEFR level of your lessons and commitment to learning.

Student Books

English Classes

Graduation Certificates

Teaching & Learning

Your Teachers

Your English language teachers enjoy teaching young people and want to help you learn.

Your teachers will be:

- Friendly
- Helpful
- Knowledgeable

St. Andrew's College Language Schools' Book

You will get 2 books

- 1x St. Andrew's College Language Schools Student Diary
- 1x St. Andrew's College Language Schools Student Book

Your Student Book is for:

- English lessons

After Your Course

After your course you can:

- Review vocabulary
- Remember lessons
- Complete any extra exercises
- Keep in touch with new friends (in English!)

Learning

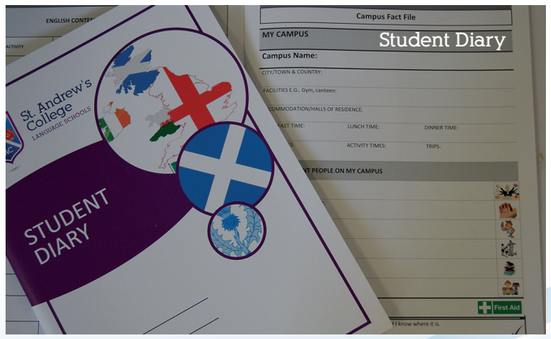
You will:

- Learn general English through topics of interest to young people.
- Take part in conversations and activities with other students, in group work and pair work.
- Practise new vocabulary and "use of English" through your student's book, student diary activities, and class projects.
- Think about your learning through discussions, self-assessment and personal learning plans.

Sometimes, your teacher will take you outside of the classroom for your lesson. This will help you to become more confident using everyday English and will help you learn about the UK.

The course structure each level is at the front of your Student Book and on our website.

English Classes



Student Diary

Your Student Diary is for:

- English Lessons
- Trips and excursions
- Campus information
- Names of staff
- Activities
- New vocabulary
- Your learning plan

On your first day

You will receive your Student Diary at the welcome talk. You can write down any important information you hear about...

- Members of staff
- The campus
- Meal times
- The activity programme
- The trips you will go on

In class

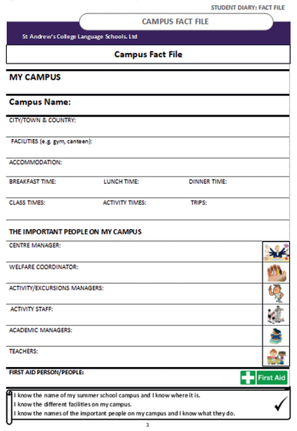
You can also use your Student Diary in class to...

- Write new words/phrases
- Learn about your teachers and classmates
- See what you have learnt each week
- Do class work

On trips

Remember to take your Student Diary with you to...

- Learn about the place you are going to
- Do activates at different places
- Write down where and when to meet the activity leader
- Record your memories


STUDENT DIARY: FACT FILE

CAMPUS FACT FILE

St Andrew's College Language Schools Ltd

Campus Fact File

MY CAMPUS

Campus Name:

CITY/TOWN & COUNTRY:

FACILITIES (e.g. gym, canteen):

ACCOMMODATION:

BREAKFAST TIME: LUNCH TIME: DINNER TIME:

CLASS TIMES: ACTIVITY TIMES: TRIPS:

THE IMPORTANT PEOPLE ON MY CAMPUS

CENTRE MANAGER:

WELFARE COORDINATOR:

ACTIVITY/EXCURSIONS MANAGERS:

ACTIVITY STAFF:

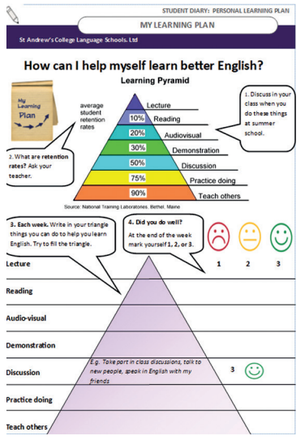
ACADEMIC MANAGERS:

TEACHERS:

FIRST AID PERSON/PEOPLE: First Aid

I know the name of my summer school campus and I know where it is.
I know the different facilities on my campus.
I know the names of the important people on my campus and I know what they do. ✓

3


STUDENT DIARY: PERSONAL LEARNING PLAN

MY LEARNING PLAN

St Andrew's College Language Schools, Ltd

How can I help myself learn better English?

Learning Pyramid

My Learning Plan

average student retention rates

Lecture 10%
Reading 20%
Audiovisual 30%
Demonstration 50%
Discussion 75%
Practice doing 90%
Teach others

1. Discuss in your class when you do these things at summer school.

2. What are retention rates? Ask your teacher.

3. Each week. Write in your triangle things you can do to help you learn English. Try to fill the triangle.

4. Did you do well? At the end of the week mark yourself 1, 2, or 3.

Source: National Training Laboratories, Bethel, Maine

Lecture 1 2 3
Reading
Audio-visual
Demonstration
Discussion e.g. Take part in class discussions, talk to new people, speak in English with my friends 3
Practice doing
Teach others

STUDENT DIARY: MY TRIPS

MY TRIPS

St Andrew's College Language Schools. Ltd

Which trips will you go on?

Tick the boxes

Go by _____ Go by _____ Go on _____

River Thames Cruise	☐	Chatham Historic Dockyard	☐
London Walking Tour	☐	Dover & Canterbury	☐
Natural History Museum	☐	Brighton	☐
London Science Museum	☐	Cambridge	☐
British Museum	☐	Colchester Town Centre	☐
Oxford Street	☐	Colchester Castle	☐
Hyde Park	☐	Clacton on Sea	☐
Camden Market	☐		
Covent Garden	☐		
Greenwich	☐		

Discuss with your partner or in groups. Have you been to the UK before? What trips are you most excited for? What will you do on the trips?

Others: _____

_____

Public Signs

You might see these important signs on your trips.

What do you think they mean?

Fire exit

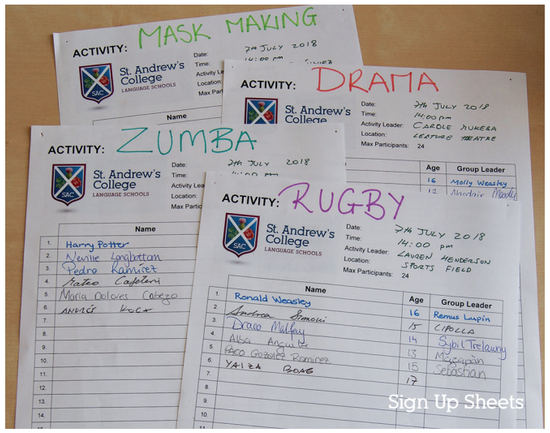
Activities

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

You will do many different types of sports and activities with St Andrews College Language Schools and you will be able to choose the activities that you want to do.

To choose your activity, just write your name on the activity sheet that you prefer.

- The sports and activities in Avery Hill take place on Mondays, Wednesdays, Fridays and every evening.
- The activities are organised and supervised by our friendly Activity Leaders.
- During the activities, you will meet new students and you can practise your English language skills.



Morning and Afternoon Activities

Our activities and sports are carefully planned for all Ages, abilities and interests.

Examples of day activities are.

- Football, Volleyball, Basketball and Handball
- Rugby and American Football
- Indoor Hockey and Rounders
- Aerobics and Boxercise
- Badminton
- Cultural Walks
- Jewellery Making and Nail Art workshops
- Drama workshops

Evening Activities

In the evenings you will have the opportunity to participate in fun activities interacting with the rest of the students on campus. During these activities you will meet friends from different cultures, relax and, of course, practise your English.

Excursions

You will go on full day excursions and half day-excursions.

A very important part of visiting the UK is enjoying the culture, history and beauty of the country. Your excursion programme has been carefully planned so that you can see and learn about many new things.

Your Student Diary has information and activities about the places you will go to. The teachers and activity leaders will also help you with facts and information about your visits.

Safety on excursions

- When you travel by bus, you must wear a seat belt and stay in your seat.
- Always stay with 3 or more students
- Do not take anything from strangers.
- Please listen carefully for all meeting places and times.

Your safety and security is very, very important and we will be looking after you on your excursions to check that you are safe, happy and learning about the UK.

Safety

1. Walk on the pavement.
2. When crossing the road, (cars drive on the left in the UK). Look right/left/right.
3. Don't carry lots of money with you when you are out.
4. Look after your bag and jacket.
5. Walk away from difficult situations.
6. Be quick and careful using a mobile phone. Keep your phone safe.
7. Stay with your friends (groups of 3).
8. Tell an adult where you are going.
9. Always wear your ID/lanyard. It has important contact information.
10. Wait in line (Queue).

Sample Two Week Programme:

Week 1	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
7:30	Breakfast						
08:45	Break	LONDON Cruise down the River Thames (cruise entry included) from the Tower of London (optional entry) to Westminster Parliament, Buckingham Palace, Leiceseter Square and Oxford Street	Break	BRIGHTON Visit the Brighton Pavilion (entry included), Pleasure Pier, Lanes and Beach	Break	LONDON Explore the British Museum, before visiting Oxford Street - London's main shopping street	OPTIONAL DAY Tell our staff prior to your visit or in your introductory meeting what you would like to do on this day. Ask us for options and quotes!
09.30	Welome Talk & Class Test		Class		Class		
10.45	Break		Break		Break		
11.15	Holding Class		Class		Class		
12:30	Lunch		Lunch		Lunch		
13:30	Break		Break		Break		
14:00	Holding Class		Class		Class		
15:15	Break		Break		Break		
15.45	Holding Class		Class		Class		
17:00	Break		Break		Break		
18:00	Dinner			Fish and Chips by Brighton Beach	Dinner		
20:00	The Great British Quiz or Fashion Show	Bingo or Staff Vs Students Sports Tournament	Karaoke or Social Media Challenge		Black & White Themed Disco or Wildlife Sketching	St Andrew's College Talent Show Or Comedy Film Night	Find the Logo or Scottish Country Dance Night

Week 2	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
7:30	Breakfast						DEPARTURE DAY
08:45	GREENWICH Explore the Royal Observatory (entry included), National Maritime Museum, The Old Royal Naval College's Painted Chapel and The Cutty Sark (entry included)	Break	LONDON Visit the Science Museum, Natural History Museum and Victoria & Albert Museum. Then walk through the famous Hyde Park, visit Harrods, the Hard Rock Cafe Shop, and end at Leicester Square	Break	CAMBRIDGE Walk around the University Colleges and go punting on the River Cam (entry to punting included)	Break	
09.30		Class		Class		Class	
10.45		Break		Break		Break	
11.15		Class		Class		Class	
12:30		Lunch		Lunch		Lunch	
13:30		Break		Break		Break	
14:00		Class		Class		Class	
15:15		Break		Break		Break	
15.45		Class		Class		Class	
17:00		Break		Break		Break	
18:00	Dinner			Dinner			
20:00	Photograph competition Or Werewolves Game	Blind Date Game Show or Card Games		Invent, Create & Sell or Film Night	Costume Disco or Picasso Portraits	I'm a Student, Get Me Out of Here! or Yoga	

All activities are subject to change depending on weather and other mitigating circumstances.

Ceilidh

White Cliffs

Rules and Regulations

Be friendly and polite to all St. Andrew's College Language Schools staff, Campus Staff, Group Leaders and other students.

Be on time for all classes, activities and excursions.

Look after the campus buildings and all facilities. Look after the surroundings and environment.

Common areas and kitchen areas in the accommodation should be kept clean and tidy at all times.

Immediately tell a manager about a personal accident, or if something is broken or not working.

No smoking - smoking is not allowed on the campus or in the accommodation.

Any person caught with any illegal drugs will be asked to leave St. Andrew's College Language Schools immediately.

Immediately tell a manager if something is lost or stolen.

Alcohol is not allowed when you are with St Andrew's College Language Schools. Anyone student with alcohol will be disciplined in line with St. Andrew's College Language Schools' behaviour policy.

During meal times, canteen trays must be used at all times and should be cleared away.

Be friendly and polite to local people and members of staff who live on campus.

All students must be inside their accommodation by 11pm. The campus must be quiet after 11pm.

Your campus has CCTV.

Put rubbish and litter in bins and leave your room and accommodation clean and tidy.

Positive Behaviour Policy

St Andrew's College Language Schools want all students to have a positive experience.

We will encourage and support good behaviour.

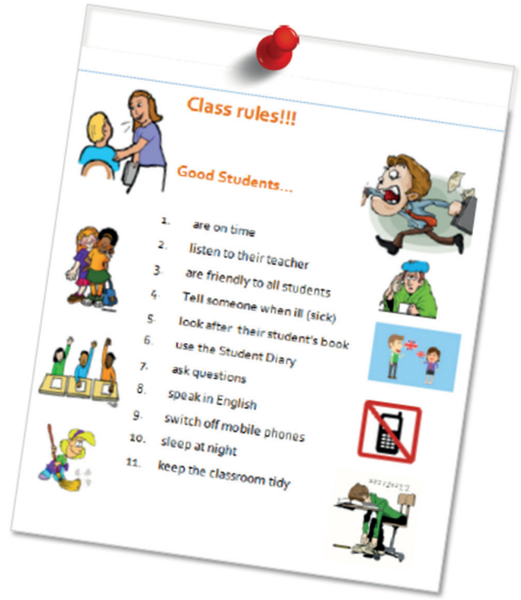
Aims

- To create an environment which encourages and supports 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 everyone to follow this policy.

Standards of Behaviour

In seeking to define acceptable standards of behaviour it is acknowledged that these are goals to be worked towards rather than expectations which are either fulfilled or not. The students bring to our Language courses a wide variety of behaviour patterns based on differences in home values, attitudes, and ethnicity.

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.



SAC Students

Online safety

Definition of cyberbullying

Cyberbullying is using the internet, email, online games or any digital technology to hurt someone else – such as name calling, spreading rumours, upsetting or humiliating someone else.

Reporting cyberbullying

If this happens to you or someone you know, please talk to the welfare office or any other member of staff.

S

SAFE

Keep safe by being careful not to give out personal information when you're chatting or posting online. Personal information includes your email address, phone number and password.

M

MEETING

Meeting someone you have only been in touch with online can be dangerous. Only do so with your parents' or carers' permission and eve then only when they can be present. Remember online friends are still strangers even if you have been talking to them for a long time.

A

ACCEPTING

Accepting emails, IM messages, or opening files, pictures or texts from people you don't know or trust can lead to problems – they may contain viruses or nasty messages!

R

RELIABLE

Someone online might lie about who they are and information on the internet may not be true. Always check information with other websites, books or someone who knows. If you like chatting online it's best to only chat to your real world friends and family.

T

TELL

Tell your parents, carer or a trusted adult if someone or something makes you feel uncomfortable or worried, or if you or someone you know is being bullied online.

Complaints

I am not happy with / I do not like ...

... my lessons, my accommodation, my activities or something at St Andrews's College etc.

What should I do?

1. A small problem

a) Talk to your Welfare Co-ordinator, Director of Studies or Centre Manager (on campus)

2. A big problem

a) Talk to the Director of Studies or Centre Manager (on campus)

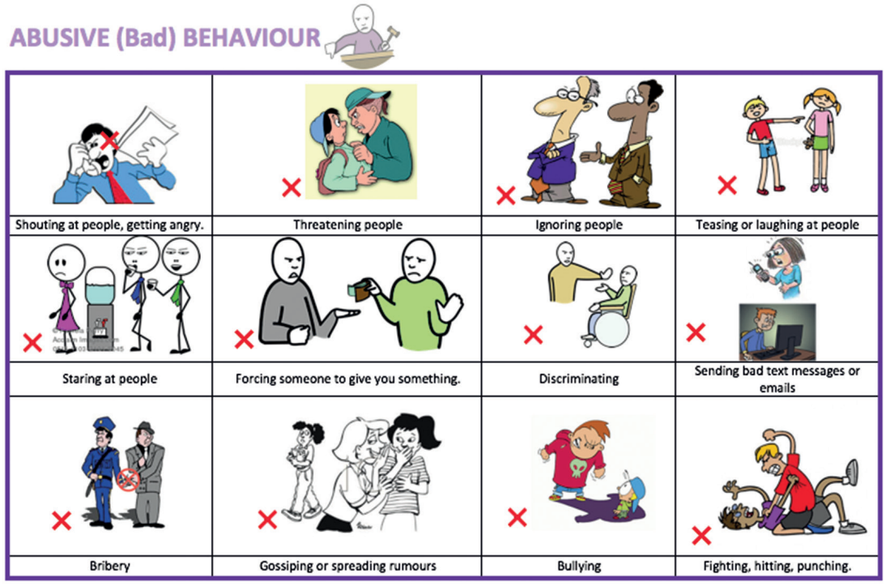
b) Talk to the Director of Operations, Simon McMillan: +44(0)7701022664 (off campus)

c) Write an email to the Director of Operations: Simon McMillan (off campus) simon.mcmillan@standrewscollege.com

3 Problem not solved

a) Ask for a meeting with the Director of Operations: Simon McMillan: +44(0)7701022664 (off campus)

We want to help you!



British Culture

English Language

- Try to speak in English all the time.
- The main language spoken throughout the UK is English.
- Different people, from different places, may have different English accents.
- If you do not understand what someone is saying to you, you can say ...Could you say that again, please? ...Thank you!
- People are usually happy to help and you will soon learn new phrases and expressions.

Local Customs

There are very few customs that you need to know, but these might help you!

- Queue when waiting for a bus or for service in banks or shops
- Hold the door open for people
- Say "please" and "thank you" when you ask for something or get something.
- It is polite to be on time for appointments or when meeting people. If you think you are going to be late, tell someone.
- You must also tell someone if you cannot attend class or keep an appointment etc.

Shopping

- Shops are usually open from Monday to Saturday, 09:00 to 17:30.
- Many shops also open on Sundays.
- Most supermarkets are open every day, until 20:00 or 21:00 on weekdays and Saturday evenings,
- Some shops open, late to 21:00 in the evenings.

Money

UK Money in English (STERLING)

Pounds (£) and pence (p)?

£1 = 100p

Examples

£1.00 = one pound, a pound

£5.00 = five pounds etc.

50p = fifty pence or fifty P

£1.50 = one pound, fifty or one, fifty

£25.99 = twenty-five pounds, ninety-nine or twenty-five, ninety-nine

Notes and Coins

Coins = 1p, 2p, 5p, 10p, 20p 50p, £1 and £2

Notes = £1, £5, £10, £20, £50 and £100

Keep your money safe! Always have some money in your pocket, wallet, or purse!

Post

You can post letters and parcels

Where?

In a Post box (letters and postcards) or a Post Office (letters and parcels)

How?

Letters: To post a letter you will need stamps. You can buy stamps in the Post Office or small shops. (Stamp)

Parcels: Take your parcel to the Post Office.

- Give it to the assistant to weigh .
- Pay the money.

How much does it cost?

The cost of post is different for letters, parcels and where the parcel is going to.

Weather

Although the weather in the UK can change, between May and September it is usually warm and sunny and it might rain.

A good idea is to bring a Waterproof jacket.

There will be many shops which sell clothes for all weather.

Mobile Phones

- You can buy a sim-card in many small shops and in Mobile Phone shops
- You can buy prepaid sim-cards (you pay first and then you use it) for local (in the UK) and international calls in most small shops
- UK local calls (in the UK) are cheaper between 18:00 and 06:00 Monday Friday and Saturday and Sunday

Telephones/Landline

How do I use the UK phone numbers?

To call a UK telephone from outside the UK

0044* + (area code) (0) _ _ _ _ + (number) _ _ _ _ _ _

E.g. 0044* (0) 1292 826743

To call a UK telephone from inside the UK

(area code) 0 _ _ _ _+ (number) _ _ _ _ _ _

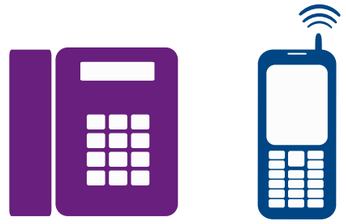
E.g. 01292 826743

How do I call my country?

To call your country

00 _ _** (0) _ _ _ _ _ (area code) + _ _ _ _ _ _ _ (number)

The UK country code = 0044



Electricity

UK electricity is 240 volts/50 cycles

The UK uses 13-amp, square pin, fused plugs.

You can buy an adaptor at an electrical shop or a large department store.

NHS, Doctors, Dentists and The NHS (Natonal Health Service)

GP - (General Practitioner/Local Doctor/Doctor) for minor illness/injury

GP Surgery/Clinic (n) -The place a GP works

Treatment (n) Treat (v) - (Help & medicine for illness or injury)

Patient (n) - person who needs treatment for illness/ injury

Hospital (n)- Place for serious illness/injury

Ward (n) - Place in hospital where you stay (in bed)

Dentist (n) Dental (adj) - treatment for teeth

Optician (n) Optical (adj) - treatment for eyes/sight

Entitled (v) - can have/allowed something by law

Outpatent (n) - patent who has appointments with a doctor in a hospital

Students be entiled to some NHS treatment.

Only treatment given in an NHS Accident and Emergency department might be free of charge.

If the patient has to stay in hospital or given an outpatient appointment, you might have to pay.

GPs might agree to treat short-stay students for free, but this will usually be limited to emergency treatment that cannot be delayed until the student returns home.

What NHS services are provided free of charge?

If you are entitled to NHS treatment, the following services should be free.

- GP appointment (e.g. visiting a local doctor)
- 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 need 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 is open, contact NHS 24: **111** or **www.nhs24.com**

Doctors

Eltham Palace Surgery doctors, 30 Passey Pl, Eltham, London SE9 5DQ

Telephone: +44 (0) 2082948150

Nearest Hospital (Accident And Emergency)

Queen Elizabeth Hospital, Stadium Rd, Woolwich, London SE18 4QH

Telephone:+44 (0) 208836 6000

Dentist

Eltham Park Dental Practice, 5 Westmount Rd, London SE9 1JB

Telephone: +44 (0) 2088508515

Religion and Religious Services

There are many religions and faiths represented in the UK.

There are Protestant churches, Roman Catholic and Episcopal churches, Synagogues, Mosques, as well as Hindu and Sikh cen-tres of worship.

A prayer room can also be provided on campus for Muslim students.

Eltham Parish Church-St John the Baptist

Eltham High St, Eltham, London , SE9 1DH

Christ Church Catholic Church

219 Eltham Hight St, London SE9 1TX

Mosque - Greenwich Islamic Centre

131 Plumstead Rd, London SE18 7DW

Accidents and First Aid

What should I do?

Please talk to a member of staff at St Andrew's College Language Schools.

Fire

What to do, if you see a fire alarm.

3 things you must know:

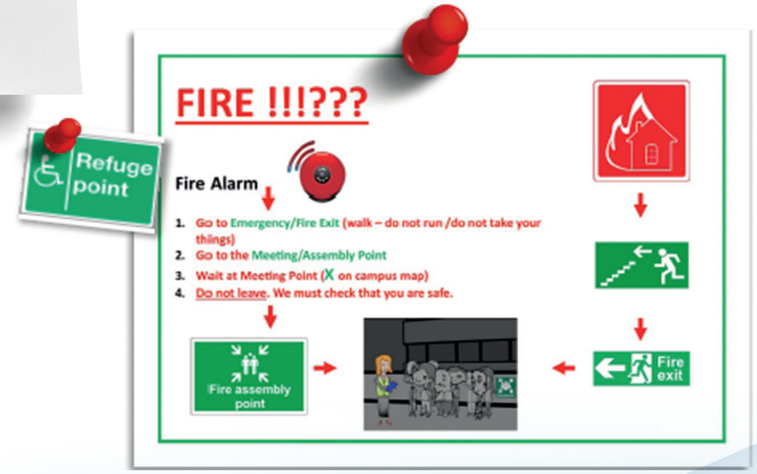
1. The nearest fire escape.
2. The nearest fire alarm.
3. The assembly point.

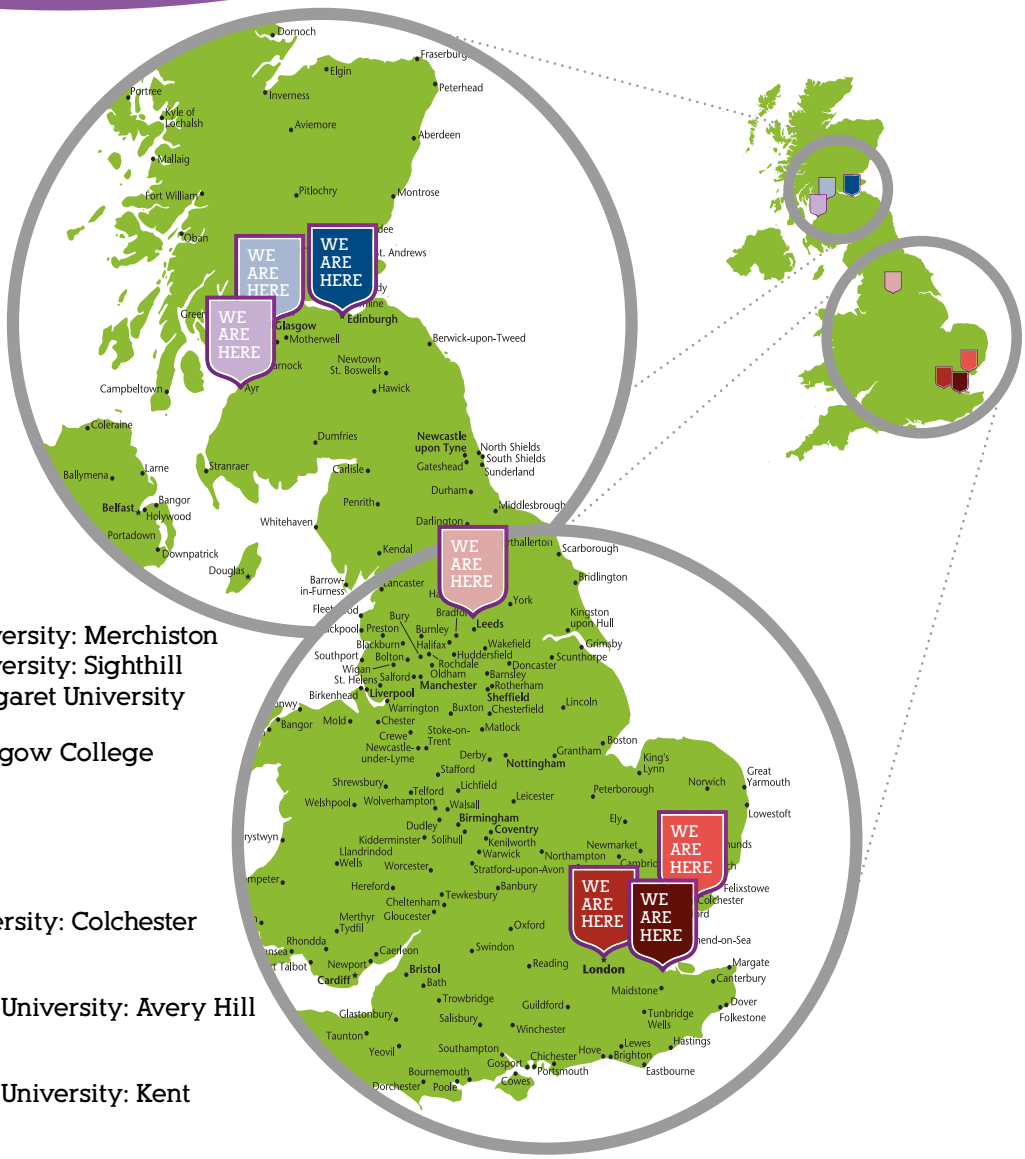
If you are a wheelchair user or have difficulty using the stairs:

1. Go to the nearest refuge area.
2. Use the telephone to let the control room know where you are.
3. Wait in the refuge area for further instructions.

What to do, if you see a fire:

1. Turn on the nearest fire alarm and call 999.
2. Give the exact location of the fire.
3. Find the nearest fire exit.
4. Go to the assembly point.





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