



# sidmouth *International School*

## Student Handbook

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**2020-21**

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# Welcome to Sidmouth International School

Welcome to Sidmouth and Sidmouth International School! Or welcome back if you are one of our many returning students. We are very happy that you have chosen to spend your time with us and we want to help you have a wonderful experience improving your English, exploring the south of England and making new friends from around the world.

In this handbook, we provide information about accommodation, our policies and life in Sidmouth that will be important and useful for your stay with us, so please read it carefully.



## We offer

- Over 40 years' experience in a family run school, since 1976
- A range of courses from business to vacation and suitable for all ages
- A friendly and helpful team who put your learning and experience at the centre of what we do
- Small classes and authentic, tailor-made lessons suited to the students
- A varied social programme to help you explore British culture
- Local accommodation of a high standard

The General Office is located in May Cottage. It is open Monday-Friday, 08:30 –17:30.

School 24-hour emergency telephone: **0044(0)7808 054 699**

Police, fire service and ambulance emergency telephone: **999**

**PLEASE CARRY YOUR SCHOOL I.D. CARD WITH YOU AT ALL TIMES**

# Meet the team

Managing Director – Darrell Dumenil  
Director – Jane Dumenil

## General Manager – Di Byrne



If you wish to discuss any aspect of your booking, arrange transport home, have a query about your invoice, or wish to pay, come to the General Office and speak to Di.

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## Academic Manager– Wendy Moores



If you wish to discuss your course or your class, please speak to Wendy.

## Social Organiser – Gareth Topping



Gareth arranges the social programme and can give you information on excursions and things to see and do in the area.

## Accommodation and Welfare Officer – Hollie Broom

Hollie can help you with accommodation arrangements. If you need to see a doctor, dentist or optician, Hollie will make an appointment for you. You can find her in the General Office.

## SCHOOL WIFI

Network: SIS-Student

Password: siswireless

# About Sidmouth

Sidmouth is in the county of Devon in the Southwest of England, an area of outstanding natural beauty. The town is on the gorgeous Jurassic coast, a World Heritage site.



Sidmouth is a small, safe and friendly seaside town with excellent leisure facilities. It is quintessentially English, with traditional architecture, shops, restaurants and cafés for you to enjoy and the opportunity for many sports such as water sports, golf and walking.

There are numerous places to visit in and around Sidmouth, many of which you will experience during the various activities provided in the social programme.



May Cottage (left) is the main building of Sidmouth International School (SIS) and is where our General Office is located.

May Cottage is very close to the centre of the town and is only a short 5-minute walk from the beach, so students can easily visit the town during their break times or for lunch.

During August, Sidmouth hosts the Folk Festival which brings visitors from all over the country who enjoy the traditional music, homemade crafts stalls and authentic foods from around the world.

# Your first day

## Placement test and oral interview

To help us put you into a class that best suits your level of English and your needs as a student, we will give you a choice of placement tests. This helps us to find out a bit more about you and gives us an idea of your strengths and weaknesses in English. We will also speak to you in pairs or threes to find out about: you, your previous studies, interests, reasons for learning English and what you hope to achieve in English during your stay.

## Social information and town trail

After your test, one of the leaders will speak to you about the social programme and the types of exciting activities we have on offer at the school. They will also go through other important information that will be useful during your stay. They will show you all the important places in Sidmouth: school buildings, meeting points, cafés, shops to buy lunch, banks and other interesting places in the town.

## Breaks

On your first day, like every other day at the school, there is a coffee break between 10.30 and 11.00 and there is an hour to have some lunch between 12.30 and 1.30.

## Your first class

In your first class, you will have the opportunity to get to know something about the other students and share some information about you with them. Your teacher, having had a look at your test and oral interview form, will ask you as a class what specific areas of the language you wish to look at that week and what skills areas you wish to practise. As a group, with your teacher, you will set some goals for your learning for the week. These objectives will appear on the board in your classroom to guide your study and provide an indication at the end of the week to whether you have met those goals.

## Following Mondays

If you are lucky enough to be here for more than a week you will have the opportunity to meet new students who have arrived at the weekend, recognise your achievements from the last week and work together to set new objectives for that week. We want you to be active in choosing the weekly objectives through discussion with the other students and your teacher. By doing this we hope you set achievable goals in language development and see progress in your skills development.

# Our school buildings and classrooms

Although Sidmouth International School might seem small at first, we have over twenty classrooms on four different sites, all within a few minutes' walk of each other.

We have tried to make your classrooms a stimulating learning environment to help you make the most of your learning experience with us.

In each class there is a resource board which has some different sections.

- \* a Language Focus section which will be used by you and your teachers
- \* a copy of stress and syllable patterns to help with pronunciation practice
- \* a copy of our Language Improvement code which we use to correct any writing you do

Your teachers will also put up the class 'Learning Objectives' for the week after the class has discussed what they would like to achieve that week.

There is also a board with

- \* ideas about how to improve your English
- \* covers and texts of books that you can borrow to read
- \* The Common European Framework of References for Language
- \* some important information signs (please read these)

To ensure that all students have a positive learning experience, your teachers will give all students the opportunity to practise their spoken English.

***Safety: There are Fire Notices next to the door in each class. Please read these.***

## The Main Site (May Cottage and Victoria House)

May Cottage is the main building of the school. This is where our Adult students have their classes. There are seven adult classes in total on the site. Here you will find the General Office, Academic Managers and your Social Activities Officer. Facilities in May Cottage include: a coffee lounge to relax at break times, a patio area for sunny days and cream teas, a library for self-study and computer access. This is also where the teachers have their Staff Room.

Victoria House is part of the same site and has four classrooms which are used for our Young Adult students at Easter and in the summer.



## New School

New School has six classrooms and, in the summer, it is used for our Teenage Courses.

## The Old Exchange

The Old Exchange is our social centre for Teenage and Young Adult students. You can spend your break times here as well as joining in social events that are organised for you by our leaders. It has pool tables, table football, table tennis, Wi-Fi access and comfortable seating. We also have two rooms here which are occasionally used as classrooms for Teenage students.



## Heydons Hall

Heydons Hall is our centre for our young students on the Tween and Junior Courses. Here there are six classrooms and a patio area. During the summer, we also use Sidmouth Rugby Club, which is right next to Heydons as an outdoor and indoor area for break, lunch and activities. Sometimes, we also have classes here too.





# Teaching at SIS

## Teaching Philosophy

We are happy that you have chosen Sidmouth International School as the place where you want to improve your English. We take learning English seriously and your aims and expectations are important to us. This does not mean that your learning experience won't also be a lot of fun. There are many reasons to want to improve your language skills: work, travel, study, making friends or even as a hobby and we will try to meet these varied needs along with the needs of the other students.

Communication is what we want you to do. We enjoy hearing you speak more than speaking ourselves and so do the other students. By speaking English as much as you can during your stay, you will be giving yourself the greatest opportunity to improve your language skills. As English is a global language, we hope this will help you on your return home and give you more confidence in communicating with people from all over the world.

## Learning Objectives

When you arrive at the school, we will give you a placement test and an oral interview to help us find out about: you, your background, your uses for English and your expectations here during your stay. Your teachers will take this information, conduct a needs analysis and design your study plans around achievable weekly objectives. We want you to take ownership of your own study so that we can provide you with what you need as an individual. We have many things in place which we think will give you the opportunity to practise and expand your English when you are here with us. Your teachers will explain these strategies and how they can help you achieve your goals.

We want you to enjoy your time at the school but also feel that you have learnt more things, practised your English and benefitted from your time with us.

## Student Feedback

If there is anything that you are concerned about, we want you to come and speak to one of us as soon as possible. We will then try to help you as much as we can.

We give you an Initial Feedback form to complete on your first Thursday. Please give this to your teacher. At the end of your course you will be given an attendance certificate with the level you have worked at on the CEFR and a final evaluation form to tell us what you thought about all aspects of your stay.

## Tutorials

Longer term students, who are here for more than three weeks, have a tutor. They will meet you every three weeks to discuss your academic progress, your learning goals and your stay at the school. This is also your opportunity to talk about anything you might be concerned about.

# Student library

The student library, which is on the top floor of May Cottage, is open from 9.00- 17.00 all year round as a place to study and to use the computers.

As well as having computers for students' use, the library has a number of graded readers (for learners of English) at different levels, novels, magazines, CDs, DVDs and self-study material for students to use. You are welcome to borrow a graded reader and other books but please sign them out and return before you leave. Please do not take away any other materials except work-sheets. To accompany some of these books there are some worksheets. Please help yourself to a copy.

During the year (except for the summer months), if there are enough interested students who are free in the afternoon, we can organise a 'book club' which will give you and other students the opportunity to read and discuss a book together. Please speak to Wendy.

## Computers

As we are an international school and many different nationalities use the room please do not change any settings on the computers. This includes the icons, the desktop, language and security. If you do need to change the language please reset to English when you finish.

If you have any problems when using the computers please speak to the main office staff, they will try to resolve any issues that you have.

- \* You can use computers for learning English or for emailing and surfing the internet

- \* Please **do not** download or save any files or programmes/personal software or other software from the internet or use the computer to look at offensive material.

## Student library etiquette

- \* Please use head phones when listening to study material, the news or music

- \* No eating or drinking (except for a bottle of water)

Interesting pages to visit (further links are available in a folder in the library):

<http://www.bbc.co.uk/learningenglish> BBC website for activities

<http://www.learnenglish.org.uk/> British Council website

<http://www.youtube.com/user/LukesEnglishPodcast> authentic listening

## Quiet study

If you wish to study independently in your free time please ask Wendy if there is a classroom available.

# Some tips for improving your English

To improve your English during your stay with us, and perhaps when you go home, you can also put into practice some of these ideas:

## Speaking

- Speak English in and out of class
- Join in the social activities. This is a good opportunity to not only improve your English but also get to know and understand other cultures.

## Listening

- Listen to your teacher, other students, host families and activity leaders and even strangers when you are sitting in a coffee shop. It is all good practice.
- Try and watch some television with your host family and if you watch a DVD try not to use subtitles.
- There are good radio programmes that you can listen to on the web, e.g. BBC Radio 4 has some good podcasts and there are specific websites for learners of English. There is a helpful list in the Student Library at May Cottage.

## Reading

- Read the notices around the school, in the classroom and around town. In May Cottage (in the coffee lounge and on the 1st floor) and at New School there is a '***This Week***' board with information, quizzes about teachers, vocabulary items and questions to ask other students, social activity leaders and your host families all as a means of developing your language skills.

*Your teachers will introduce you to this board, usually on a Tuesday.*

## Writing

- Keeping a journal in English of your stay in Sidmouth is an excellent way of recording your memories and putting into practice vocabulary you have learnt, as well as showing **YOU** how far your language has developed by the time you go home.

*Your teachers will be happy to read and mark your journal.*

# Some tips for improving your English

## Books to read

Adults and Young Adults: ask your teacher to provide a book for your level or there are books available in the Student Library at May Cottage. Young Adults in Victoria House can borrow books from the book case which is on the top floor landing.

Teenagers on summer courses can borrow books from the bookcase at New School. Try and read a newspaper or magazine. You will find that it gets easier every day. If you have any language questions you can always ask your family, a teacher or a leader.

As well as this, Sidmouth Library is right next to May Cottage if you wish to check out a book – but remember to return it before you leave! There are also computers available for you to use at Sidmouth Library.



## Vocabulary

- Keep a vocabulary note book. It is best to learn vocabulary that is **USEFUL** and which you can use in context.

*Your teachers will help and make suggestions during the lessons.*

- Don't worry about making mistakes – everyone does, even native speakers!
- Make the most of spending time with your host family and other students, and remember to speak English with students who also speak your language.
- Relax and enjoy yourself! Learning is much more difficult if you're stressed, so try to have fun at the same time.

# Useful information

## Healthcare / medical treatment

If you need to see a doctor, please come to the General Office at May Cottage and speak to Hugo.

Students from all EU countries are entitled to free emergency medical treatment under the UK National Health Service. This does not include prescription medicine, for which a fee is charged.

For students from all other countries, a fee will be charged for medical treatment including appointments with doctors. At Sidmouth Medical Centre the fee is approximately £50. This is payable to the School, and a receipt will be given so that you can claim back the cost from your insurance company.

## Food and drink

You will need to buy your own lunch from Monday to Friday. On your first morning we will show you the cafés and sandwich bars. Adults and Young Adults can eat in the Coffee Lounge or in the garden at May Cottage. Teenage students can eat in the Teenage Centre (Old Exchange), in one of the town's parks or on the beach.

*Please make sure you put **all** your rubbish in a bin.*

No food or drink (except water) is allowed in the classrooms.

## Laws in the UK

The laws in the UK may be different from those in your home country and we ask you to respect them and follow them. This especially applies to the use of tobacco and alcohol. It is illegal:

- For you to buy tobacco if you are under 18 years old
- For you to buy and drink alcohol if you are under 18 years old.
- For an adult (18+) to buy alcohol for a younger person.
- To carry any sort of weapon including knives, self-defence sprays and guns (imitation or real)
- To carry or use any drugs other than those given to you by a doctor.
- To carry or use a false ID document.
- To steal from shops – this is a serious offence and the Police will be involved.
- To travel in a vehicle (car or coach) without wearing a seat belt.

# In and around Sidmouth

## Banks

There are a number of banks located in the town, most of which have cashpoint machines:

Lloyds Bank, 39 High Street

HSBC Bank, Fore Street

## Post office

The town's post office is situated just opposite the double gates to the school. It is open 08:45 to 17:30 Monday to Friday and 08:45 to 16:30 on Saturdays.

## Shopping

Sidmouth has lots of shops, cafes and restaurants all within a short walk away. Most shops are open Monday to Saturday 09:00 to 17:30 and 10:00 to 16:00 on Sundays.

## Swimming pool

The town's indoor, heated pool is located in Ham Lane, near the seafront. Please see Gareth or one of the leaders for more information.

## Public transport

There are regular buses in and out of Sidmouth to Exeter and surrounding towns and villages. Please ask in the office for a bus timetable and further information.

## Library

Sidmouth's library is located in Blackmore Drive, just next to Blackmore Gardens. It is open Monday, Wednesday, Thursday, Friday and Saturday.

## Cinema

The Radway Cinema, situated just up the road from May Cottage, is open every day. For current listings see the boards outside or visit <https://sidmouth.scottcinemas.co.uk/>.

## Theatre

The Manor Pavilion Theatre is a small but popular local theatre showing productions on a regular basis. To find out what's on when you are in Sidmouth, visit <http://www.manorpavilion.com/newtheatrewhatson.phtml> or call in to see on Manor Road.



# Social Programme

The social programme is a great way to have fun, meet people and practise your English while you relax. Come and join us!

## Our programmes

We offer three separate social programmes for Adults, Teenagers and Young Learners. These include a half-day and a full-day excursion each week (except on the weekend of departure). Our Young Adults are able to choose between the Adult programme and the Teenage programme.

Our leaders will organise a full programme of activities for you every week. They will give you two copies of this programme; one for you to keep and one to give to your host family so they know what you have planned for each week. If you have any queries, please speak to a leader.

## Costs

All costs are included in the course price for Young Adults, Teenagers and Young Learners, except for specialist activities for such as paintballing or quad biking. Adults pay an extra fee if they wish to join Saturday or Thursday excursions; this covers transport and entrance costs.

## May Cottage

During your breaks, free time and for some evening activities, the Coffee lounge and garden at May Cottage will be open for adults and young adults; a great place to relax and chat to your new friends.



# Social Programme

We have dedicated teams of leaders for the different departments. There is always someone about if you have a question, so please ask.

We try to offer our students a 'real taste' of the area with a variety of activities and excursions, using lots of local facilities and places of interest.

We can arrange for the following extra activities at an extra cost:

- \* Tennis lessons with LTA professional
- \* Golf lessons with PGA professional
- \* Horse-riding and riding lessons



The Old Exchange is the social area for Teenagers and Young Adults. Here, students can play pool, table tennis, use WiFi, watch movies, do arts and crafts or just relax with friends.

Students can meet here at break and lunch times, and for afternoon and evening activities. It will be supervised by one of our leaders.



# Accommodation and Homestay Information

## General

In order to practise your English, take every opportunity to speak to your host family and join in with family life. You will soon get to know their daily routine and adapt to it.

If you are under 18 years old you must give your homestay family your mobile phone number upon arrival and ask if you can have their number so you can contact each other.

Remember to be considerate if you come home after a social activity in the evening; your host family may be busy or their children may have gone to bed.

Your host family may give you a house key but please remember, you are not to return home before 16:30 each day.

Teenagers and Young Adults **must be** home by **22:30** every evening; this is one of your check-in times.

Our homestays are non-smoking.

Any damage to property or equipment will be charged to the student.

## Eating and drinking

English food is likely to be different to the food you eat at home. Please try and taste everything your host family gives you; it is polite to do so. It is a good idea to let your host family know what you do and don't like to eat.

Please make sure you are on time for all meals, and remember, no mobile phones at meal times.

Your host family will show you where you can make a drink and any foods that you are allowed to snack on between meals. Ask your homestay family if you can put food in the fridge or cupboard in the kitchen.

Please do not take food or drink into your bedroom (unless your host family has said it is okay to do so).

# Accommodation and Homestay Information

## Cleaning and washing

Discuss with your host family the best time to use the bathroom in the evening and morning.

Your host family will provide you with clean bedding and towels each week. They are happy for you to do some laundry once a week; if you want more laundry doing, please ask them.

Please remember to tidy up after yourself at mealtimes, make your bed and keep your room clean and tidy; remember you are in a home, not in a hotel.

*Please remember to make sure that you take your ID card with you when you go out and that your mobile phone is fully charged!*

## The Police

If you need help from someone other than your homestay family or the school staff, the Police in the UK are friendly and helpful and work closely with the school.

To report a crime, contact the General Office or call the school emergency number.

If you are assaulted, followed or threatened, call the school emergency number or tell your host family immediately; they will contact the police for you.

If you have anything stolen and wish to make an insurance claim, contact the General Office.

If you are arrested by the police, phone the school emergency number immediately.



# Safety, care and awareness

## Consideration for other people

We are very happy to have you here in our town but it is important you show consideration to the residents of Sidmouth. This is their home so please respect them. This means making sure that you are aware of other people and show politeness through your words and actions.

Please don't block the pavements or entrances to shops, don't walk in the roads and don't be too noisy in public places – no music to be played when walking home at night

Be aware of the other students in the group and if you think a student may be unhappy, speak to one of the activity leaders. Please include any student who appears to be alone, and do not walk home alone or not allow any other student to walk home alone, especially at night.

## Looking after your belongings

Keep your bag and valuable items with you at all times, and don't leave money/phones/ID in classrooms or the Old Exchange.

Contact the General Office immediately if you lose anything.

You can speak to any member of the school staff and they will be able to help you. However, if you have a particular concern about another student or an adult's behaviour towards a student there are people in school you should talk to.

They are:

- Di Byrne – General Manager
- Hugo Gosden – Accommodation and Welfare Officer
- Gareth Topping – Social Activities Organiser

These three people can be found in the main office at May Cottage.

## Fire safety

If you discover a fire, sound the alarm and call for help.

If you hear the fire alarm, leave the building immediately by the nearest exit. Go to the person in charge at the Assembly Point.

*Remember:*

Do not pick up possessions. Nothing is more important than your life.

Do not re-enter the building until you are told it is safe to do so.

# Policies and Procedures

## SAFEGUARDING POLICY (condensed)

Sidmouth International School is an English Language school that welcomes students of all ages including students under the age of 18 years. We have three separate departments for this age group: the Young Adult Department for 16 to 18 years, the Teenage Department for 14- 17 years and the Young Learner Department for 8-13 years. The majority of our students stay in homestay accommodation organised by the school. We also arrange transfers to and from our school within the UK.

### What is safeguarding?

Safeguarding is looking after and protecting all young students aged under 18 years. Students – we aim to provide a place where all young students feel happy, comfortable and safe.

All students under the age of 18 years have an induction on their first day in the school. This includes:

- how to stay safe
- how to care for each other
- how to be safe on the internet
- who to speak to if they have any problems or worries
- who to speak to if they have a complaint about an adult or another student

They are given a welcome pack which contains copies of all this information, an ID card and the 24-hour Emergency phone number.

### Adults (18+) and homestay families

We ensure that all adults working with young students understand their role in helping the school be a safe place for young students to study and enjoy their time in UK. This is done through induction and training.

Adults who will be teaching, caring or supervising students aged under 18 years are carefully assessed to make sure they are suitable to work with children. This assessment includes a Police check.

*We work hard to ensure that our students are happy and safe. We are a small school in a small town and communication is good between staff, homestay families, students and local residents and any concerns or feedback are noted and dealt with quickly.*

For more information please see the full **Safeguarding Policy** on our website at [www.sidmouth-int.co.uk](http://www.sidmouth-int.co.uk) or contact the school.



# Policies and Procedures

## STUDENT ATTENDANCE POLICY

Students are expected to attend all classes and activities and registration is taken at regular intervals throughout the day. All reports of absence are followed up immediately by the administration staff. If a student is absent from school because of illness, the student or the homestay family must inform the office by 08:45 where possible.

### Attendance of students aged under 18 years

Absence for any other reason than illness requires the written permission of the parents or guardian which must be obtained through the General Office at May Cottage.

If there are concerns regarding absence, parents/agent will be informed and the school will follow the relevant policy and/or procedure.

### Teenage students aged 14-17 years

The school has 5 check-in times throughout the day when the students are registered by either the school staff or the homestay. These times are 09.00 hrs, 11.00 hrs, 13.30 hrs, 18.00 hrs, 22.30 hrs. on weekdays. 09.30 hrs, 18.30 hrs and 22.30 hrs on Saturdays (full day excursion) and times set by the homestay family + 17.30 hrs and 22.30 hrs on Sundays.

If a student does not register at any of these times the office/emergency phone is contacted and the absence is followed up immediately by the school staff who work to locate the student.

### REFERRALS TO UK VISAS AND IMMIGRATION

With the recent changes to immigration laws regarding studying in UK, Sidmouth International School is no longer able to support Tier 4 visas. However, the school is still able to support Short-term Study visas for a stay of up to 6 months if under 18 yrs, or up to 11 months over 18 yrs.

If a student who has got one of the above visas but fails to arrive on a course or does not attend the course he/she is enrolled on, it is the school's policy to report the missing student to the Home Office Immigration Enforcement team.

All teachers must report any non-attendance to the main office (Director of Studies) who will in turn inform the General Manager. If this non-attendance is deemed to be

anything other than illness or an authorised absence, the General Manager will inform the Home Office Immigration Enforcement team. A record will be kept of all absences.

Missing adult students will also be logged with the local police. Should a student be expelled from the school for whatever reason and has one of the above visas, the Home Office Immigration Enforcement team will be informed.

# Policies and Procedures

## ANTI-BULLYING STATEMENT

We will not allow any unwelcome or unpleasant behaviour towards our staff or students. Any student who behaves badly will be subject to the disciplinary procedure.

*All complaints will be taken seriously.*

If you feel anyone is bullying / being abusive towards you it is important you speak to your leaders or another member of the school staff as soon as possible.

### WE DO NOT TOLERATE BULLYING.

*Bullying and any form of harassment is not acceptable at Sidmouth International School.*

We will not allow any unwelcome or unpleasant behaviour towards our students or staff. Whether it is in school, out of school or online, or you see it happening to another student, *please tell someone.*

Speak to one of your teachers or leaders or go to the office at May Cottage and speak to Di Byrne. Your complaint will be taken seriously.

### Who do I speak to if I have a problem?

- General Manager – DI BYRNE
- Head Teacher– WENDY MOORES
- Accommodation & Welfare Officer – HUGO GOSDEN
- Social Organiser – GARETH TOPPING

# Policies and Procedures

## DISCIPLINARY PROCEDURE FOR STUDENTS

In cases of unacceptable behaviour:

### Verbal Warning:

The student will be brought into the office to discuss his/her behaviour. A verbal warning will be given and logged in the behaviour file.

### Written Warning:

If the unacceptable behaviour continues the student will be interviewed by two members of the Management team. He/she will be given a written warning and a copy will be sent to the Parents/agent if the student is under 18 years. *This document will highlight the possibility of expulsion if the behaviour doesn't improve and if that happens there will be no refund for course or accommodation and that the parents will cover all travel costs.*

### Notice to leave:

If the poor behaviour still continues, the student will be told that arrangements for his/her departure will be made. All expenses will be paid by the student/parents. It will be noted that this student will not be accepted at the school in the future.

### In cases of a student breaking UK law:

#### First offence:

A written warning will be given and, if under 18 years old, the parents will be informed of the offence. *This document will highlight the possibility of expulsion if the behaviour doesn't improve and that if that happens there will be no refund for course or accommodation and that the student/parents will cover all travel costs.*

#### Second offence:

The student will be asked to leave the school immediately with all costs paid by the student.

Note\*\* In the event of a very serious offence the school reserves the right to expel a student immediately. *This will be at the discretion of the Director whose decision will be final.*

# Policies and Procedures

## COMPLAINTS PROCEDURE

*We will listen to your complaints and treat them seriously.*

### Our policy covers complaints about:

- Homestay accommodation \* Other students
- Classes \* General staff
- Social Programme \* Invoices or payments
- Teachers or Leaders

We will treat your complaint in confidence. We will deal with your complaint quickly.

### How to complain:

We have a 3-stage procedure:

1. You make your complaint to Di Byrne (General Manager) in the office.
2. If you are not happy with the response you receive, you can ask for a review by the Managing Director, Darrell Dumenil
3. If you have followed stages 1 and 2 of our complaints procedures and are still not satisfied you should contact:

EnglishUK (the English language school employers federation).

Address: 219 St John Street, London EC1V 4LY

Telephone: 020 7608 7960

e-mail : [info@englishuk.com](mailto:info@englishuk.com)

Sometimes, complaints can be more serious.

If you are worried about any of the following issues listed below, speak to a leader or go to the office at May Cottage and speak to Di Byrne, our General Manager.

- The health and safety of a person
- A member of staff is behaving badly or inappropriately
- A person has broken UK law
- A serious incident has happened but has not been reported
- Someone is trying to hide information about any of these issues

A complaint of this kind is known as '**whistleblowing**' and it will be dealt with as follows: The meeting will be confidential and your identity will be protected. Di Byrne will be responsible for deciding what to do.

However, if a student speaks to Di about something and then wishes not to proceed, Di will have to consider whether the issue should still be investigated.

If the complaint is about the General Manager, then speak to the Managing Director of the school.

# Contract for Teenagers and Young Adults

We want you to have an enjoyable experience at the school. In order to achieve this, we would like you to read through the following and sign.

## UK law

In the UK you do not need to have your passport but you must have evidence of where you are staying and what school you are attending. So please carry your school ID card at all times. No student under the age of 18 can buy or drink alcohol, buy cigarettes and is not allowed to carry a weapon.

## School

Please be at school by **09:00**. Show respect to other people at the school, teachers, leaders and other students. Afternoon registration is at **13:30**. Students must attend the social programme; excursions are compulsory. Please use the internet safely. Speak to a leader if you are having any problems.

## Homestay Family

Please do not return to your homestay family before **16:30**. You **must** join your family for your evening meal. Please do not use your mobile phone at meal times. **Every evening** please be home by **22:30**.

## Check-in times

For your safety you have 5 check-in times. If you are late or miss a check in time the school will be informed immediately.

- Check-in time 1: 09:00. Please be at school for morning registration
- Check-in time 2: 11:00. Please be back in class after break for registration
- Check-in time 3: 13:30. Registration at the Old Exchange. Students on the Intensive course will be checked in at their afternoon class
- Check-in time 4: 18:00. Evening meal with your homestay family. All students must be with their homestay at this time.
- Check-in time 5: 22:30. All students must be at their homestay by this time.

## Sidmouth

Please show consideration for the people of Sidmouth by behaving well. When walking home be quiet, do not block pavements and do not drop litter.

Please be careful when crossing the roads. **Stop! Look! Listen! LOOK LEFT!**

The sea can be very dangerous, take no risks. Do not swim unless a leader is supervising.

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**I have read and understand the above and the online safety agreement, and know the check-in times.**

Name: ..... Date:.....

Signature: .....

# Online safety agreement

You will have access to the internet while you are at Sidmouth International School. It is important to us that all our students are responsible online and that you use the internet safely and legally. Please read the notes below and sign this agreement:

1. I will not do anything that might risk:

- \* My own safety
- \* The safety of other users (students, staff, homestay)
- \* The safety and security of the school's or other user's systems

2. If I receive any unpleasant or inappropriate material or messages that make me feel upset, angry or unhappy, I will tell a member of the school staff or my homestay immediately

3. I will only use my personal devices at times allowed in the school rules – this includes use of mobile/smart phones, tablets, laptops and any other USB device

4. In my homestay family, the amount of time I spend on my personal device will not be excessive and I will follow the rules or guidelines that my homestay family give me. I understand that my host family will monitor the amount of time I spend on my device

5. I will not create, access (download or upload), share or store any illegal or inappropriate material at any time during my stay in Sidmouth.

Illegal or inappropriate materials include: *gambling, pornography, age-rated games/films, sending or receiving words or pictures about sex, websites and games showing violence, extremism or being unkind to others (intolerance) based on race, religion, disability etc, accessing and not paying for music and films that are protected*

6. I will not access, copy, remove or alter other people's or the school's online materials or settings without their permission

7. I will be polite and kind when I communicate with others online. I will not use angry, bad or unkind language in texts, emails or any other online messages

8. I will not take, send or share pictures/photos on social media of other people without their permission

9. I understand that if my online behaviour does not follow this agreement, I will have broken the school rules (see Disciplinary Procedure). If it is serious (e.g. breaking UK law) I may be sent home.





