

# SELECT ENGLISH

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CULFORD

2020



'Thank you for choosing to study with Select English. This guide is designed to help answer any questions you have about our course at Culford.'

BEFORE LEAVING HOME .....	3
WHAT TO BRING .....	4
AIRPORT TRANSFERS .....	5
ACCOMMODATION .....	7
LESSONS & ATTENDANCE .....	8
BEHAVIOUR & DISCIPLINE.....	9
WELFARE, HEALTH & SAFETY.....	10
PROBLEMS .....	12

## BEFORE LEAVING HOME

Before you come to Select English there are a few things that need to be arranged.

### CONSENT AND MEDICAL FORMS

At the time of booking, we will send you a consent and medical form to complete for your child/children. You must return these to us before the start of the course.

### TRAVEL AND MEDICAL INSURANCE

Please ensure that you have arranged full travel and medical insurance for your child that covers the duration of their stay.

### POCKET MONEY

Please provide your child with adequate spending money before departure. We recommend £20 per day to cover the cost of any snacks, drinks, souvenirs and gifts.

We strongly recommend that students have a pre-payment card instead of bringing large amounts of cash. We can store cash in the school safe, but unfortunately this is not insured if the cash is lost or stolen.

## WHAT TO BRING

### Passport / ID

Students must bring their passport or ID card

### Acceptance letter and Homestay/Residential Address Letter

Students must bring all documentation provided by Select English in their hand luggage.

### Student/Child Visitor Visa (If Applicable)

Students must ensure that their visa is with their passport in their hand luggage as they will need it when passing through immigration.

### Suitable Clothing

Students need to bring sports clothing including trainers, swimming kit and towel, a raincoat and umbrella. Students going to Culford should arrive with clothing that is clearly marked with their name.

### A towel

Bed linen is provided on all courses.

### Adaptor and transformer for electrical appliances

Students need to bring these in order to charge their mobile phones and to use hairdryers. The standard voltage in the UK is 230 Volts. Please ensure that the adapter meets UK standards, or it may be confiscated for health and safety reasons.

### Prescription Medication

This should be packed carefully in its original packaging. The instructions should be translated into English.

### School Contact Information

Students should store this information in their wallet or purse. We also advise that the school emergency number is stored into your mobile phone prior to arrival. The emergency number is 0044 (0) 7985 026835.

## AIRPORT TRANSFERS

Select English offers a transfer service for all students. We offer two types of transfer. A standard transfer which is included in our package price but is subject to certain conditions, or a private transfer which will cost extra (See details below).

We will send you a travel form with your booking confirmation. Once you have arranged your flights, please return the completed form to us. To ensure that a place is booked for you on our transport, please ensure that the form is returned at least two weeks before the start of the course.

### STANDARD TRANSFERS

Select English arrival transfers run from London Heathrow and London Stansted on flights landing on Sunday between 9am and 5pm. If your child arrives outside of these times (or at a different airport) you will need to book a private transfer. Please call 0044 (0) 1223 364735 or email: [info@selectenglish.co.uk](mailto:info@selectenglish.co.uk) to arrange this.

### PRIVATE TRANSFER FEES (PRICES ARE FOR A ONE WAY TRANSFER)

★ Heathrow £190

★ Stansted £110

★ Gatwick £215

Luton £135

### STANDARD TRANSFERS / APPROXIMATE JOURNEY TIMES

Centre	Airport	Transfer Time
Culford	Heathrow	2.5-3 hours
Culford	Stansted	1-2 hours

## UNACCOMPANIED MINORS

You must advise us in advance if your child is travelling as an unaccompanied minor.

## ON THE ARRIVAL DAY

When students have collected their baggage and passed through passport control and customs and come through to the arrivals hall, they must look for a Select English representative. All Select English representatives will be wearing Select English T Shirts with the Select English logo.

Our representative will then take you child to the pre-arranged transport that will take them to their centre. If your child is having a standard transfer they may have to wait for other students to arrive before their transport is able to leave the airport. Please note that the wait time could be around 2 hours in some cases.

## WHAT SHOULD YOUR CHILD DO IF THEY CAN'T FIND OUR REPRESENTATIVE?

Go to the information desk and wait. Our representative will check the desk at regular intervals. If they are worried they should call the emergency phone (0044 (0) 7985 026835).

Please tell your child that they should never leave the airport on their own.

## ON THE DEPARTURE DAY

Select English standard departure transfers are from London Heathrow and London Stansted on flights that take off on Saturdays between 9am and 5pm. If your child's flight is outside these hours (or from a different airport) you must book a private transfer.

On the departure day they will be picked up and taken to the airport and checked in for their flight. They will be taken to security. Once they have gone through security they will need to follow signs to the departure gate to board their plane.

The taxi drivers we use are all DBS checked and will carry ID with them at all times.

## ACCOMMODATION

At Culford students sleep in dormitories with students of a similar age but different nationality. Boys and girls sleep on separate floors. Bed linen is provided but students should bring their own towels

## MEALS

Breakfast and dinner are provided. Breakfast will vary from day to day and can include cereal, toast, croissants, pancakes, traditional English breakfast. Lunch and dinner consist of a main course and dessert. If there is an excursion, packed lunch will be provided.

## LAUNDRY

There is a laundry service once per week. Please ensure that your child's clothes are clearly marked with their name.

## LESSONS & ATTENDANCE

### FIRST DAY INDUCTION

The first day at school will include a comprehensive induction. This will include;

- ★ An English language placement test
- ★ Tour of the school
- ★ Information on the local area, and how to stay safe.
- ★ Social activities
- ★ Completion of arrival forms
- ★ An introductory lesson

### WELCOME PACK

On the arrival day students receive a welcome pack. This will include;

- ★ A first day timetable
- ★ Information on your course team
- ★ Social activity schedule
- ★ Welfare and emergency contact information
- ★ Student safety guidance
- ★ An ID card and wristband containing the emergency number

Lessons will include a variety of activities. Students will cover listening, speaking, reading and writing activities. They will also learn about British life and culture.

### SOCIAL PROGRAMME

We offer a varied social and cultural programme on all courses. This includes sports, arts and crafts, excursions to London and Cambridge and cultural activities

At Culford, the cost of activities is included in the course fees. Activities are compulsory.



## BEHAVIOUR & DISCIPLINE

It is fundamental to the smooth running of our courses that students behave well. Please make sure that your child is familiar with the rules and laws in the UK.

### UK LAW

- ★ It is illegal to smoke under the age of 16. It is illegal to purchase cigarettes under the age of 18.
- ★ It is illegal to purchase or consume alcohol under the age of 18.
- ★ It is illegal to carry weapons (knives, guns, CS gas etc.).
- ★ You must not carry, use or supply any illegal drugs (Cannabis, LSD, Ecstasy, Amphetamines).

### SELECT ENGLISH RULES

Students need to be aware of what is expected of them and each course has its own set of rules but, in general, the following behaviour will not be tolerated:

- ★ Lateness/poor attendance
- ★ Disruptive/unruly behaviour
- ★ Bullying
- ★ Racial, religious, sexual or homophobic harassment
- ★ A lack of respect for the school building / equipment, employees or fellow students
- ★ Dropping litter
- ★ Any illegal activity

## WELFARE, HEALTH & SAFETY

Select English is committed to providing a high standard of welfare. The Welfare Manager is Rebecca Schoeman, the Designated Safeguarding Lead is Nadine Kaminska and the Prevent Lead is Rebecca Schoeman. They are all based in our Cambridge school at 13 Station Road. It is their responsibility to make sure that students are happy and healthy during their stay at Select English. Rebecca will visit Culford each week.

Our staff are happy to assist students with any issues they may have. In addition, all of our centres have trained first aid staff who can deal with any medical matters that may arise.

If your child gets sick during their stay, they should tell their Course Director who can arrange for them to see a doctor if necessary.

You must advise us in advance of any health conditions or allergies that your child has along with details of any medication they are taking. This can be provided on the Select English medical form.

Please be aware that any medical appointments or treatment in the UK will need to be paid for. A doctor's appointment costs approximately £75.00 plus any prescription costs.

Please read our Care of Under 18s statement and our Safeguarding Policy which are available on our website [www.selectenglish.co.uk](http://www.selectenglish.co.uk).

### SUPERVISION BY STAFF

Supervision ratios for activities and excursions for under 18s will be decided based on the relevant risk assessment. As a minimum, the following ratios will apply:

**Culford Young Learners Ages 10-13- 1: 15**

Students will be supervised at all times on trips.

**Culford Teens Ages: 13-16 – 1:15 -1:20**

On day trips, students will be allowed to have a short period of unsupervised time in a restricted area (usually to go shopping). This must be for no more than 2 hours in total and students must report back to a member of staff after the first hour.

**HOMESICKNESS**

Homesickness is quite common particularly during the first few days of your child's stay. We would hope that you can put your trust in the Select English staff to support your child during this period and the situation should improve within 2-3 days.

**PHOTOGRAPHY**

Select English will take photos during courses for use in promotional materials and social media. We will inform all students before we take any photos and what they will be used for. If they do not wish to feature they can inform our staff. Our promotional materials include our brochure, website (<http://www.selectenglish.co.uk>), flyers, posters and newsletters. Our Social Media sites are Facebook and Instagram. <https://www.facebook.com/Selectenglish/> and [https://www.instagram.com/select\\_english/?hl=enb](https://www.instagram.com/select_english/?hl=enb). You can contact us for further information about photography or to advise us if you prefer not to be included in any photography at [info@selectenglish.co.uk](mailto:info@selectenglish.co.uk)

**LOSS, THEFT OR DAMAGE OF POSSESSIONS**

Please do not send valuable items or large amounts of cash with your child. Theft, loss or damage to possessions is taken very seriously. If this happens, it should be reported to the Course Director immediately. We advise that students have adequate insurance to cover their possessions. If a student wishes to make an insurance claim they will need to advise the Course director who will report it to the Police and obtain a crime reference number.

The Junior and English plus course has a safe where money and documents can be stored. This is situated in the Course Directors office. It is a good idea to make photocopies of your child's travel documents prior to their departure in

case of loss/theft as this will enable the relevant consulate to issue new travel documents.

Select English does not take any financial responsibility for items lost, stolen or damaged.

## EMERGENCY CONTACT DETAILS

Select English has a 24-Hour emergency phone. The number is 07985 026835. All students will be given a wristband with this number in their welcome pack.

## PROBLEMS

If your child has any problems they can speak to any member of staff who should be able to help with any problems you may have.

If you are not happy with the response provided by any of our team you can speak to the **Centre Manager** or **School Director**.

If you are still not happy with our response you can contact English UK. English UK Is a regulatory body and Select English are a member.

The contact details for English UK are:

English UK  
219 St John's Street  
London EC1V 4LY  
Tel: 0044 (0) 207 802 9200  
Fax: 0044 (0)207 7802 9201  
Email: [reception@englishuk.org](mailto:reception@englishuk.org)

## CONTACT US

### BY POST:

Select English  
9-15 Station Road  
Cambridge  
CB1 2JB

### BY EMAIL

[info@selectenglish.co.uk](mailto:info@selectenglish.co.uk)

**BY PHONE**

01223 364735

[www.selectenglish.co.uk](http://www.selectenglish.co.uk)

**CONTACT CULFORD**

**BY POST:**

Select English  
c/o Culford School  
Bury Saint Edmunds  
Suffolk  
IP28 6TX

**BY EMAIL**

[culford@selectenglish.co.uk](mailto:culford@selectenglish.co.uk)

**BY PHONE**

01284 728615

[www.selectenglish.co.uk](http://www.selectenglish.co.uk)