



English in Totnes

A boutique language school in beautiful Devon

Junior Student Handbook



We are all looking forward to welcoming you to our school and hope this information helps you to enjoy your stay with us. Meet some of our team:



Margie Barker
School Director



Jenny McGeever
Administration Manager



Kizzy Kemp-
Activities Manager



English in Totnes, Gate House, 2 High Street, Totnes, TQ9 5RZ

T: +44 (0)1803 865722, E: info@englishintotnes.com, W: www.englishintotnes.com

Registered in England and Wales. Company no: 7116300. Registered at the above address.



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FIRST THINGS FIRST...

- ❖ Our Emergency Telephone number is **+44 (0) 7760 309246**.
- ❖ Remember to return your **Reply Pack** and to do the Online Test at least 6 weeks before you leave for Totnes.
- ❖ Ask us for a Visa Support letter if you need a visa to travel to the UK.
- ❖ Look forward to getting your homestay details at the latest 2 weeks before you come to Totnes.

WHERE WILL YOU BE STUDYING?

English in Totnes has two school buildings situated in the town of Totnes, 10 minutes walk away from each other:

The Gate House (see map)

2 High Street
Totnes,
Devon
TQ9 5RZ

Tel: +44 (0)1803 865722/ 865691

Email: info@englishintotnes.com

This is our year-round centre where we teach:

- All adults (16 years+) all year round
- Ministay junior student groups (10 years+) year round, except for summer
- Junior summer students (12-15 years) from Monday 26th June- 1st July 2017

This is also our administrative centre where we organise all bookings.



Windmill House -summer only (see map)

21 Ashburton Rd
Totnes
TQ9 5JT

This is our summer junior centre where we teach:

- All junior students 7 – 15 years from Monday 3rd July to Friday 25th August 2017

We have a full team on-site to help you with questions about your lessons, your homestay, your activities and most importantly your welfare.



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TRAVELLING TO TOTNES

- Mostly, as you are under 18, we will arrange your transfer from the airport and your host family will meet you in Totnes at Steamer Quay or the taxi will take you directly to your host family.
- If you are travelling with a parent, guardian or responsible adult, however, then please send us full information about your arrival times in advance so that we can let the host family know.
- We can arrange an Unaccompanied Minor Service at an extra charge of £100 per journey.

Please make sure you fill in the flight details on the reply pack.

Daily travel

You will not need to use public transport in Totnes and you will either walk to school or be dropped off by your host family. If you are under 14 years old your family will arrange for a responsible adult to take you to and from school and activities. We try to put you with families within not more than a 25 minute walking or driving radius.



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When you arrive in Totnes

You will usually arrive at the weekend. If you arrive with a group or on one of our airport transfers from Heathrow or Bristol, your homestay provider will meet you at Steamer Quay carpark and take you to their home. Or if there is a small group of you travelling together, then you will sometimes be dropped off directly at the homestay. If you are travelling independently, your transfer will take you straight to your host family's house. This is your time to unpack your bags, settle in, and get to know your homestay host. You may also be sharing with another student, so can spend some time with them too.

YOUR FIRST DAY

Your first day at school will usually be on the Monday and your host will take you to school or show you where it is. School runs from 08:45 to 17:00 every day. If your first day is a Bank Holiday, please come to school as normal- we are open all year round including Bank Holidays.

Things to bring with you to Totnes:

- Clothes suitable for all weathers (swimming costume, suncream and hat, your umbrella plus warm and waterproof clothes and shoes you don't mind getting muddy!)
- Spending money
- Your passport / ID
- Pencil case including pens and pencils
- Plug adapter for UK electrical system

What happens on my first weekday?

- An English speaking test at 08:45 with our teachers/ meet and greet with staff
- Your first lesson starts at 10.00 when we will give you your English in Totnes Study Pack
- 12.30 Canteen lunch at King Edward VI Community College if you are studying at Windmill House or the Gate House for the first week of our summer school
- 13.30 Afternoon activity as per your activity programme- you will be doing either Multi Activity or Adventure programme and draft programmes are available on our website
- A welcome evening activity

Your usual timetable- this may change if you travel with a closed school group

- We run a weekly timetable, so your timetable will usually change each week that you are here. For a two week stay, you will follow the timetable below (or the mirror image). Each morning or afternoon you will have three 60-minute lessons with a break in-between each one.



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- If there are fewer students, then we will run lessons in the mornings only- we will let you know the week before for all timetable changes.
- There is a maximum of 15 students in a class.

Week 1 Mornings Afternoons

MONDAY	CLASSES	ACTIVITIES
TUESDAY	CLASSES	ACTIVITIES
WEDNESDAY	CLASSES	ACTIVITIES
THURSDAY	CLASSES	ACTIVITIES
FRIDAY	CLASSES	ACTIVITIES

Week 2 Mornings Afternoons

MONDAY	ACTIVITIES	CLASSES
TUESDAY	ACTIVITIES	CLASSES
WEDNESDAY	ACTIVITIES	CLASSES
THURSDAY	ACTIVITIES	CLASSES
FRIDAY	ACTIVITIES	CLASSES

YOUR HOMESTAY

We will find you a welcoming and friendly homestay- this may be with a single person living on their own or a family with their own children, either in Totnes itself or in one of the villages or suburbs around Totnes.

If you are living outside of Totnes, your homestay provider will drive you to and from school and activities, no more than a 25 minute drive under normal conditions.

Accommodation is **full board**. You will receive your homestay information at least two weeks prior to arrival.

Your homestay provider will welcome you into their home, as a member of their family. Please remember:

- Respect their home and try to be helpful and polite at all times.
- 'Please' and 'Thank you' are always very welcome.
- Your teachers, your host family and social leaders are all here to help you learn English, stay safe and have a wonderful time.
- If you have any problems, please talk to us!

Meals: Your homestay provider will tell you when to be home for meals. English food may seem different at first; if you don't like the food, please tell your family, or school office staff or your social leader. But please try it first - you might like it! If you want extra snacks and drinks, please ask your host family or buy them yourself. Don't help yourself to food without asking. Your family will give you breakfast, dinner and a packed lunch 7 days a week

Laundry: Your homestay provider will wash your clothes for you once a week, however you may need



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to do your own ironing. They will tell you where to put your dirty clothes.

Telephone: You can receive incoming calls on your host family's telephone. You can also make one short call home when you arrive, to tell your family that you have arrived safely in Totnes. After that, you must pay for all your outgoing international calls. You can do this with our special phone cards which you can buy from the office or from your Social Leaders. You must ask your host family first before making a telephone call!

Internet: Some of the host family homes will have internet, however this is not guaranteed. You must speak to the host family about using the internet to ensure there are no extra charges. Remember that downloading charges can be expensive (such as using the video option during your Skype call). Please respect the time you use the internet.

SOCIAL PROGRAMME

We give you a full programme of social and cultural activities, to include one full day excursion, 3 half day activities / excursions, sport once a week and activities three evenings per week with our social activities leaders. Unless otherwise stated, all entrances are included in the package.

You will be doing either our Multi Activity or Adventure programme and draft programmes are available on our website- have a look now to see what you will be doing!

SCHOOL RULES

We want you to have a wonderful time with us, but we also need you to abide by the United Kingdom's laws, follow our school rules and respect other students in the school.

1. UK laws

If you break a UK law you will be told to leave the school. You could also be arrested, fined, or sent to jail.

Examples of UK laws:

It is illegal for anyone under 18 to buy cigarettes and alcohol

It is illegal for anyone to buy, sell or take drugs

It is illegal to shop-lift ie to take things from shops without paying for them

2. School rules

We have put together the following rules so as to be clear about what we expect when you are here:

- You must never leave the school building if you are in the Gate House or campus if you are in Windmill House without permission from our staff
- You must attend all your lessons unless you are unwell



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- You must treat your school, fellow students and facilities with respect
- During free time on excursions you must stay with another student and inform your social activities leader immediately if you will be late back to the meeting point.
- You must adhere to all UK laws. This includes not smoking or drinking alcohol which is illegal if you are under 18 years old.
- As you are **under 18 years** there are strict curfew times for times when there are no organised activities which you must respect :

Curfew times

- Students 13 years or younger are not allowed out unsupervised
- Students aged 14 and 15 have a curfew of 22:00
- Students aged 16 and 17 have a curfew of 22:30.

We understand that you might be used to different curfew times at home however while you are in the UK and in our care, please keep to these. Homestay providers have agreed to these curfew times too and will tell us if you are coming in late. This could lead to a warning and ultimately dismissal from the course.

Our only concern is to look after you and keep you safe!

3. School Behaviour

We promise to deliver a programme that is engaging and interactive and ask in turn that you are punctual, participate well and show respect for yourself and your colleagues. If our staff, teachers or social activity leaders have any problems, we may have to speak to your group leaders or parents. We expect you to:

- Respect the teachers and leaders and participate in lessons and activities
- Be constructive in class
- Show respect for students from different cultures
- Mix with students from different countries
- Speak only English in class
- Obey the school rules

English in Totnes has disciplinary procedures in place, which includes a green, yellow, red warning system. For extreme types of behaviour, you may be asked to leave school and these costs will be covered by your parents / guardian.

English in Totnes also reserves the right to search student's property (in the student's presence) if suspected of theft. Staff will also confiscate any items considered to be inappropriate on campus (e.g. itching powder/stink bombs)



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4. Anti-Bullying

We want you to be happy and feel safe in our care and we aim to offer a supportive learning environment for all our students.

- If you are unhappy in your class or activity group because someone is bullying you or being unkind please speak to your teacher, your activity leader or the Welfare Officer.
- If you mistreat another student in our care in any way, including using foul language or physical violence, you will be removed from the class and barred from doing social activities. We will not tolerate abusive behavior towards staff, other students or members of the public, and this may result in you being sent home at your parents' / guardian's expense.

MEDICAL AND PERSONAL INFORMATION

- **Please tell us if you have any medical conditions and treatments in the Junior Reply Pack** – we want to support you as much as we can but if we are not informed about a medical condition before you come we may be unable to accept you at the school.
- Please note that our staff can't look after or give you medication so if you are taking regular medication, you must be responsible for its care and administration. The school requires written confirmation about what medication you are taking from a parent or legal guardian, before the course starts so that we can tell the medical authorities in case you have a medical problem during your time with us.

If you feel unwell while you are in England we can arrange for you to see a doctor. Please bring your EHIC card if your home country is part of the EEA. If you live outside the EEA you will need to pay for medical treatment.

*Everyone can receive emergency medical care- ring 999 immediately for an accident or emergency.

Photography and filming consent:

Sometimes we take group and individual photographs to use in our marketing materials (e.g. brochure, website) or regularly as part of the day-to-day life of our school for social media (e.g. Facebook) and blogs.

Our school policy is that if we wish to use an image (photograph or video film) of anyone under 18 we can only do this if your parent or guardian has given us permission in the Junior Reply Pack. If you or your parent/guardian don't want you to be in our school publicity then we will give you a white wristband when you come school so that we don't take photographs with you in them.



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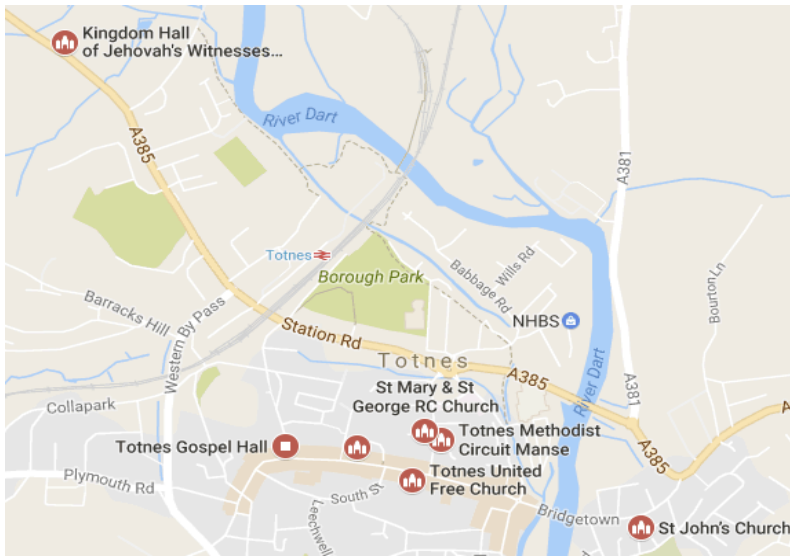
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Further information:

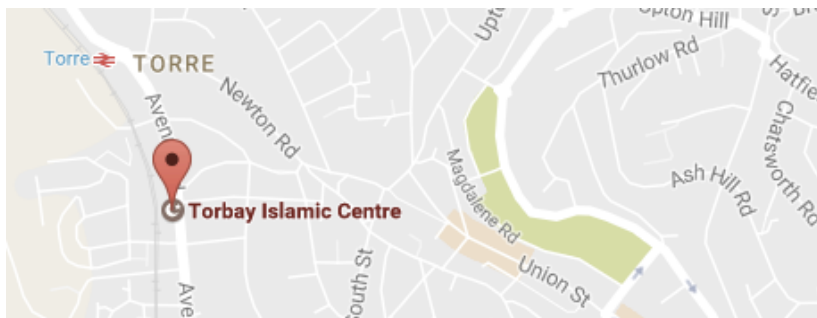
Places of worship

There are a number of different churches in Totnes. Here are some of them:



Please visit the websites of the different churches for times of services.

There is also a mosque at Torbay Islamic centre in Torquay, a short bus ride away, for our Moslem students- please let us know if you want to attend and we can help you get there.



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Supermarkets

If you need to go shopping for essentials, there are four supermarkets in Totnes. The biggest one is Morrisons, which is on the Plains, about a 10 minute walk from both schools. There is also a smaller supermarket at the Post Office in the High St, and one called the Happy Apple in the Narrows, just up from the Gate House.

For students staying in Follaton and in Bridgetown, Totnes there are also supermarkets there.

Places to eat

Totnes has a wonderful selection of restaurants and cafes if you fancy meeting your friends for a coffee or cooldrink: here are the websites of the most popular:

Rumours www.rumourtotnes.com

The Pie Shop www.piestreet.co.uk

The Royal Seven Stars www.royalsevenstars.co.uk

The Waterside Bistro www.watersidebistro.com

There are many more...

Contacting Home

The school has free Wi-Fi that you are welcome to use to contact your friends and family at home. It is not guaranteed that there will be Wi-Fi at your host family.

Students on UK visas

If you come from a Visa National Country you are required to have a visa that is valid for study to have lessons at our school. We will not allow you to start studying if you cannot provide this before your course starts. If you fail to attend for 10 consecutive days or attend less than 85% of your lessons, **your visa may be withdrawn.**

Banks

ATM and cash machines are very easy to find in the town on the High St. The nearest one to the Gate House school is outside Santander and a 2 minute walk away; the nearest one to Windmill House is outside Morrisons on the Plains, a 10 minute walk away.



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Insurance

Please take out comprehensive insurance before you travel to cover you for your stay. If you damage property at the centre, we will ask for you to cover reasonable costs.

Spending Money

As you are a junior student ie under 18 years old, then you will not need to pay for any meals or school activities during your stay, but we recommend bringing some spending money for extra snacks and mementos while you are here.

Please look after your money during your stay and remember that you are responsible for the safe-keeping of your own money during your stay.

Problems and Complaints

If you feel unhappy about something, please try to talk to your teacher, activity leader, or someone in the office. We take complaints very seriously and we have a clear process for dealing with them- please visit our **Policies** page on our website.

Terms and Conditions

All bookings with our school are subject to our terms and conditions which you can find on our website: [www.englishintotnes.com/terms and conditions](http://www.englishintotnes.com/terms-and-conditions)

Please remember to complete the 'Reply Pack' and return it to us at least 6 weeks before your course starts. Your booking is not confirmed until this has been returned.



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